



# Insurance Management Information System (IMIS)

Presentation to Ministère de la Santé Publique, République Du  
Cameroun

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## Overview

- Background
- Constructing an insurance scheme
- Enrolment process
- Client service utilization
- Claims processing
- Renewals, Feedback and Policy modifications
- Reporting

## Background

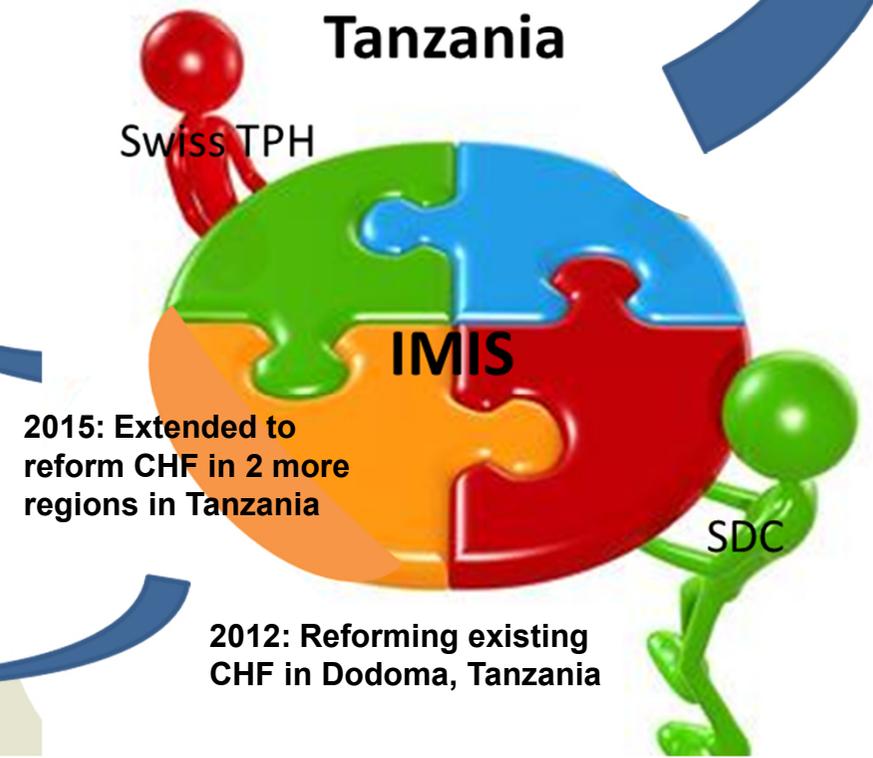
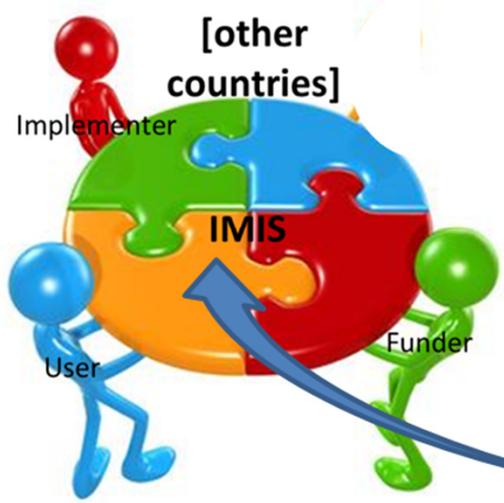
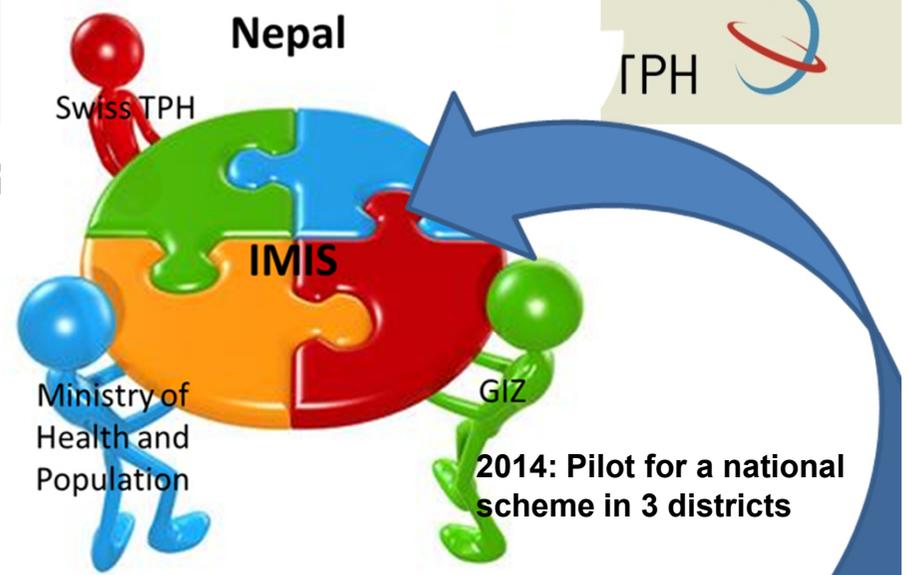
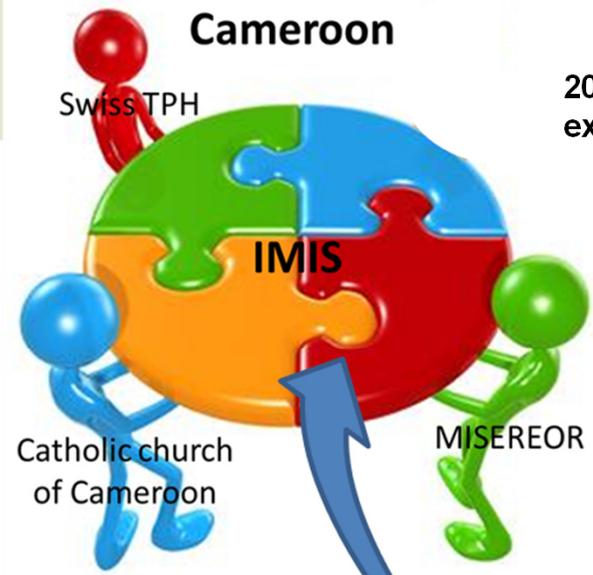
- Swiss TPH in 2011-12 started development of IMIS on an SDC funded Health Promotion and System Strengthening (HPSS) project in Tanzania (ongoing)
- IMIS uses mobile phones for entry of enrolment, renewals, claims and feedback data
- Currently developed using:
  - mobile phone applications: Android 2.3
  - server: MS Server 2008, MS SQL Server 2008
  - clients: any internet browser
- Flexible system currently supporting district based government (Tanzania), centralized government (Nepal) and mutuelle (Cameroon) health insurance models
- Moving towards a national roll out in Nepal and Tanzania
- The system is currently shared with all countries (coordinated by Swiss TPH) under a free of cost license agreement granted by SDC and is soon to be released as an Open Source application





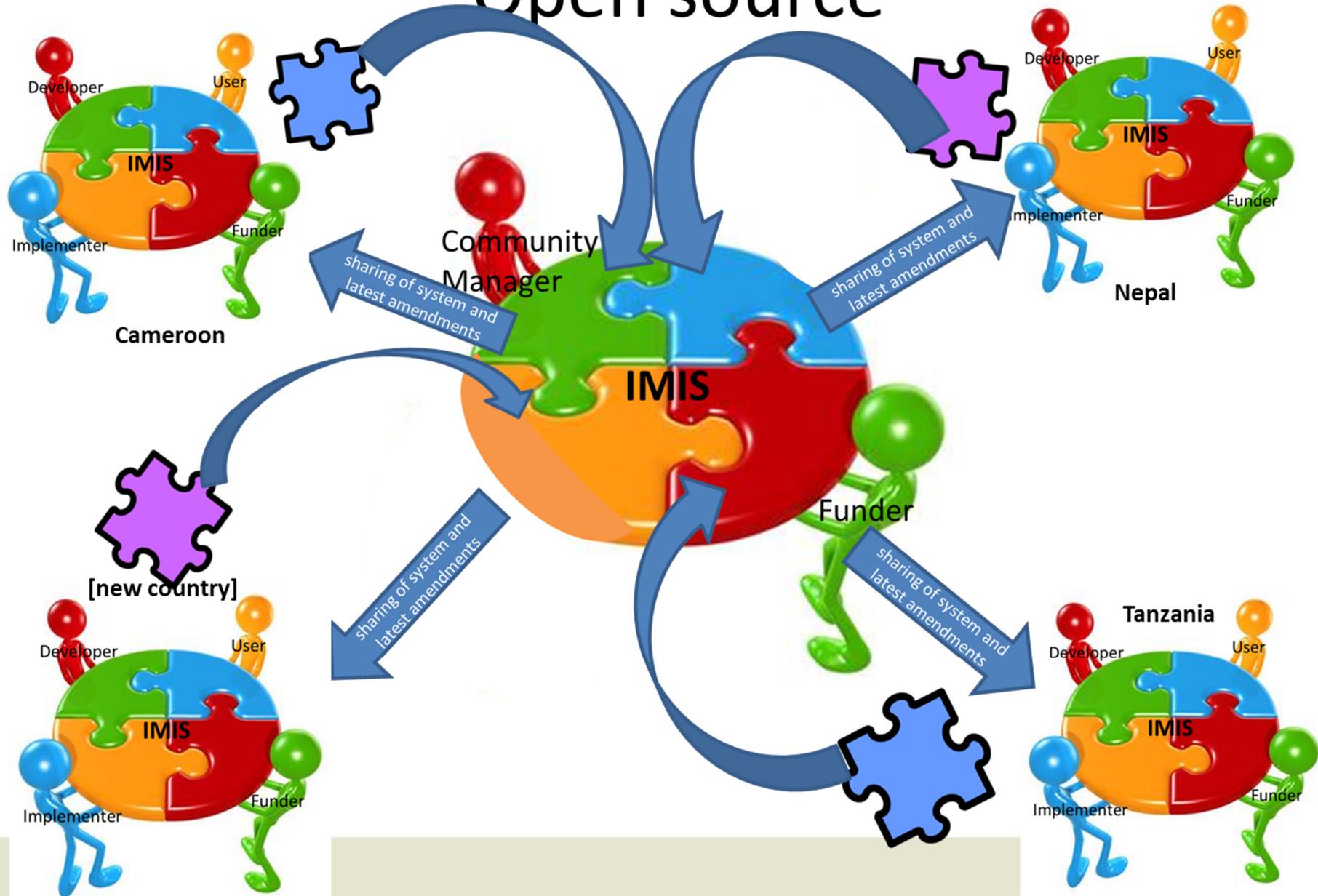
2013: Standardize 4 existing schemes

# Implementation status



# Next steps: IMIS Community

## Open source

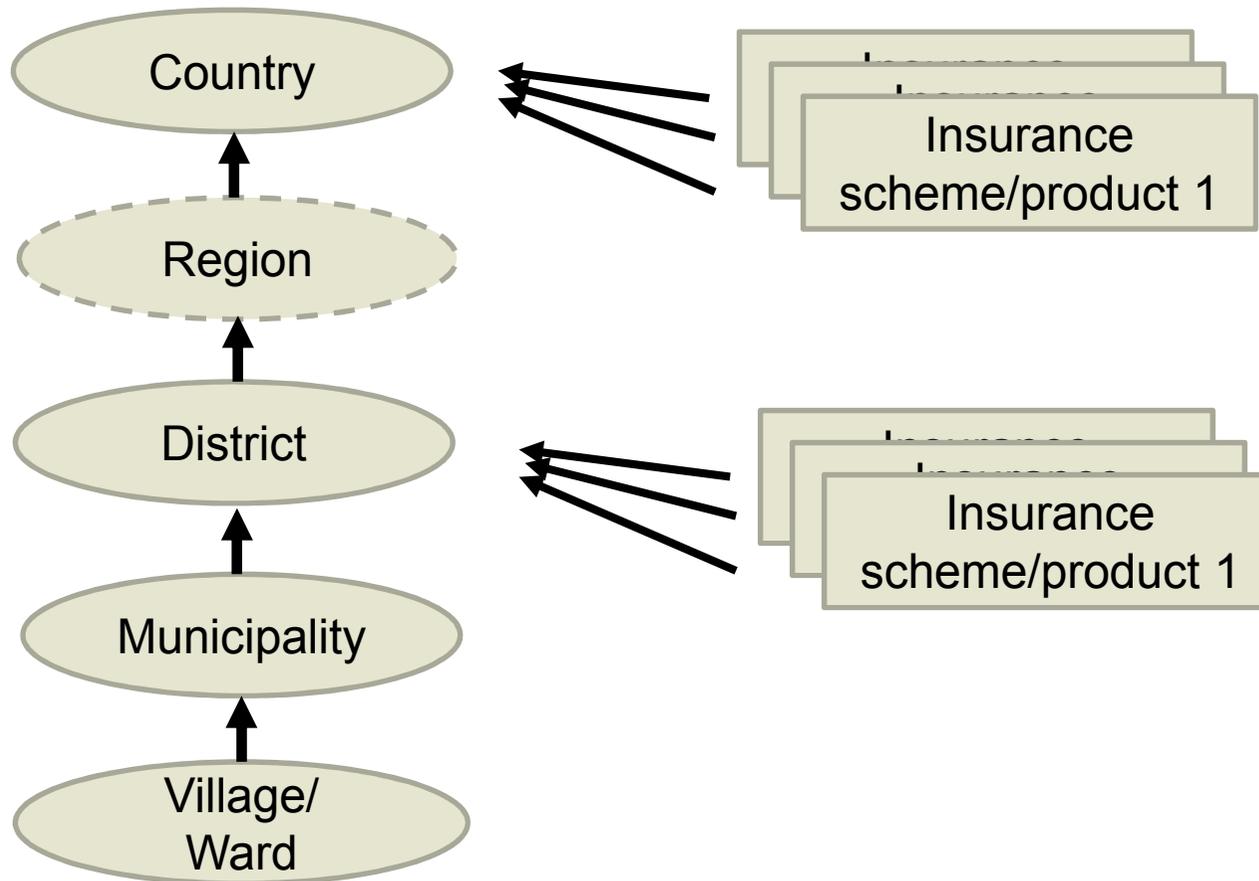


# Configurations in IMIS

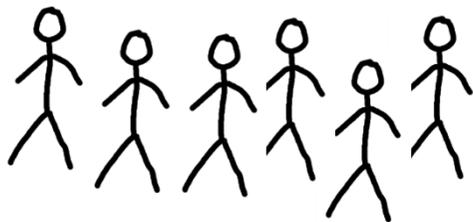
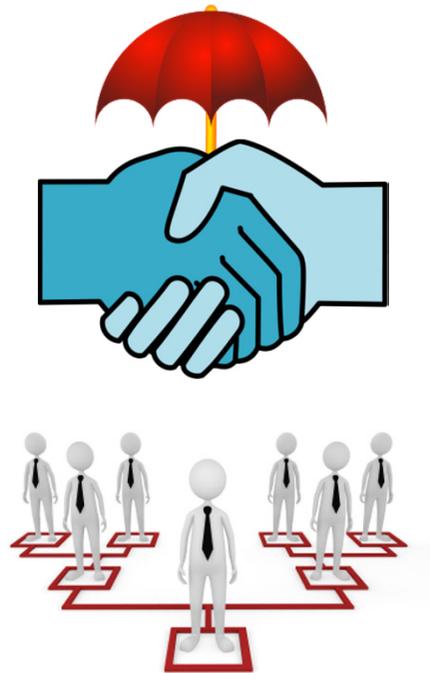
# Structure of IMIS: constructing insurance schemes

