

RMO Reimbursement & SToNZ CME claims: New process effective from 16/12/19.

The NRA has been working hard to reduce the back log whilst processing RMO reimbursement claims. Part of our continuous improvement process resulted in the creation of more seamless points of communication and easier ways to both manage claims submission and follow up enquiries. As a result from 16/12/19 ALL future claims and follow up questions must be directed to a new centralised email address.

Please note – DO NOT RESEND EXISTING CLAIMS ALREADY SUBMITTED – this new process only applies to new claims or new follow up questions and enquiries.

How to submit your claim:-

All claims (& follow up documents required) must be submitted in full to the following email address only:

rmoReimbursements@nra.health.nz

Your claim Email must be in format of

Subject line: Your Name – Your speciality

Example-

Send	To...	rmoReimbursements@nra.health.nz
	Cc...	
	Bcc...	
	Subject:	Name: John Smith. Speciality: Paediatrics

If a SToNZ CME claim – you must also state *“SToNZ CME claim”* in the subject line

Example:

Send	To...	rmoReimbursements@nra.health.nz
	Cc...	
	Bcc...	
Subject:	Name: John Smith. Speciality: Paediatrics. SToNZ Claim	

Please refer to the RMO Reimbursement claim forms on the [Auckland Doctors Website](#) and follow the instructions on the back of the form. To ensure efficient processing and minimal disruption to administration – please allow 10 working days prior to chasing up claims you have submitted.