

HANDBOOK

National Police Service & Kenya Prisons
Service Comprehensive Medical Cover &
Last Expense

www.nhif.or.ke



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Introduction

The Government of the Republic of Kenya entered a contract for the provision of a Comprehensive Medical Cover for employees of the National Police service (NPS) and Kenya Prisons Service (KPS) through the National Hospital Insurance Fund (NHIF).

Duration

The contract is from 1st July 2021 to 30th June 2022.

Who is eligible?

The cover is intended for employees of NPS and KPS who are registered members of NHIF. This cover is extended to include:

- A declared Spouse.
- Up-to five biological /legally adopted children not older than 21, and between 21 and 25 years if enrolled in full-time post-secondary education.
- No age limits for children living with disabilities and duly registered with the National Council of Persons with disability.

What are the benefits?

In addition to the Cover offered to the public through the National Scheme, members of the NPS/KPS scheme shall enjoy the following benefits:

Cover	Included
Out-Patient Care	<ul style="list-style-type: none">• Consultation with a General practitioner & Specialists• Basic laboratory investigations, drugs & dispensation,health education, wellness and counselling• Physiotherapy services• ALL immunization / vaccines.
Inpatient	<ul style="list-style-type: none">• Hospital stays with health care diagnosis, procedure, and treatment Includes Consultations• Accommodation/bed charges, Nursing care, diagnostic laboratory tests, Radiology examinations, Physician's, surgeon's, anaesthetist's, Physiotherapist's fees, Operating theatre charges,• Specialist consultations or visits, Prescribed medications, and dressings.
Maternity & Reproductive Health	<ul style="list-style-type: none">• Antenatal care,• Delivery through both Normal Delivery, Caesarean Section, Postnatal care.• All Family planning services, including fertility treatment
Renal Dialysis	<ul style="list-style-type: none">• Hemodialysis for the needed care plan including Specialists' reviews, nursing and dialysis services, intra-care and dispensed medications• Routine laboratory tests, nutrition, counselling, and follow up
Rehabilitation Package: Drug and Substance Abuse	<ul style="list-style-type: none">• Rehabilitation treatment for persons addicted to harmful or hazardous psychoactive substances.

Radiology Package	<ul style="list-style-type: none"> • ALL diagnostic imaging services
Orthopedic and Other Appliances	<ul style="list-style-type: none"> • Crutches, • Prosthetics, • Hearing Aids • Pressure stockings
Surgical Package	<ul style="list-style-type: none"> • All surgical procedures including transplants • No cosmetic surgeries
Organ Donor Testing	<ul style="list-style-type: none"> • Pre-test costs for the organ donor identification up to a maximum of two (2).
Oncology Package	<ul style="list-style-type: none"> • Treatment using radiotherapy and chemotherapy
Dental Package	<ul style="list-style-type: none"> • Dental consultation • Orthodontics • Root canal • Dentures • Filling, • X-rays • Extractions including surgical extractions including anaesthetics fees, hospital and operating theatre cost
Optical Package	<ul style="list-style-type: none"> • Cost of consultation with ophthalmologist/optometrist • Eye testing • Glasses for refractive errors • Optical frames and lenses.

Annual medical check up	<ul style="list-style-type: none"> • One (1) annual medical check-up (Principal Member and spouse) • The medical cover shall include but not limited to the following annual medical check - up benefits: <ul style="list-style-type: none"> • Body mass index • Full hemogram • Cholesterol • Blood sugar • Gamma GT • Urinalysis • PSA (Prostate Specific Antigen for Men) • Pap smear for all women • Mammogram
Specialized services	<ul style="list-style-type: none"> • As and when required; subject to NHIF guidelines and approval
Emergency Care	<ul style="list-style-type: none"> • On site evacuation • Transportation & transfer of a sick member or dependents for treatment to nearest NHIF declared hospital. • Road Rescue: Kenya Red Cross TOLL FREE LINE 1199 0700395395 0738395395 • AMREF Flying Doctors Rescue: +254 (0) 206 992000 +254 (0) 730 811000 +254 (0) 709 962000
Covid – 19 Management	<ul style="list-style-type: none"> • Covid-19 treatment is covered at designated covid-19 health facilities
Overseas treatment	<ul style="list-style-type: none"> • Treatment costs for beneficiaries for a condition that warrants treatment not available in Kenya will be covered subject to pre-authorization by NHIF.

