

**NATIONAL HEALTH INSURANCE
AUTHORITY**

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Our Ref. No: NHIA/CEO/010/2024

Your Ref. No:

JANUARY 02, 2024

THE HON. MINISTER

MINISTRY OF HEALTH

ACCRA

Dear Honourable Minister,

WARNING OF NHIS CREDENTIALLED HEALTH FACILITIES FOR ILLEGAL CHARGES

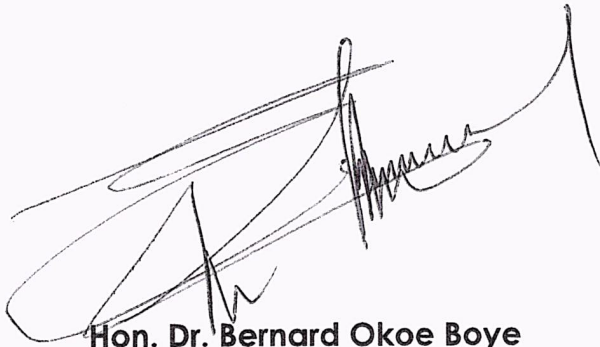
In accordance with the NHIS Act 852, section 35(1 & 2), the Authority is to ensure that the approved medicine list and tariffs were adhered to by the credentialed health service providers. There have been several complaints from our cherished members on illegal charges on services, investigations, and medicines within the NHIS Benefit Package, which has been confirmed by the Authority.

This practice is an affront to Section 35 (1) of Act 852 and point 16.0 on "Forbidden Conduct" as detailed in the Master Provider Service Agreement signed with the Authority.

We humbly write through your good office to warn the attached credentialed health facilities of their widespread activities on illegal charges. Continuous engagement in this practice would lead to the suspension of the facility in future.

The Authority would continuously monitor and ensure that the facility operates within the law and agreed contract.

Thank you.

A handwritten signature in black ink, appearing to be 'Hon. Dr. Bernard Okoe Boye', written over a horizontal line.

Hon. Dr. Bernard Okoe Boye

Chief Executive Officer

Cc: Chief Director, MoH

Director General -GHS

Executive Director – CHAG

President, SPMDP

Board Chair, NHIA

Chair, Parliamentary Select Committee on Health

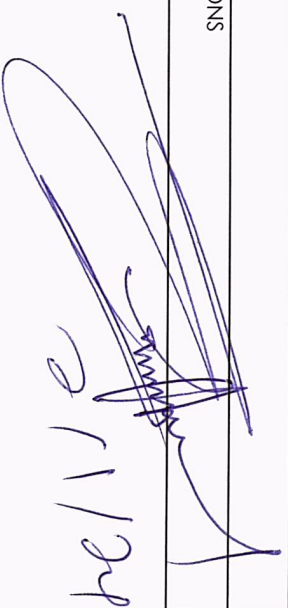
Ranking Member, Parliamentary Select Committee on Health

Directors/Heads, Claims/CPC/Region

All affected credentialed health facilities.

