



Top Six (6) FAQs - MARCH 2025

1. How can a member make payment using USSD Code?

- Dial *115# on Airtel, MTN and Zamtel, then select make payment:
- **For Airtel**, select saving/Insure or option 7, Select insurance or option 2, Select Health/Life Insurance or Option 1, Select NHIMA or Option 2 and follow the prompts.
- **For MTN** select Payments or Option 3, then select government services, select NHIMA and follow the prompts.
- **For Zamtel**, Select Pay Bills and merchant payment or Option 4, then select Pay Bills or option 1, then select government agencies, select NHIMA or option 5 and follow the prompts.

2. How to acquire log in credentials for your NHIMA account?

- Call 8000 toll free on all networks.

3. How can Accredited Health Care Providers Upload POPs for company returns?

- Log into the employer account.

4. How can a member amend their member details?

- Call 8000, email: info@nhima.co.zm or visit the nearest NHIMA office.

5. Where can I get my NHIMA medical card?

- Members can visit any of our provincial offices for biometrics harvesting for the member cards between 08:00 hrs. to 17:00hrs.

6. How can I move my account from formal to informal after loss/termination of employment?

- A member can move their account to an informal and begin making contributions on their own using any of the following ways:

- 1) Call 8000 toll free line on Airtel, MTN or Zamtel.
 - 2) Or send an email to info@nhima.co.zm . Ensure that you attach the letter of termination of employment and NRC.
 - 3) Visit the nearest NHIMA office with your NRC and letter of termination.
 - 4) Write a letter to the Director General and send it to National Health Insurance Management Authority, Public Pensions Fund building, Alick Nkhata Road, Lusaka.
- In addition, if your account is not updated, you will be requested to submit your contact number.
 - You will be guided on how to conduct an online income assessment to determine your contributions, and an SMS will be sent to your phone to notify you of your monthly contributions.