## Locations: One or more (health) insurance schemes?

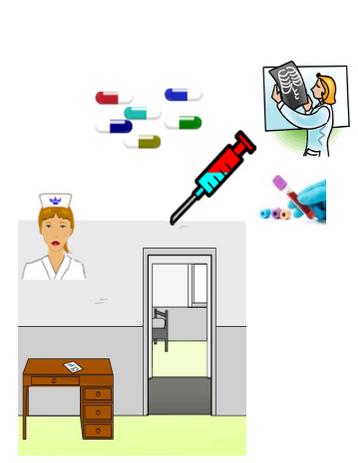
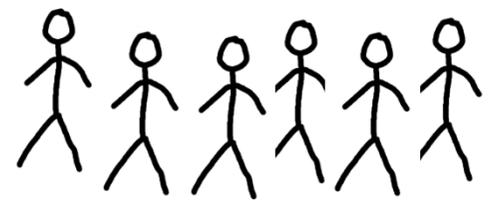
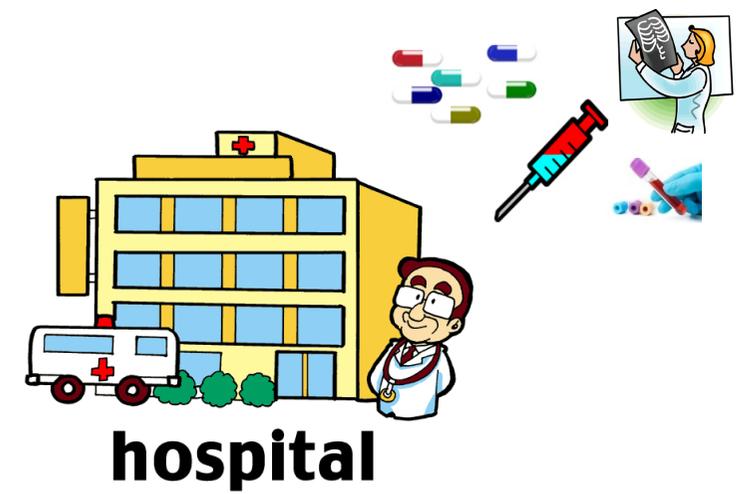
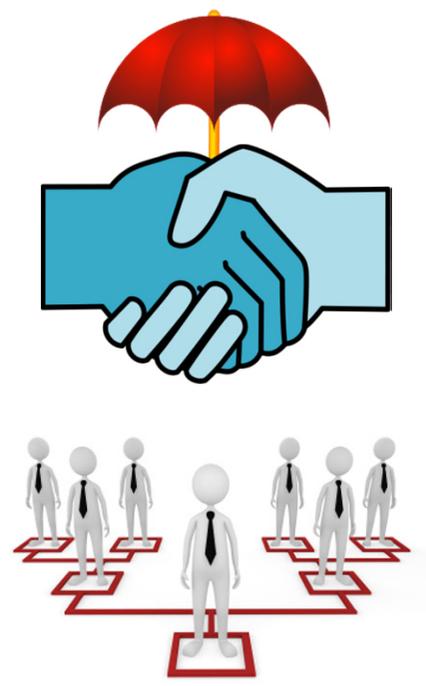
Territorial model:



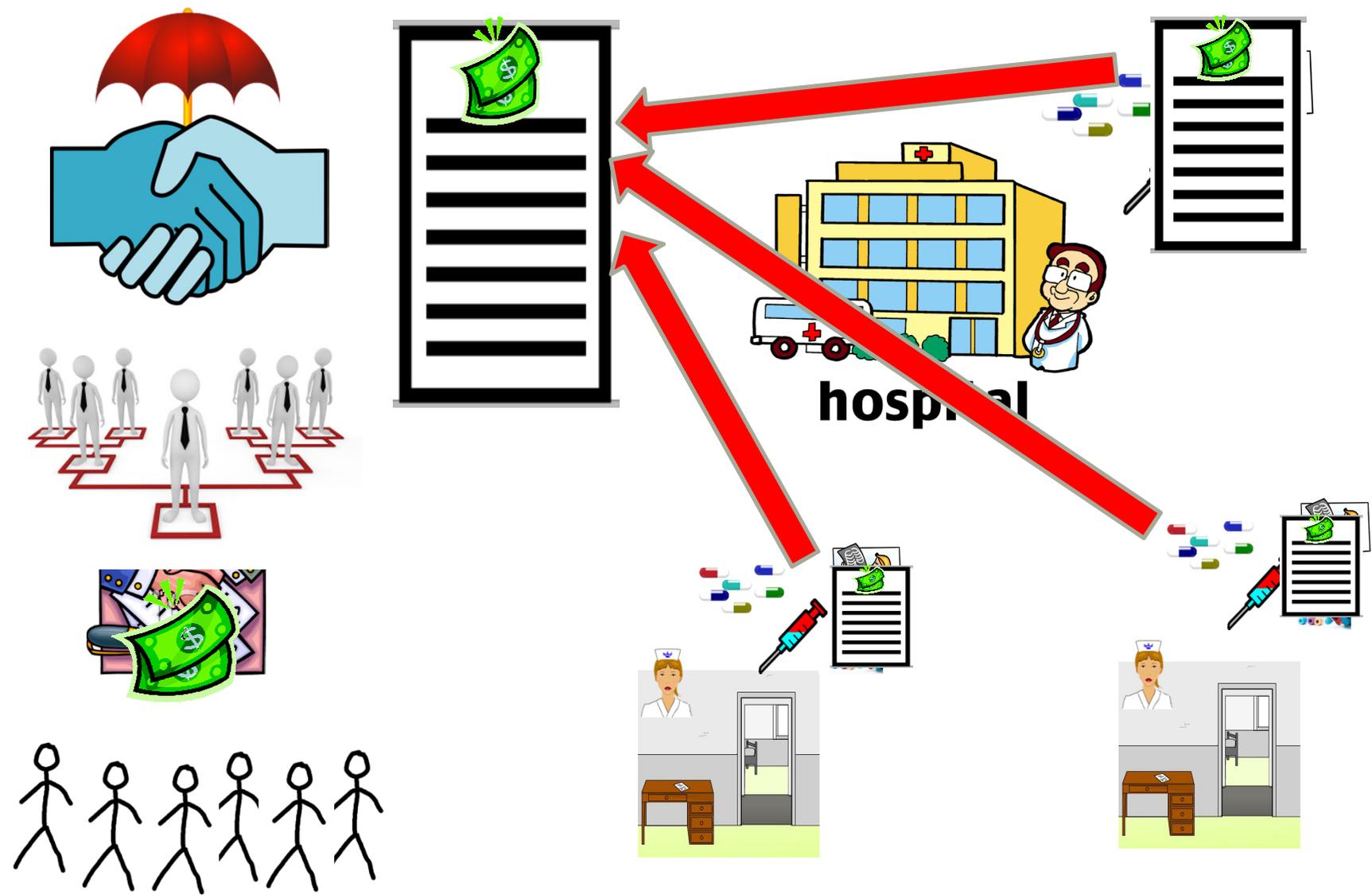
# Constructing an insurance scheme: Actors



# Constructing an insurance scheme: Services and items



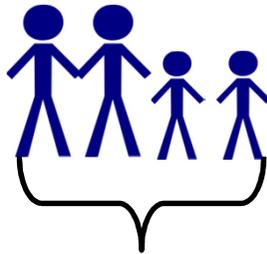
# Constructing an insurance scheme: Price list & Product



## Who is insured? - IMIS approach

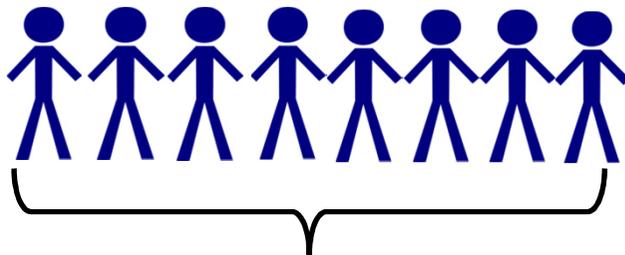


Single person (household with one a head only)



Household/family

maximal number



Group

maximal number

# Benefit package configuration – parameters

Home
Insurees and Policies
Claims
Administration
Tools
Logout

▶
?

**Insurance Product details**

Product Code:

Product Name:

District:

Date From:

Date To:

Conversion:

Lump Sum:

Threshold Members:

No. Of Members:

Contribution Adult:

Contribution Child:

Insurance Period:

Administration Period:

Max Installments:

Grace Period Payment:

Grace Period Enrolment:

Grace Period Renewal:

Renewal Disc. %:

Check All

**Medical Services**

CODE	NAME	TYPE	CATEGORY	PRICE	LIMIT O	LIMIT R	LIMIT E	ORIGIN	ADULT O	
<input checked="" type="checkbox"/>	C1	Immunization	Preventive	Simple Service	200.00	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="P"/>	<input type="text" value="50.00"/>
<input checked="" type="checkbox"/>	C103	Arthritis O	Curative	Simple Service	140.00	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="P"/>	<input type="text" value="50.00"/>
<input checked="" type="checkbox"/>	C11	Normal delivery	Curative	Simple Service	0.00	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="O"/>	<input type="text" value="80.00"/>
<input checked="" type="checkbox"/>	C125	Hernia	Curative	Simple Service	2000.00	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="O"/>	<input type="text" value="80.00"/>

Check All

CODE	NAME	TYPE	PACKAGE	PRICE	LIMIT O	LIMIT R	LIMIT E	ORIGIN	
<input checked="" type="checkbox"/>	D1	Adrenaline	Drug	Inj.	200.00	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="P"/>
<input checked="" type="checkbox"/>	D10	Tatanus Toxoid 0.5ml	Drug	Vac.	200.00	<input type="text" value="F"/>	<input type="text" value="F"/>	<input type="text" value="F"/>	<input type="text" value="P"/>
<input checked="" type="checkbox"/>	D123	Polio 10 dose	Drug	Vac	0.00	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="O"/>
<input checked="" type="checkbox"/>	D30	Aspirin 75mg	Drug	Tab	50.00	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="P"/>
<input checked="" type="checkbox"/>	D59	Oxvtoxin 1ml	Drug	Inj	300.00	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="C"/>	<input type="text" value="P"/>

Account Code(Remuneration):

Account Code(Contribution):

Registration Lump Sum:

Assembly Lump Sum:

Registration Fee:

Assembly Fee:

Start Cycle 1:

Start Cycle 2:

Start Cycle 3:

Start Cycle 4:

# Benefit package – Services and Items

Check All

## Medical Services

	CODE	NAME	TYPE	CATEGORY	PRICE	LIMIT O	LIMIT R	LIMIT E	ORIGIN	ADULT O
<input checked="" type="checkbox"/>	C1	Immunization	Preventive	Simple Service	200.00	C	C	C	P	50.00
<input checked="" type="checkbox"/>	C103	Arthritis O	Curative	Simple Service	140.00	C	C	C	P	50.00
<input checked="" type="checkbox"/>	C11	Normal delivery	Curative	Simple Service	0.00	C	C	C	P	100.00
<input checked="" type="checkbox"/>	C125	Hernia	Curative	Simple Service	2000.00	C	C	C	P	100.00

Check All

## Medical Items

	CODE	NAME	TYPE	PACKAGE	PRICE	LIMIT O	LIMIT R	LIMIT E	ORIGIN
<input checked="" type="checkbox"/>	D1	Adrenaline	Drug	Inj.	200.00	C	C	C	P
<input checked="" type="checkbox"/>	D10	Tatanus Toxoid 0.5ml	Drug	Vac.	200.00	C	C	C	P
<input checked="" type="checkbox"/>	D123	Polio 10 dose	Drug	Vac	0.00	C	C	C	P
<input checked="" type="checkbox"/>	D30	Aspirin 75ma	Drua	Tab	50.00	C	C	C	P

