

Namaf Customer Service Charter

OUR PLEDGE

The Charter will be reviewed annually to continue monitoring and evaluating the level of service delivery.

WE PLEDGE TO:

- Acknowledge all written communication (whether by post, hand delivery, or email) within 1 day of receipt.
- Acknowledge the clients on their arrival.
- Process New Practice Number application in 7 working days.
- Process Renewal Practice Number application by 30 May annually.
- Inform Funds/Administrators/healthcare providers within 5 working days of non-critical updates to practice numbers.
- Inform Funds/Administrators within 1 day of critical updates to practice numbers.
- Respond to coding queries within 3 working days, noting that more complex inquiries might require a longer turnaround time.
- Provide a feedback/information session regarding the annual Inflation, benchmark tariff, and coding review process before the end of October.
- Publish updated coding schedules and associated benchmark tariffs by the end of November to allow all administrative systems to be updated before 01 January.
- Produce annual reports to account for Namaf to the public (AFS) by 31 August annually.
- Respond to media queries within 24 hours.
- Update the website with the latest information.

CONSULTATION WITH STAKEHOLDERS

Determines stakeholder's needs by employing the following initiatives:

- Hosting annual engagements with Associations/forums/healthcare providers,
- Build and maintain relationships between Namaf and stakeholders

YOU CAN HELP US BY

- Informing us when you are not satisfied with our service delivery.
- Submitting online New Practice Number application and all required supporting documents
- Providing us with accurate information and valid supporting document for the renewal of practice numbers,
- Communicating to us, timely, any changes that might require our action,
- Taking part in the Coding & Inflation process and providing an evidence-based submission

WHAT WE ASK FROM YOU

To help us to provide an efficient and quality service, we would like you to:

- Treat our staff with respect, and we will reciprocate the gesture,
- Suggest how we should improve our services/process, and
- Email your questions to reception@namaf.org.na and follow up telephonically.

IN CASE OF AN ERROR, WE WILL

- Rectify the error and
- Undertake to avoid the same mistake.



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