

9TH NOVEMBER 2023

TO WHOM IT MAY CONCERN

Dear Sir/Madam,

RE: ATTACHMENT - EMMANUEL K KIRUI

The above subject matter refers.

Emmanuel Kirui was on attachment in NHIF Kericho for a period of three (3) months from 10th Aug. 2023 to 9th November 2023 where he has shown exemplary performance while gaining valuable practical experience in the following areas:

1. . CUSTOMER CARE/REGISTRATION

- Overview of NHIF requirements for membership.
- Data capture and Registration of new members.
- Public relations.
- Biometric registration.

2. ACCOUNTS OFFICE

- Revenue posting.
- Payment of claims
- Managing member's payroll.
- Verifying and updating members' contributions.

3. BENEFITS AND QUALITY ASSURANCE DEPARTMENT

- Online receiving of claims from hospitals.
- Checking and approving of claims.
- Confirming Hospital claims through surveillance.
- E-claim processing.

Emmanuel has done an excellent job in his position and has been an asset to our organization during his short tenure with the office. He has proved to be a very resourceful person, always eager to learn more and interact well with customers. He has been sensitized on Occupational Health & Safety, Records management and Quality management Systems.

I recommend him for any endeavor he chooses to pursue.

Thank you


GEOFFREY KIRUI
BRANCH MANAGER