



PRESS STATEMENT
ON THE Q1 2021 PERFORMANCE OF THE
NATIONAL HEALTH INSURANCE
SCHEME BY
DIRECTOR GENERAL JAMES KAPESA

The National Health Insurance Scheme (NHIS) was enacted by National Health Insurance Act No. 2 of 2018. This Act provides for the establishment of the compulsory NHIS under the management of the National Health Insurance Management Authority (NHIMA). The attainment of the national goal for Universal Health Coverage relies broadly on the sustainable mobilisation of revenue, adequate pooling of resources and responsible purchase of health services and commodities. As such, the NHIS forms an integral part of the path towards the attainment of universal health coverage.

The Authority is now in its second year of operation and has continued to make strides some key milestones in the first quarter of 2021. Below are the milestones achieved:

Membership and Registration

During the last quarter, we continued collaborating with various stakeholders that included among others: Corporate Bodies Corporates, Small and Medium Enterprises and the Church with the membership closing at 966,192 members.

The Scheme is further engaged in discussions with the Ministry of Community Development to cater for the vulnerable who are adversely affected when burdened with disease. In the spirit of Leaving No One Behind, I am delighted to inform the Nation that over 600,000 indigents, are scheduled to be enlisted on the Scheme before the end of this month of April 2021.

Essential Health Care Benefit Package

We have continued to witness a spike in the number of members utilizing the Scheme. The quarter saw 60,148 claims processed compared to 28,062 in Q4 2020. Total number of members that have so far accessed health care under the Scheme has exceeded 120,000.

The members have continued accessing essential health care as per benefits available at primary, secondary, tertiary, and specialized levels. The benefit package includes medical services ranging from registration or consultation fees, investigations, pharmaceuticals, inpatient services, surgical services, ambulance, mobile and referral services, annual medical checkups, medical health, mental health, health promotion activities, maternal and pediatric services, dental and vision care.

Systems Capability

In a bid to ease registrations, submission of returns and to improve the collections, we have embarked on enhancing the system capability of our online registration and payment portal eNHIMA by integrating with Banks. We have on-boarded ZANACO, Indo Zambia Bank and Zambia Industrial Commercial Bank (ZICB). This means that eNHIMA becomes a one stop shop for registration, payments and filing in returns. The on boarding of banks is on-going and soon all the banks will be integrated on our system.

Accreditation

We have to date accredited 142 health care providers of which Nine (9) are private facilities, five (5) private pharmacies to service the members in instances that medication is not readily available, three (3) diagnostic centers to supplement service delivery and One (1) orthopedic implant supplier.

It is important for me to state that following our announcement to commence phase 2 of accreditation of private hospitals, am happy to announce to the public that NHIMA has received over 46 applications from private facilities that have expressed interest to partner with us. We will be calling upon you in a few weeks' time to witness the accreditation of private hospitals

that are currently undergoing vetting and contract review by our partner the Ministry of Justice.

Governance and Quality Assurance

Over the last quarter we engaged over 10 Health Care Providers (HCPs) in Western and Eastern Provinces to ensure that the various health care providers are observing the agreed service standards and to also continue fostering good relations in the interest of our members. It is important to state that HCPs' not only in the mentioned provinces but countrywide have continued to adequately offer services under the National Health Insurance Scheme and improvements are there for all to see. On the 11th of March 2021, Monze Mission Hospital commissioned a refurbished NHIMA Male Ward using funds received from the Claims Advance Payments (CAP) received from the authority.

Staff Recruitment

The staff recruitment is on-going, and we continue to recruit the best in class to fill key positions in the authority, thus far we have created over 400 jobs. We have started to run an internship program to ensure that we continue to build the skills we need in the Authority.

Branch Expansion and Service Centre

We have concluded the opening of 12 Provincial Offices in all the 10 Provincial Capitals namely, Mansa, Kabwe, Ndola, Kitwe, Kasama, Solwezi, Choma, Livingstone, Lusaka, Chipata, Chinsali and Mongu. One hundred Member Registration Assistants are now stationed at each of these offices. They have already started a door to door registration campaign ensuring that ALL Zambians are registered onto the Scheme. One Hundred and Fifty-Two (152) NHIMA Member Services Assistants have also been deployed in 131 hospitals across the country bringing us closer to providing quality service to our members.

Response to Covid -19

We have continued to ensure strict adherence to COVID-19 guidelines as laid out by the Ministry of Health by ensuring that most meetings are held virtually while physical meetings have been held under strict Covid-19 guidelines. Our offices are regularly disinfected, and all staff are

expected to always wear masks with strict adherence to social distancing within the offices. Members of the public wishing to visit our offices have also been encouraged to use our online portal and 24/7 multilingual toll-free helpline Call Centre.

Strategic Plan

In December 2020, the Board of the NHIMA approved the 2021-2025 Strategic Plan providing a new strategic direction and positions NHIMA as a world-class provider of affordable and sustainable health insurance for all while ensuring peace of mind for all our members through progressive provision of health insurance in Zambia. This plan will also serve as a roadmap to realise the Authority's mandate over the Strategic Plan period from January 2021 to December 2025 and will be implemented on a rolling basis. The strategic plan has been developed through a consultative process that culminated in a facilitated workshop using the Balanced Scorecard (BSC) Methodology. The plan will be officially launched in the next quarter.

Preparation for launch of informal sector registrations have heightened. In the meantime, if you are not yet registered as a member of NHIMA, PLEASE DO SO NOW by visiting us at any one of our offices or Call 8000 Toll free.

Mr. James Kapesa

Director General

National Health Insurance Management Authority

Levy Mwanawasa Medical University

Commercial Hub

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