

PUBLIC NOTICE

TO OUR ESTEEMED CLIENTS, PARTNERS AND STAKEHOLDERS

NHIF is closely monitoring news and reports on coronavirus disease (Covid-19) locally and globally. The current status of the pandemic and the associated governmental regulations, restrictions and advisories necessitates that social interactions are minimized as much as possible.

As a result, NHIF requests for understanding from beneficiaries and advises them to avoid visiting NHIF Offices and other public places as much as possible. Therefore, NHIF advises that:

- Beneficiaries and the general public should use the self-care platform (*21101# or *155# and NHIF App) for registration and checking of account status.
- Self-employed members to use the M-pesa platform to make monthly contributions- Business Number: 200222; Account Number: contributor's ID number;
- Beneficiaries enquiring about their preauthorization request status to check with the respective hospital that placed the request or through customercare@nhif.or.ke and preauthorizationstaff@nhif.or.ke.
- NHIF Social media handles, Facebook and twitter as well as the toll free line 0800 720 601 shall remain active;
- NHIF offices across the country shall provide handwashing points with enough soap and water, and alcohol-based hand sanitizers for beneficiaries who MUST visit our service points.
- NHIF further encourages its beneficiaries and public in general to;
 - ◇ Promote good hygiene when coughing or sneezing ;
 - ◇ Seek advice from the national hotlines on Self-quarantine if they have symptoms of fever, cough and difficulties in breathing;
 - ◇ Report to toll free hotline 0800 721 316 provided by Ministry of Health in case of contact with affected or travel to high risk areas;
 - ◇ Maintain scheduled hospital visits e.g., pre and post-natal visits, vaccinations, chronic disease management etc
 - ◇ Minimize social gatherings and if unavoidable, practise social distancing and,
 - ◇ Maintain good nutrition and hydration.
- The health care providers are reminded that Claims processing and pre-authorization process shall continue uninterrupted. Therefore, hospitals should continue submitting claims to respective NHIF branch offices as has been the norm.

NHIF reiterates its commitment to supporting the Government in controlling and managing the pandemic and to its members in ensuring access to quality healthcare services through healthcare financing.

We shall overcome, together we can!



Nicodemus Odongo

Ag. Chief Executive Officer



ACCESSIBLE
AFFORDABLE
SUSTAINABLE
EQUITABLE

TO SERVE
YOU BETTER,
REACH US ON

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