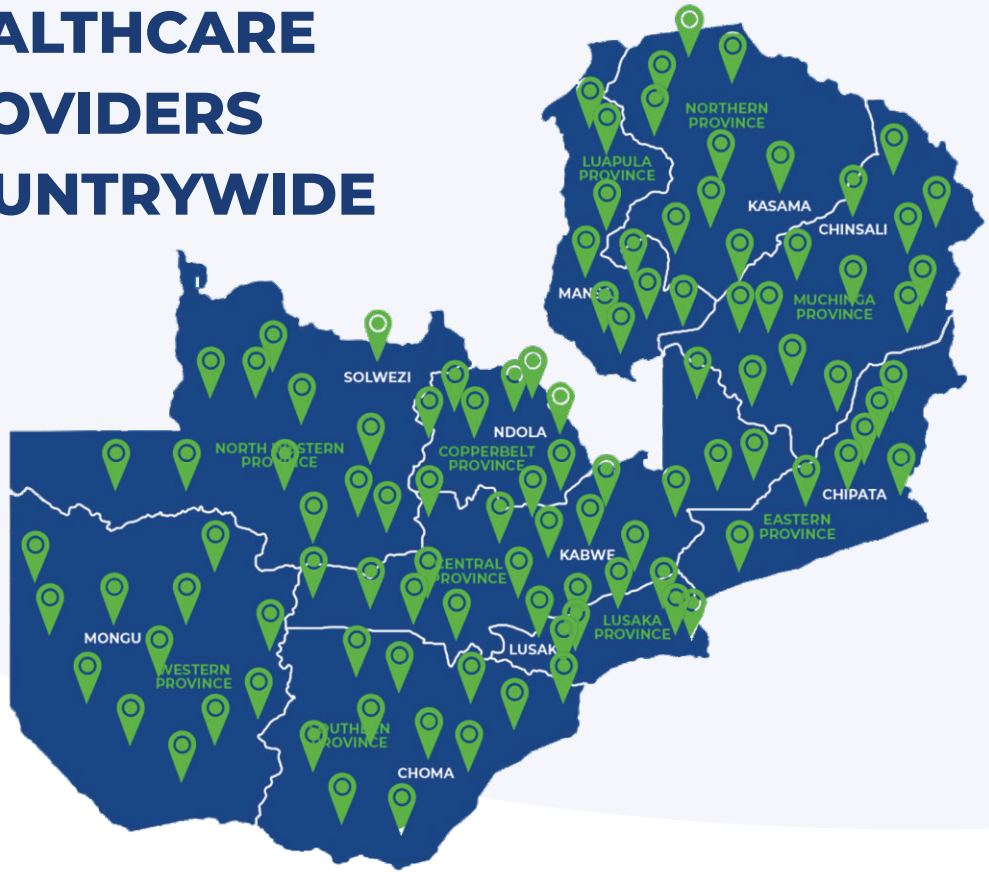
OVER 380 HEALTHCARE PROVIDERS COUNTRYWIDE



Please note that you will not be required to pay for any NHIMA services. Should you have any queries or complaints, you are advised to register such with the Member Services Assistants or the facility administrators.

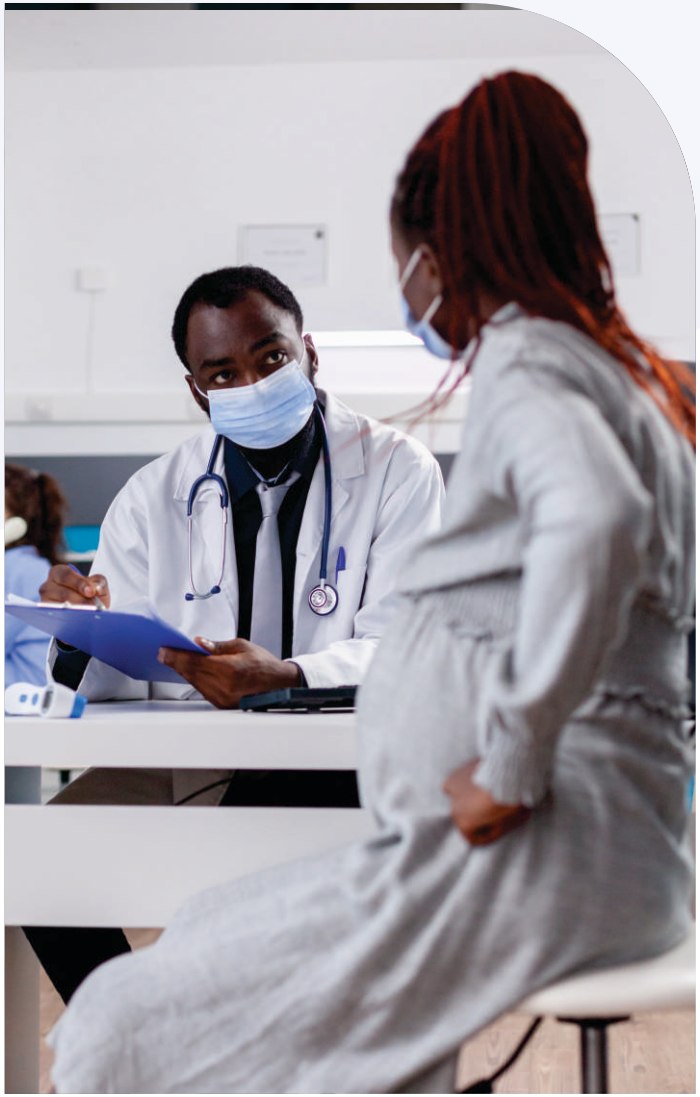
In addition, you may log in your complaints using the following link www.nhima.co.zm , call 8000 our Toll Free line or visit a NHIMA Office nearest to your location. We value your association and look forward to providing you with quality Health Insurance Cover

8000 My NHIMA Helpline Your Toll Free Lifeline

NHIMA
Leaving No One Behind

National Health Insurance Management Authority

Our Customer Journey

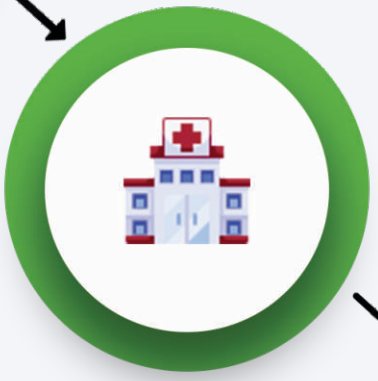


HOW TO ACCESS HEALTH SERVICES UNDER NHIMA

NHIMA
Leaving No One Behind



1. Each time you visit a healthcare provider, please ensure that you carry your NHIMA ID / NRC.



2. The provider will ask for your NHIMA ID / NRC and fingerprint to verify your identity before you access services.



3. If your fingerprints are not in the system, the provider will facilitate the harvesting of your fingerprints.



4. You will then proceed to access healthcare services.



5. Once you have accessed services, the provider will again ask for your fingerprint to confirm services received, please verify and sign off electronically.

8000 My NHIMA Helpline
Your Toll Free Lifeline