



Global Forum on Adaptive Social Protection

Protecting lives and livelihoods in times of crisis

13-15 June 2023 • Berlin



14.06 – 2023

Parallel Session

Adoption of Digital Public Good (openIMIS) for National Social Health Protection



Federal Ministry
for Economic Cooperation
and Development



WORLD BANK GROUP
Social Protection & Jobs



Social Health Insurance in Nepal

- Managed fully by Government of Nepal's Health Insurance Board(HIB).
- National level pooling: Single payer- HIB
- Cash-less system
- Initial implementation: 3 districts (out of 77) from April, 2016
 - Voluntary enrollment(EA)
Services available mostly through public facilities
- Currently, over 6.7 Million members enrolled
- Successfully expanded to 77 districts

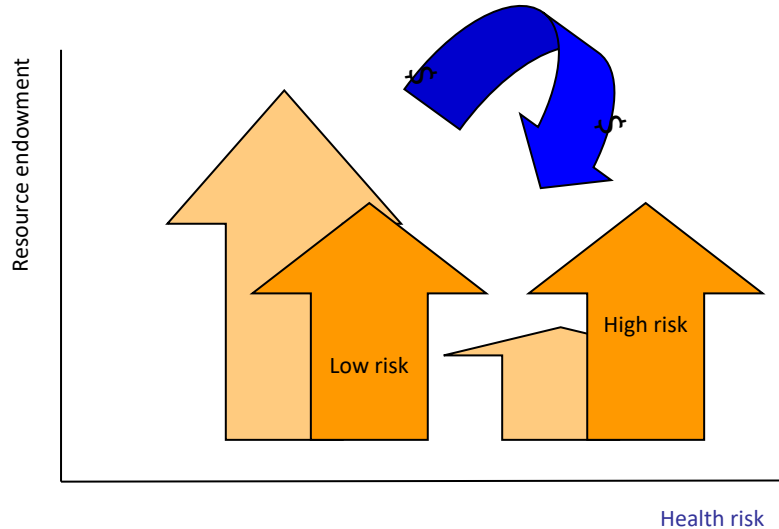


Health Insurance Scheme in Nepal

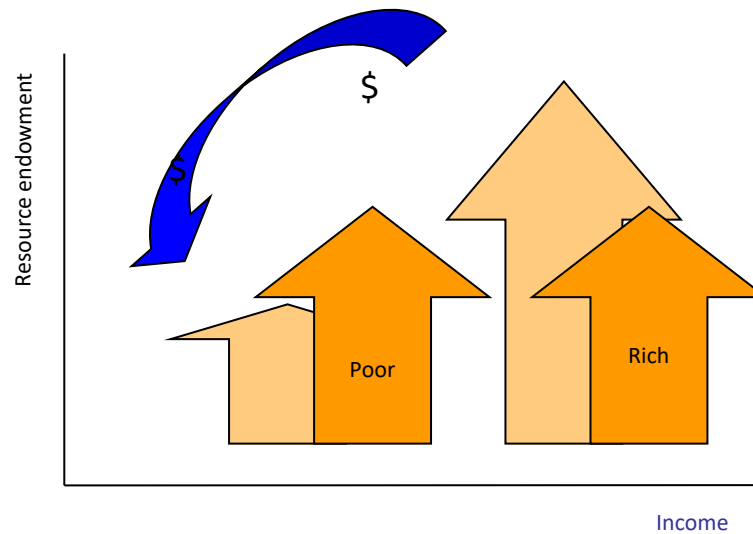
- Contribution based Social Health Insurance(SHI) scheme.
- A household is considered as a unit (5 member).
- Premium of USD \$29.29 (approx.) every year to get the services (maximum) worth up to USD \$706 (approx.)
- The government subsidizes premium for households for the targeted households: Elderly (70 years above), Female Community Health Volunteers (FCHVs), MDR-TB, Severe disability, Leprosy, poor households
- Services available through empanelled public and private health facilities.

