



## **CUSTOMER NOTICE**

### **Prescription of Spectacles to National Health Insurance Scheme Members**

**Effective Friday, 1 July 2022**

**Lusaka Thursday, June 30, 2022.**

Pursuant to section 5 of the National Health Insurance (NHI) Act No. 2 of 2018, the National Health Insurance Management Authority (NHIMA) is mandated to implement, operate and manage the NHI scheme. This includes developing guidelines, processes, and manuals for the effective implementation and management of the scheme.

To ensure the provision of quality health services to our members, a new patient flow has been developed that restricts the issuing of prescriptions for spectacles to accredited NHIMA Public and Private hospitals and clinics ONLY. Below are the steps our scheme members are supposed to follow:

1. Get a prescription from a NHIMA accredited eye / optical hospital/clinic after diagnosis
2. Present the prescription to the accredited optician
3. Optician will verify the prescription and send it to NHIMA for pre-authorization
4. Pre-authorization will be given by NHIMA to the optician within 48 hours
5. Client then collects spectacles from the optical centre within 7 - 28 days

All members are therefore notified that with effect from Friday 1st July 2022, prescription of spectacles shall be restricted to Public and Private Hospitals / Clinic only. Therefore, this means that it will now be a mandatory requirement for a scheme member to first get a prescription from a NHIMA accredited public and private hospital/clinic that will present to a NHIMA accredited optician so that the optician can request pre-authorization to issue spectacles from NHIMA.

issued by  
**NHIMA Public Relations Department**

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