Q. I have been trying to select my facility/hospital of choice, but I have not been successful. Please help?
A. Hello Member, kindly select your choice of hospital/facility using your feature phone (mulika mwizi) by dialing “155#”, the Mobile App “My NHIF” that is available on Play Store/Apple Store and/or the self-care portal on our website http://www.nhif.or.ke/healthinsurances/nhifselfcare/.

Q. What is facility name? What is facility choice?
A. Hello Member, facility name is the hospital you want to choose for out-patient service, while facility choice is the preferred hospital you want to select/change.

Q. A valid mobile phone number doesn’t seem to exist on my NHIF account. What should I do?
A. Hello Member. To update contact details, a member can visit the nearest NHIF service point or call the toll free number 0800720601 or send an email to customercare@nhif.or.ke

Q. After how long should I access services at the chosen/changed facility of choice?
A. Hello Member, if you change your facility between now and the 15th of May 2020 the deadline, you start accessing benefits from the 1st of July 2020.

Q. What is OTP?
A. Hello Member. OTP is an abbreviation for a one-time password, this is the password/pin send to your registered phone number, you are required to use the password to log in NHIF system to update the out-patient facility

Q. I have tried using the NHIF application, but I have not received the OTP as indicated what can I do?
A. Hello Member, chances are that your mobile number is not updated in the NHIF database. Kindly contact NHIF through the toll-free number 0800720601 or customercare@nhif.or.ke. You can also get assistance in the nearest NHIF service point.

Q. How do I change my out-patient facility?
A. Hello Member, facility/hospital choice/change is no longer being done at NHIF offices, to select or change the preferred out-patient hospital, kindly dial the USSD code *155#, or Mobile App “My NHIF” on Play Store and Apple Store or Website (http://www.nhif.or.ke/healthinsurance/nhifselfcare/). Bima Yetu, Afaa Yetu!

Q. I have not received OTP to my mobile telephone number, what can I do?
A. Hello Member, there may be a delay in processing the request. If this takes longer than usual, kindly restart the application (dial the USSD code *155#, or Mobile App “My NHIF” on Play Store and Apple Store or Website) or call the toll free number 0800720601 or through email customercare@nhif.or.ke

Q. Can I choose more than one facility?
A. Hello Member, NHIF encourages one to choose one facility per Member for one to keep adequate health records per card and for easier accessibility. However, depending on the locality of your spouse & dependents, you can choose a hospital/facility that is nearest to them.

Q. Why are some facilities not appearing on the list of selection?
A. Hello Member, NHIF undertakes a rigorous procedure of contracting hospitals/facilities, but not all facilities are not in a position to offer out-patient benefits package as per our terms and conditions. Therefore, if the facility that you intend to select/choose does not appear on the NHIF list provided, then the facility does not offer the Out-patient benefit package.

Q. Can I add dependents online instead of visiting your offices?
A. Hello Member, Dependents cannot be added online. To add a child, kindly visit the nearest NHIF office with your child’s birth certificate copy and original (for certification) and for children under six (6) months, a birth notification is acceptable.

Q. Can I choose my Inpatient hospital also?
A. Hello Member, for Inpatient services, you are not restricted to a particular hospital. You can access in-patient services in any of the NHIF accredited hospital/facility countrywide.

Q. Can I change a hospital/facility any time I feel dissatisfied with the chosen one?
A. Hello Member, Hospital/facility changes are done quarterly for Supa Cover (national scheme) members and twice in a year for civil servants.

Q. How can I get a list of all the contracted hospitals/facilities in my County?
A. Hello Member, You can get the list of contracted hospital/facilities in your County by visiting the NHIF website (http://www.nhif.or.ke/healthinsurance/outpatientServices) or the nearest Branch office.

Q. How come I was denied out-patient services in my chosen hospital/facility?
A. Hello Member, if denied services in the chosen facility, kindly report to the nearest NHIF office or call the toll free number 0800720601 or send an email through email customercare@nhif.or.ke. Or complaints@nhif.or.ke.

Q. I forgot my OTP what do I do?
A. Hello Member, The One Time Pin (OTP) is valid for 24 hours only. In case you forget, you can restart the process again to generate the request, and the pin will be sent to your phone.

Q. Why is it that when selecting my preferred hospital/facility, the system indicates an invalid choice?
A. Hello Member, when choosing your facility, ensure you know the County and the correct name of the hospital of choice to complete the process.

Q. Can I update an out-patient facility for my parent, sibling relative, or friend?
A. Hello Member, the selection procedure is configured to done by the Member whose mobile phone number is captured in the NHIF system. You can only update the out-patient facility using his/her mobile telephone number.