



Peter Njuno <pnjuno@firstassurance.co.ke>

Fwd: MICHELLE KARUME MN US10712 ADM 299846

9 messages

Oliver Opondo <oopondo@firstassurance.co.ke>
 To: Peter Njuno <pnjuno@firstassurance.co.ke>

Mon, Jan 6, 2020 at 2:01 PM

fyi

Oliver Opondo | Medical Department | First assurance Company Ltd

Tel +254 020 2900 2307 | 0709544307 | Email oopondo@firstassurance.co.ke
 1st Floor,Cassia House|Westlands Office Park|Waiyaki Way.

----- Forwarded message -----

From: **simon.kiragu** <simon.kiragu@aku.edu>
 Date: Tue, Feb 19, 2019 at 1:40 PM
 Subject: MICHELLE KARUME MN US10712 ADM 299846
 To: charles.obiero <charles.obiero@aku.edu>, Damaris Wangari <dwangari@firstassurance.co.ke>, lixin.githuku <lixin.githuku@aku.edu>, Dorothy Oludhe (<doludhe@firstassurance.co.ke>
 <doludhe@firstassurance.co.ke>
 Cc: abigael.ondiema <abigael.ondiema@aku.edu>, eddy.miriti <eddy.miriti@aku.edu>, marketing.department (nbi) <marketing.department@aku.edu>, medical@firstassurance.co.ke
 <medical@firstassurance.co.ke>, nbi.creditcontrol <nbi.creditcontrol@aku.edu>, nbi.caremanagement <nbi.caremanagement@aku.edu>, Daniel Mbonzo
 <dmbonzo@firstassurance.co.ke>

Dear Damaris,

Good Afternoon.

Based on our yesterday's conversation, kindly find the attached Final Hospital Bill.

Also shown below is the tabulation ;

| Hospital Bill(HFB301/19) | Ksh. |
|--|-------------------|
| Gross Hospital Bill | 1,039,627.92 |
| <u>LESS</u> Deposit Paid For Room Difference | (127,300.00) |
| <u>LESS</u> Credit Note Raised For NHIF Rebate | (32,000.00) |
| Net Hospital Bill | 880,327.92 |
| <u>ADD</u> Doctor's Bill(DFB 40/19) | 96,000.00 |
| Total Amounts(Hospital + Doctor's) | 976,327.92 |
| <u>Less</u> FIRST ASSURANCE COVER | (720,428.00) |
| BALANCE PAYABLE BY JUBILEE INSURANCE | 255,899.92 |

NOTE;

(i)Doctor's Bill Fully Payable By JUBILEE INSURANCE-Ksh 96,000.00

(ii)Hospital Bill Partly Payable By JUBILEE INSURANCE-Ksh.159,899.92 and FIRST ASSURANCE Ksh.720,428.00.

Therefore since the originals doctor's invoices had been sent to FIRST ASSURANCE erroneously kindly bring them back so that we can channel them to JUBILEE INSURANCE.

The Final Hospital Bill together with the relevant attachment had been delivered too at your premises.

Kindly note the above matter relates to last month hence your urgent response will be highly appreciated.

Also organize on the payments for the above claim.

Should you need any further clarity kindly get back to me.

Kind regards,

Kiragu.

From: charles.obiero
Sent: Saturday, February 16, 2019 08:27
To: Damaris Wangari; simon.kiragu; lixin.githuku; Dorothy Oludhe (doludhe@firstassurance.co.ke)
Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

From: Damaris Wangari [<mailto:dwangari@firstassurance.co.ke>]
Sent: Friday, January 04, 2019 3:50 PM
To: charles.obiero
Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



Wangari Karathe
Care Manager | Medical Division
+254) (0709) 122 000
www.firstassurance.co.ke
P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
Park |
Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

Dear Charles

Your earlier communication stated returned now you said it is pending

Please screen shot so that we are able to know reason for declined as you earlier said

Kind regards... 



