



# NATIONAL HEALTH INSURANCE WITH THE PRIVATE SECTOR- THE KENYA EXPERIENCE

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Chief Executive Officer  
National Hospital Insurance Fund



*“When private and public sectors combine intellectual and other resources, more can be achieved”*

*Gro Harlem Brudntland*

## Our Mission

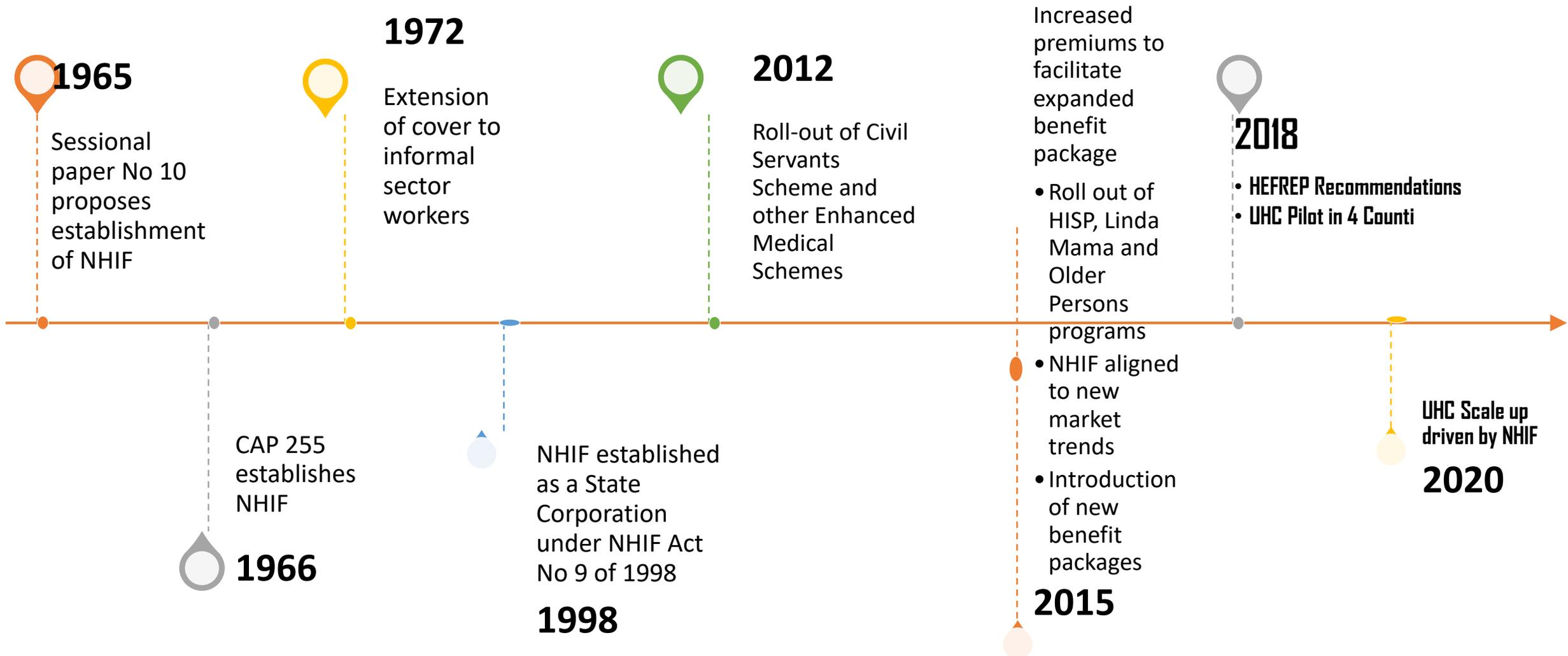
To contribute towards universal health coverage in the provision of affordable, accessible, sustainable and quality health insurance through strategic resource pooling and healthcare purchasing in collaboration with stakeholders.