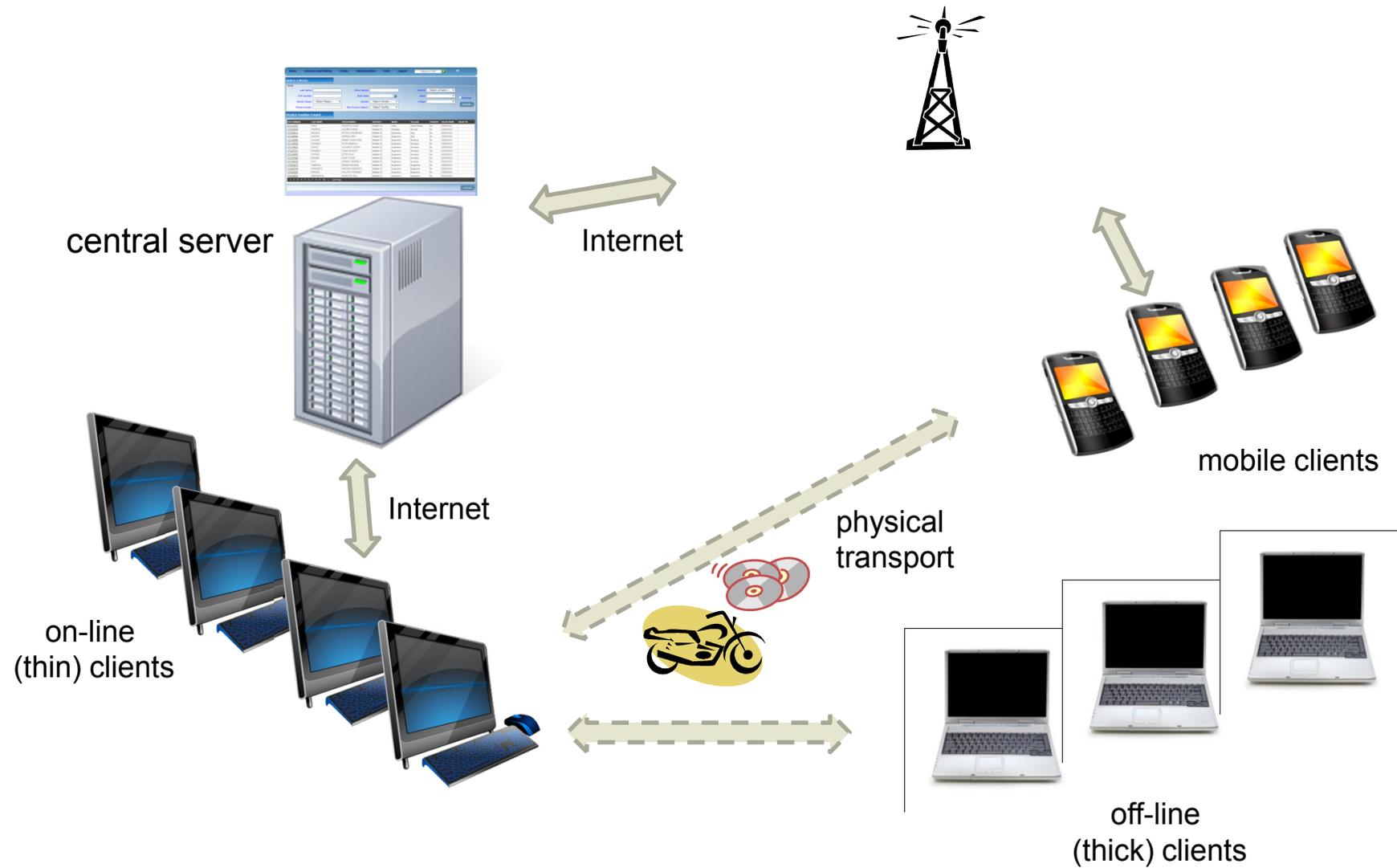
# Benefit package configuration – Limits

Home   Insurees and Policies   Claims   Administration   Tools   Logout   Search NSHI No

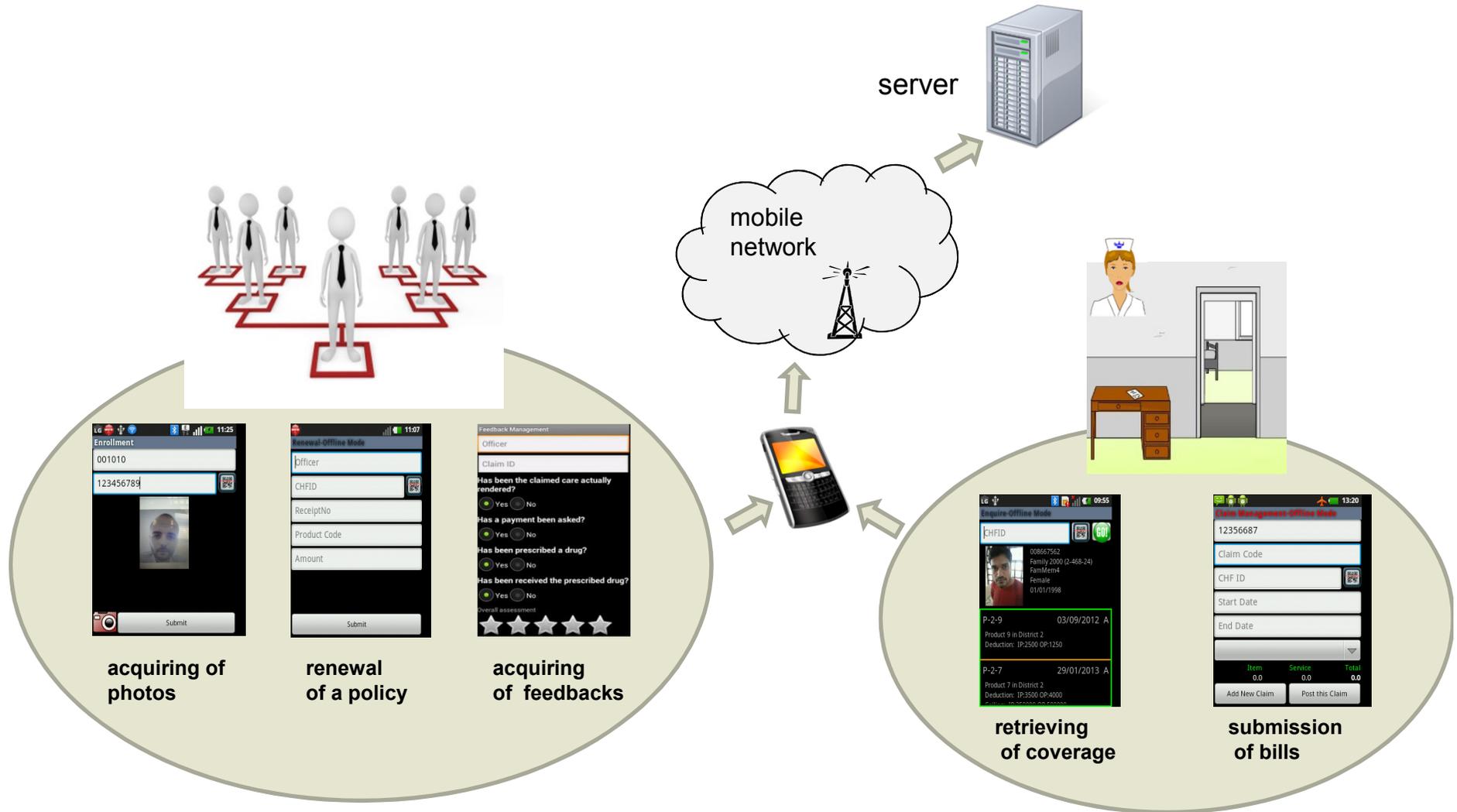
Administration Period	<input type="text" value="1"/>	Registration Lump Sum	<input type="text"/>	Assembly Lump Sum	<input type="text"/>	
Max Installments	<input type="text" value="1"/>	Registration Fee	<input type="text"/>	Assembly Fee	<input type="text"/>	
Grace Period Payment	<input type="text" value="0"/>	Start Cycle 1	<input type="text" value="1"/> <input type="text" value="Feb"/>	Start Cycle 3	<input type="text" value="1"/> <input type="text" value="Aug"/>	
Grace Period Enrolment	<input type="text" value="0"/>	Start Cycle 2	<input type="text" value="1"/> <input type="text" value="Mar"/>	Start Cycle 4	<input type="text" value="1"/> <input type="text" value="Nov"/>	
Grace Period Renewal	<input type="text" value="0"/>					
Renewal Disc. %	<input type="text" value="30"/>					
Renewal Disc. Period	<input type="text" value="1"/>					
Enrolment Disc. %	<input type="text" value="20"/>					
Enrolment Disc. Period	<input type="text" value="2"/>					
	Deductible	Ceiling	Deductable (Hospital) Ceiling		Deductable (Non-Hospital) Ceiling	
Treatment	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Insuree	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Policy	<input type="text"/>	50,000.00	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Extra Member Ceiling		10000.00		<input type="text"/>		<input type="text"/>
Maximum Ceiling		100000.00		<input type="text"/>		<input type="text"/>
	Consultations	Surgeries	Deliveries	Hospitalizations	Visits	
Number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Ceiling	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Distribution	NONE <input type="button" value="▼"/>	Period <input type="text"/> Percent <input type="text"/>	NONE <input type="button" value="▼"/>	Period <input type="text"/> Percent <input type="text"/>	NONE <input type="button" value="▼"/>	Period <input type="text"/> Percent <input type="text"/>

# Transactions: insurance processing

# Communication within IMIS

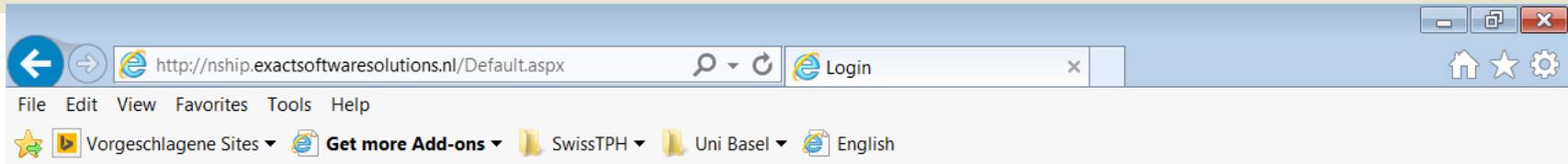


# Data transfer in insurance system using mobile phone



# IMIS screen shots

# Login Screen



The screenshot shows a web browser window with the following elements:

- Address bar: <http://nship.exactsoftwaresolutions.nl/Default.aspx>
- Page title: Login
- Menu bar: File Edit View Favorites Tools Help
- Navigation bar: Vorgeschlagene Sites Get more Add-ons SwissTPH Uni Basel English

### IMIS Login

User Id

Password

# Home page

[Home](#)

[Insurees and Policies](#)

[Claims](#)

[Administration](#)

[Tools](#)

[Logout](#)



## Current User

Siddharth Sirvastava (siddharth)

## Roles

Enrolment Officer  
CHF Manager  
CHF Accountant  
CHF Clerk  
CHF Medical Officer  
CHF Administrator  
IMIS Administrator  
Receptionist  
Claim Administrator

## District

Chamwino  
Bahi  
Mpwapa  
Kondoa  
Kongwa  
Dodoma  
Chemba  
Ushetu DC  
Kishapu DC  
Kahama TC  
Msalala DC  
Shinyaga DC  
Shinyanga MC  
Gairo  
Morogoro MC  
Morogoro DC  
Mvomero  
Kilosa  
Ulanga  
Kilombero  
Funding

# Enrolment

Collect contribution



NA:000000860001 DODOMA

 **FOMU YA UANDIKISHAJI  
MWANACHAMA WA CHF**

  
008600012

Jina la Mkoa: \_\_\_\_\_  
 Jina la wilaya: \_\_\_\_\_  
 Jina la Kata: \_\_\_\_\_  
 Kijiji / Mtaa anapoishi: \_\_\_\_\_  
 Kitongoji anapoishi: \_\_\_\_\_  
 Jina la ukoo: \_\_\_\_\_  
 Majina mengine: \_\_\_\_\_  
 Tarehe ya kuzaliwa (TT/MM/MM): \_\_\_\_\_  
 Jinsia:  Me  Ke  
 Hali ya ndoa :  Ameoa / Ameolewa  Hajaolewa / Hajaoa  Mtalaka  Mjane  
 Mkuu wa kaya?  Ndiyo  Hapana



NA:000000860001 DODOMA

 **FOMU YA UANDIKISHAJI  
MWANACHAMA WA CHF**

  
008600012

Jina la Mkoa: \_\_\_\_\_  
 Jina la wilaya: \_\_\_\_\_  
 Jina la Kata: \_\_\_\_\_  
 Kijiji / Mtaa anapoishi: \_\_\_\_\_  
 Kitongoji anapoishi: \_\_\_\_\_  
 Jina la ukoo: \_\_\_\_\_  
 Majina mengine: \_\_\_\_\_  
 Tarehe ya kuzaliwa (TT/MM/MM): \_\_\_\_\_  
 Jinsia:  Me  Ke  
 Hali ya ndoa :  Ameoa / Ameolewa  Hajaolewa / Hajaoa  Mtalaka  Mjane  
 Mkuu wa kaya?  Ndiyo  Hapana



Jina la wilaya: \_\_\_\_\_  
 Jina la ukoo: \_\_\_\_\_  
 Majina mengine: \_\_\_\_\_  
 Tarehe ya kuzaliwa (TT/MM/MM): \_\_\_/\_\_\_/ 20  
 Tarehe (TT/MM/MM): \_\_\_/\_\_\_/ 20  
 Jinsia:  Me  ke  
 Tarehe ya kuanza huduma (TTMM/MM):  
 \_\_\_/\_\_\_/ 20