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On Fri, Jan 4, 2019 at 3:30 PM charles.obiero <charles.obiero@aku.edu> wrote:

02/01/2019 Request 04/04/2019 4055168:SELF

MICHELLE WARIARA KARUME OPEN MYOMETOMY- REPORTS ATTACHED. 450,000.00 Pending

STILL PENDING AS PER THE ATTACHEMENT

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 2:38 PM

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Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

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On Fri, Jan 4, 2019 at 2:29 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached bill and please confirm if the following is covered COO2 and HEPATISIS B, patient is on discharge now, thanks.

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Subject: Re: MICHELLE KARUME MN US10712

Charles

NHIF has approved ks 450,000/= ?

Kind regards... 



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On Fri, Jan 4, 2019 at 9:39 AM charles.obiero <charles.obiero@aku.edu> wrote:

02/01/2019 Request 02/04/2019 4055168:SELF

MICHELLE WARIARA KARUME OPEN MYOMETOMY

ATTACH REQUIRED REPORT 450,000.00 Returned

Kindly find the attached medical report and the discharge summery patient might be discharged today, the final bill to follow shortly, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Thursday, January 03, 2019 12:12 PM
To: charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)
Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Dear Team,

Find attached MEDICAL REPORT ,please facilitate

Also ,find LOU ,send us daily interim bills

Kindly confirm if **NHIF SURGICAL PACKAGE** approval has been done, **as requested on admission**

For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards...



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On Wed, Jan 2, 2019 at 4:17 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached Preauth and the report for the LOU to follow, thanks.

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----- Forwarded message -----
From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:

Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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Bcc:

Date: Sat, 16 Feb 2019 05:26:39 +0000

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Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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Cc:
Bcc:
Date: Sat, 16 Feb 2019 05:00:24 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

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----- Forwarded message -----

From: "charles.obiero" <charles.obiero@aku.edu>
To: Damaris Wangari <dwangari@firstassurance.co.ke>, "simon.kiragu" <simon.kiragu@aku.edu>, "lixin.githuku" <lixin.githuku@aku.edu>, "Dorothy Oludhe" <doludhe@firstassurance.co.ke>, "doludhe@firstassurance.co.ke" <doludhe@firstassurance.co.ke>
Cc: "abigael.ondiema" <abigael.ondiema@aku.edu>, "eddy.miriti" <eddy.miriti@aku.edu>, "marketing.department (nbi)" <marketing.department@aku.edu>, "medical@firstassurance.co.ke" <medical@firstassurance.co.ke>, "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>, "nbi.caremanagement" <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>

11/10/2020

First Assurance Mail - Fwd: MICHELLE KARUME MN US10712 ADM 299846

Bcc:
Date: Sat, 16 Feb 2019 05:26:39 +0000
Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00


FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Friday, January 04, 2019 3:50 PM
To: charles.obiero
Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards...




Wangari Karathe
Care Manager | Medical Division
+254) (0709) 122 000
www.firstassurance.co.ke
P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
Park |
Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

Dear Charles

Your earlier communication stated returned now you said it is pending

Please screen shot so that we are able to know reason for declined as you earlier said

Kind regards...



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02/01/2019 Request 04/04/2019 4055168:SELF

MICHELLE WARIARA KARUME OPEN MYOMETOMY- REPORTS ATTACHED. 450,000.00 Pending

STILL PENDING AS PER THE ATTACHEMENT

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Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards... 



Wangari Karathe

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Subject: Re: MICHELLE KARUME MN US10712

Charles

NHIF has approved ks 450,000/= ?