REPORT ON CREDENTIALLED FACILITIES BY OWNERSHIP CHARGING ILLEGALLY

BELT	REGION	FACILITY OWNERSHIP TYPE	NAME OF FACILITY	ILLEGAL PAYMENT TYPE (Service, Medicine, Investigation)	RECOMMENDATION (S)- Warning /Decredential, If decredential, give alternative facility
NORTHERN	NORTHERN	PUBLIC	TAMALE TEACHING HOSPITAL (TAMALE METRO)	SERVICE, MEDICINE, INVESTIGATION ETC	WARNING
		PRIVATE	KABSAD SCIENTIFIC HOSPITAL (TAMALE METRO)	MEDICINE AND INVESTIGATION	WARNING
	NORTH EAST	PUBLIC	BINDE HOSPITAL,	MEDICINE AND INVESTIGATION	WARNING
		CHAG	BAPTIST MEDICAL CENTRE	SERVICE, MEDICINE, INVESTIGATION ETC	WARNING
	SAVANNAH	PUBLIC	CENTRAL GONJA DISTRICT HOSPITAL	MEDICINE AND INVESTIGATION	WARNING
		PUBLIC	BUPE HEALTH CENTER AND DAMONGO HEALTH CENTRE	SERVICE, MEDICINE, INVESTIGATION ETC	WARNING
	UPPER EAST	CHAG	WEST GONJA HOSPITAL	SERVICE, MEDICINE, INVESTIGATION ETC	WARNING
		PUBLIC	REGIONAL HOSPITAL, BOLGA	SERVICE, MEDICINE AND INVESTIGATION	WARNING
		PUBLIC	TONGO DISTRICT HOSPITAL	MEDICINE AND INVESTIGATION	WARNING
		PRIVATE	AAMAH HOSPITAL	SERVICE, MEDICINE AND INVESTIGATION	WARNING
		PRIVATE	ULTIMA PLATZ HOSPITAL	SERVICE, MEDICINE AND INVESTIGATION	WARNING
		CHAG	PRESBITERIAN CLINIC, BOLGA	MEDICINE AND INVESTIGATION	WARNING
		CHAG	PRESBITERIAN CLINIC, GARU	MEDICINE	WARNING
		PUBLIC	LAWRA MUNICIPAL HOSPITAL	MEDICINE, SERVICE, INVESTIGATION	WARNING
UPPER WEST	PUBLIC	BABILE POLYCLINIC	MEDICINE, SERVICE, INVESTIGATION	WARNING	
	PRIVATE	UPPER WEST REGIONAL HOSPITAL WA	MEDICINE, INVESTIGATION	WARNING	
	CHAG	ST. THERESA HOSPITAL	MEDICINE - INFUSION	WARNING	
MIDDLE	AHAFO	PUBLIC	BEICHEM GOVT. HOSPITAL	SERVICE, MEDICINES & INVESTIGATIONS	WARNING
		PUBLIC	TECHIMANTIA GOVT. HOSP.	SERVICE, MEDICINES & INVESTIGATIONS	WARNING
	PRIVATE	PISGAH ADV. MED. CENTRE	SERVICE, MEDICINES & INVESTIGATIONS	WARNING	
	PRIVATE	BARUIZER PHARMACEY, GOASO	MEDICINE	WARNING	
	CHAG	ST. JOSEPH'S CLINIC - BEICHEM	MEDICINES & INVESTIGATIONS	WARNING	


 2/11/24

	CHAG	ST. ELIZABETH CATHOLIC HOSPITAL	1. SERVICES- ADDITIONAL CHARGES 2. MEDICINES- TOP -UP 3. INVESTIGATIONS(LABS AND PROCEDURES)- TOP-UP	WARNING
ASHANTI	PUBLIC	KOMFO ANOKYE TEACHING HOSPITAL	SERVICE	WARNING
	PUBLIC	OBUASI GOVERNMENT HOSPITAL	SERVICE	WARNING
	PRIVATE	ASAFO AGYEI HOSPITAL	SERVICE	WARNING
	PRIVATE	FIRST KLASS HOSPITAL	SERVICE	WARNING
	CHAG	METHODIST FAITH HEALING HOSPITAL ANKAASE	SERVICE	WARNING
	CHAG	ST JOSEPH CLINIC ABIRA	INVESTIGATION	WARNING
	PUBLIC	SUNYANI REGIONAL HOSPITAL	CHARGING FOR OXYGEN, MEDICINES, SERVICES AND LABORATORY INVESTIGATIONS	WARNING
	PUBLIC	DORMAA WEST DISTRICT HOSPITAL	SERVICES AND MEDICINES	WARNING
	PRIVATE	OWUSU MEMORIAL CLINIC	MEDICINES, SERVICES & INVESTIGATIONS	WARNING
	PRIVATE	CROSS CARE HOSPITAL	MEDICINES	WARNING
BONO	CHAG	ST. MARY'S HOSPITAL, DROBO	SERVICES & MEDICINES	WARNING
	CHAG	PRESBY HOSPITAL, DORMAA	INVESTIGATIONS	WARNING
	PUBLIC	SENE DISTRICT HOSPITAL	SERVICE	WARNING
	PUBLIC	KINTAMPO MUNICIPAL HOSPITAL	MEDICINES/SERVICES	WARNING
	PRIVATE	NO COMPLAINTS FROM PRIVATE FACILITY		
	PRIVATE	NO COMPLAINTS FROM PRIVATE FACILITY		
	CHAG	MATHIAS CATHOLIC HOSPITAL	MEDICINES	WARNING
	CHAG	ST THERESA'S HOSPITAL	SERVICE	WARNING
	PUBLIC	JUABOSO GOVERNMENT HOSPITAL	SERVICE	WARNING
	PUBLIC	ENCHI GOVERNMENT HOSPITAL	INVESTIGATION	WARNING
WESTERN NORTH	PRIVATE	NO COMPLAINTS FROM PRIVATE FACILITY		
	PRIVATE	NO COMPLAINTS FROM PRIVATE FACILITY		
	CHAG	PRESBY HEALTH CENTRE	MEDICINES	WARNING
	CHAG	BISHOP ANGLONBY MEMORIAL CLINIC	SERVICE	WARNING

