Insurance Management Information System (IMIS)

IMIS provides the following features:

- **provides comprehensive support for administration of health insurance schemes, especially to**
  - o membership enrollment
  - o (photo) identification of insurees
  - o activation and expiry of insurance policies
  - o tracking of contributions
  - o claims validation and payment
  - o patients' feedback collection
  - o link to an accounting system
  - o reporting
- **supports different modes of administration**
  - o one health insurance scheme administered centrally
  - o one health insurance scheme administered separately by branch offices
  - o several separate health insurance schemes administered separately by branch offices
  - o several health insurance products (e.g. one basic insurance product and one or more supplemental ones) in a health insurance scheme

- **allows easy adjustment (at user level) to a specific health insurance scheme by keeping of**
    - register of administrative units and locations (three level)
    - register of (contractual) health facilities including specification of medical services and medical goods that are allowed to claim and including agreed prices
    - register of (institutional) payers of contributions allowing support of different subsidizing schemes (e.g. for poor)
    - register of enrollment officers
    - register of medical services and medical goods(e.g. drugs) including some medical constraints (target patients' group, frequency of provision)
- **allows flexible definition of insurance products**
    - individual policies, policies per family, group policies
    - fixed date or floating date enrollment
    - length of insurance period
    - flexible model of calculation of contribution per insurance policy
    - ceilings/deductibles on/from coverage – per insurance event, per insuree, per policy
    - specification of covered medical services and medical goods including different cost-sharing schemes
    - specification of waiting periods
    - specification of remuneration modes (e.g. usage of relative pricing for all or selected parts of covered medical services/goods)
- **allows secure definition of a user account**
    - one or several roles specifying access to functionality
    - one or several administrative units specifying access to data
    - language of interface (English or local language)
- **provides on-line (web browser based) clients, off-line clients and mobile phone clients**
    - data synchronization of off-line clients with a central server
    - using of mobile phones for identification of insurees and data entry

- **allows staged processing of claims from entry to valuation of claims**
  - comprehensive checking capabilities according
  - selection of claims to medical reviews (randomized selection, selection based on value of a claim or the deviation from a mean value)
  - selection of claims for acquiring of patient's feedback
  - valuation of claims according to prescribed constraints on coverage
- **provides reporting capabilities**
  - broad scope of operational reports

Platforms:

Operating system: MS Server 2008 R2 (server)

MS Windows XP and newer (off-line clients)

Android 2.1 and higher (mobile phone clients)

Database system: MS SQL Server 2008 R2

Browser: Internet Explorer 7 and newer, Firefox etc.

Development platform: MS Visual Studio 2008(Visual Basic). Java for mobile phone clients

Available documentation:
- IMIS Functional Design Specification Phase I, Phase II
- IMIS Administration and Deployment Guide
- IMIS User Manual (available on-line)
- IMIS Mobile Phone Applications
- Source code

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Manfred Stoermer
Project Manager Health promotion and system Strengthening Project Tanzania, HPSS
and
Dr. Jiří Němec
IT co-ordinator of the HPSS Project