  
Namba ya utambulisho  
(Pre printed)

**ONYESHA KITAMBILISHO HIKI UNAPOENDA  
KUPATA MATIBABU**



Jina la wilaya: \_\_\_\_\_  
 Jina la ukoo: \_\_\_\_\_  
 Majina mengine: \_\_\_\_\_  
 Tarehe ya kuzaliwa (TT/MM/MM): \_\_\_/\_\_\_/ 20  
 Tarehe (TT/MM/MM): \_\_\_/\_\_\_/ 20  
 Jinsia:  Me  ke  
 Tarehe ya kuanza huduma (TTMM/MM):  
 \_\_\_/\_\_\_/ 20

  
Namba ya utambulisho  
(Pre printed)

**ONYESHA KITAMBILISHO HIKI UNAPOENDA  
KUPATA MATIBABU**

Jina la wilaya: \_\_\_\_\_  
 Jina la ukoo: \_\_\_\_\_  
 Majina mengine: \_\_\_\_\_  
 Tarehe ya kuzaliwa (TT/MM/MM): \_\_\_/\_\_\_/ 20  
 Tarehe (TT/MM/MM): \_\_\_/\_\_\_/ 20  
 Jinsia:  Me  ke  
 Tarehe ya kuanza huduma (TTMM/MM):  
 \_\_\_/\_\_\_/ 20

  
Namba ya utambulisho  
(Pre printed)

**ONYESHA KITAMBILISHO HIKI UNAPOENDA  
KUPATA MATIBABU**

Sample enrolment form turned into an insurance card

**Enrolment form**

Logo:  Replacement  Member addition

If form not used for new enrolment indicate:  ID number of Household Head:  VDC:  Address:

District:

Ward:

Mobile Ph:

Last Name:

Other Names:

Date of Birth (DD/MM/YY):

Is this head of the household? (Yes/No)

No -> ID of Household head:

Yes -> Total dependants in family:

Date of Joining:

Poor (Yes/No):

Sign/Thumb print of enrollee:

Approved by Manager (sign and date):

EA code:

Receipt No:

Poor ID card no.:

EA Signature:

Entered in IMIS (sign and date):

*This form needs to be kept by the enrolment assistant and handed to the enrolment officer*

District:

Last Name:

Other Name:

Date of Birth:

Sex:

Start date:

Always show this card when visiting a health facility

Need to make a complaint? Or problems at a health facility?

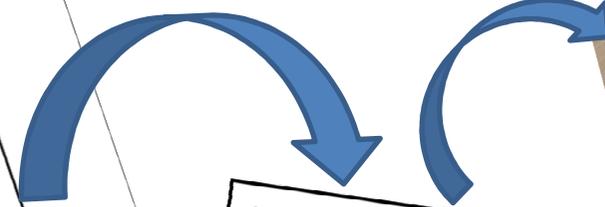
Please contact the central hotline:

Renew your membership 2 months before expiry!!

*if you find this card please return it to the*



Tear, fold, place inside cold lamination



Tear here 

Jina la wilaya: \_\_\_\_\_

Jina la ukoo: \_\_\_\_\_

Majina mengine: \_\_\_\_\_

Tarehe ya kuzaliwa (TT/MM/MM): \_\_\_/\_\_\_/20

Tarehe (TT/MM/MM): \_\_\_/\_\_\_/20

Jinsia:  Me  ke

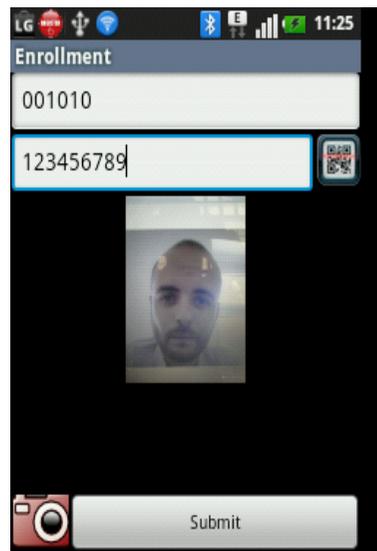
Tarehe ya kuanza huduma (TTMM/MM): \_\_\_/\_\_\_/20

Namba ya utambulisho (Pre printed)

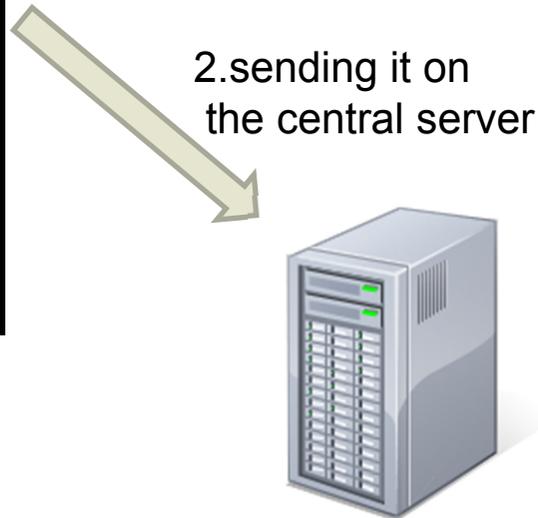
**ONYESHA KITAMBILISHO HIKI UNAPOENDA KUPATA MATIBABU**

# Mobile phone applications- Enrolment

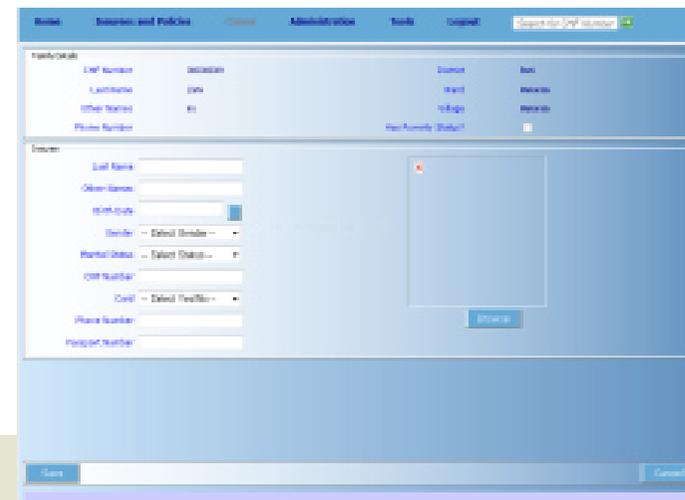
1. acquiring of a photo of an insuree by a mobile phone



2. sending it on the central server



3. assigning it to the record of the insuree (automatically)



# Enrolment of member

Home

Insurees and Policies

Claims

Administration

Tools

Logout

Search NSHI No



## Family/Group Details

NSHI Number 000000070

District Ilam

Confirmation No. 1234

Last Name Bajracharya

VDC/Municipality Pyang

Permanent Address house 1

First Name Bikesh

Ward Pyang1

Confirmation Type A

## Insuree

NSHI Number

First Name

Last Name

Birth Date

Gender

Beneficiary Card

Current District

Current VDC/Municipality

Current Ward

Current Address

Phone Number

Email

Identity Type

Identification no.

District Of FSP

Category Of FSP

First Service Point



Browse

Save

Cancel

# HH Enrolment

Home

Insurees and Policies

Claims

Administration

Tools

Logout

Search NSHI No



## Family/Group



NSHI Number 00000070

District Ilam

Confirmation Type A

Permanent Address

Last Name Bajracharya

VDC/Municipality Pyang

Confirmation No. 1234

house 1

First Name Bikesh

Ward Pyang1

## Insurees



NSHI NO	LAST NAME	FIRST NAME	GENDER	BIRTH DATE	BENEFICIARY CARD
<a href="#">00000070</a>	Bajracharya	Bikesh	M	30/01/1980	<input checked="" type="checkbox"/>
<a href="#">008997634</a>	Sharma	Sabin	M	02/02/1950	<input checked="" type="checkbox"/>
<a href="#">010379644</a>	Khanal	Shiva	M	02/02/1999	<input checked="" type="checkbox"/>
<a href="#">021769403</a>	Basnet	Ram	M	03/03/1950	<input checked="" type="checkbox"/>

## Policies



ENROL DATE	EFFECTIVE DATE	START DATE	EXPIRY DATE	PRODUCT	ENROLMENT ASSISTANT	POLICY STATUS	POLICY VALUE	VALID FROM	VALID TO
<a href="#">20/06/2014</a>	01/08/2014	01/08/2014	31/07/2015	NI2	Karki Ram	Active	3,350.00	17/11/2014	

## Contributions



DATE OF PAYMENT	PAID BY	AMOUNT	PAY METHOD	RECEIPT	PAY CATEGORY
<a href="#">23/09/2014</a>	Health	3,350.00	Cash	r1234	Contribution

Cancel

# Product Selection

Home Insurees and Policies Claims Administration Tools Logout Search NSHI No  

Family/Group Details

NSHI Number	000000070	District	Ilam
Last Name	Bajracharya	Ward	Pyang1
First Name	Bikesh	VDC/Municipality	Pyang
Phone Number	123456677	Confirmation Type	A

Policy Details

Enrolment Date   Policy Status

Product

Effective Date

Start Date

Expiry Date

Enrolment Assistant

Policy Value	Contribution Paid	Balance
<input type="text" value="3350.00"/>	<input type="text" value="3350.00"/>	<input type="text" value="0.00"/>

General	In-Patient	Out-Patient
Deductible <input type="text" value="0.00"/>	<input type="text" value="0.00"/>	<input type="text" value="0.00"/>
Remunerated Health Care <input type="text" value="140.00"/>	<input type="text" value="140.00"/>	<input type="text" value="0.00"/>

# Payment Information

[Home](#)

[Insurees and Policies](#)

[Claims](#)

[Administration](#)

[Tools](#)

[Logout](#)



## Family/Group Details

NSHI Number 000000070

District Ilam

Last Name Bajracharya

Ward Pyang1

First Name Bikesh

VDC/Municipality Pyang

Phone Number 123456677

Confirmation Type A

## Contribution

Payers

Category

Contribution Paid

Receipt Number

Date of Payment

Type of Payment

### Policy Details

Policy Value  Balance

Contribution  Policy Status

## Upcoming features

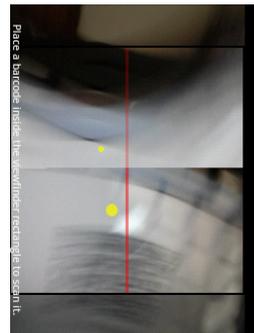
- Mobile payment for contribution/premium collection and health facility payments

# Client Service Utilization

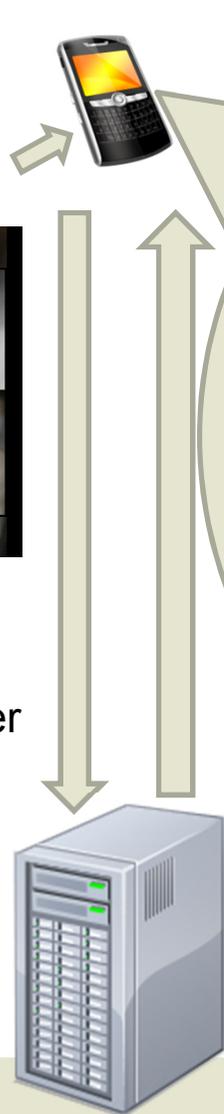


# Mobile phone applications- Receiving Patients

1. insuree's ID number read by phone through QR code



2. sending it on the central server



3. retrieving photo and information on coverage

# Online/Offline querying of clients

Home Insurees and Policies Claims Administration Tools Logout 00000070

**Select Criteria**

Family/Group

Last Name  First Name  District -- Select a District --

NSHI Number  Birth Date  VDC/Municipality   Historical

Phone Number  Gender -- Select Gender -- Ward

Confirmation Type --Select type-- Confirmation No.  Email

**Families/Groups Found**



0 0 0 0 0 0 7 0

Last Name Bajracharya  
 First Name Bikesh  
 Birth Date 01-30-80  
 Gender M

PRODUCT CODE	PRODUCT NAME	EXPIRE DATE	STATUS	HOSPITAL DEDUCTION	NON-HOSPITAL DEDUCTION	HOSPITAL CEILING	NON-HOSPITAL CEILING
NI2	National Insurance	31/07/2015	I			62520.00	62520.00

Item Code                      Item Left                      Item MinDate  
 Service Code                      Service Left                      Service MinDate

