

# PUBLIC NOTICE

## CLARIFICATION OF THE NHIF BIOMETRIC REGISTRATION AND ELECTRONIC CLAIMS MANAGEMENT SYSTEM FOR UHC SCALE-UP

NHIF has embarked on a mass biometric registration exercise for its members and also deployed Electronic Claims Management System (E-Claim) to all NHIF contracted hospitals. As NHIF undergoes digital transformation within the UHC framework, adequate measures have been put in place to ensure that members receive efficient services.

Previously, members used their **National ID card** and **NHIF card** as a mode of identification; which is **smoothly transitioning to a biometric mode** of identification and verification. The procedure for biometric registration is as follows:

- NHIF members and dependants can visit the nearest NHIF branch offices across the country and produce identification documents i.e. a copy of National ID/NHIF card for verification in the database.
- Members can also be registered biometrically whenever they visit NHIF accredited hospitals seeking services.
- Once verified, members' fingerprint details will be captured.
- New members will also be registered biometrically to the NHIF database and issued with a registration number.
- When a member visits an accredited facility of choice, they will be identified using their fingerprint or One-time password (OTP).

**N/B:** The biometric registration process is **continuous**. If a member is unwell and is not biometrically registered, the hospital will biometrically register them first before seeking any service from the hospital. NHIF guarantees its members who are not yet registered biometrically that they will continue accessing seamless services. **There is no deadline for biometric registration.**

NHIF management further wishes to clarify the following issues on E-claim connectivity for Facilities:

- E-claim connectivity is currently ongoing for the accredited healthcare facilities in Keph levels IV to VI Government Facilities and all faith-based and private facilities.
  - GoK facilities in Keph levels II are not yet part of the E-claim registration process. However, some facilities in Keph levels III are registered on E-claim.
  - Upon full registration, the facilities will switch from manual to electronic submission of claims.
  - **The deadline for E-claim connectivity is 10th July which only applies to healthcare providers.**
- Therefore, the E-Claim deployment deadline will not affect members' access to services.

The ongoing digital transformation will improve efficiency and reduce fraud, wastage and abuse. This is part of the transition and transformation of NHIF as the vehicle through which the government will attain Universal Health Coverage. For more details contact NHIF on toll free number 0800 720 801.



ACCESSIBLE  
AFFORDABLE  
SUSTAINABLE  
EQUITABLE

TO SERVE  
YOU BETTER,  
REACH US ON

020-2731249/50/52/53/54/55/56 • 020-2712733  
020-2714793 • 020-2723297 • 020-2714820  
020-2710335 • 020-2723246  
SAFARICOM: 0726-268933 • TOLL FREE: 0800 720601  
ISDN: 020-279300