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Wangari Karathe

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02/01/2019 Request 02/04/2019 4055168:SELF

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ATTACH REQUIRED REPORT 450,000.00 Returned

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From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Thursday, January 03, 2019 12:12 PM

To: charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)

Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Dear Team,

Find attached MEDICAL REPORT ,please facilitate

Also ,find LOU ,send us daily interim bills

Kindly confirm if **NHIF SURGICAL PACKAGE** approval has been done, **as requested on admission**

For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards...✍



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From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Sat, 16 Feb 2019 05:00:24 +0000
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9 attachments

image001.png
4K



doc05610320190216080019.pdf
684K



noname.eml
937K



noname
1049K



doc05610320190216080019.pdf
684K



noname
937K



doc05610320190216080019.pdf
684K



MICHELLE KARUME ADJUSTMENT FOR NHIF REBATE.pdf
10K



MICHELLE KARUME HOSPITAL BILL.pdf
84K

Peter Njuno <pnjuno@firstassurance.co.ke>
To: Purity <account@pkckenya.com>

Mon, Jan 6, 2020 at 2:53 PM

Purity
Doctor was paid by Jubilee
See below communication from claims team.

----- Forwarded message -----
From: **Oliver Opondo** <oopondo@firstassurance.co.ke>
Date: Mon, Jan 6, 2020 at 2:53 PM
Subject: Fwd: MICHELLE KARUME MN US10712 ADM 299846
To: Peter Njuno <pnjuno@firstassurance.co.ke>

fyi

Oliver Opondo | Medical Department | First assurance Company Ltd

Tel +254 020 2900 2307 | 0709544307 | Email oopondo@firstassurance.co.ke
1st Floor, Cassia House | Westlands Office Park | Waiyaki Way.

----- Forwarded message -----

From: **simon.kiragu** <simon.kiragu@aku.edu>

Date: Tue, Feb 19, 2019 at 1:40 PM

Subject: MICHELLE KARUME MN US10712 ADM 299846

To: charles.obiero <charles.obiero@aku.edu>, Damaris Wangari <dwangari@firstassurance.co.ke>, lixin.githuku <lixin.githuku@aku.edu>, Dorothy Oludhe (<doludhe@firstassurance.co.ke>)

Cc: abigael.ondiema <abigael.ondiema@aku.edu>, eddy.miriti <eddy.miriti@aku.edu>, marketing.department (nbi) <marketing.department@aku.edu>, medical@firstassurance.co.ke <medical@firstassurance.co.ke>, nbi.creditcontrol <nbi.creditcontrol@aku.edu>, nbi.caremanagement <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>

Dear Damaris,

Good Afternoon.

Based on our yesterday's conversation, kindly find the attached Final Hospital Bill.

Also shown below is the tabulation ;

| Hospital Bill(HFB301/19) | Ksh. |
|--|-------------------|
| Gross Hospital Bill | 1,039,627.92 |
| <u>LESS</u> Deposit Paid For Room Difference | (127,300.00) |
| <u>LESS</u> Credit Note Raised For NHIF Rebate | (32,000.00) |
| Net Hospital Bill | 880,327.92 |
| <u>ADD</u> Doctor's Bill(DFB 40/19) | 96,000.00 |
| Total Amounts(Hospital + Doctor's) | 976,327.92 |
| <u>Less</u> FIRST ASSURANCE COVER | (720,428.00) |
| BALANCE PAYABLE BY JUBILEE INSURANCE | 255,899.92 |

NOTE;

(i)Doctor's Bill Fully Payable By JUBILEE INSURANCE-Ksh 96,000.00

(ii)Hospital Bill Partly Payable By JUBILEE INSURANCE-Ksh.159,899.92 and FIRST ASSURANCE Ksh.720,428.00.

Therefore since the originals doctor's invoices had been sent to FIRST ASSURANCE erroneously kindly bring them back so that we can channel them to JUBILEE INSURANCE.

The Final Hospital Bill together with the relevant attachment had been delivered too at your premises.

Kindly note the above matter relates to last month hence your urgent response will be highly appreciated.

Also organize on the payments for the above claim.

Should you need any further clarity kindly get back to me.

