



## PUBLIC NOTICE

### NHIMA System upgrade and intermittent downtime

Lusaka Wednesday, January 03, 2024.

The National Health Insurance Management Authority (NHIMA) wishes to inform members and the public that the Authority's system is currently undergoing essential upgrade. As a result, users may encounter intermittent downtime when accessing medical services at NHIMA accredited facilities.

We understand the inconvenience this may cause and would like to assure all members on the National Health Insurance Scheme, that NHIMA accredited healthcare providers have been advised to implement manual processes for verification and claims processing whenever the system experiences downtime.

We apologize for any inconvenience caused and appreciate your understanding during this period. NHIMA remains committed to ensuring that Zambian Citizens and established residents have access to quality healthcare services without any financial hardships.

*Leaving No One Behind*

King Syacika  
Head Public Relations

**THE NATIONAL HEALTH INSURANCE SCHEME**  
**"Leaving No One Behind"**