

# DEAR VALUED HEALTHCARE PROVIDER MANAGED CARE SERVICES TRANSITION ON 1 APRIL 2026



At Namibia Health Plan (NHP), everything we do begins with one simple truth: ***We're all about you and your patients.*** This isn't just our motto: it is the heartbeat of our Fund and a promise made to you and the patients you serve.

Today, we're excited to share **a transformational change in our service provider partnerships**, driven by our passion for healthcare excellence. Starting 1 April 2026, we will partner with Universal Care (Pty) Ltd as our new Managed Care services provider. It's a bold step designed to deliver stronger healthcare management, improved health outcomes, and a more sustainable future for generations to come.

## **Why this change?**

Following an extensive review of our current system and processes, NHP took a decisive step to support better health outcomes for our members in the long run. This move will bring greater sustainability to our Fund and thus your practice.

## **What does this mean for your practice?**

It means that your practice will have to switch your NHP patient claims to a different managed care organisation, Universal Care. Not to worry as we are also communicating this to all our partner hubs and switches.

## **What do you need to do?**

If you have been using a switching partner, we ask that you confirm that they have made the change for your practice for all NHP patients that you see.

If you submit manual or paper-based claims and do not use a switching partner, we will contact you to confirm your submission details for 1 April 2026. In the meantime, please feel free to contact us if you would like to review or update your details.

Lastly, we can reassure you that your NHP patients' benefits remain unchanged over this transition.

## **Stay connected**

We'll share detailed information well before 1 April 2026. For any questions, please contact:

- **NHP call centre on 061 285 5400**
- **Email [info@nhp.com.na](mailto:info@nhp.com.na)**

Thank you for the ongoing quality care that you give to our members. Together, we're building a stronger healthcare future for Namibia.

## **The NHP Team**