Kind regards,

Kiragu.

From: charles.obiero

Sent: Saturday, February 16, 2019 08:27

To: Damaris Wangari; simon.kiragu; lixin.githuku; Dorothy Oludhe (<doludhe@firstassurance.co.ke>)

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

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1.Hospital bill was Kshs.1,004,156.00

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FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

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Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

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Your earlier communication stated returned now you said it is pending

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Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards... **Wangari Karathe**

Care Manager | Medical Division

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Charles

NHIF has approved ks 450,000/= ?

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For all scheduled cases NHIF APPROVAL is required prior to admission

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Cc:
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Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

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----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
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Kind Regards,
Sally kasati,
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Email: sally.kasati@aku.edu

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----- Forwarded message -----

From: "charles.obiero" <charles.obiero@aku.edu>

To: Damaris Wangari <dwangari@firstassurance.co.ke>, "simon.kiragu" <simon.kiragu@aku.edu>, "lixin.githuku" <lixin.githuku@aku.edu>, "Dorothy Oludhe (doludhe@firstassurance.co.ke)" <doludhe@firstassurance.co.ke>

Cc: "abigael.ondiema" <abigael.ondiema@aku.edu>, "eddy.miriti" <eddy.miriti@aku.edu>, "marketing.department (nbi)" <marketing.department@aku.edu>, "medical@firstassurance.co.ke" <medical@firstassurance.co.ke>, "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>, "nbi.caremanagement" <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>

Bcc:

Date: Sat, 16 Feb 2019 05:26:39 +0000

Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 3:50 PM

To: charles.obiero

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



https://pbs.twimg.com/profile_images/530348828084277248/dC2M2AUr_400x400.png

Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office Park
Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

Dear Charles

Your earlier communication stated returned now you said it is pending

Please screen shot so that we are able to know reason for declined as you earlier said

Kind regards... 



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On Fri, Jan 4, 2019 at 3:30 PM charles.obiero <charles.obiero@aku.edu> wrote:

02/01/2019 Request 04/04/2019 4055168:SELF

MICHELLE WARIARA KARUME OPEN MYOMECTOMY- REPORTS ATTACHED. 450,000.00 Pending

STILL PENDING AS PER THE ATTACHEMENT

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 2:38 PM

To: charles.obiero

Cc: abigael.ondiemba; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards... 



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On Fri, Jan 4, 2019 at 2:29 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached bill and please confirm if the following is covered COO2 and HEPATISIS B, patient is on discharge now, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 10:35 AM

To: charles.obiero

Cc: abigael.ondiemba; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles

NHIF has approved ks 450,000/= ?

Kind regards... 



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On Fri, Jan 4, 2019 at 9:39 AM charles.obiero <charles.obiero@aku.edu> wrote:

02/01/2019Request02/04/20194055168:SELF

MICHELLE WARIARA KARUMEOPEN MYOMECTOMY

ATTACH REQUIRED REPORT450,000.00Returned

Kindly find the attached medical report and the discharge summery patient might be discharged today, the final bill to follow shortly, thanks.

From: Damaris Wangari [<mailto:dwangari@firstassurance.co.ke>]
Sent: Thursday, January 03, 2019 12:12 PM
To: charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)
Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Dear Team,


Find attached MEDICAL REPORT ,please facilitate

Also ,find LOU ,send us daily interim bills

Kindly confirm if **NHIF SURGICAL PACKAGE** approval has been done, **as requested on admission**

For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards...✍️


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On Wed, Jan 2, 2019 at 4:17 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached Preauth and the report for the LOU to follow, thanks.

