



**LIBERTY**

**LIBERTY LIFE ASSURANCE UGANDA LTD**

Madhvani Building, Plot 99 -101, Buganda Road, Kampala  
P.O Box 22938 Kampala Uganda  
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e uganda@libertyhealth.net w www.liberty.co.ug

**Directors:** G Ssendaula (Chairman), M DuToit\*, A Katamba,  
M Madhvani, R Singh\*, K Wingfield\*, East African Holdings Ltd,  
Madhvani Group Ltd  
\*South African  
**Company Secretary:** KP Eswar

*Liberty Life Assurance Uganda Ltd Reg. 75913*

6 April 2020

Dear Client/Member

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

**In light of COVID-19, we will be communicating with you electronically only**

Given the containment and mitigation measures imposed due to the outbreak of COVID-19 in Uganda, 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. Our Liberty Health Cover office will be closed to the public to ensure social distancing and to prevent the spread of COVID-19.
2. If you need to submit any documents to us, please submit them by email or online submission only. This will ensure that we continue to process your documents and claims while the office remains closed.
3. We will send all documents electronically only.
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 [www.libertyhealth.net](http://www.libertyhealth.net). Simply use the Login button on the home page to login or activate your secure online account.
- By calling or emailing general queries to: +256 779 558 733, +256 414 233 794, +256 312 233 794 and +256 312 233 803 or [operationsuganda@libertyhealth.net](mailto:operationsuganda@libertyhealth.net)
- By submitting claims and related queries via email to [operationsuganda@libertyhealth.net](mailto:operationsuganda@libertyhealth.net). Please scan or photograph your claims and continue to follow the claims submission guide when submitting your claims. Please ensure that the file size is below 10 megabytes per email to enable easy download.
- By calling or emailing us for pre-authorisation on:
  - o + 256 779 558 733
  - o [operationsuganda@libertyhealth.net](mailto:operationsuganda@libertyhealth.net)
- By calling our 24-hour line for medical emergencies only on + 256 779 558 733 (members) or + 256 772 578 323 (providers)
- 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

**Liberty Health Cover**

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Dear Valued Service Provider,

**How to submit claims following the Government response to COVID-19**

To reduce the risk of potential spread of COVID-19 in the country, Liberty Life Assurance Uganda will follow the guidelines on social distancing recommended by the Uganda Ministry of Health and as directed by the President of the Republic of Uganda.

As a result of the above, there will be limited access to the Liberty Life Assurance Uganda offices, effective Monday 30<sup>th</sup> March, 2020. However, our staff will be working remotely and we are committed to providing you with ongoing service to the best of our abilities. We are therefore encouraging communication through alternative electronic communication platforms until the situation normalises.

Unless advised otherwise, **please submit your claims to us via e-mail** by scanning the claims and e-mailing them to [operationsuganda@libertyhealth.net](mailto:operationsuganda@libertyhealth.net). Please note that each pdf file sent should not exceed 10 megabytes to enable us to download it remotely with ease. To facilitate seamless processing of claims, please to include the facility name, provider number, number of claims and the total amount for all claims in the subject line of the email.

You are further encouraged to submit claims to us via your **provider e-claiming portal** to ensure faster payment. Please do not submit claims sent via e-claiming again to avoid duplication and slow payment.

**For further enquiries, please contact us on the numbers below:**

1. +256 414 233 794
2. +256 312 233 794
3. +256 312 233 803
4. +256 772 578 323

**Thank you for your patience and understanding during this time**

The health and safety of our members and our healthcare providers 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,

Liberty Health Cover