JOB GROUP	INPATIENT LIMIT (KSHS)	OUTPATIENT LIMIT (KSHS)		
		Out-Patient	Optical	Dental
(A-H)	Unlimited within designated facilities	Unlimited within designated facilities	50,000	40,000
(J)	Unlimited within designated facilities	Unlimited within designated facilities	50,000	40,000
(K)	Unlimited within designated facilities	Unlimited within designated facilities	50,000	40,000
(L)	Unlimited within designated facilities	Unlimited within designated facilities	50,000	40,000
(M&N)	3,000,000	400,000	50,000	40,000
(P)	3,250,000	450,000	50,000	40,000
(Q, R,S,T)	3,500,000	500,000	50,000	40,000
Last Expense	<ul style="list-style-type: none"> The last expense is paid: <ul style="list-style-type: none"> Kes. 200,000 for Principal Member Kes. 50,000 for one declared dependent Where a husband and wife are both principal members under the cover, both will separately benefit. Last expense shall be paid upon submission of the required claim documents. 			

Where to Access Benefits

- Government Hospitals
- Designated Faith-based hospitals
- Designated Private Hospitals
- Referrals for specialized services

NB: A List of designated Facilities Per County Has Been uploaded in the NHIF Website (www.nhif.or.ke)

What are the Exclusions

- NHIF shall not be liable for Treatments arising from non-accredited health facilities and/or un-authorized referrals
- Cosmetic surgery or beauty treatment & cosmetic procedures including complications arising from them
- Massage (except where certified as a necessary part of treatment following an accident or illness).
- Treatment by chiropractors, acupuncturists, and herbalists
- Self-prescribed procedures.
- Medical costs related to/or incurred in research environment & clinical trials
- Treatments not covered under the contract stay overseas for more than six weeks.
- Laser eye surgery for correction of refractive errors.

No	County	Offices	Name of Building Fl/Road	Box Number	Telephone
1	Mombasa	1.Mombasa	Jubilee Building	84101, Mombasa	(041)-22 4360/22 2746377 1109099
2	Kwale	2.Ukunda	Ali Mbarak Building, Ground floor, Beach road	1665-804 00 Ukunda	(040)32 02904(0 41)2011 05
3	Kilifi	3.Kilifi	Equity Building 1st floor, Kwa Charo Wamae Road	1310-801 08 Kilifi	(041)- 2011024 / 2588864
		4.Mariakani	NHIF Office Next to Total Service Station	449 Mariakani	020-247 6668
		5.Malindi	Barani Plaza 1st floor, South Wing Jomo Kenyatta Road	1423, Malindi	(042)31 269/312 70/2011 053/077 5396009 2/041-2 008951
		6.Mtwapa	Shella Properties Ltd, 1st Floor	1423 Malindi	020-258 8865
4	Tana River	7.Hola	Rayaan Complex, Hospital Rd	1423 Malindi	020-803 2490/

No	County	Offices	Name of Building Fl/Road	Box Number	Telephone
5	Lamu	8.Lamu	Zawadi House (Sea front Rd)	358-8050 0 Lamu	041-201 1052
6	Taita Taveta	9.Voi	Mughonyi Plaza, 1st Floor	471-8030 0 Voi	(043)20 30052/2 030547 (020)24 37484
		Satellite Offices			
		i. Taveta	Taveta Sub County Hospital	31 Taveta	7218204 09
7	Garissa	10.Garissa	Northern Site Bd, Sankuri Road	107-7010 0 Garissa	(046)21 02020/2 102049(020)252 4608
		Satellite			
		Dadaab	Dubai Textile Dadaab		
8	Wajir	11.Wajir	Nasib House Hospital Road	239-7020 0 Wajir	7754712 62
9	Mandera	12.Mandera	Haji Mohamed Ibrahim Bd	525-7030 0 Mandera	7752160 80

