



YEAR-END NEWSLETTER

DECEMBER 2020



"I have no expectations of making a hit every time I come to bat. What I seek is the highest possible batting average, not only for myself, but for the team."
— **President Franklin D. Roosevelt - 1933**

As the end of 2020 draws closer and a new, evolved normal settles over our country and the rest of the world, we at OMSMAF have much to be thankful for.

Despite the unusual and considerably changed circumstances that we have all worked in during most of this year, we have attained a higher batting average for the Fund and its members as borne out by the improved results reflected in our most recent member survey.

As you may appreciate, a great deal of work has gone into improving the service levels of the Fund. We have all worked extremely hard, burning the midnight oil on more than a few occasions, and it is therefore gratifying to note that our efforts have been rewarded. Nevertheless, this is literally the beginning of what we view as a positive turning point for OMSMAF.

Survey results

During the survey, conducted in September 2020, the Fund achieved an increased satisfaction rating of 66% which reflected a pleasing six-point increase when compared with a similar survey conducted in March 2020. A particularly noteworthy improvement was achieved in terms of the service rendered by the call centre consultants where 89% of respondents surveyed felt that the service provided was friendly, helpful and positive.

Positive changes: In all, the areas reflecting a positive improvement included the satisfactory resolution of enquiries, the timeous payment of claims, the speed and accuracy of handling telephonic enquiries, the helpful attitude of call centre agents, the user-friendly nature of the Universal Healthcare website and finally the promptness with which calls to the call centre are answered.

Greatest need for improvement: The time taken to resolve email enquiries satisfactorily was highlighted as an area still requiring additional focus.

Thank you for your feedback

Thank you to the 2 413 members who took time to complete the member survey. We invited 17 141 members to participate which means that the response rate achieved was just over 14%.

We wish to encourage you to participate in our post call surveys which assist us in enhancing our service delivery. We trust that 2021 will bring greater involvement from members and we would as always like to encourage you to talk to us so that we can provide you with an ongoing, member centric experience.

Embracing the 'new normal'

This past year many of us suddenly experienced what it is like to work from home for the first time. Many among us have felt grave anxiety about this new situation, given that there has been so little time to adjust to this new way without direct supervision and direction. Other challenges included managing technology, keeping productive, staying connected and juggling family and work responsibilities.

Mental Health Programme

Feeling anxious and worried is to be expected in a crisis such as the one we have been through this year. The South African economy is reeling under the COVID-19 pandemic, and employers and employees are experiencing massive change. There has, in addition, been a marked increase in gender-based violence, financial pressure, loneliness and mental health issues – all of which are impacting both businesses and individuals.

At OMSMAF we understand only too well that stress and anxiety can be a drain on one's emotional resources. Our comprehensive Mental Health Programme is there to support you no matter what life holds. Should you require assistance with this benefit you can call our Contact Centre on **0860 100 076** or email mentalhealth@omsmaf.co.za. Our Clinical team members will assist you in accessing the care that you require.

2021 Focus points

We are fully cognisant of the changing financial circumstances that have been brought about by the pandemic and the impact that this has had on so many individuals. With this in mind, we would like to re-assure you that 2021 will be a year during which the Benefit Review Committee will further strengthen its focus on affordability.

While absorbing the tumultuous change that has become part of our lives, let us take time out for ourselves, our loved ones and our colleagues. After all, life really is for living and enjoying.

Like Franklin D Roosevelt, we could not have achieved success for OMSMAF had it not been for you, our ever-supportive and committed members.

It is in this spirit that I wish you and yours a safe, happy and fulfilled holiday season and a joyful, healthy and successful 2021. Whilst enjoying this time let's maintain our social distancing and wearing of masks in public to protect against COVID-19.

Make good use of the coming holiday season to recharge those flat batteries, enjoy your friends and family, lap up the sunshine and take time out to relax with a good book.

Thank you again for helping OMSMAF to score more than a few hits during this past year.

Yours in health

Sabier Martinus
Principal Officer