## Our Vision

A World class Universal Social Health Insurer

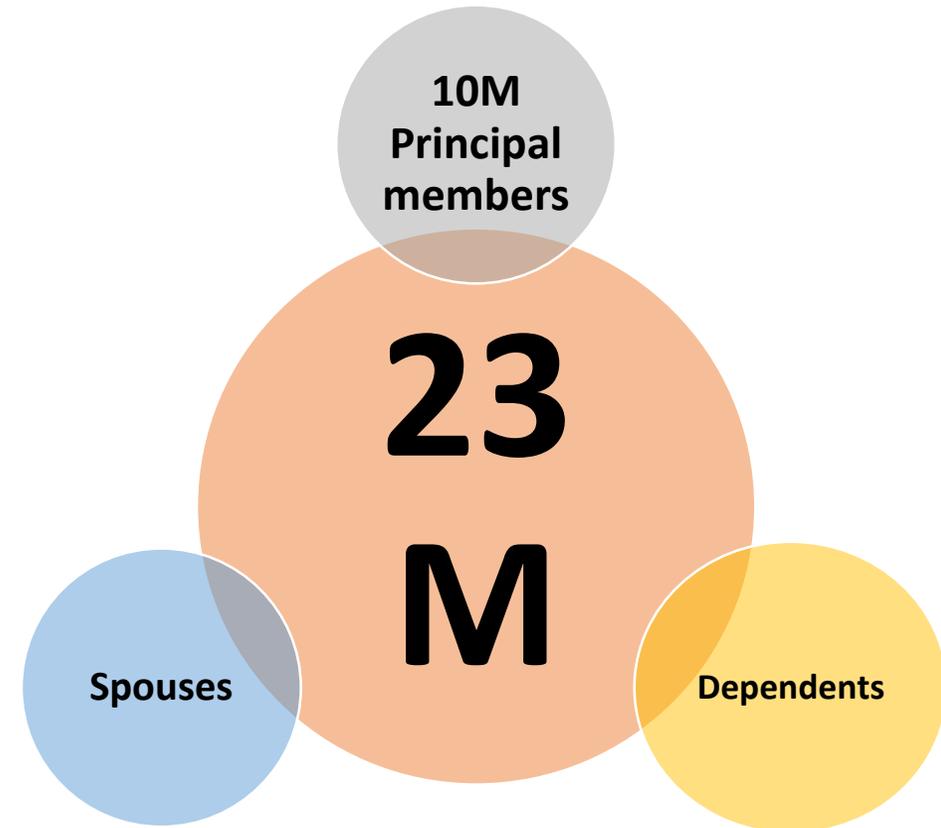


# NHIF Journey Towards UHC



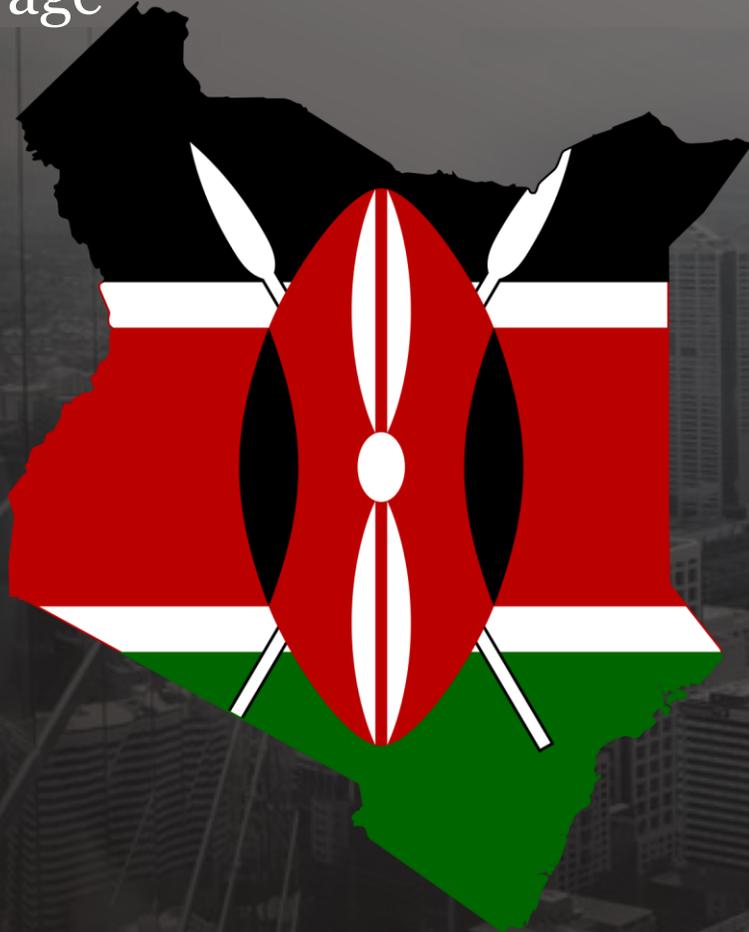
# NHIF AT A GLANCE..

- ✓ NHIF is a State Corporation established under NHIF Act No 9 of 1998.
- ✓ It is 55 years old having been established in 1966 as a Department of the Ministry of Health to provide a contributory health Insurance.
- ✓ NHIF works to secure financial risk protection against the cost of healthcare services for all Kenyans through pooling of resources
- ✓ Contributions are from Formal Sector, Informal Sector and Sponsored members
- ✓ Current coverage is over 23 million Kenyans. Principal contributors are about 10.1 Million and the rest are dependants (spouses and children)



# Access to NHIF Services

## National Coverage



## NHIF Service Network

156 points countrywide:

- 70 Branch offices
- 33 Satellite offices
- 53 Huduma Centres

## Selfcare Platforms

- Mobile phone:
  - USSD \*155#
  - My NHIF app
- NHIF website

## Customer Experience Centre – 24hrs

- Toll free line; 0800 720 621  
> 3,000 calls per day

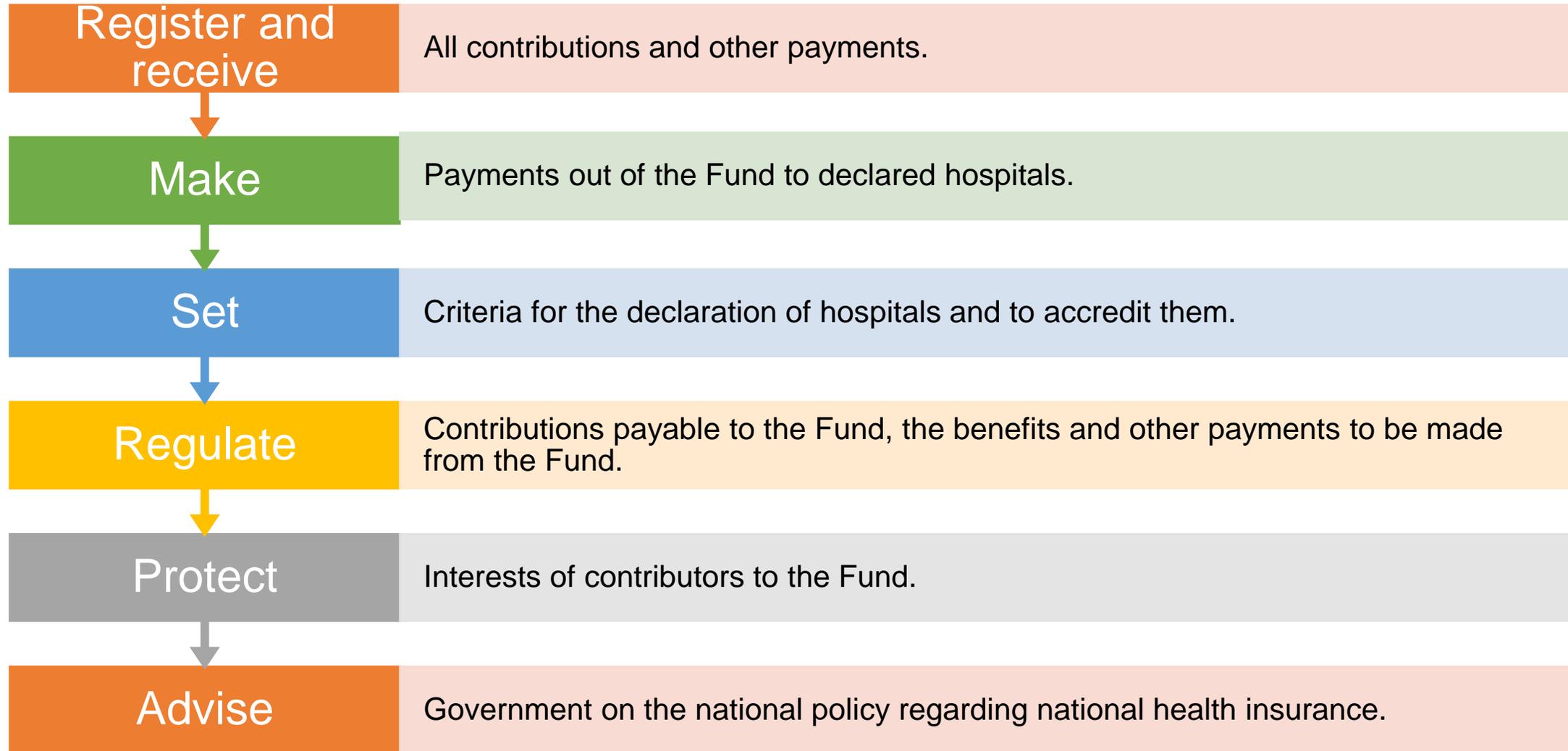
# HCP DISTRIBUTION



# UHC Country Policy Objectives

Eliminate	Eliminate communicable conditions : to reduce the burden of communicable diseases, till they are not of major public health concern
Halt	Halt, and reverse the rising burden of non-communicable conditions : Implement strategies to address all identified NCDs in the country
Reduce	Reduce the burden of violence and injuries : including gender-based violence and road injuries
Provide	Provide essential health care : provide services that are affordable, equitable, accessible and responsive to client needs
Minimize	Minimize exposure to health risk factors : by strengthening the health promoting interventions which address risk factors to health
Strengthen	Strengthen collaboration with private and other sectors that have an impact on health : by adopting a 'Health in all Policies' approach

# NHIF's Mandate



Kenya's  
Experience :  
NHIF &  
Private  
Sector  
Compliment  
ary Roles

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**Health Financing Policy Dialogue**

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**Financial Subsidies**

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**Promoting access to quality  
health care**

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**Innovative solutions to promote  
efficient service delivery**

# Kenya's Experience

## 1. Health Financing Policy Dialogue

- Redefining the role of Private Sector towards UHC
- Collaborations to enhance Private Sector offerings regarding pricing of health services

## 2. Financial Subsidies

- Financial & Technical support targeting the poor
- Technical Support : Programmes Design & Implementation

# Kenya's Experience.. Contd

## 3. Promoting access to quality health care

- Collaborations in infrastructure investments especially in underserved communities and advanced health technologies e.g., PET Scan
- Promoting development of quality standards in healthcare

## 4. Innovative solutions to promote efficient service delivery

- Financial services e.g., collection of members contributions
- Mobile money technologies for financial inclusion to increase coverage
- Customer relationship management systems e.g., e-claims



THANK YOU

LET'S ENGAGE?