No	County	Offices	Name of Building Fl/ Road	Box Number	Telephone
10	Marsabit	13.Marsabit	Dadacha Hse	378 Marsabit	057-251 3758
		Satellite Offices			
		i.North Horr	North Horr Catholic Church		7134105 63
		ii. Loyangalani	Mohammed Karim Building, Ground Floor		1155379 20
		iii. Laisamis	Ilitarakwa Building		1154434 35
		iv. Maikona	Bokayo Sora Building, Ground Floor		
		14.Moyale	Sharif Guest House opposite Moyale Police station	278 Moyale	061-230 8632
		Satellite Office			
		i.Sololo	Old Town Center 2012 Building, Ground Floor		7418299 11

No	County	Offices	Name of Building Fl/ Road	Box Number	Telephone
11	Isiolo	15.Isiolo	Ibada Plaza, 2ndFloor	476 Isiolo	061-230 3451
		Satellite Office			
		Merti			
12	Meru	16.Meru	NHIF Building, Tom Mboya Street	2193, Meru	(064)31 30137/3 130629 (061)23 11052
		17.Maua	Mbaaru Investment Ltd Building, Ground Floor	437 Maua	
13	Tharaka Nithi	18.Chuka	J.N Bundi Memorial Plaza, Ground Floor	414-6040 0 Chuka	(061)23 0350 7712637 65
14	Embu	19.Embu	Eastern Emporium, 1st floor, Kenyatta highway	1315-60100 Embu	(068) 2230062 / 2230546 (061)23 11053 7762414 76

No	County	Offices	Name of Building Fl/ Road	Box Number	Telephone	
15	Kitui	20.Kitui	Zein Bd, 1st Floor. Kilugya Street	1466 Kitui	(044)20 22919/2 022920	
		Satellite Offices				
		i. Mwingi	Mwingi Hotel Building	1466 Kitui	7747138 10	
		ii. Mutomo	Mutomo Hospital	1466 Kitui	(020)23 23072	
16	Machakos	21.Machakos	Standard Chartered Building Ground Floor	2017-901 00 Machakos	(044)20 21043/2 021686(057)250 8256	
		Satellite Offices				
		1.Matuu	Matuu Ndallas,	2017 -90100 Machakos	7739859 33	
			Garissa Highway			
		ii. Kangundo	Homeland Plaza Tala-Kangundo Rd	2017-901 00 Machakos	7712376 51	
		iii. Masii	Peter Mulei Building Masii, Tawa Rd	2017-901 00 Machakos	7716487 58	
17	Makueni	22.Wote	Double K Plaza (Punda Rd)		0774261 541/ (020)23 60350/ 0776090 260	

No	County	Offices	Name of Building Fl/ Road	Box Number	Telephone
		i.Makindu	Siesta Guest House, 1st floor	211 Makindu	(020)24 13220/0 7202483 56/0774 261550
		ii.Kibwezi	Mohammed Omar Building (Kibwezi Rd)		7758691 74
		iii. Emali	Highway Building Near Shell Petrol Station		7735865 90
18	Nyandarua	23.Ol'Kalou	Business Park Building,	602-2030 3 Ol'Kalou	020-261 1187
			1stfloor		7712900 87
19	Nyeri	24.Nyeri	Lwale place, 1st floor, Kimanthi Way, Field Marshall Mutungi rd	658-1010 0, Nyeri	(061)-20 32899
					/ 2030957 / 0774757 483
		Satellite Offices			
		1.Karatina	Trade Center, 1st Floor		7712900 63
		ii.Othaya	Nyeri Coop Union Hse, Ground Floor, Othaya - Mukurweini Rd	670-1010 6 Othaya	(020)- 2665055

No	County	Offices	Name of Building Fl/ Road	Box Number	Telephone
20	Kirinyaga	25.Kerugoya	Ushirika Bank Building, 1st fl. Kerugoya/ Kutus Rd	510 -10300	(077)10 67992
				Kerugoya	
		Satellite Office			
		Mwea	Digital Complex (Makutano/ Mwea Rd)	32 -10303 Wanguru	(020)24 65272
21	Murang'a	30.Muranga	Kiriti Women Transport & Housing,	534 -10200 Muranga	(061)- 2307610
			Ground Floor		
22	Kiambu	31.Kiambu	Mapa House, lower Grd, Biashara Street	254, Kiambu	(066) 2022137 / (020) 8055793 / 2022057
		32.Limuru	Njegi Plaza 3rdFl, Market Street	1250 Limuru	(020)35 45484 (066)25 01262
		Satellite Office			
		Kikuyu	CDF Office,		
			Kikuyu Constituency		