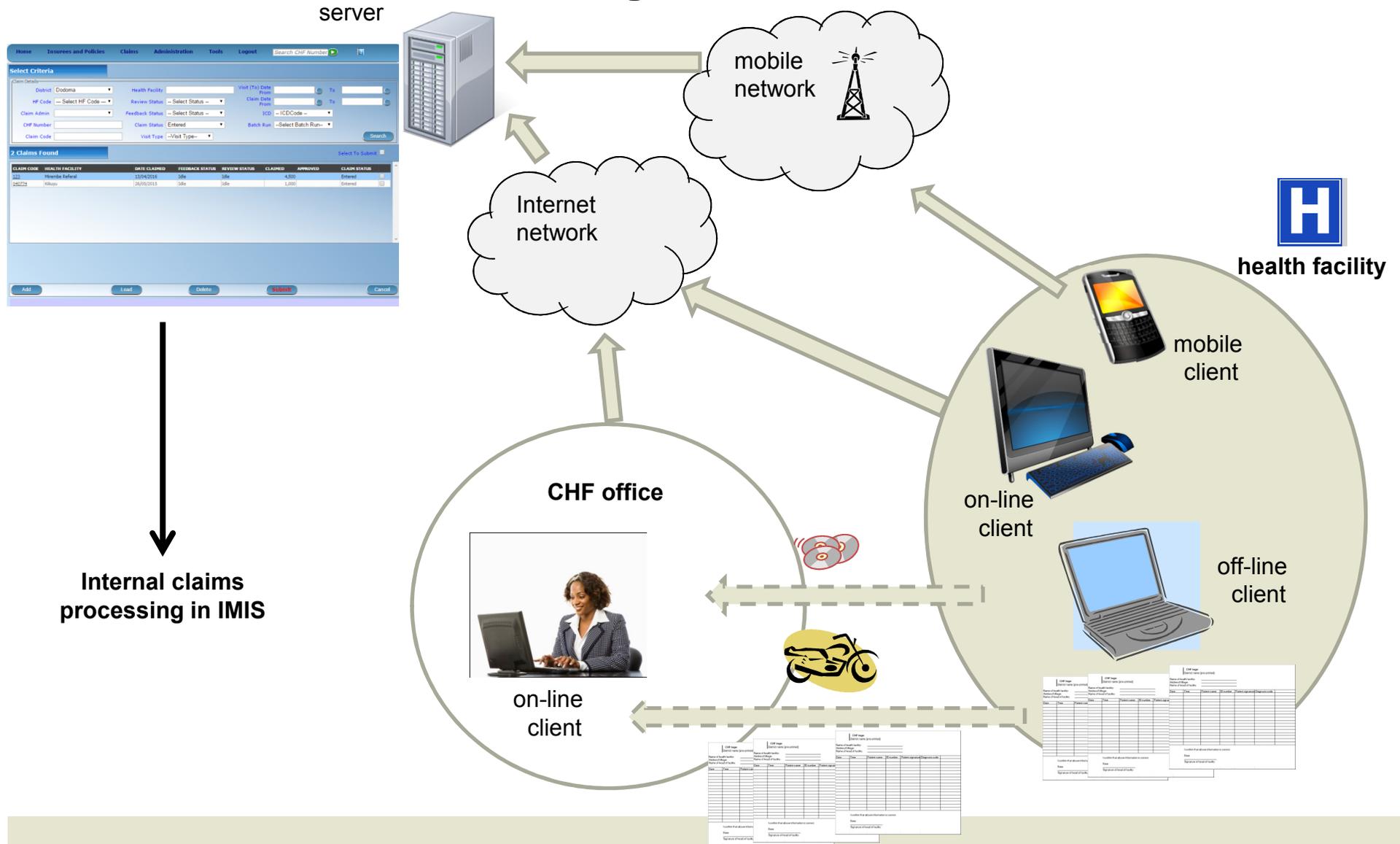
## Upcoming features

Exploring other solutions for clients to make enquiries on their own status (mainly Tanzanian context):

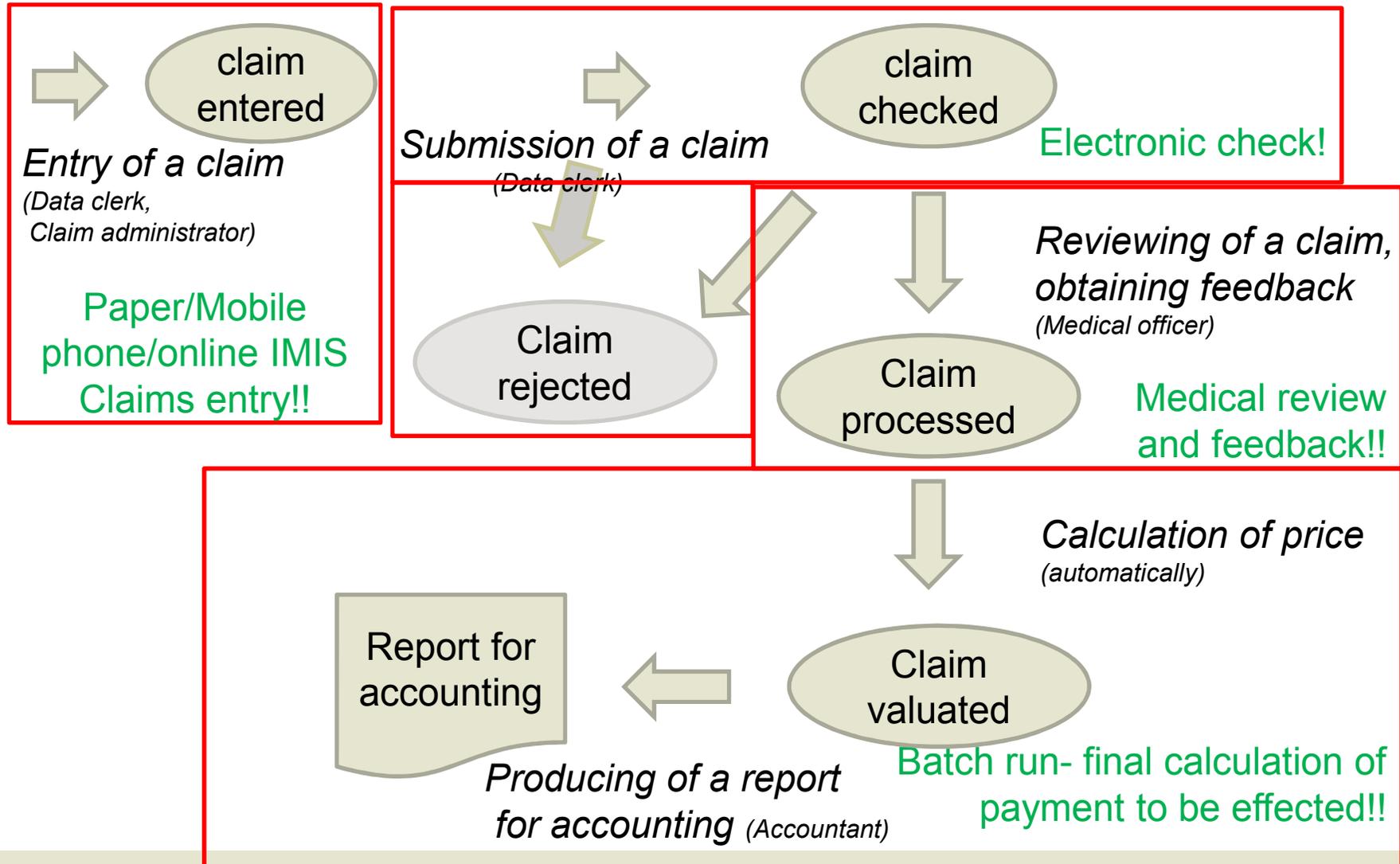
- Client querying through USSD service

# Claims Processing

# Entering of claims



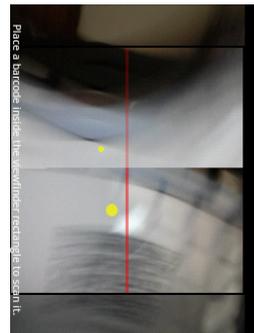
## Stages of processing of a claim



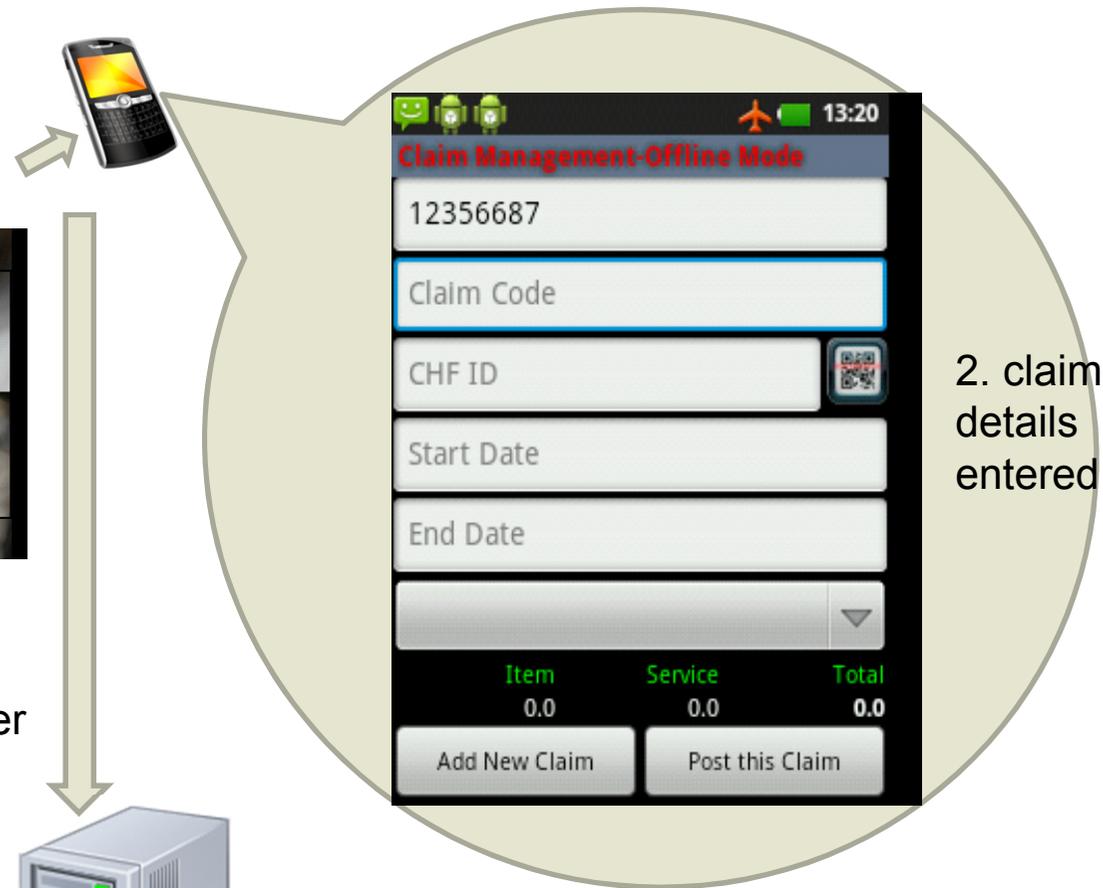
# Claims Entry

# Mobile phone applications- Entering claims

1. insuree's ID number read by phone through QR code



3. sending it on the central server



# Online/offline entry of claims

Home Insurances and Policies **Claims** Administration Tools Logout   

**Select Criteria**

Health Facility Claims  
Review  
Batch Run

Claim Details

District  Visit (To) Date  From  To

HF Code  Claim Date From  To

Claim Admin  Feedback Status  ICD

CHF Number  Claim Status  Batch Run

Claim Code  Visit Type

**Claims Found**

# Entry of a claim

## Claim Details

HF Code  Health Facility  Visit (To)

NSHI Number  Name  Date From

ICD  Claim Code  Claim Date   Claim Total

ICD1  ICD2

Claim Admin  Guarantee Id

## Services

SERVICE CODE	QUANTITY	
		IMIS
		Yes

## Items

ITEM CODE	QUANTITY	VALUE
D1 Adrenaline	1.00	
D10 Tatanus Toxoid 0.5ml	1.00	
D30 Aspirin 75mg	1.00	30.00

**IMIS**

**Claims submitted**

Submitted: 1  
Checked: 1  
Rejected: 0  
Changed: 0  
Failed: 0  
ItemsPassed: 1  
ServicesPassed: 1  
ItemsRejected: 0  
ServicesRejected: 0

OK

## Explanation

Save

Add

Print

Cancel

# Submission of claims for first level system check

Home   Insurees and Policies   Claims   Administration   Tools   Logout   Search CHF Number  

**Select Criteria**

Claim Details

District: Dodoma   Health Facility:   Visit (To) Date: 05/01/2016   To:   From:   Claim Date From:   To:   Review Status: -- Select Status --   Feedback Status: -- Select Status --   ICD: -- ICDCode --   Batch Run: --Select Batch Run--

HF Code: 00948 - Dodoma   Claim Admin: 0094801 - Regional   CHF Number:   Claim Code:   Claim Status: Entered   Visit Type: --Visit Type--

**1 Claims Found**

CLAIM CODE	HEALTH FACILITY	DATE CLAIMED	FEEDBACK STATUS	REVIEW STATUS	CLAIMED	APPROVED	CLAIM STATUS
54321	Dodoma	05/01/2016	Idle	Idle	101,025		Entered <input checked="" type="checkbox"/>

# Claims Review

# Selection for medical review and feedback - I Swiss TPH



Home Insurees and Policies **Claims** Administration Tools Logout

**Select Criteria**

Health Facility Claims

Review

Batch Run

Claim Details

District Chamwino

HF Code --- Select HF Code ---

Claim Admin

CHF Number

Claim Code

Feedback Status -- Select Status --

Claim Status Checked

Visit Type --Visit Type--

Visit (To) Date From To

Claim Date From To

ICD 084

Batch Run --Select Batch Run--

**Claim Selection Update**

Criteria Details

--Select--

Random

Value

Variance

**1,044 Claims Found**  Select To Process

CLAIM CODE	HEALTH FACILITY	DATE CLAIMED	FEEDBACK	REVIEW	CLAIMED	APPROVED	CLAIM STATUS
259622	Chalinze	04/01/2016	Idle	Idle	1,680		Checked
259631	Chalinze	04/01/2016	Idle	Idle	2,000		Checked
553554	Ikowa	21/12/2015	Idle	Idle	1,740		Checked
259607	Chalinze	28/12/2015	Idle	Idle	1,920		Checked
257897	Mgunga	17/10/2015	Idle	Idle	3,260		Checked
257802	Mgunga	19/10/2015	Idle	Idle	2,570		Checked
257803	Mgunga	19/10/2015	Idle	Idle	5,160		Checked
258710	Mgunga	19/10/2015	Idle	Idle	4,260		Checked

# Selection for medical review and feedback - Ibwiss TPH



Home   Insurees and Policies   Claims   Administration   Tools   Logout  

### Select Criteria

Claim Details

District: Chamwino   Health Facility:    Visit (To) Date:  To:   
 From:

HF Code: 00201 - Chamwino H   Review Status: -- Select Status --   Claim Date From:  To:   
 Claim Admin: 0020101 - Chamwino   Batch Run:

CHF Number:    Claim Code:

### Claim Selection Update

Criteria Details

Random:  %  

Review Select   Feedback Select

800 Claims Found

CLAIM CODE	HEALTH FACILITY	APPROVED	CLAIM STATUS
391657	Chamwino Health Center		
391660	Chamwino Health Center		
391661	Chamwino Health Center		
391662	Chamwino Health Center		
391663	Chamwino Health Center		
391665	Chamwino Health Center		
391666	Chamwino Health Center	09/10/2015	Idle
391667	Chamwino Health Center	09/10/2015	Idle

**IMIS**

Would you like to apply the following criteria for review selection  
 Random:10%

**IMIS**

Claims submitted to the selection process

Submitted: 4  
 Selected: 1  
 Not selected: 3

# Selection for medical review and feedback - Ibwiss TPH



[Home](#)
[Insurees and Policies](#)
[Claims](#)
[Administration](#)
[Tools](#)
[Logout](#)

### Select Criteria

**Claim Details**  
 District: 
 Health Facility: 
 Visit (To) Date:  To:   
 HF Code: 
 Review Status: 
 Claim Date From:  To:   
 Claim Admin: 
 Feedback Status: 
 ICD:   
 CHF Number: 
 Claim Status: 
 Batch Run:   
 Claim Code: 
 Visit Type:

### Claim Selection Update

**Criteria Details**  

 Random  %
  Value 
 Variance  %

800 Claims Found Select To Process

CLAIM CODE	HEALTH FACILITY	DATE CLAIMED	FEEDBACK	REVIEW	CLAIMED	APPROVED	CLAIM STATUS
391657	Chamwino Health Center	09/10/2015	Idle	Selected for Review	3,780		Checked
391660	Chamwino Health Center	09/10/2015	Idle	Selected for Review	5,130		Checked
391661	Chamwino Health Center	09/10/2015	Idle	Selected for Review	3,180		Checked
391662	Chamwino Health Center	09/10/2015	Idle	Selected for Review	4,330		Checked
391663	Chamwino Health Center	09/10/2015	Idle	Selected for Review	3,180		Checked
391665	Chamwino Health Center	09/10/2015	Idle	Not Selected	820		Checked
391666	Chamwino Health Center	09/10/2015	Idle	Selected for Review	2,800		Checked
391667	Chamwino Health Center	09/10/2015	Idle	Selected for Review	4,150		Checked

# Reviewing of claims

Home Insurees and Policies Claims Administration Tools Logout   

HF Code 04501 CHF Number 002274742 Name KESI ANDRIANO LIHERUKA Claim Total   
 ICD 000 Claim Code 286855 Claim Date 21/02/2015 Approved   
 ICD1 ICD2 ICD3 ICD4  
 Date Processed Start 09/01/2015 End 09/01/2015 Valuated   
 Claim Admin 0450101 Visit Type Other

**Services**

CODE	QTY	VALUE	EXPLANATION	APP. QTY	APP. VALUE	JUSTIFICATION	STATUS	VALUATED	R
I117 BLOOD SLIDE FOR MALARIAL PARASITES (BS FOR MPS)	1	650.00		<input type="text"/>	<input type="text"/>	<input type="text"/>	Passed ▼		0
I123 VENEREAL DISEASES RESEARCH LAB (VDRL)	1	650.00		<input type="text" value="0"/>	<input type="text"/>	<input type="text"/>	Rejecter ▼		0
I128 STOOL ANALYSIS (ROUTINE)	1	650.00		<input type="text"/>	<input type="text"/>	<input type="text"/>	Passed ▼		0

**Items**

CODE	QTY	VALUE	EXPLANATION	APP. QTY	APP. VALUE	JUSTIFICATION	STATUS	VALUATED	R
0037 BENZATHINE PENICILLIN FORTIFIED PDR F INJ 2.4 MU	3	410.00		<input type="text" value="2"/>	<input type="text"/>	<input type="text"/>	Passed ▼		0
0065 CIPROFLOXACIN TABS 500MG	1	70.00		<input type="text"/>	<input type="text"/>	<input type="text"/>	Passed ▼		0
0095 ERYTHROMYCIN TABS 250 MG	30	70.00		<input type="text" value="15"/>	<input type="text"/>	<input type="text" value="too high dosage"/>	Passed ▼		0

Explanation   
 Adjustment   
 Claim Status

# Processing of reviewed claims

Home Insures and Policies Claims Administration Tools Logout   

### Select Criteria

Claim Details

District:

HF Code:

Claim Admin:

CHF Number:

Claim Code:

### IMIS

One or more claims have feedback pending. Would you like to process the claims?

To:

To:

### Claim Selection Update

Criteria Details

--Select-- 

### IMIS

**Submitted to process**

Submitted: 4  
 Processed: 4  
 Valuated: 0  
 Changed: 0  
 Rejected: 0  
 Failed: 0

%

Select To Process

CLAIM STATUS		
Checked		<input checked="" type="checkbox"/>
3,240 Checked		<input checked="" type="checkbox"/>
2,920 Checked		<input checked="" type="checkbox"/>
Checked		<input checked="" type="checkbox"/>

## State of claims after review

Home Insurees and Policies Claims Administration Tools Logout Search CHF Number  

### Select Criteria

Claim Details

District: Dodoma Health Facility: Visit (To) Date: From: To:   
 HF Code: 04501 - Kikombo Review Status: -- Select Status -- Claim Date From: To:   
 Claim Admin: Select Claim Admir Feedback Status: -- Select Status -- ICD: -- ICDCode --   
 CHF Number: Claim Status: Processed Batch Run: --Select Batch Run-   
 Claim Code: Visit Type: --Visit Type-- Search

### Claim Selection Update

Criteria Details

--Select-- Random  % Value  % Variance  % Update

### Claims Selected

Select To Process

CLAIM CODE	HEALTH FACILITY	DATE CLAIMED	FEEDBACK	REVIEW	CLAIMED	APPROVED	CLAIM STATUS
286908	Kikombo	16/02/2015	ByPassed	Not Selected	1,450		Processed <input type="checkbox"/>
286855	Kikombo	21/02/2015	ByPassed	Reviewed	5,350	3,240	Processed <input type="checkbox"/>
286856	Kikombo	21/02/2015	ByPassed	Reviewed	3,400	2,920	Processed <input type="checkbox"/>
056152	Kikombo	14/08/2015	ByPassed	Not Selected	2,030		Processed <input type="checkbox"/>
108687	Kikombo	27/02/2014	ByPassed	ByPassed	2,850		Processed <input type="checkbox"/>
108675	Kikombo	27/02/2014	ByPassed	ByPassed	1,640		Processed <input type="checkbox"/>
108674	Kikombo	27/02/2014	ByPassed	ByPassed	1,990		Processed <input type="checkbox"/>
108666	Kikombo	27/02/2014	Not Selected	Not Selected	960		Processed <input type="checkbox"/>
108658	Kikombo	27/02/2014	ByPassed	ByPassed	1,100		Processed <input type="checkbox"/>

Review Feedback Update Process Cancel

## Batch run - calculate final payment to facilities for given period

Home Insurees and Policies **Claims** Administration Tools Logout   

**Batch Processing**

District    Year

**Filter**

Type  Year  Period   
 District  Product  HF Level

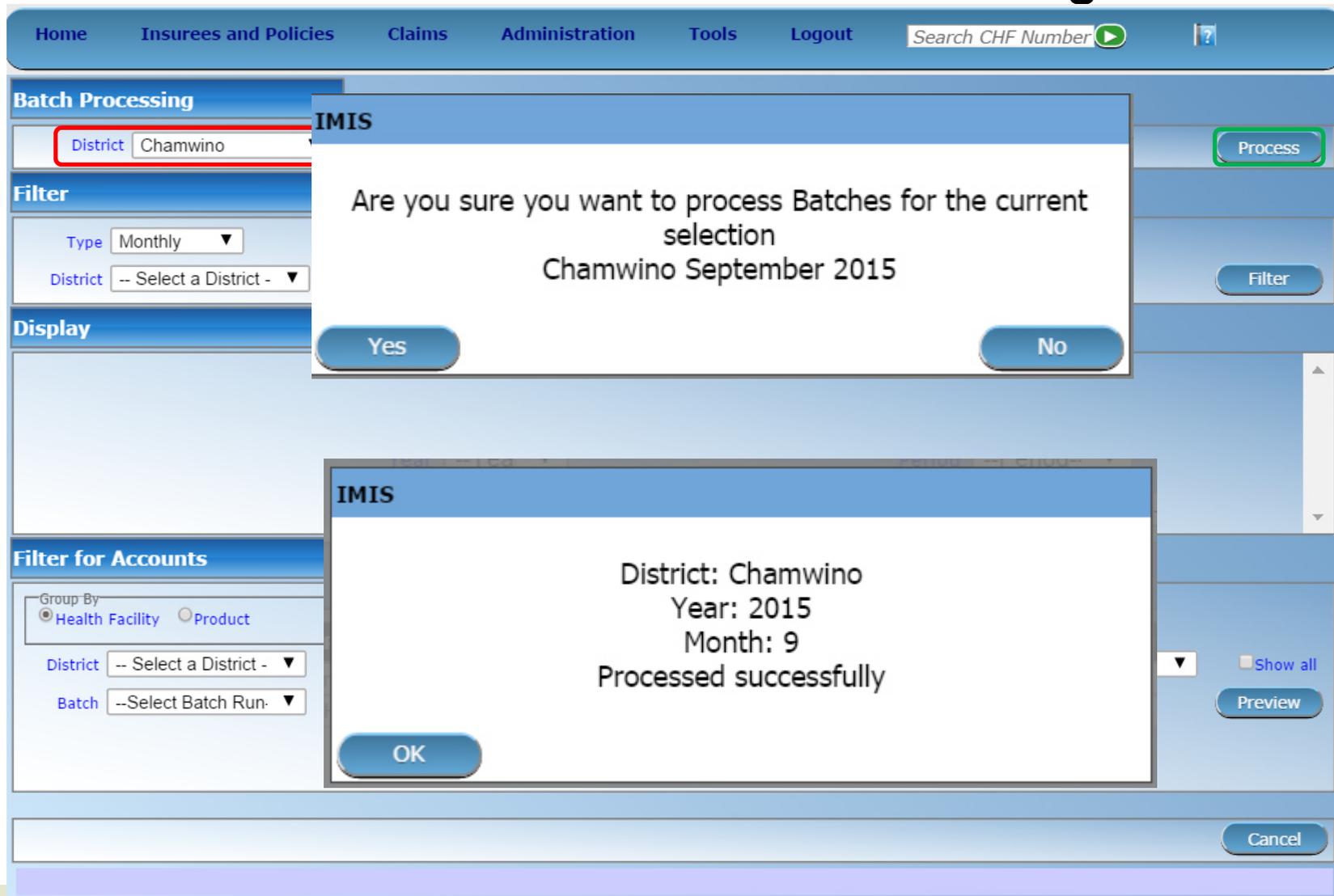
**Display**

**Filter for Accounts**

Group By  Health Facility  Product  Show Claims

District  Product  HF Code  Level   Show all  
 Batch  Start  End

## Creation of batches/link to accounting



The screenshot displays the 'Batch Processing' interface in the IMIS system. The top navigation bar includes 'Home', 'Insurees and Policies', 'Claims', 'Administration', 'Tools', and 'Logout', along with a search field for 'CHF Number'. The main content area is divided into several sections: 'Batch Processing' (with a 'District' dropdown set to 'Chamwino'), 'Filter' (with 'Type' set to 'Monthly' and 'District' set to '-- Select a District -'), and 'Display'. A 'Filter for Accounts' section is also visible, with 'Group By' set to 'Health Facility' and 'District' set to '-- Select a District -'. A 'Process' button is highlighted in green. A confirmation dialog box is open, asking 'Are you sure you want to process Batches for the current selection Chamwino September 2015', with 'Yes' and 'No' buttons. Below the dialog, a success message box displays 'District: Chamwino', 'Year: 2015', 'Month: 9', and 'Processed successfully', with an 'OK' button. Other buttons like 'Filter', 'Preview', and 'Cancel' are also visible.

# Creation of batches/link to accounting – list of batches

Home Insurees and Policies Claims Administration Tools Logout  

**Batch Processing**

District Chamwino Month Septemb Year 2015

**Filter**

Type Quarterly Year 2015 Period --Period--  
 District Chamwino Product 3102PSL - CHF-Le HF Level -- Select Level --

**Display**

YEAR	PERIOD	PRODUCT	HF LEVEL	CALCULATED DATE	INDEX
2015	Quarter 3	CHF-Legacy	Hospital	08/01/2016	100.00
2015	Quarter 1	CHF-Legacy	Hospital	19/08/2015	100.00
2015	Quarter 2	CHF-Legacy	Hospital	19/08/2015	100.00

**Filter for Accounts**

Group By  Health Facility  Product  Show Claims

District -- Select a District - Product --Select Product-- HF Code --- Select HF Code Level -- Select Level --  Show all

Batch --Select Batch Run- Start / / End

Result filtered successfully

# Creation of batches/link to accounting - generating accounting report

Home Insurees and Policies Claims Administration Tools Logout Search CHF Number  

**Batch Processing**

District  Month  Year

**Filter**

Type  Year  Period   
 District  Product  HF Level

**Display**

**Filter for Accounts**

Group By  Health Facility  Product

## Creation of batches/link to accounting - report for accounting

Home Insurees and Policies Claims Administration Tools Logout Search CHF Number  

Go back to selector.

