

DEAR VALUED MEMBER

IMPORTANT MEMBER UPDATE:



FIMA AND THE FUTURE OF CLAIMS ASSESSING AT NHP

As part of the implementation of the Financial Institutions and Markets Act, 2021 (Act No. 2 of 2021) (FIMA), all medical aid funds in Namibia are required to ensure that claims assessing functions are performed within the Fund itself.

For Namibia Health Plan (NHP), this requirement must be implemented by 30 April 2027

What does this mean?

Claims assessing is the process through which medical claims submitted by healthcare providers or members are reviewed against the Fund Rules to determine the benefits payable.

Under FIMA, this function will become the responsibility of NHP as the Fund, rather than being performed by an external service provider. This change forms part of the new regulatory framework aimed at strengthening governance, accountability and oversight within medical aid funds.

What does this mean for members?

Importantly, this change does not affect your medical aid benefits, benefit option, contributions or access to healthcare services. Members will continue to submit and access healthcare services in the same way, while claims will continue to be assessed in accordance with the NHP Fund Rules.

The change relates to how the Fund manages its internal claims assessment function and is intended to strengthen governance and regulatory compliance, without impacting the healthcare cover members receive.

How is NHP preparing?

NHP has already commenced planning for this important regulatory milestone. Over the coming months, the Fund will continue strengthening its systems, operational processes and internal capabilities to ensure a smooth transition ahead of the 30 April 2027 implementation deadline. Our priority is to ensure that the transition is carefully managed while maintaining the high standards of service, efficiency and accuracy that members expect.

Our commitment to you

NHP remains committed to keeping members informed throughout the implementation of FIMA. As further milestones are reached, we will continue to provide timely updates through our official communication channels and the NHP FIMA Information Hub.

Thank you for your continued trust in Namibia Health Plan as we continue building a stronger, more transparent and sustainable Fund for the future.

Kind regards,

Namibia Health Plan