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From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH

Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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----- Forwarded message -----

From: adminpm <adminpm@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Sat, 16 Feb 2019 05:00:24 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

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--

Regards

Peter Njuno
FA Medical Accounts

----- Forwarded message -----

From: "charles.obiero" <charles.obiero@aku.edu>
To: Damaris Wangari <dwangari@firstassurance.co.ke>, "simon.kiragu" <simon.kiragu@aku.edu>, "lixin.githuku" <lixin.githuku@aku.edu>, "Dorothy Oludhe" <doludhe@firstassurance.co.ke>, "doludhe@firstassurance.co.ke"<doludhe@firstassurance.co.ke>
Cc: "abigael.ondiema" <abigael.ondiema@aku.edu>, "eddy.miriti" <eddy.miriti@aku.edu>, "marketing.department (nbi)" <marketing.department@aku.edu>, "medical@firstassurance.co.ke" <medical@firstassurance.co.ke>, "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>, "nbi.caremanagement" <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>
Bcc:
Date: Sat, 16 Feb 2019 05:26:39 +0000
Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

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Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

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On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

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Your earlier communication stated returned now you said it is pending

Please screen shot so that we are able to know reason for declined as you earlier said

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02/01/2019 Request 04/04/2019 4055168:SELF

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Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

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Care Manager | Medical Division

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Subject: Re: MICHELLE KARUME MN US10712

Charles

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02/01/2019 Request 02/04/2019 4055168:SELF

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ATTACH REQUIRED REPORT 450,000.00 Returned

Kindly find the attached medical report and the discharge summary patient might be discharged today, the final bill to follow shortly, thanks.

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Sent: Thursday, January 03, 2019 12:12 PM

To: charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)

Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

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For all scheduled cases NHIF APPROVAL is required prior to admission

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Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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11/10/2020

First Assurance Mail - Fwd: MICHELLE KARUME MN US10712 ADM 299846

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FS-6525MFP
[00:17:c8:50:8c:eb]


8 attachments


 **doc05610320190216080019.pdf**
684K


 **noname.eml**
937K


 **noname**
1049K

 **doc05610320190216080019.pdf**
684K

 **noname**
937K

 **doc05610320190216080019.pdf**
684K

 **MICHELLE KARUME ADJUSTMENT FOR NHIF REBATE.pdf**
10K

 **MICHELLE KARUME HOSPITAL BILL.pdf**
84K

Purity <account@pkckenya.com>
To: Peter Njuno <pnjuno@firstassurance.co.ke>

Mon, Jan 6, 2020 at 3:01 PM

ThANK you

May I follow up with moses

From: Peter Njuno [mailto:pnjuno@firstassurance.co.ke]
Sent: 06 January 2020 02:57 PM
To: Purity
Subject: Fwd: MICHELLE KARUME MN US10712 ADM 299846

Purity

Doctor was paid by Jubilee

See below communication from claims team.

----- Forwarded message -----
From: **Oliver Opondo** <oopondo@firstassurance.co.ke>
Date: Mon, Jan 6, 2020 at 2:53 PM
Subject: Fwd: MICHELLE KARUME MN US10712 ADM 299846
To: Peter Njuno <pnjuno@firstassurance.co.ke>

fyi

Oliver Opondo | Medical Department | First assurance Company Ltd
Tel +254 020 2900 2307 | 0709544307 | Email oopondo@firstassurance.co.ke
1st Floor,Cassia House|Westlands Office Park|Waiyaki Way.

----- Forwarded message -----
From: **simon.kiragu** <simon.kiragu@aku.edu>

Date: Tue, Feb 19, 2019 at 1:40 PM

Subject: MICHELLE KARUME MN US10712 ADM 299846

To: charles.obiero <charles.obiero@aku.edu>, Damaris Wangari <dwangari@firstassurance.co.ke>, lixin.githuku <lixin.githuku@aku.edu>, Dorothy Oludhe (doludhe@firstassurance.co.ke) <doludhe@firstassurance.co.ke>

Cc: abigael.ondiema <abigael.ondiema@aku.edu>, eddy.miriti <eddy.miriti@aku.edu>, marketing.department (nbi) <marketing.department@aku.edu>, medical@firstassurance.co.ke <medical@firstassurance.co.ke>, nbi.creditcontrol <nbi.creditcontrol@aku.edu>, nbi.caremanagement <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>

Dear Damaris,

Good Afternoon.

