



REPUBLIC OF KENYA

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

FOR IMMEDIATE RELEASE

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**PRESS STATEMENT ON THE SOCIAL HEALTH AUTHORITY (SHA)
ROLLOUT UPDATE**

The Ministry of Health appreciates the public's continued patience and cooperation as we advance the roll-out of the Social Health Authority (SHA). While the transition has presented some challenges, we are actively addressing them to ensure a smooth and effective process.

Key Updates:

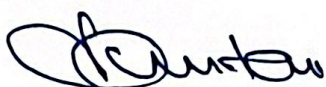
1. **Operational SHA Claims System:** We are pleased to confirm that the SHA claims system is fully operational.
2. **Health Facility Training on claims portal:** Training for health facilities on the claim's portal has commenced today at 3pm and will continue throughout the coming week.
3. **Commitment from Renal and Oncology Providers:** Currently, 232 out of 353 renal and oncology providers have committed to delivering services under SHA and this list will be published online today. Pre-authorization is not required for service provision to previously paid up NHIF members seeking renal and oncology care since they transitioned to SHA.
4. **Ongoing Registration:** Registration is underway nationwide, with hospitals focused on providing information and assisting the public with

prompt registration. Beneficiaries can also easily self-register by dialing *147# or through the SHA website. Community health promoters and SHA-designated registration points are available for additional support. So far, over 12.6 Million Kenyans have registered.

5. **Secure Management of Patient Data:** The National Health Information Exchange (NHIE) ensures secure management of patient data, overseen by the Digital Health Agency. This is done with strict adherence to Section 47 of the Social Health Insurance Fund (SHIF) and in compliance with the Data Protection Act No. 24 of 2019, safeguarding patient consent.
6. **Transition for Former NHIF Contributors:** Contributions from former NHIF members will be transferred into the SHA system. A means-testing instrument integrated into the system will determine contributions for non-salaried members.
7. **Healthcare Provider Contracting:** The contracting process with healthcare providers is ongoing. As of today, all public health facilities and 1577 private and faith-based health facilities have signed the contract with SHA. Health Facilities have been instructed not to deny services during this transition period.

The Ministry reaffirms its commitment to the successful and smooth rollout of SHA and will continue to collaborate with stakeholders to enhance healthcare access and delivery across the country.

For further assistance or inquiries, please contact the Social Health Authority customer experience centre at 0800 720 601.



HARRY KIMTAI, CBS
PRINCIPAL SECRETARY