



**Our Health
Our Future**

PUBLIC ANNOUNCEMENT

Pursuant to the Prime Minister's announcement of 21st March 2020, related to the measures to prevent the spread of Corona Virus (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:

- Declarations of contributions are submitted online as usual through www.rra.gov.rw;
- Employees registration is done online through www.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;
- Employers' applications for membership to medical insurance are temporarily suspended;
- 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@rss.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;
- "Temporary authorizations" to access medical services that have expired or expiring soon have been extended to 31st/05/ 2020;
- 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;
- For a new employee without medical insurance card, but already declared under medical scheme he/she will use ID card to get medical services
For more clarification please contact 0788213118/0788408404;
- For hospitals, all services requiring prior authorization; the practitioner will directly call RSSB Medical Advisor (No need for patient to come to RSSB office);
- For pharmacies, all medicines/prescriptions requiring prior authorization; the Pharmacist will directly call RSSB Medical Advisor (No need for patient to come to RSSB office);

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- For CBHI members, the certificate from cell to request CBHI cards for under 16 is no longer required;
- 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. You can now pay for 2020/2021 if you have fully paid 2019/2020;
- Applications for pensions, occupational hazards and maternity leave benefits schemes are temporary suspended. For more clarification please contact 0788303446.
- For EjoHeza scheme; enrolment and saving will continue via USSD,*506# as usual & registration for children under 16 years will be done online on <https://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 fight the Coronavirus.

For more information please call on a toll free line 4044/5006 (EjoHeza) or write to us on info@rssb.rw

Done at Kigali, on ... 27/03/2020


Regis RUGEMANSHURO
Director General