Based on our yesterday's conversation, kindly find the attached Final Hospital Bill.

Also shown below is the tabulation ;

| Hospital Bill(HFB301/19) | Ksh. |
|--|-------------------|
| Gross Hospital Bill | 1,039,627.92 |
| <u>LESS</u> Deposit Paid For Room Difference | (127,300.00) |
| <u>LESS</u> Credit Note Raised For NHIF Rebate | (32,000.00) |
| Net Hospital Bill | 880,327.92 |
| <u>ADD</u> Doctor's Bill(DFB 40/19) | 96,000.00 |
| Total Amounts(Hospital + Doctor's) | 976,327.92 |
| <u>Less</u> FIRST ASSURANCE COVER | (720,428.00) |
| BALANCE PAYABLE BY JUBILEE INSURANCE | 255,899.92 |

NOTE;

(i)Doctor's Bill Fully Payable By JUBILEE INSURANCE-Ksh 96,000.00

(ii)Hospital Bill Partly Payable By JUBILEE INSURANCE-Ksh.159,899.92 and FIRST ASSURANCE Ksh.720,428.00.

Therefore since the originals doctor's invoices had been sent to FIRST ASSURANCE erroneously kindly bring them back so that we can channel them to JUBILEE INSURANCE.

The Final Hospital Bill together with the relevant attachment had been delivered too at your premises.

Kindly note the above matter relates to last month hence your urgent response will be highly appreciated.

Also organize on the payments for the above claim.

Should you need any further clarity kindly get back to me.

Kind regards,

Kiragu.

From: charles.obiero

Sent: Saturday, February 16, 2019 08:27

To: Damaris Wangari; simon.kiragu; lixin.githuku; Dorothy Oludhe (doludhe@firstassurance.co.ke)

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 3:50 PM

To: charles.obiero


Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards...



Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke


P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
Park |
Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

Dear Charles

Your earlier communication stated returned now you said it is pending

Please screen shot so that we are able to know reason for declined as you earlier said

Kind regards...



Wangari Karathe

Care Manager | Medical Division

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Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:30 PM charles.obiero <charles.obiero@aku.edu> wrote:

02/01/2019 Request 04/04/2019 4055168:SELF

MICHELLE WARIARA KARUME OPEN MYOMECTOMY- REPORTS ATTACHED. 450,000.00 Pending

STILL PENDING AS PER THE ATTACHEMENT

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]


Sent: Friday, January 04, 2019 2:38 PM

To: charles.obiero

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards...



Wangari Karathe

Care Manager | Medical Division

+254 (0709) 122 000

www.firstassurance.co.ke

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Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 2:29 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached bill and please confirm if the following is covered COO2 and HEPATISIS B, patient is on discharge now, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 10:35 AM

To: charles.obiero

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles

NHIF has approved ks 450,000/= ?

Kind regards...



Wangari Karathe

Care Manager | Medical Division

+254 (0709) 122 000

www.firstassurance.co.ke

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Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 9:39 AM charles.obiero <charles.obiero@aku.edu> wrote:

| | | | |
|-------------------------|-----------------|------------|--------------|
| 02/01/2019 | Request | 02/04/2019 | 4055168:SELF |
| MICHELLE WARIARA KARUME | OPEN MYOMECTOMY | | |
| ATTACH REQUIRED REPORT | 450,000.00 | Returned | |

Kindly find the attached medical report and the discharge summary patient might be discharged today, the final bill to follow shortly, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Thursday, January 03, 2019 12:12 PM

To: charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)

Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712


Dear Team,

Find attached MEDICAL REPORT ,please facilitate

Also ,find LOU ,send us daily interim bills

Kindly confirm if **NHIF SURGICAL PACKAGE** approval has been done, **as requested on admission**

For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards... **Wangari Karathe**

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
Park |
Waiyaki Way | NairobiOn Wed, Jan 2, 2019 at 4:17 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached Preauth and the report for the LOU to follow, thanks.