Principle of Social Health Protection

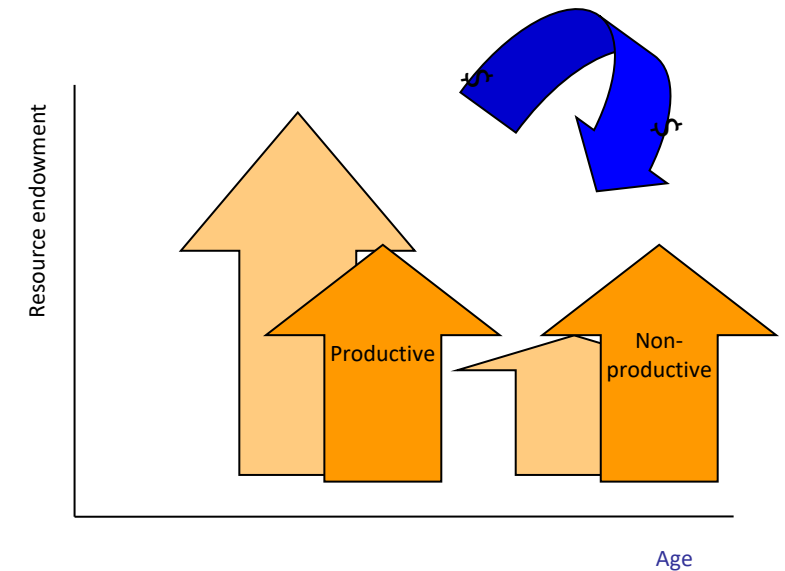
Cross-subsidy from low-risk to high-risk (risk subsidy)



Cross-subsidy from rich to poor (equity subsidy)



Cross subsidy from productive to non-productive part of life cycle





Digitalization at HIB

Using **openMIS** since 2016 to manage core business processes

Enrolment

- Mobile apps allowing door-to-door enrolment
- Digital payments for contribution collection

Verification

- QR code ID card
- At health facilities

Claims Submission

- At health facilities, following service delivery
- Linked with hospital information systems

