



## PUBLIC NOTICE

### FOR IMMEDIATE RELEASE

# NHIMA Introduces Mandatory Issuance of Claim Bills to NHIS Members

Lusaka Thursday, September 25, 2025.

The National Health Insurance Management Authority (NHIMA) would like to inform members of the National Health Insurance Scheme (NHIS), stakeholders, NHIMA Accredited Healthcare Providers and the public, that the Authority has introduced a mandatory requirement for all accredited health facilities to issue claim bills to NHIS members whenever they access healthcare services.

This initiative is part of NHIMA's continued efforts to enhance transparency, accountability, and trust in the Scheme, while empowering members to be more informed about the services they receive under their health insurance cover.

Effective 15th October 2025, it will be mandatory for all healthcare providers to print and issue a copy of the bill to NHIS members after receiving a health service.

In accordance with Section 39(2) of the National Health Insurance Act No. 2 of 2018, NHIMA is mandated to implement monitoring systems that safeguard the integrity of the Fund. The new policy will ensure that NHIS members are fully informed of the services rendered and can actively monitor their healthcare consumption. The claim bill will outline the services accessed and the corresponding costs covered by the Scheme. The bill will further enable the NHIS members to monitor and appreciate their health service consumption data.

This move is aimed at:

- **Promoting Transparency:** Ensuring that members clearly understand the benefits and services received under NHIS.
- **Strengthening Accountability:** Encouraging providers to submit accurate claims and reducing the risk of billing discrepancies.
- **Enhancing Member Confidence:** Empowering members with information that affirms their entitlement to quality healthcare services.

NHIMA urges all accredited health facilities to comply with this directive. Members of the NHIS are also encouraged to demand their bills after every visit to ensure they remain informed participants in their healthcare journey.

The Authority remains dedicated to delivering affordable and quality healthcare to all Zambians, in line with its mandate to manage the Scheme effectively and sustainably.

Remember, by contributing regularly, you will ensure the sustainability of the NHIS and guarantee access to high-quality healthcare services when you need them.

For any further clarifications, please contact our Call Centre on our toll- free line- 8000, or email: [info@nhima.co.zm](mailto:info@nhima.co.zm)

By order of Management



King Syacika  
Head Public Relations

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

*Leaving No One Behind*