

THE HEALTH

DIGEST

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+ COVER STORY

LEVERAGING TECHNOLOGY FOR SERVICE EXCELLENCE

Introducing faster automated claims, unified accounts, and integrated services.

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CellMed: Leveraging Technology for Service Excellence

CellMed's entire business is built around Service Excellence, and exceeding customer expectations. As part of this commitment, the fund recently underwent some exciting enhancements by implementing cutting-edge, AI-driven technology.

The future of healthcare is being built, and it promises a more positive experience for everyone!

However, with innovation comes challenges, and the new system's implementation process has taken longer than initially anticipated.

Moving to a new system with advanced technology can be intricate. It requires careful planning and attention to detail, especially during data migration to a more complex environment. CellMed's recent technology implementation faced additional challenges due to data transfer delays and the need for extensive customization to integrate the new ZiG currency.

The CellMed team understands that change can be challenging,

and sincerely apologizes for any inconveniences caused during this transition phase. Your continued support is deeply appreciated.

The organization's commitment remains unwavering: delivering quality healthcare services and benefits to its valued members. With a commitment to continually improving and innovating to better serve your needs.

Overview: New Features

Over the past few months, the CellMed team has been diligently working on major improvements and the following enhancements have been successfully implemented:

1. Multi-Currency Support

Flexibility in handling premiums, claims, tariffs, drugs, and benefits in multiple currencies.

2. Single Membership Number for Multi-Currency Plans

Streamlined administration and reduced complexity for members on multi-currency plans.

3. Integrated Underwriting, Pre-authorisation, and Claims Processing

Seamless, faster, and more accurate claims processing through integration with claims, underwriting parameters, and pre-authorisations.

4. Automation of Claims Payment

Improved efficiency and reduced errors with automated claims payment processes.

Upcoming Enhancements

The advanced technology being implemented will soon improve user experience with CellMed in even more ways. Upcoming developments of the next phase of enhancements include:

Saying Goodbye to Duplicate Cards: The new system upgrade maintains a single record for each membership. This eliminates duplicate cards and creates a complete history, allowing for faster inquiry resolution and keeping clients informed more effectively.

Automatic Upgrades: The system now handles Membership upgrades seamlessly, eliminating the need for manual processes. Contribution calculations, benefit maintenance, and waiting periods are all managed automatically, improving customer care.

Auto Card Requests Post-Waiting Period: After the waiting period for new registrations or upgrades, the system automatically initiates requests for new membership cards, ensuring members receive their updated cards promptly.

Get Receipts Instantly & Stay Informed: Automatic receipts for payments and clear updates on outstanding balances are now available. This provides everyone with the same information, fostering transparency.

Employee Numbers on Membership Cards: Membership cards will soon include employee numbers, facilitating easy identification and access to relevant information.

Updated Claims Statements: Benefit summaries will soon be listed on statements, enhancing member visibility into their benefit balances.



This development is estimated to take approximately one month.

Looking ahead

The next phase will introduce an integrated mobile and web portal application. These platforms will provide members with real-time access to a comprehensive range of services, including accurate membership information, claims status, and pre-authorisation data, ensuring convenience and ease of access to information.

This phase's upgrade will also involve the implementation of an omnichannel communication

platform, allowing seamless integration and management of all stakeholder interactions across various channels such as email, WhatsApp, social media, phone services, and more. The integration of all service points is set to improve customer satisfaction and engagement by ensuring interactions are personalised and efficient, regardless of the channel. The patience and understanding exhibited during this transformative period are greatly valued. The implemented improvements are expected to ultimately benefit all members.

The CellMed team is fully dedicated to keeping members updated on the progress made during this exciting journey!

Should you have any questions or require more information, please do not hesitate to reach out to our dedicated customer care team at:

Tel: +263 8677 200 200

Econet Toll-Free: 08080 015 or 08080 221

WhatsApp: +263775 716 071


Email: membership@cellmed.co.zw





Experience Uninterrupted Convenience!


Our dedicated contact centre is available to serve you anytime, anywhere. Contact us to get help with your membership benefits, authorizations, general information and more.

Reach us. We're here, 24/7.

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 contactcentre@cellmed.co.zw

Meet The People Behind Our Processes

Profiling Moira, Our Claims Champion



MOIRA MUNIKWA
Claims Manager

We understand navigating healthcare claims can be frustrating. That is why we're dedicated to simplifying the process for you. By leveraging the expertise of highly skilled professionals like Moira, and through continuous digitalization efforts, we ensure a smooth and efficient claims experience.

Moira isn't your average Claims Manager. This healthcare powerhouse boasts a stellar education, with diplomas in nursing (both general and operating theatre!), an Executive Diploma in General Management, and an Honors Degree in Insurance and Risk Management. Talk about qualifications!

But her expertise goes beyond just diplomas. Moira is an expert relationship builder, working together with healthcare providers to understand your needs and ensure everything is

on the up and up. Think of her as your personal healthcare advocate!

From negotiating tariffs to keep your costs down to reviewing benefits to make sure you're getting the most out of your plan, Moira's got your back. As well as processing claims efficiently and keeping you updated on the system.

But Moira's not all work and no play. When she's not championing your claims, you might find her with a good book, tending to her thriving garden, and exploring her culinary skills in the kitchen. This community champion also dedicates her time to providing water and support to those in need.

Fun Fact: Back in the day, Moira's dream was to be a policewoman – all for the cool uniform and the thrill of saying "alpha, Romeo, over" on a walkie-talkie!

Contact our claims champion on:
Tel: +263 775 716 071, or
Email: mmunikwa@cellmed.co.zw



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