

Accessing your Medical Undertaking:

MVA Fund is liable for payment of medical treatment and rehabilitation for those injured in road crashes as stipulated in Section 20 of the Motor Vehicle Accident Fund Act no. 15 of 2007.

Medical treatment and Rehabilitation:

After sustaining injuries in a road crash, you may require treatment. Most people will recover after medical treatment but some may need further rehabilitation to help them recover. It is important that you start a rehabilitation program as soon as possible to help you to return to a level of function and quality of life comparable to your pre-injury state.

After lodging your claim with the Fund, you will receive an acknowledgement letter that your claim has been received. It will include a claim number that you must use when you contact us.

Your claim will be assessed and you will be advised on the Fund liability in the form of an Offer Letter. The offer letter will show medical interventions you will be entitled to; this conclusion is made with the help of your medical information provided by the treating health practitioners.

If the Fund has accepted liability, it will pay for reasonable and necessary hospital, medical, rehabilitation and travel expenses. You do not need to wait until your claim is finalised for these expenses to be paid.

What does reasonable and necessary treatment mean?

- Treatment is related to the injuries sustained in the road crash.
- The treatment and service is likely to regain or improve your ability to function at work and at home.
- There is evidence based medical research to support using the treatment.
- Your treating doctors or health practitioner recommended the treatment.

MVA Fund and local medical aids schemes have agreed fees with certain health practitioners. If you are a member of a medical aid scheme, you must get their approval before you start your treatment and the Fund will be responsible for your contribution, a guarantee letter will be written stating such. You may be responsible for any payments over the set of fees or shortfalls. Non-medical aids claimants will get a letter guaranteeing 100% payment on agreed fees.

Proof of medical expenses incurred before lodging a claim should be submitted with claim documents for refund. You should keep a record of all your expenses and a copy of receipts and their invoices for use as proof.

Seeking Medical Assistance

Before seeking any medical assistance, contact the nearest MVA Fund office for assistance with issuing a guarantee letter to a service provider of your choice or as advised by the Fund's Case Management section. The guarantee letter details the treatment that should be undertaken and specific requests from the Fund to the service provider to assist with monitoring your

treatment and rehabilitation.

Limited claim:

If the Fund is liable on a limited basis your claim will be handled in the same way. However, you will be treated until your condition is deemed stable by the treating doctor.

Fraudulent claims:

There are severe penalties for making false or misleading statements in your claim, this may result in your claim being closed and legal prosecution in terms of the Laws of Botswana.

Confidentiality:

The Fund will at all times treat all your medical information in strict confidentiality.

