

# Together we can



## SERVICE CHARTER

As the worker bees, we are dedicated to building a hive of excellence in order to exceed our customers' expectations.



### OUR STANDARDS

#### BUSINESS DEVELOPMENT

Quotation request must be acknowledged within 24 hours of receipt and sent out within 48 hours.



### SALES AND MEMBERSHIP

- Acknowledgment of queries must be done within 24 hours of receipt.
- Membership forms must be processed within 5 working days.
- Billing must be run on the 15th of every month.
- Self payer suspensions must be done automatically on the 1st of each month.
- Premium payer suspensions must be done on the 10th of each month.



### CLAIMS

- Acknowledgment of queries must be done within 24 hours of receipt.
- Authorization of urgent medical treatment must be done within 24 hours.
- Processing of cash claim forms must be done within 14 days of receipt.



### WELLNESS AND RISK

- Acknowledgment of queries must be done within 24 hours of receipt.
- Hospital pre-authorizations must be done within 24 hours.
- New member underwriting must be done within 48 hours.



### FINANCE

- Acknowledgment of queries must be done within 24 hours of receipt.
- Normal claims payment runs must be done fortnightly.
- Remittance advices must be sent out soon after payment has been processed.
- Payment of cash claims must be done within 14 days of receipt.
- Issuance of premium payment receipts must be done within 24 hours of receipt.



### CUSTOMER FEEDBACK

- Acknowledgment of complaints must be done within 24 hours of receipt.
- Feedback on inquiries must be given within 48 hours of receipt.
- Telephones must be answered before the third ring.

Your feedback and insights are valuable to us so we can improve our service experience. These can be submitted through the following customer feedback platforms:

1. Email: [feedback@cellmed.co.zw](mailto:feedback@cellmed.co.zw)
2. Call: 08677 200 200
3. WhatsApp: 0775 716 071

Alternatively you can request to meet any of the customer feedback committee members available.

Dr. Isheunesu Makuzwa  
Chief Executive Officer

Bringing Your Healthy Smile Back