



REPUBLIC OF KENYA

**MINISTRY OF HEALTH  
STATE DEPARTMENT FOR MEDICAL SERVICES  
OFFICE OF THE PRINCIPAL SECRETARY**

**FOR IMMEDIATE RELEASE  
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**UPDATE ON SHA ROLLOUT**

Following the successful national rollout of the Social Health Authority (SHA) on October 1st, 2024, the Ministry of Health directs all healthcare providers and facilities to ensure that services for SHA members remain uninterrupted. The Ministry is committed to supporting healthcare providers in maintaining seamless operations, ensuring patients continue to receive the care they need during this transition.

The Ministry is encouraged by the positive response from healthcare facilities, with many already signing contracts under the SHA's Healthcare Provider (HCP) provisions. Hospitals are urged to continue offering services in line with these agreements, ensuring no patient is turned away and that essential treatments such as kidney dialysis, cancer care, and maternity service remain fully accessible.

The Government appreciates the ongoing commitment of healthcare providers and healthcare facilities in delivering critical services during this period. Any challenges that arise will be addressed promptly, and we encourage open communication to ensure smooth collaboration between facilities and the Ministry.

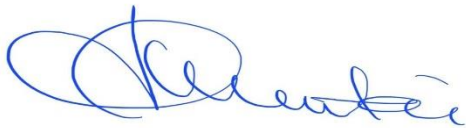
To support healthcare providers and address any operational concerns, the Ministry is taking the following proactive steps:

- Immediate clarification of service levels and contracts to ensure smooth transitions and continued service delivery.
- Strengthened public communication through social media and the SHA website to address frequently asked questions on topics such as member registration, dependents, and access to services.

- Close collaboration with hospitals to ensure that all patients, including those scheduled for surgeries, receive uninterrupted care.

The Ministry of Health remains fully committed to ensuring the success of the SHA rollout and to maintaining accessible, high-quality healthcare services for all Kenyans.

For further information or support, please contact our customer experience centre through 0800 720 601. We will continue to provide timely updates as frequently as possible.



**HARRY KIMTAI, CBS  
PRINCIPAL SECRETARY**