



Type of Event: Webinar

Date: June 4, 2019

Venue: Online

Description:

On June 4, 2019, the Facility, in partnership with AFD and with support from the Joint Learning Network for Universal Health Coverage (JLN), organized a webinar on NHIS mobile renewal and digital authentication in Ghana.

The National Health Insurance Authority (NHIA) administers Ghana's National Health Insurance Scheme (NHIS), which was established in 2003. Up until 2018, around 10.5 million scheme members needed to renew their membership annually and in person at a NHIA District Office. This time-consuming process deterred members from renewing and resulted in lapsed coverage. Partly as a result of these low renewal rates, the Scheme's national penetration plateaued at around 40% of the population and remained roughly static from 2014 to 2018.

In 2017, [the NHIA partnered with the ILO's Impact Insurance Facility](#) ^[1] and started a project to digitize the renewal process, allowing members the option to renew their membership digitally on their mobile phones. Secondly, the project planned to establish the related systems for membership and identity verification at healthcare providers.

The project has been a huge success; following the launch of the mobile renewal platform by Dr Mahamudu Bawumia, Vice President of the Republic of Ghana, in December 2018 the number of renewals over the mobile phone has increased exponentially. As at March 2019, more than 65% of all renewals were taking place over the mobile phone.

The webinar is aimed at a wide local and international audience interested in learning more about digitizing operational processes that can lead to greatly enhanced efficiency. These solutions are applicable in both public and private sector contexts, and help to build scale.

Panelists of this webinar were Dr. Lydia Dsane-Selby (Chief Executive, NHIA Ghana), Mariam Musah (Senior Manager, Research, Policy, Monitoring & Evaluation, NHIA Ghana) and Shilpi Nanda (Impact Insurance Fellow alumna, NHIA Ghana). This webinar was moderated by Lisa Morgan (Technical Officer (Health Actuary), ILO).

The entire webinar can be rewatched on our [YouTube channel](#) ^[2]. You can access the slides of the webinar through [SlideShare](#) ^[3].

Webinar:

Source URL: <http://www.impactinsurance.org/events/webinar/population-coverage-ghana>

Links:

[1] <http://www.impactinsurance.org/practitioner-lessons/afd/nhia>

[2] https://www.youtube.com/watch?v=8rMI_os-EUE

[3] <https://www.slideshare.net/IIFacility/population-coverage-from-pilot-to-nationwide-scaleup-of-the-nhis-mobile-renewal-and-digital-authentication-project-148909492>