No	County	Offices	Name of Building Fl/ Road	Box Number	Telephone
					(067)-22 22271
		33.Thika	Nellion Centre, Kenyatta road	P/Bag, Thika	/ 2231446 , 020-203 9910
		34.Ruiru	Central Plaza, 2ndfl. Ruiru-Githunguri Rd	1944-002 32, Ruiru	020-238 5345
		Satellite Office			
		Gatundu	Hamurabbi House, Ground Floor (Opposite law courts)		
23	Turkana	35.Lodwar	Africana Building	471-3050 0Lodwar	(054)22 21011 0770914 918
24	West Pokot	36.Kapenguria	Kazeto Building	63 Kapenguria	7708674 21
					7213542 19
25	Samburu	37.Maralal	Oryx Service Station, GF, Rm 10	673-1040 0 Nanyuki	7746094
		Satellite Office			
		Wamba	Wamba Mission Hospital	673-1040 0 Nanyuki	

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26	Trans Nzoia	38.Kitale	Mega Center Building Mezzanine Floor	921-30200 Kitale	(054)31841/879 / 077449260
27	Uasin Gishu	39.Eldoret	KVDA Plaza, Grd floor	3091 Eldoret	(053)2030749/2061400/0774530762
		Satellite Office			
		MTRH	Moi Referral Hospital	3091Eldoret	(020)2148635/2688748/053-203347
28	Elgeyo Marakwet	40.Iten	Baraka Plaza	370 Iten	0773781 133
		Satellite Office			
		i.Kapsowar	Bandaptai Building		(020)2148635
29	Nandi	41.Kapsabet	Kapsabet Post Office Bldg (Alfred Bungei Rd)	120 Kapsabet	(020)2646746
					(053)5252320/8013360
		42.Nandi Hills	Posta Corporation Building,	302 Nandi Hills	(053)8001686/5252320
			Ground Floor		776401995
30	Baringo	43.Kabarnet	Mart Properties Ltd	310-30400 Kabarnet	(053)8000312/21844

No	County	Offices	Name of Building Fl/ Road	Box Number	Telephone
31	Laikipia	44.Nanyuki	Cedar Mall, 2nd Floor	673-10400 Nanyuki	(020)2198401
					(062)31400/01
					774608427
		45.Nyahururu	Posta Corporation Building,	2237-20300	(020)-2620705
			Ground Floor		051-8007099
		Satellite Office			
32	Nakuru	Rumuruti	Halsodas Building, Mosque Road, Ground Floor		
		46.Nakuru	AFC Building, 1stFloor,	155-20100 Nakuru	(051)2211118/
			Kijabe Road		2213278 / 8007494
					77939907
		Satellite Offices			
		i.Olengurone	AIC Church Building, Ground Floor	277 Olengurone	051-8009892
					713117214

No	County	Offices	Name of Building Fl/ Road	Box Number	Telephone
		ii.Molo	Cooperative Bank Building, 1st floor	60 Molo	770380263
		47.Naivasha	Prema Developers Building, Ground Floor	1981 Naivasha	(050)2020818/2021489
		Satellite Office			
		Gilgil	Barclays Bank Building	1981 Naivasha	0722454284/0733345309
33	Narok	48.Narok	Maa Towers 1st floor, Nairobi - Bomet Road	918 Narok	0773881838/0775513014
		Satellite Office			
		Kilgoris	Kilgoris Business Centre	149 Kilgoris	0770585 078
34	Kajiado	49.Kajiado	Hibo House 1st floor, Namanga Rd	30, Kajiado	020-2304011
					0710376931
		Satellite Office			
		Loitoktok	Emparakuni Plaza, ground Flr	540-00242 Kitengela	722383313

