



REPUBLIC OF KENYA

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

FOR IMMEDIATE RELEASE

Date of Release 3rd October, 2024

STATEMENT ON THE ROLLOUT OF THE SOCIAL HEALTH AUTHORITY

The Ministry of Health would like to thank and commend all Kenyans who have registered for the Social Health Authority (SHA) so far, and to the entire healthcare system for their cooperation and collaboration during the official roll-out on October 1, 2024.

The SHA is designed to guarantee affordable and comprehensive healthcare access for all Kenyans. We emphasize that the rollout of SHA is a **continuous process**, progressing well despite minor challenges, which we are addressing to ensure a smooth transition.

The Ministry also urges all healthcare providers to **ensure that everyone who visits a hospital receives the necessary services**. Services at **primary healthcare facilities (Level 1-3)** remain free of charge.

Clarifications on Key Concerns:

1. **Discharges from health facilities:** All patients admitted under NHIF packages before September 30th will be discharged using NHIF system and no patient should be detained in health facilities.
2. **Enrollment without consent:** The Ministry has received inquiries regarding the transition of existing NHIF members to SHA. We wish to clarify that the laws as per legal notice 147 of 2024 provided for the transition of all registered and verifiable NHIF members into SHA. This process ensures continuity of coverage, and members are encouraged to verify, update their profiles and add dependents through our official SHA channels at www.sha.go.ke.

3. **Service Provision systems;** Our technical teams are working 24 hours to address the increased user demand on various systems and enhance service delivery. Kenyans will keep experiencing smoother services as we progress.
4. **Services provided under SHA:** SHA offers **expanded services** compared to NHIF, ensuring enhanced access to healthcare at all levels. The Ministry is committed to ensuring **no disruptions in services during this transition.**
5. **Access to Services:** All public health facilities and over 60% of private health facilities have been contracted by SHA and should provide health service seamlessly. An updated list of these contracted health facilities is available on the SHA website, which will be continuously updated to reflect changes and additions.
6. **Communication to the public and all stakeholders:** As we embrace this new chapter with SHA, the Ministry is committed to increasing public and community education. We are expanding our communication efforts through Community Health Promoters (CHPs), members of the National and County Government Administration and health workers across multiple platforms.

This approach will ensure that every citizen fully understands SHA services, with real-time updates and comprehensive guidance provided through digital platforms, mainstream media, and direct community engagement. For instant responses and inquiries, please reach out to our **toll-free customer care number on 719.**

The Ministry of Health remains steadfast in its commitment to providing **transparent, accessible, and affordable healthcare** for all. We encourage Kenyans to engage with the Ministry through official communication channels for any further inquiries or clarification.



HARRY KIMTAI, CBS
PRINCIPAL SECRETARY