

April 2020

Dear Client/Member

COVID-19: We are committed to providing you with continuous online service

In light of COVID-19, we will mainly communicate with you electronically to facilitate continued, safer and efficient services.

Given the containment and mitigation measures imposed due to the outbreak of COVID-19 in Kenya, we will be taking the following steps, effective immediately and until further notice, to maintain an adequate level of service for all our stakeholders:

1. We will maintain a limited number of staff at our offices between 8.15 am and 3.00 pm during the week, to attend to urgent matters. The rest of the team will also be working from home.
2. If you need to submit any documents to us, we request that you submit them by email or online submission. The hard copies can be submitted later if required. This will ensure that we continue to process your documents and claims during this time.
3. We will mainly send all documents electronically, unless specific hard copies are required for processing.
4. All payments will only be made and received electronically.

You can continue to access our services through our website, email or phone lines

We are committed to providing you with ongoing service during this time to the best of our abilities. You can access our services in any of the following ways:

- Through the online self-service portal available at <https://online.libertyhealth.net/account/login>. Simply login or register to activate your secure online account.
- By submitting claims and related queries via email to claims.medical@heritage.co.ke. Please scan or photograph your claims and continue to follow the current claims submission guide. Hard copies can be delivered at a later date. Please ensure that the file size is below 10 megabytes per email to enable easy download.
- By calling us on 0711 076333 during normal business hours.
- By calling or emailing us for pre-authorisation on:
 - o +254 0711 076333
 - o HealthCareUndertakings@heritage.co.ke
- By calling our 24-hour line for medical emergencies only on: +254 0711 076333 (pilot line), 0733 750004, 0733 550050, 0728 607689, 0728 111001/2
- By calling us for International Medical Emergency Evacuations on +27 21 657 7740.

For more information on COVID-19, or **if you have a fever, cough and shortness of breath** requiring medical attention, please see the infographic included for further details.

Thank you for your patience and understanding during this time

The health and safety of our employees and customers is our top priority. We understand that this new way of doing things is challenging, but if all of us unite in our response to COVID-19 and take the right actions, we can make a difference.

Thank you for your support.

Kind regards
Heritage Blue and Liberty Blue (Liberty Health Cover)

April 2020

Dear Heritage appointed Healthcare Provider

Re: Adjustments to our claims receiving / submission and settlement processes due to Covid-19

We would like to advise that in light of the containment and mitigation measures imposed due to the outbreak of COVID-19 in Kenya, we have made the following adjustments, effective immediately and until further notice, to maintain an adequate level of service for all our stakeholders.

- 1. Submission of claims.** We would like to request that all claim documents are scanned and submitted to us via e-mail on edocuments.medical@heritage.co.ke. This will ensure that we continue to process your claims during this time. The physical documents can be submitted later in the usual manner for our records.
- 2. Payments.** We will endeavour to continue with the usual weekly payments. However, you may notice reduced transaction values as our claims processing team may not be operating at optimal levels. Payments will only be made and received electronically.
- 3. Office open hours.** Our offices will remain open from 8.15 a.m. to 3.00 p.m. from Monday to Friday. This timings may change based on developments and directives by the Government. Please note that whereas the Heritage offices will remain open for business, we have scaled down on staff levels who are physically in the office, while a number of staff work from home.

You can continue to access our services through our website, email or phone lines.

We are committed to providing you with ongoing service during this time to the best of our capabilities and you can access our services in any of the following ways:

- By calling us on 0711 076333 for membership and benefit verification.
- By submitting claims and related queries via email to: edocuments.medical@heritage.co.ke.
- By calling or emailing us for pre-authorisation on:
 - Contact Centre number: **0711 076333**
 - Our 24 hour Emergency lines: **+254 0711076333 (pilot line), 0733 750004, 0733 550050, 0728 607689, 0728 111001/2**
 - Email: HealthCareUndertakings@heritage.co.ke
- By calling us for International Medical Emergency Evacuations on +27 21 657 7740.

We thank you for your patience and understanding during this time.

The health and safety of our employees, members and health care providers is our top priority. We understand that this new way of doing things is challenging, but if we all unite in our response to COVID-19 and take the right actions, we can make a difference.

Thank you for your support.

Kind regards

A handwritten signature in blue ink, appearing to read 'A. Ngunjiri', is enclosed in a light grey rectangular box.

Albert Ngunjiri
Director – Health Insurance