No	County	Offices	Name of Building Fl/ Road	Box Number	Telephone
		50.Kitengela	EPZ Plaza Ground Floor	540-00242 Kitengela	(045)-6620004/5/6
		51.Ongata Rongai	Maasai Mall Building 2nd Floor	231-00511 Ongata Rongai	(020)2465599
35	Kericho	52.Kericho	Koinee Plaza 2nd floor temple Rd	1948 Kericho	(052)2020518/2020618/(051)8007097
36	Bomet	53.Sotik	Bureti Tea Growers Sacco Building	321, Sotik	0770348695/700
		54.Bomet	Aggie Plaza	538 -20400 Bomet	020-2531445
37	Kakamega	55.Kakamega	Mega Mall, 2nd floor	280-50100 Kakamega	(020)2351271
		56.Mumias	Bemak House, 2nd floor off Nabongo Road	967-50102 Mumias	(056)641484
					(056)641005
38	Vihiga	57.Vihiga	Cherry House, Ground floor	1449 Maragoli	(020)2063909

No	County	Offices	Name of Building Fl/ Road	Box Number	Telephone
39	Bungoma	58.Bungoma	Daimah Plaza (Bungoma-Kanduyi Rd)	627-50200, Bungoma	(057)2504425
		Satellite Office			
		Webuye	Bettylyne Building, Ground Floor, Webuye-Bungoma Road	627 - 50200, Bungoma	(020)2139955
40	Busia	59.Busia	Ingonyera House, 2nd floor, Kisumu - Busia Road	746 Busia (K)	(055) 2222024
41	Siaya	60.Siaya	Bishops Plaza, 1st Floor	268-40600 Siaya	(057)-2524078 / 5321300
42	Kisumu	61.Kisumu	Re-insurance Plaza, Grd Floor, Oginga Odinga street	231-40100 Kisumu	(057)2020638/2020028/2500640
43	Homabay	62.Homabay	Coldsprings Bldg 1st Floor	47 Homabay	775369644

No	County	Offices	Name of Building Fl/ Road	Box Number	Telephone
44	Migori	63.Migori	Amicus Plaza 2nd floor	1183-40400 Migori	(059)20174/20927/
					(020)8065903/04
					2348712
45	Kisii	64.Kisii	Jinat Investments Building 1st Floor	3466-40200 Kisii	(058)2030426
46	Nyamira	65.Nyamira	Sakami Hse, 1st Floor (main street)	962 -40500	(020)8064128
				Nyamira	775369601
47	Nairobi	66.Nairobi	NHIF Car Park Bg, Gd Floor	30443-00100 NRB	(020) 2723297 /6/4
		67.Kenya	KNH Hospital	30443-00100 NRB	(020) 2723305
		68.Eastleigh	Mega Wholesalers	7468-00610 NRB	(020) 8055788
			Ground Floor		
		Satellite Office			
		Pumwani	Pumwani Maternity hospital	1177-00515 Buruburu	020-6763297
					2371981

No	County	Offices	Name of Building Fl/ Road	Box Number	Telephone
		70. Westlands	Rainbow Towers, Muthithi Rd.	719-00606 Nairobi	(020)44 52462/4 449922
			1st Floor		
		71. Kenge mi	Palace Building	719-00606 Nairobi	(020)44 52462/4 449922
			Opposite Cooperative Bank		
		72. Buruburu	Buruburu Business Complex, 3rd flr Mumi as Rd	1177-00515 Buruburu	(020)-24 65577
					020-778 6690
		Satellite Office			
		Mama Lucy Kibaki Hospital	Mama Lucy Kibaki Hospital, Spine Rd off Kangundo Rd	1177-00515 Buruburu	020 - 2659608
		73. Gikomba	Young Traders Ltd,	1177-00515	(020) 2047161 / 2210026
			1st Floor		
		74. Industrial Area	Liberty Plaza Opp Imara Daima Junction off Mbs Rd	143-00507 Viwandani	775587958
		75. Ruaraka	ICPAK Buiding near KCA University	1105-00618, Ruaraka	(020)- 2465578



Afya Yetu. Bima Yetu



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