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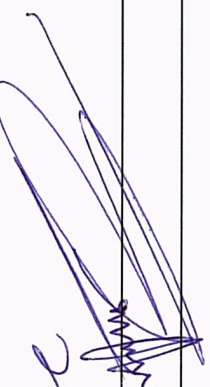
SOUTHERN	PUBLIC	CAPE COAST TEACHING HOSPITAL	<p>Service, Medicine, Investigation: 1. Laboratory and Scan Services: All laboratory and Scan services are wholly on a cash and carry basis.</p> <p>2. Ward, Procedure and Consultation Charges (WPCC), is charged on every inpatient: *Within a week=GHC195 *Between a week and two weeks= GHC259 *Between two weeks and three weeks=GHC302 *Between three weeks four weeks =GHC323 *More than four weeks=GHC350</p> <p>3. Sanitation and Documentation fees: *Within a week =GHC50 *Between a week and two weeks=GHC80 *Between two weeks and three weeks=GHC100 *Between three weeks four weeks=GHC140 *More than four weeks=GHC150</p> <p>4. Surgical charges: the following top-ups were noted: *Hernia Repairs = GHC200 *Myomectomy = GHC500 *Laparotomy = GHC300 *O&G 013 (C/S top-up) =GHC200 *Anaesthesia =GHC70 *Anaesthetic drug =GHC80 *There is also a charge of GHC150.00 for Blood Processing and GHC160.00 for Blood Replacement. Pharmacy: most drugs are prescribed in branded forms to be procured at the 24hour cash & Carry pharmacy of the facility</p>

CENTRAL

PUBLIC	TRAUMA AND SPECIALIST HOSPITAL (CENTRAL REGIONAL HOSPITAL), WINNIEBA.	<p>Service, Medicine, Investigation</p> <p>1. Members are charged various amounts for these medicines: Amlodipine 10mg, Diclofenac Suppository 100mg, Sodium Chloride Intravenous Infusion (5% in 0.9% (500ml)), Ringers Lactide, Oxytocin, Iron III Polymaltose, Amoxicillin Clavulanic Acid 625mg, Diclofenac Suppository, Chlorhexidine Digluconate, Phytonadione Injection, Paracetamol, Cough Mixture, Pregadon75, Omprazole, Vit B Complex, Amoxicillin/Potassium), Deep heat, Amoxicillin & Potassium Clavulante, Nifecard XI 30mg, Diclofenac Suppository 100mg, Povidone Iodine, Unicorn, Amoxiclav 625, Foligrow Capsules, Unicorn, etc. Several receipts issued to members, with varied amounts, bear the description "DRUGS" only without specifying the drugs.</p> <p>Theatre services and consumables used in the theatre are itemized and billed (fully or partly) on the member. Eg. Suction Tube, Under sheet, Sterile Plaster, Ward Management (Theatre & Recovery), Spinal needles 1 unit, Electrode 1 pair, Gauze 2 packs, Ward Management Maternity, Caesarean Section, Pain Management charges etc</p> <p>2. Laboratory Services: Full Blood Count, Hepatitis C Virus (HCV), Laboratory (Unspecified), Laboratory (Unspecified), VDRU, BUE & Creatine, Laboratory (Unspecified), Laboratory (Unspecified), Liver Function Test, Blood C/S.</p> <p>3. X-Rays: Lower Extremities (Hands, Wrist, Forearm, Elbow Joint, Humerus) The Facility's X-Ray unit and scan services are run purely on a cash and carry bases for all patients, including NHS members.</p> <p>4. Miscellaneous Charges: Every NHS card bearer accessing care at this facility, including pregnant women visiting the Antenatal Care unit, paid GHC 1.00, described only as Miscellaneous.</p> <p>5. Old Debts: Members are billed to pay for default amounts they are alleged to have owed the facility since 2017. This is found out to be unreal and due to the facility's LHMS application error.</p>	WARNING
PRIVATE	GREAT REDEMER HOSPITAL; PRIVATE PRIMARY HOSPITAL	<p>Medicine, Investigation:</p> <p>The hospital practices copayment, especially on laboratory services and on medicines, as follows: Full blood count =GHC30 Typhoid Test = GHC30 Cost of Drugs: members paid various amounts for drugs with only "cost of drugs" written on the face of the receipts.</p>	WARNING
PRIVATE	AHAMMADIYYA MUSLIM MISSION HOSPITAL (PRIVATE)	<p>Services Medicine, Investigation:</p> <p>1. The hospital practices copayment on medicines, observed to include the following: Artesunate Injection, Cefuroxime suspension, Artemether +lumefantrine, Paracetamol, Artemether +lumefantrine, Infusions etc.</p> <p>2. Hospital charges copayment on laboratory services that are covered as follows: Full Blood Count (FBC)=GHC 20.00, Typhoid Test = GHC 20.00, Widal Test = GHC 20.00</p> <p>3. The hospital practices copayment on services as follows: Caesarean Sections = GHC350.00, OPD Card = GHC 5.00, Hernia repairs with mesh = GHC 800.00; GHC 400.00, Ward fees = unspecified amounts</p>	WARNING

