REPUBLIC OF KENYA

Ministry of Health

PRESS RELEASE

30TH OCTOBER, 2026

EXTENSION OF THE MIGRATION DEADLINE TO HEALTH MANAGEMENT INFORMATION SYSTEMS (HMIS)

The Ministry of Health, in consultation with the Social Health Authority (SHA) and Digital Health Agency (DHA), has extended the deadline for healthcare facilities to migrate from the SHA Provider Portal to DHA Certified Health Management Information Systems (HMIS) to 30 November 2026.

The extension provides an additional month for facilities yet to complete the migration, following requests from healthcare providers and progress made in the transition.

Migration progress so far:

1. Public Level 2–4 facilities: 6,427 (100%) successfully migrated.

2. Public Level 5 facilities: 22 out of 28 (79%).

3. Faith-Based Organisation facilities: 190 out of 518 (37%).

Private facilities: 371 successfully migrated.

Access to the SHA Provider Portal will be deactivated effective 30 November 2026. Facilities that fail to migrate by this final deadline risk disruptions to service verification, pre-authorisation and claims submission and processing.

The DHA continues to offer technical support, including HMIS onboarding, system integration, troubleshooting, user training and coordination with HMIS vendors.

Facilities requiring assistance can contact:

Email: helpdesk@dha.go.ke

Toll-free line: 147

SHA has also clarified that claims already submitted through the Provider Portal will continue to be processed in accordance with applicable requirements.

All healthcare providers yet to migrate are urged to complete the transition by 30 November 2026 to avoid service disruptions and ensure continuity of healthcare services for SHA beneficiaries.

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