NATIONAL HEALTH INSURANCE AUTHORITY

Update on the Performance & Status of the National Health Insurance Scheme

Lusaka, Thursday, 24th February, 2022.

The National Health Insurance Scheme (NHIMA) is one of the most successful schemes in the world. It has been in existence for over a decade and has made significant contributions to the healthcare system of Zambia. The NHIMA is committed to providing quality healthcare services to all Zambian citizens.

1. Performance & Status of the Scheme

The NHIMA was launched on 1st February, 2020 and has since then made significant progress. The scheme has a national network of healthcare providers and has continued to attract more members.

2. Member Registration

The scheme continues to attract new members, with over 500,000 members registered as of June 2021. The NHIMA has put in place measures to ensure that registration is efficient and accessible to all Zambians.

3. Contributions and Compliance

The NHIMA has a robust system for collecting contributions from its members. The Authority has prioritized enforcement of compliance through heightened engagement of employers by means of escalating enforcement actions for non-compliance.

4. Human Resource and Network of NHIMA Branches

The NHIMA has a well-established network of branch offices across the country, with over 200 branches and 5000 staff members currently serving our members.

5. Communication and Stakeholder Engagement

The NHIMA has continued to engage key stakeholders such as the Church, Central government, Traditional Leadership and media. The Authority has also continued to roll out a robust communication and stakeholder engagement strategy, with key messages delivered through more than 18 radio stations, 3 TV stations, social media, print media and many other platforms.

6. Enforceable Benefits

The NHIMA has successfully negotiated enforecable benefits which are directly linked to improving the health of the Zambian population. These benefits include:

7. Member Service Assistants

The NHIMA has recruited over 450 Member Service Assistants (MSAs) who are stationed in all the accredited public healthcare facilities across the country. These MSAs provide support to the public and ensure efficient claims processing.

8. Claims and Compliances

The NHIMA has prioritized the efficient processing of claims to ensure that members receive their benefits in a timely manner.

9. Accreditation of Health Care Providers

The NHIMA has continued to increase the number of accredited healthcare providers, with over 200 accredited providers currently serving our members.

10. Financial Flow into Health Facilities

The NHIMA has continued to increase financial flows into health facilities in rural and underserved areas. The scheme has recently increased claim amounts from district and mission hospitals in our rural areas by at least 5 fold.

11. Stakeholder Engagement

The NHIMA has continued to directly engage key stakeholders such as the Church, Central government, Traditional Leadership and media. The Authority has also continued to roll out a robust communication and stakeholder engagement strategy, with key messages delivered through more than 18 radio stations, 3 TV stations, social media, print media and many other platforms.