

PUBLIC NOTICE



3RD APRIL 2020

TO OUR ESTEEMED CLIENTS AND HEALTHCARE PROVIDERS

The National Hospital Insurance Fund (NHIF) continues to monitor local and international developments in view of the coronavirus pandemic. We strive to continuously improve services to our declared beneficiaries through the provision of affordable, accessible and sustainable health insurance.

To facilitate continuous improvement of services and communication to members, NHIF embarked on updating members contact details as well as choosing their outpatient facilities afresh. This exercise has been running since January 2020. The Fund also sought to have beneficiaries update their choice of outpatient facilities afresh for purposes of data cleaning for efficient service delivery.

- Due to the current situation and the Government advisory to minimize movement to curb the spread of coronavirus, NHIF reminds members of the public to use the provided Customer Self-care Platforms including the use of USSD code *155# on all mobile telephone networks, NHIF Mobile App (*My NHIF*) and our website (<http://www.nhif.or.ke/healthinsurance/nhifselfcare/>) to choose their preferred outpatient healthcare facilities
- All Members **MUST** select their outpatient facilities afresh, even in the situation where the facility you are choosing is the same facility as the one you had chosen earlier.
- The exercise of choice of facility has now been **extended to 30th April 2020** to allow those who had not chosen afresh between January and March 2020 to do so.
- Beneficiaries will continue to be served at the facilities which they selected for outpatient services.
- The health care providers are reminded that claims processing and pre-authorization process will continue uninterrupted. Hospitals should therefore continue submitting claims to respective NHIF Branch Offices.

NHIF reiterates its commitment to support the Government initiative in managing the COVID 19 pandemic and to its beneficiaries in ensuring access to quality healthcare services through healthcare financing.

A handwritten signature in black ink, appearing to read 'Nicodemus Odongo', is written over a circular stamp.

Nicodemus Odongo
Ag. Chief Executive Officer



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