



**Our Health
Our Future**

Ref. RSSB 109/20

PUBLIC ANNOUNCEMENT

Pursuant to the Prime Minister's announcement of 26th August, 2020, related to the measures to prevent the spread of COVID-19, the management of Rwanda Social Security Board (RSSB) informs the general public, especially its esteemed members under all schemes, as well as all employers and Medical partners (Health facilities & Pharmacies) that its services will be offered in the following ways:

- All correspondences, except invoices, applications for pensions, occupational hazards and maternity leave benefits schemes, will be submitted through info@rssb.rw ;
- Declarations of contributions are submitted online through www.rra.gov.rw;
- Employees' registration is done online through www.rssb.rw. For foreigner employees, the employer will submit their identification through info@rssb.rw;
- Request for clearance certificate is done online through www.rra.gov.rw
For any support please call 0788 76 93 12/0788 53 30 22;
- Checking employees' registration number and contributions is done online through www.rssb.rw or through info@rssb.rw and toll free line 4044;
- Registration for a new employee of an employer already insured under RSSB medical scheme: registration form signed by the employer will be submitted to info@rssb.rw
For more clarification please contact 0788213118 / 0788408404;
- Applications for registration of a new family member under medical scheme: the request (with all required documents) will be submitted through info@rssb.rw;
- Medical scheme members and their beneficiaries will use identity cards or the medical registration number of the principal affiliate to access medical services. Children aged 21 and above who also have to present student cards to access medical services, the 2019/2020 cards are valid until 31/12/2020. For any support please contact 0788769312/ 0788213118/ 0788408404;
- For a new born, not yet registered in medical scheme: the birth certificate from Hospital which normally was valid for 3 months to access medical services is extended to 6 months;

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- For hospitals, all services requiring prior authorization; the copy of request and member's medical insurance number will be submitted to RSSB through WhatsApp; telephone number: 0788303780 (No need for patient to come to RSSB office);
- For pharmacies, all medicines/prescriptions requiring prior authorization; the copy of prescription and member's medical insurance number will be submitted to RSSB through WhatsApp; telephone number: 0788222986 (No need for patient to come to RSSB office);
- For CBHI members, the certificate from cell to request CBHI cards for under 16 is no longer required; the member will present birth certificate from hospital;
- For new born (CBHI member), the birth certificate from Health facility which normally was valid for 3 months to access medical services is extended to 6 months;
- Payment of contributions for CBHI members are paid online via SACCOs (Mobicash) and Irembo;
- For EjoHeza scheme; enrolment and saving are done through USSD,*506#, registration for children under 16 years is done online on www.ejoheza.gov.rw
For more information please call on a toll free line 5006 or 0788309342/0788443662/0788962538;

The Management of RSSB urges all its customers to use aforementioned services for easy services and in order to continue to observe the measures to contain COVID-19.

For more information please call on a toll free line 4044/5006 (EjoHeza) from 7:00am to 4:00pm during working days and from 8:00 am to 4:00pm during the week end or write to us on info@rssb.rw.

Done at Kigali, on 08/09/2020


Regis RUGEMANSHURO
Director General