1 of 1 Find | Next  

### Claim Remuneration

Run ID: 2015-September, Product: 3102PS - Primary and secondary care

[Chamwino](#)

**04168-Mvumi Acc. Code :**

Product	Remunerated
3102PS-Primary and secondary care Acc. Code :3102PS	1,348,746.97
<b>04168 Total :</b>	<b>1,348,746.97</b>
<b>Total in Chamwino :</b>	<b>1,348,746.97</b>
<b>Total :</b>	<b>1,348,746.97</b>

Claim Remuneration - Printed on: 1/8/2016 6:39:35 PM 1 of 1

# Claims Overview for facilities

The screenshot displays the 'Claims Overview for facilities' interface. At the top, a navigation bar includes 'Home', 'Insurees and Policies', 'Claims', 'Administration', 'Tools', and 'Logout'. A search bar labeled 'Search CHF' is positioned on the right. Below the navigation bar, a 'Reports' section contains filters for 'Start' (01/01/2016), 'End' (31/03/2016), 'District' (Dodoma), and 'Claim Status' (Valuated). A 'Tools' dropdown menu is open, listing options: 'Upload ICD List', 'Policy Renewals', 'Feedback Prompt', 'IMIS Extracts', 'Reports', 'Utilities', and 'Funding'. A list of reports is shown on the left, with 'Claim Overview' highlighted. At the bottom, there are 'Preview' and 'Cancel' buttons.

# Claim Overview report

Home   Insurees and Policies   Claims   Administration   Tools   Logout     

[Go back to selector.](#)

1 of 1   Find | Next    

## Claim Overview

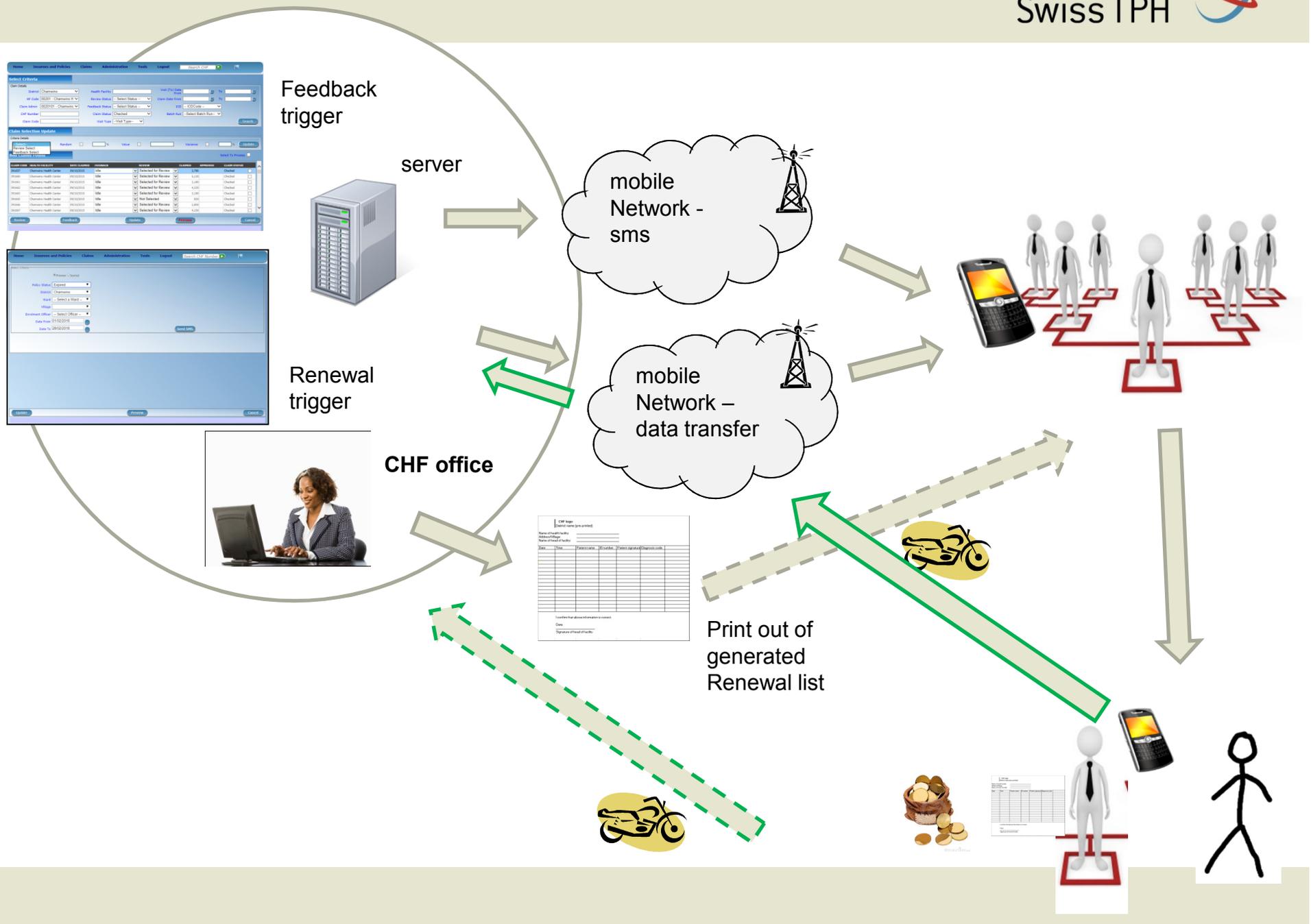
Heath Facility : 04168 - Mvumi | Product : 3102PS - Primary and secondary care | District : Chamwino | Period From 01/09/2015 To 30/09/2015

Code	Date	Claim Admin	Visit From	Visit To	CHFID	Insuree	Status	Rej. Reason	Claimed Amount	Adjusted Amount	Covered Amount
284314	03/09/2015	Mvumi DDH Mvumi DDH	01/09/2015	01/09/2015	007015750	CHIZENGA SHUKRANI	Valuated	0	2,890.00	2,890.00	2,890.00
284315	03/09/2015	Mvumi DDH Mvumi DDH	01/09/2015	01/09/2015	007016645	CHIZENGA MABIMBI	Valuated	0	4,410.00	4,410.00	4,410.00
284320	03/09/2015	Mvumi DDH Mvumi DDH	02/09/2015	02/09/2015	002448703	MHAI SALAH NYAMANGA	Valuated	0	20,670.00	20,670.00	20,670.00
<b>Total Claims :</b>							<b>3</b>	<b>Totals :</b>	<b>27,970.00</b>	<b>27,970.00</b>	<b>27,970.00</b>

Claim Overview - Printed on: 1/8/2016 6:45:42 PM 1 of 1

# Renewals & Feedback

# Process flow



## Generating list of renewals (Tools -> Policy Renewals)

Home Insurees and Policies Claims Administration Tools Logout Search CHF Number  

Select Criteria

Preview  Journal

Policy Status

District

Ward

Village

Enrolment Officer

Date From  

Date To  

# Print out of list of renewals

Home   Insurees and Policies   Claims   Administration   Tools   Logout   Search CHF Number  

[Go back to selector.](#)

1 of 9 Find | Next  

## Policy Status Overview

Date From 01/02/2016 To 28/02/2016, District: Chamwino, Policy Status: Active

Chamwino

Officer: -

Segala

Segala

CHFID	Last Name	Other Names	Product Code	Product Name	Renewal Date	Product Value
001986320	BOMBA	AMANI	3102PS	Primary and secondary care	17/02/2016	10
001986401	NGALYA	MARIAMU	3102PS	Primary and secondary care	23/02/2016	10
					Village (Segala)	2
					Ward (Segala)	2

Chiboli

Chiboli

CHFID	Last Name	Other Names	Product Code	Product Name	Renewal Date	Product Value
006971624	MTONYI	VELIAN	3102PS	Primary and secondary care	15/02/2016	10
					Village (Chiboli)	1
					Ward (Chiboli)	1

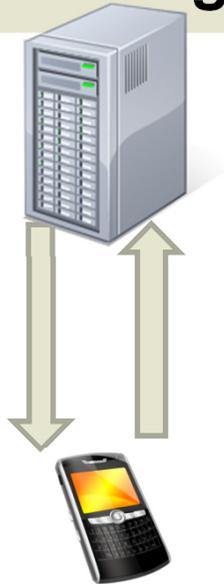
Nghambaku

Nghambaku

CHFID	Last Name	Other Names	Product Code	Product Name	Renewal Date	Product Value
-------	-----------	-------------	--------------	--------------	--------------	---------------

# Renewals and Feedback – through data transfer

Swiss TPH



Renewal-Offline Mode

11:07

Officer

CHFID

ReceiptNo

Product Code

Amount

Submit

Feedback-Renewal-Dev

9:55

2003001

Renewal

Feedback

Upload

Feedback

17:18

Enrolment Assistant Code

Claim ID

NSHI Number

Have you been treated at the facility on the said date?

Yes  No

Have you been asked for a payment to the facility or staff?

Yes  No

Have drugs been prescribed to you?

Yes  No

Did you get drugs from the facility?

Yes  No

How satisfied are you with the care you received at the health facility? Rate on a scale 1-5 (1= not satisfied; 5= very satisfied)

Submit

## Completing renewals in the system

Home Insurees and Policies Claims Administration Tools Logout   

**Family/Group**   

NSHI Number 001384946 District Ilam Confirmation Type C Permanent Address  
 Last Name adhikari VDC/Municipality Amchok Confirmation No. 205 ilam  
 First Name khem raj Ward 1

**Insurees**   

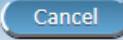
NSHI NO	LAST NAME	FIRST NAME	GENDER	BIRTH DATE	BENEFICIARY CARD
<a href="#">001384946</a>	adhikari	khem raj	M	13/01/2041	<input checked="" type="checkbox"/>
<a href="#">007449654</a>	Adhikari	Aarohi	F	17/07/2014	<input checked="" type="checkbox"/>
<a href="#">007606804</a>	adhikari	khem kumari	F	16/07/1984	<input checked="" type="checkbox"/>

**Policies**    

ENROL DATE	EFFECTIVE DATE	START DATE	EXPIRY DATE	PRODUCT	ENROLMENT ASSISTANT	POLICY STATUS	POLICY VALUE	VALID FROM	VALID TO
<a href="#">26/03/2016</a>	01/08/2016	01/08/2016	31/07/2017	<a href="#">NI2-P</a>	SOP ILAM	Active	1,250.00	26/03/2016	

**Contributions**   

DATE OF PAYMENT	PAID BY	AMOUNT	PAY METHOD	RECEIPT	PAY CATEGORY
<a href="#">26/03/2016</a>	Health	1,250.00	Cash	01	Contribution



## Upcoming features

Exploring other ways in which client can renew while balancing the disincentives for the active enrolment structure on the ground:

- Clients renewing through USSD service

# Modification of policies

## Conditions and procedures

Conditions:

- Death
- Change of HH head or HH details
- New born
- In migration (eg. marriage)
- Out migration (eg. moving out of country for work)

Each schemes define their own rules/procedures on:

- Modification under which of these conditions is allowed
- When can changes be made – anytime or at time of renewal
- What impact does it have on benefit package (price of product, ceilings, etc.)

# Locate family

Home   Insurees and Policies   Claims   Administration   Tools   Logout     

### Select Criteria

Family

Last Name

Other Names

District

**CHF Number**

Birth Date  

Ward

Historical

Marital Status

Gender

Village

Phone Number

Has Poverty Status?

**Search**

### 1 Families Found

CHF NUMBER	LAST NAME	OTHER NAMES	DISTRICT	WARD	VILLAGE	POVERTY	VALID FROM	VALID TO
<u>071102964</u>	HASSAN	ANDREA JUMA	Msalala DC	Bugarama	Ilogi	No	28/06/2016	

**Cancel**

# Modify

Home

Insurees and Policies

Claims

Administration

Tools

Logout

Search NSHI No



## Family/Group



NSHI Number 000000070

District Ilam

Confirmation Type A

Permanent Address

Last Name Bajracharya

VDC/Municipality Pyang

Confirmation No. 1234

house 1

First Name Bikesh

Ward Pyang1

## Insurees



NSHI NO	LAST NAME	FIRST NAME	GENDER	BIRTH DATE	BENEFICIARY CARD
<a href="#">000000070</a>	Bajracharya	Bikesh	M	30/01/1980	<input checked="" type="checkbox"/>
<a href="#">008997634</a>	Sharma	Sabin	M	02/02/1950	<input checked="" type="checkbox"/>
<a href="#">010379644</a>	Khanal	Shiva	M	02/02/1999	<input checked="" type="checkbox"/>
<a href="#">021769403</a>	Basnet	Ram	M	03/03/1950	<input checked="" type="checkbox"/>

## Policies



ENROL DATE	EFFECTIVE DATE	START DATE	EXPIRY DATE	PRODUCT	ENROLMENT ASSISTANT	POLICY STATUS	POLICY VALUE	VALID FROM	VALID TO
<a href="#">20/06/2014</a>	01/08/2014	01/08/2014	31/07/2015	<a href="#">NI2</a>	Karki Ram	Active	3,350.00	17/11/2014	

## Contributions



DATE OF PAYMENT	PAID BY	AMOUNT	PAY METHOD	RECEIPT	PAY CATEGORY
<a href="#">23/09/2014</a>	<a href="#">Health</a>	3,350.00	Cash	r1234	Contribution

Cancel

# Transfers of members

[Home](#)
[Insurees and Policies](#)
[Claims](#)
[Administration](#)
[Tools](#)
[Logout](#)

CHF Number 071102964      District Msalala DC      Phone Number 0755943811  
 Last Name HASSAN      Ward Bugarama      Has Poverty Status?   
 Other Names ANDREA JUMA      Village Ilogi

**Change Family**

Change Family Details

District    
 Ward    
 Village    
 Has Poverty Status?

