

# RIGHT OF THE NHIS ENROLLEE

EVERY PERSON REGISTERED TO ACCESS HEALTH CARE UNDER THE NATIONAL HEALTH INSURANCE SCHEME (NHIS) IS ENTITLED TO THE FOLLOWING RIGHTS:

- ✓ Right of Access to Medical Treatment as Outlined in the NHIS Benefit Package.
- ✓ Right to select a Healthcare Facility of choice as long as the Facility is Accredited by the Scheme.
- ✓ Right to change a Primary Healthcare Facility after six (6) Months of access, if not satisfied with the services provided.
- ✓ Right to change facility once it has closed, relocated, or delisted by the NHIS.
- ✓ Right to change facility once you have been transferred to another location.
- ✓ Right to choose an alternative Facility for Dependants if they are living in a different location.
- ✓ Right to access Healthcare at any NHIS accredited facility in an emergency.
- ✓ Right to complain to NHIS or HMOs about any act of negligence on the part of the Healthcare Facility.
- ✓ Right to be referred for secondary and tertiary healthcare.



## NATIONAL HEALTH INSURANCE SCHEME (NHIS)

CALL NHIS HOTLINES FOR ENQUIRES WHERE NECESSARY

**08059282008, 08055744100, 08042318888,  
08039796126, 08059015854, 08083280131**