












COMMITMENT	TIMEFRAME	STAKEHOLDER	COST
REGISTRATION			
<ul style="list-style-type: none"> Process and issue membership cards Issue urgent cards Issue company and sponsor codes Issue membership number 	<ul style="list-style-type: none"> 7 working days 1 working day 14 working days Immediately 	<ul style="list-style-type: none"> complete and submit application form fill application forms clearly and accurately provide all specified documents 	Free of charge 
PAYMENTS			
<ul style="list-style-type: none"> Acknowledge receipt of contributions Update individual account 	<ul style="list-style-type: none"> Immediately immediately 	Employer <ul style="list-style-type: none"> Deduct monthly contributions appropriately Upload by-product Pay at our designated pay points Provide correct employee information Observe payment deadlines (before the 9th of every month) Self employed <ul style="list-style-type: none"> Remit contributions Observe payment (before the 9th of every month) However, to access benefits, payments for the current month must be fully paid)	<ul style="list-style-type: none"> As per gazetted deduction schedule 
CLAIMS PROCESSING			
<ul style="list-style-type: none"> Acknowledge claims submission Process and pay claims 	<ul style="list-style-type: none"> Immediately 14 working days 	Employer <ul style="list-style-type: none"> Prepare and document claim as per NHIF guidelines Submit all required and valid documents Submit claims within 90 days from the date of patient discharge Resubmit rejected claims within 30 days Do not falsify claims 	Free of charge 
DECLARING AND CONTRACTING OF HEALTHCARE PROVIDERS			
<ul style="list-style-type: none"> Acknowledge applications for declaration and contracting Issue inspection reports of health facilities for declaration and contracting 	<ul style="list-style-type: none"> Immediately 14 working days 	<ul style="list-style-type: none"> Observe contract Maintain high quality service standards Pay the declaration fee as prescribed Notify visits, admissions and discharges immediately 	Free of charge 
NHIF TENANTS			
<ul style="list-style-type: none"> Acknowledge and document problems 	<ul style="list-style-type: none"> 24 hours 	<ul style="list-style-type: none"> Pay rent as specified in the contract Observe contract terms 	Free of charge 
SUPPLIERS OF GOODS, SERVICES AND WORKS			
<ul style="list-style-type: none"> Advertise tenders for goods, services and works on print media Notify bidders of tendering process results Process invoices 	<ul style="list-style-type: none"> 14 Days prior to tender awards Within 14 days 30 working days 	<ul style="list-style-type: none"> Have the right certification in field of operation Supply goods and or services as per specifications and on time Forward invoice(s) for services rendered or goods delivered 	<ul style="list-style-type: none"> Maximum Ksh 1000 Per tender document Downloaded tender documents are free 
PROVIDING PROMPT SERVICES AND RESPONSES			
<ul style="list-style-type: none"> Attend to customers at the counter Respond to enquiries 	<ul style="list-style-type: none"> Immediately Within 1 working day 	<ul style="list-style-type: none"> Observe NHIF rules and regulations Be courteous when dealing with our staff Provide the required support No smoking No corruption 	Free of charge 
ACTING ON YOUR FEEDBACK			
<ul style="list-style-type: none"> Acknowledge and escalate concerns Determine and agree on a course of action and respond appropriately 	<ul style="list-style-type: none"> Within 1 working day Within 5 working days 	<ul style="list-style-type: none"> Communicate compliments, suggestions and complaints to enable us serve you better 	Free of charge 