**Change Head**

Change Head of Family

Enter the new head's CHF Number

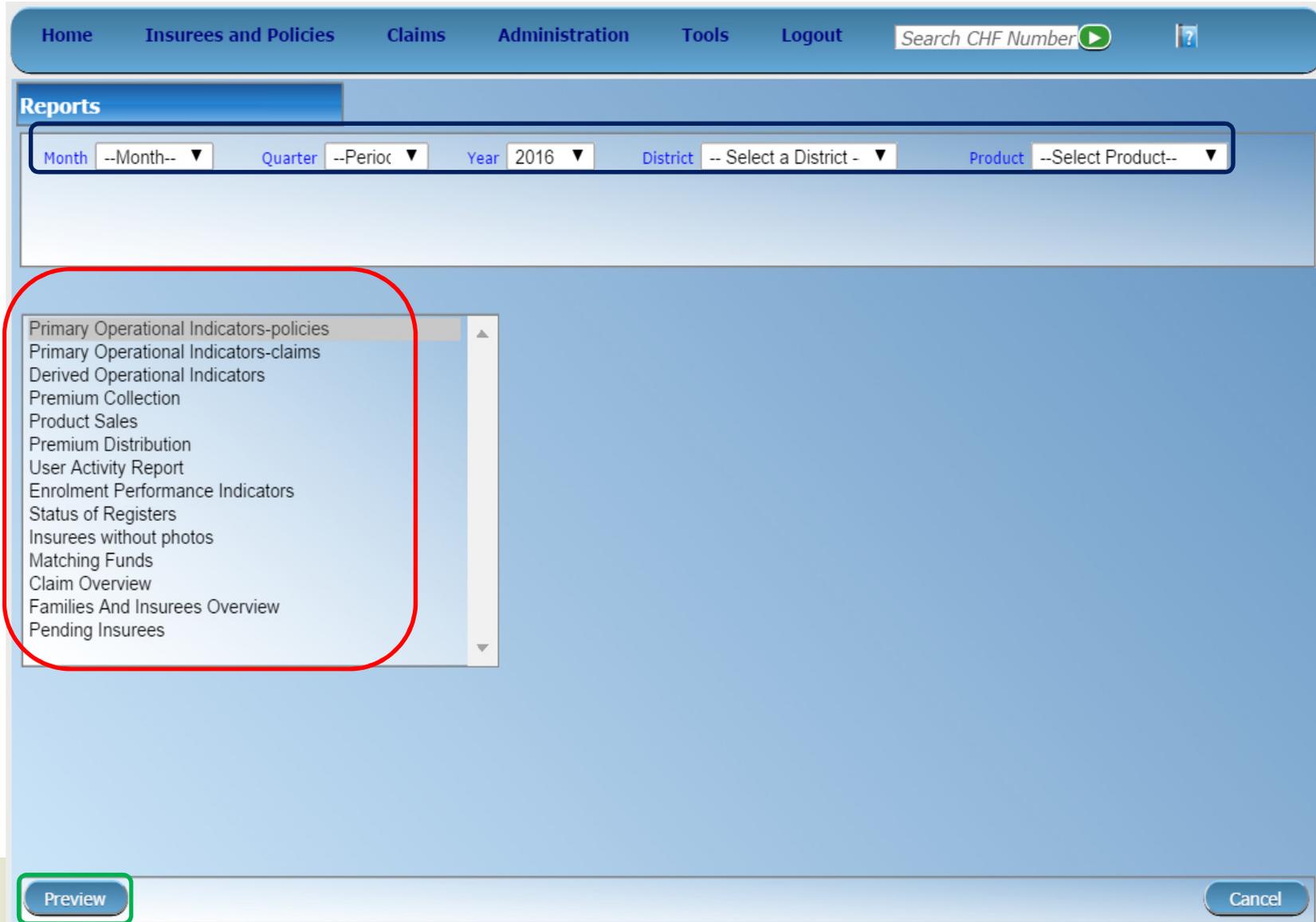
**Move Insuree**

Move Insuree to Family

Enter the CHF Number of Insuree to move

# Reporting

## Generating of reports (Tools->Reports)



Home Insurees and Policies Claims Administration Tools Logout Search CHF Number

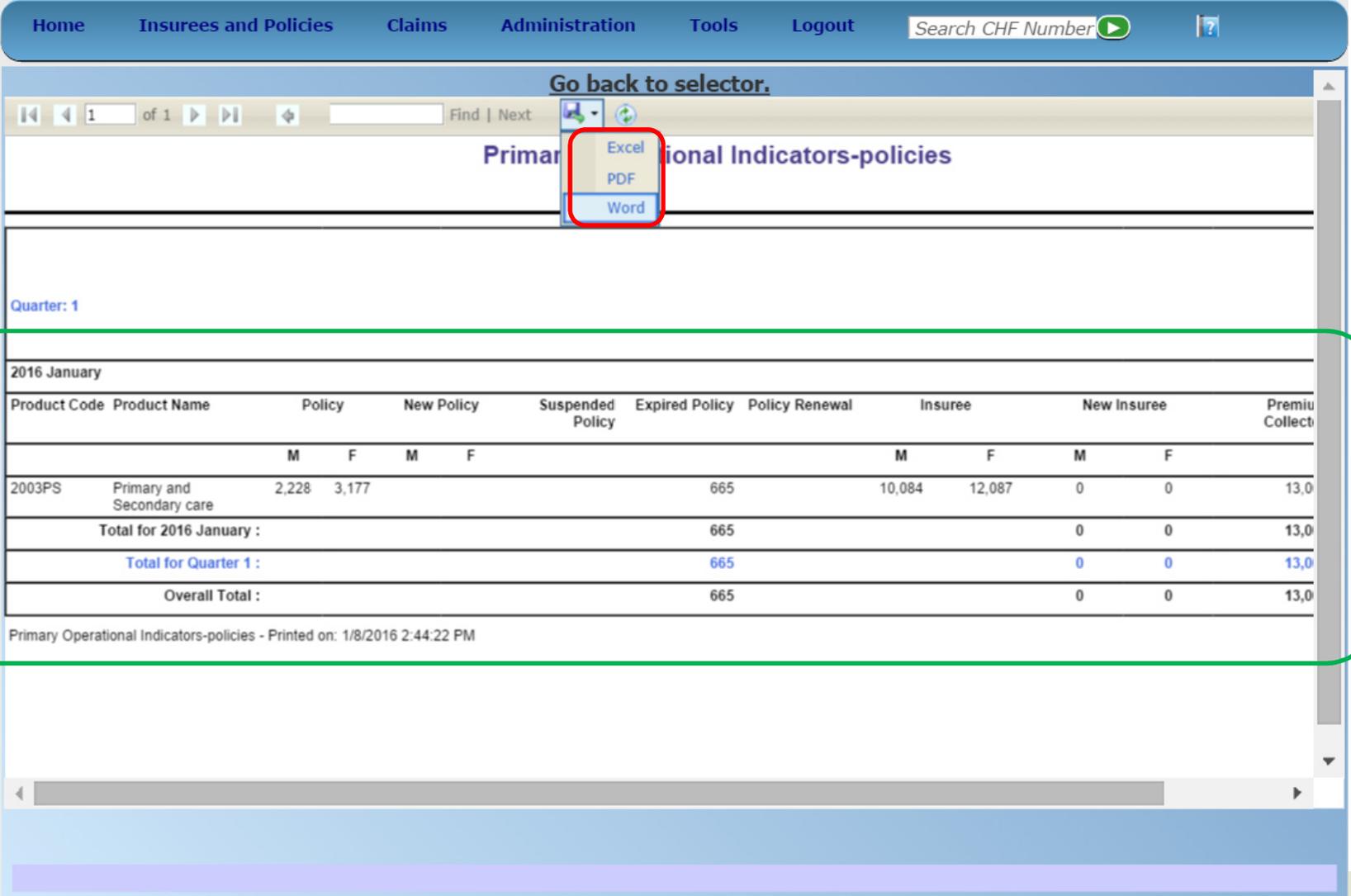
Reports

Month --Month-- Quarter --Perioc-- Year 2016 District -- Select a District - Product --Select Product--

- Primary Operational Indicators-policies
- Primary Operational Indicators-claims
- Derived Operational Indicators
- Premium Collection
- Product Sales
- Premium Distribution
- User Activity Report
- Enrolment Performance Indicators
- Status of Registers
- Insurees without photos
- Matching Funds
- Claim Overview
- Families And Insurees Overview
- Pending Insurees

Preview Cancel

# Saving reports



Home Insurees and Policies Claims Administration Tools Logout Search CHF Number  

Go back to selector.

1 of 1 Find | Next

Primary Operational Indicators-policies

Excel  
PDF  
Word

Quarter: 1

2016 January

Product Code	Product Name	Policy		New Policy		Suspended Policy	Expired Policy	Policy Renewal	Insuree		New Insuree		Premiu Collect
		M	F	M	F				M	F	M	F	
2003PS	Primary and Secondary care	2,228	3,177				665		10,084	12,087	0	0	13,0
Total for 2016 January :							665				0	0	13,0
Total for Quarter 1 :							665				0	0	13,0
Overall Total :							665				0	0	13,0

Primary Operational Indicators-policies - Printed on: 1/8/2016 2:44:22 PM

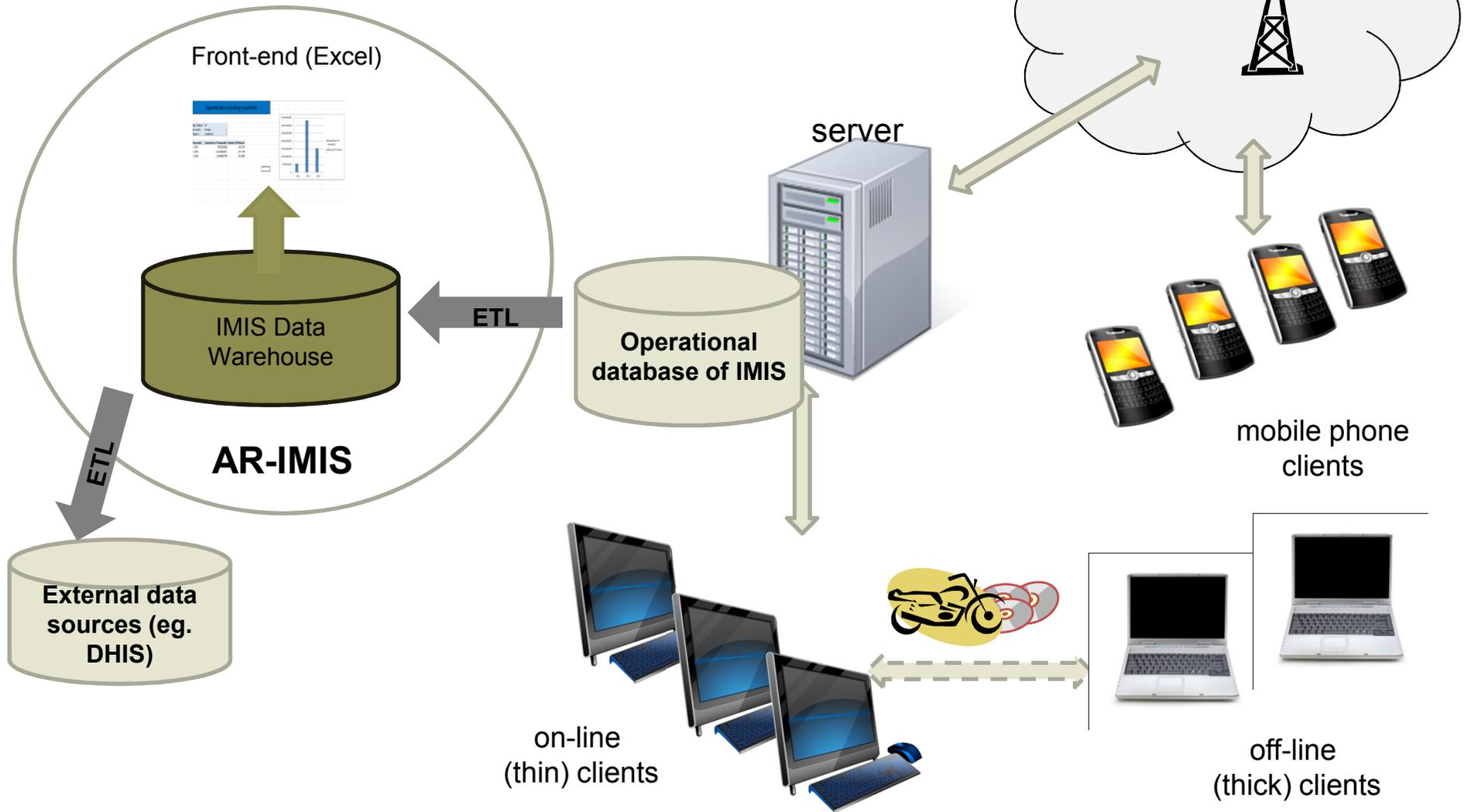
## Types of reports

### Reports on management of families, insurees, policies, premiums:

- **Primary Operational Indicators-policies**
  - statistics on the number of enrolled insurees, policies and collected premiums
- **Derived Operational Indicators**
  - renewal ratio, growth ratio
- **Premium Collection**
  - overview of individual payments of premiums
- **Product Sales**
  - overview of individual sales of a product
- **Premium Distribution**
  - amount of premiums allocated to months
- **Enrolment Performance Indicators**
  - portfolio of insurees and policies according to enrolment officers
- **Insurees without photos**
  - list of insurees without assigned photo
- **Matching Funds** (reporting requirement to receive matching grants)
- **Families and Insurees Overview**
  - list of families and dependents enrolled with specified period
- **Pending Insurees**
  - list of photos sent to IMIS without entering of enrolment data

# Additional reporting through Analytic & Reporting (excel based) Tool

# Concept of AR-IMIS



## Implementation approach

