

ENROLLEE RIGHTS AND RESPONSIBILITIES



WHO IS AN ENROLLEE ?



- **Eligible person who is enrolled in a Health Insurance Scheme health plan**
- **Beneficiary under the NHIS.**

RIGHTS OF THE ENROLLEE



Right to be registered into the Scheme

Right to change Provider after six months of initial access

Right to be treated at Facility with respect and dignity

Right to easy access to Quality Healthcare without hindrance

Right to choose a Provider (S)

Right to be issued with means of identification

RIGHTS OF THE ENROLLEE



Right to access care in any NHIS Accredited Provider any where on emergency

Right to request full information about your treatment procedures from your Provider

Right to complain to the Provider, HMO or NHIS

Right to know the cost of Drug component of your treatment to ascertain 10% Co-payment

Right to proper Referral

Right to add dependents according to NHIS law

RESPONSIBILITIES OF ENROLLEES



Present yourself for registration

Select a Provider close to you

Be in possession of NHIS identification at all times

Visit your provider only when needed

Be patient and adhere to procedures at your provider



RESPONSIBILITIES OF ENROLLEES

Ask To Know From Your Provider
Procedures That Are Not Clear To You

Report Any Dissatisfaction To Your HMO
and/or NHIS

Utilize Internal Mechanism To Resolve
Any Disagreement First

Be Acquainted With The NHIS Benefit
Package

Report Any Changes To Your Enrollment
Data To Your Employer, HMO and/or NHIS

OFFENCES



Wilfully or intentionally engaging in Multiple registration



Falsifying his or personal/Medical records



Wilfully and intentionally allows an unauthorized person to use his/her NHIS ID card to access service commits an offence and liable to prosecution

