



OFFICE OF THE EXECUTIVE DIRECTOR

Ref: *News Editor*  
Enquiries: *T. Shidhudhu*

**MEDIA STATEMENT**

29 June 2021

**INTRODUCTION OF THE SMS NOTIFICATION FOR PUBLIC SERVICE EMPLOYEES MEDICAL AID SCHEME (PSEMAS)**

The Ministry of Finance together with Methealth Namibia Administrators are pleased to introduce the text message (SMS) notification for the Public Service Employees Medical Aid Scheme (PSEMAS). The new technique of notification is part of the on-going PSEMAS Reforms, aimed at curbing possible fraud, protecting member benefits and to improve communication between members, Healthcare Service Providers and the Administrator.

The Ministry has observed that some of the claims submitted are not authentic. The new SMS notification will thus help all parties to ensure authenticity of claims and services rendered to PSEMAS members. The SMS notification to PSEMAS members will become operational as of 1 July 2021, meaning PSEMAS members will start receiving text messages from **44555** informing them of claims submitted and settled on their behalf to Healthcare Service Providers by the Administrator.

We therefore urge PSEMAS Members to pay close attention to the text messages and to report any suspicious claims to Methealth offices or to Ministry of Finance, Medical Aid Division. PSEMAS members and Services Providers are once again reminded of the consequences of submitting false claims, which might result in the termination of the PSEMAS contract or membership.

Additionally, members are urged to ensure that their cellphone numbers are registered on the PSEMAS System and always up to date in order to ensure

uninterrupted communication between members and PSEMAS, and thereby protecting member benefits and the future sustainability of the scheme.

Note that the first sample text messages (SMS) to be received by the members will be in the format as demonstrated below.

<i>“Dear Member, Claim for PHARMACY ABCD GROVE MALL, N\$365 has been received on 28-06-21 for Shikongo Damaseb. Kind Regards PSEMAS”</i>	<i>“Dear Member, Claim for Dr. TBC OKAHANDJA CONSULTANCY, N\$465 has been settled to Member on 01-06-21 for Shikongo Damaseb. Kind Regards PSEMAS”</i>
--	--

For any queries, kindly contact Ms Elizabeth Kharuchas @ [Elizabeth.kharuchas@mof.gov.na](mailto:Elizabeth.kharuchas@mof.gov.na) or Ms Namasiku Masule @ [Namasiku.Masule@mof.gov.na](mailto:Namasiku.Masule@mof.gov.na)

End/

**Issued by**

Tonateni Shidhudhu  
Chief Public Relations Officer  
Ministry of Finance  
Tel +264 61 209 2914  
Email: [Tonateni.Shidhudhu@mof.gov.na](mailto:Tonateni.Shidhudhu@mof.gov.na)