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CHAG	DUAKWA SALVATION ARMY HOSPITAL	Service, Medicine, Investigation 1. Practices copayment for services: (Normal and Assisted Deliveries, other services such as Ward fees, Bed fees and OPD Cards), 2. Laboratory Investigations (not specified on the receipts) and 3. Medicines (Amoxiclav 500mg, Ceftriaxone tablets 500mg, Artemether + Lumefantrine Suspension 120mg)	WARNING
CHAG	ST LUKES CATHOLIC HOSPITAL	Service, Medicine, Investigation: These medicines are sold outrightly to members: inj. Amoxicillin Clavulanic acid 600mg x 1.2gm, Tab. Amoxicillin + clavulanic acid 228x457mg, Tab. Artemether Lumefantrine, Suspension Artemether Lumefantrine, Inj. Clindamycin 300mg, Inj. Enoxaparin, Inj. flucloxacillin 500mg, Tab. Tranexamic acid 500mg, Inj. Cefuroxime 750 mg, Tab Cefuroxime 250 mg, Povidone-iodine. Laboratory investigations: Lab FBC=GHC10.00, ANC = GHC10.00, Blood processing = GHC10.00, Pelvic Scan = GHC20.00	WARNING
EASTERN			
PUBLIC	EASTERN REGIONAL HOSPITAL, KOFORIDUA	SERVICE, INVESTIGATION AND MEDICINES	WARNING
PUBLIC	ODA GOVERNMENT HOSPITAL, AKIM ODA	SERVICE, INVESTIGATION AND MEDICINES	WARNING
PRIVATE	SILVER BELL MEDICAL CENTRE, NUASO -ODUMASE KROBO	SERVICE, INVESTIGATION AND MEDICINES	WARNING
PRIVATE	THE COMMUNITY HOSPITAL, KUKURANTUMI	SERVICE, INVESTIGATION AND MEDICINES	WARNING
CHAG	ST. DOMINIC HOSPITAL, AKWATA	SERVICE, INVESTIGATION AND MEDICINES	WARNING
CHAG	SDA HOSPITAL, KOFORIDUA	SERVICE, INVESTIGATION AND MEDICINES	WARNING
PUBLIC	GHANA POLICE HOSPITAL	ALL	WARNING
PUBLIC	37 MILITARY HOSPITAL	ALL	WARNING
PUBLIC	GA SOUTH MUNICIPAL HOSPITAL	MEDICINES&LABS	WARNING
PUBLIC	GA WEST MUNICIPAL	MEDICINES/BED&LABS	WARNING
PUBLIC	LEKMA	MEDICINES&LABS	WARNING
PRIVATE	ASHONGMAN COMM. HOSP	MEDICINES	WARNING
PRIVATE	MARY LUCY MEMORIAL HOSPITAL	MEDICINES & LABS	WARNING
CHAG	PENTECOST MEDICAL HOSPITAL	MEDICINES	WARNING
PUBLIC	KADJEBI HEALTH CENTER	SALE OF AMLODIPINE TO NHIS MEMBERS	WARNING
PUBLIC	DAMBAL HEALTH CENTER (KRACHI EAST)	MEDICINE, LAB INVESTIGATION, SERVICES	WARNING
PUBLIC	NKWANTA MUNICIPAL HOSPITAL	MEDICINES	WARNING
OTI			


21/2/24