Claims

- At HIB Central Office
- Automated and manual claims review

Reports and Data Analysis

- Customized reports
- Data analysis dashboards



Managing openIMIS

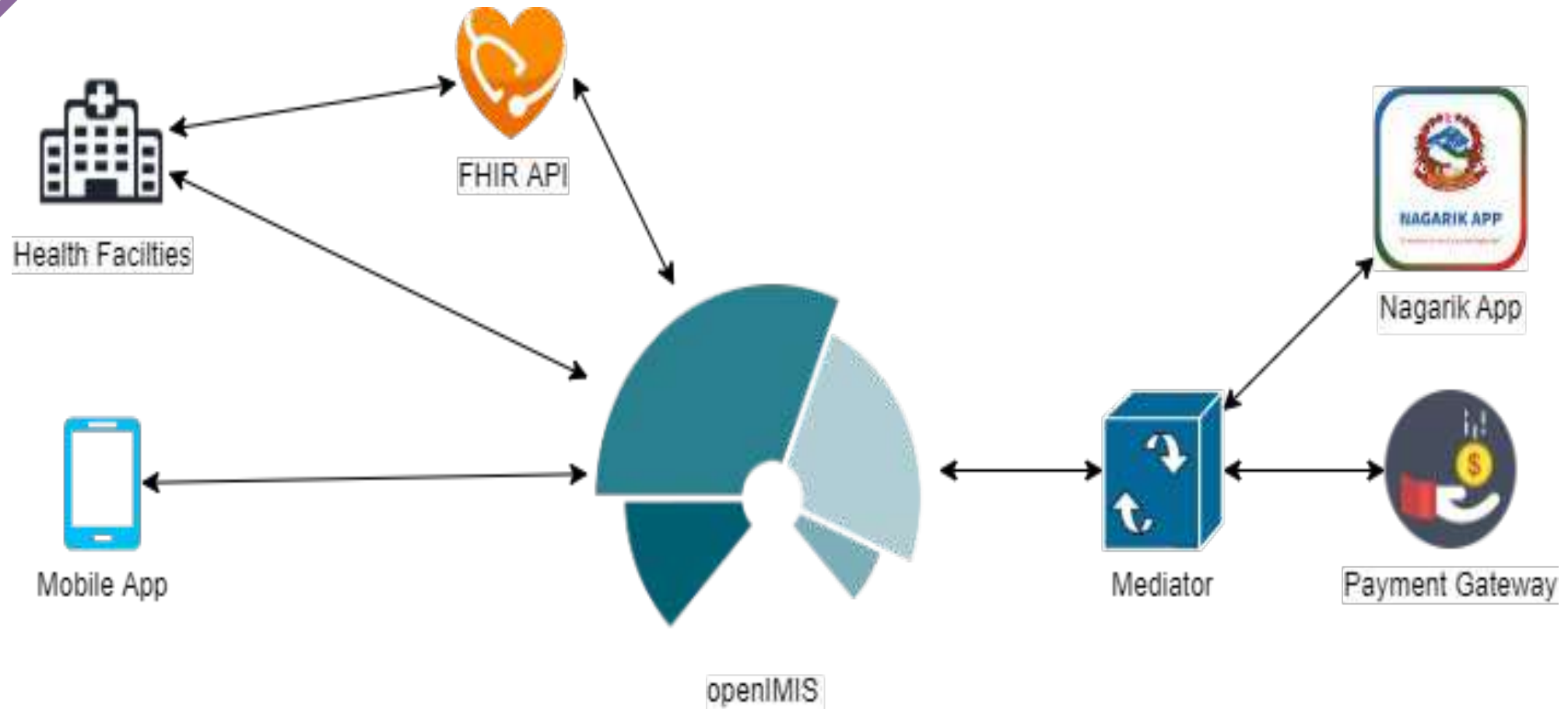
Infrastructure

- **Multiple servers in Nepal**
 - Centralized Main Server
 - Hosted in Government of Nepal's National Datacenter (GIDC)*
 - Backup servers at disaster recovery site
 - Testing server
- **Android phones for:**
 - Enrollment
 - Inquiry
 - Claim submission
 - App for Public(HIB Profile)
- **Interoperability with payment systems**
 - Esewa/Khalti/Nagarik App
 - Connect IPs

Human Resources

- **5 full time IT staff of HIB**
 - Maintenance
 - Troubleshooting
 - Feature development
- **Contracted IT companies**
 - Feature development
- **Multiple, multi-disciplinary training teams**
 - IT
 - Health Insurance

Interoperability using openMIS





Local ownership of openIMIS

- **Capacity building of HIB using global initiative's knowledge base**
 - Software developers
 - Health insurance experts
 - Access to standard training material
- **Engagement with global community**
 - Contribute changes to code
 - Prioritize new features
- **Leverage the local tech ecosystem**
 - Contracting for feature development
 - System upgrade
 - Maintenance
- **Interoperability with existing tools**
 - Open source
 - Closed source



Engagement with global community

- **Participation in the openIMIS ‘Product Group’**
 - Implementer’s committee
 - Developers’ committee
- **Engagement with other Digital Public Goods and initiatives**
 - OpenHIE
 - Digital Square Global Goods
- **Contribute code developed in Nepal to global team**
 - Interoperability using the HL7 FHIR standard
 - AI for claims management
- **Attend Global Webinars and Online Workshops**

Enables HIB to build capacities on openIMIS & increase ownership of the implementation



Way forward with openIMIS

Local

- **Continue new feature development**
 - Based on business needs of HIB
 - New scheme types
 - Additional modules (grievance, online registration etc)
- **Strengthen IT team at HIB**
 - Increase # of staff
 - Enable more customizations to be done in-house

Global Initiative

- **Continue engagement in product group**
 - Share experiences of implementers & developers of openIMIS in Nepal
 - Contribute to knowledge generation of openIMIS
- **Submit/contribute to feature requests for new releases**
 - Decrease local investment needs
- **Support the promotion of openIMIS for new and upcoming implementations**

Thank you!

14 June 2023

damodarbasaula@gmail.com



**Global Forum on
Adaptive Social Protection**
Protecting lives and livelihoods
in times of crisis

13–15 June 2023 • Berlin



Federal Ministry
for Economic Cooperation
and Development



THE WORLD BANK
IBRD • IDA | WORLD BANK GROUP

Implemented by:



Deutsche Gesellschaft
für Internationale
Zusammenarbeit (GIZ) GmbH

Supported by:



socialprotection.org