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----- Forwarded message -----

From: adminprn <adminprn@aku.edu>To: "charles.obiero" <charles.obiero@aku.edu>

Cc:

Bcc:

Date: Fri, 4 Jan 2019 06:23:49 +0000

Subject:

FS-6525MFP

[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>

Bcc:

Date: Fri, 4 Jan 2019 06:27:58 +0000

Subject: GRACA WANJIRU IRUNGU-PREAUTH

Dear team,

Kindly find attached and advice,

Kind Regards,

Sally kasati,

Aga Khan University Hospital, Nairobi

Tel. +254 20 3662143, +254 711092143

Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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----- Forwarded message -----

From: "charles.obiero" <charles.obiero@aku.edu>
 To: Damaris Wangari <dwangari@firstassurance.co.ke>, "simon.kiragu" <simon.kiragu@aku.edu>, "lixin.githuku" <lixin.githuku@aku.edu>, "Dorothy Oludhe (doludhe@firstassurance.co.ke)" <doludhe@firstassurance.co.ke>
 Cc: "abigael.ondiema" <abigael.ondiema@aku.edu>, "eddy.miriti" <eddy.miriti@aku.edu>, "marketing.department (nbi)" <marketing.department@aku.edu>, "medical@firstassurance.co.ke" <medical@firstassurance.co.ke>, "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>, "nbi.caremanagement" <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>
 Bcc:
 Date: Sat, 16 Feb 2019 05:26:39 +0000
 Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

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Sent: Friday, January 04, 2019 3:50 PM
To: charles.obiero
Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 

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not
specified.

Wangari Karathe
 Care Manager | Medical Division
 +254) (0709) 122 000
www.firstassurance.co.ke
 P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
 Park |
 Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

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02/01/2019 Request 04/04/2019 4055168:SELF

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STILL PENDING AS PER THE ATTACHEMENT

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Charles send us NHIF SURGICAL declined screen shot

Kind regards... 

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Subject: Re: MICHELLE KARUME MN US10712

Charles

NHIF has approved ks 450,000/= ?

Kind regards... 

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02/01/2019 Request 02/04/2019 4055168:SELF
MICHELLE WARIARA KARUME OPEN MYOMECTOMY
ATTACH REQUIRED REPORT 450,000.00 Returned

Kindly find the attached medical report and the discharge summary patient might be discharged today, the final bill to follow shortly, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Thursday, January 03, 2019 12:12 PM
To: charles.obiero; abigaël.ondiema; eddy.miriti; marketing.department (nbi)
Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Dear Team,

Find attached MEDICAL REPORT ,please facilitate

Also ,find LOU ,send us daily interim bills

Kindly confirm if **NHIF SURGICAL PACKAGE** approval has been done, **as requested on admission**

For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards...

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----- Forwarded message -----

From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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----- Forwarded message -----

From: adminprm <adminprm@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Sat, 16 Feb 2019 05:00:24 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

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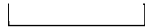
Error! Filename not specified.

--

Regards
Peter Njuno

FA Medical Accounts

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~WRD000.jpg
1K

Joseph.kagiri <joseph.kagiri@aku.edu>
To: "Peter Njuno (pnjuno@firstassurance.co.ke)" <pnjuno@firstassurance.co.ke>
Cc: "george.arogo" <george.arogo@aku.edu>

Tue, Jun 2, 2020 at 3:06 PM

Dear Peter,

Kindly assist on the query below.

Regards

Joseph Kagiri
Supervisor-Debtors, Finance
Aga Khan University Hospital Nairobi
Tel: +254 203662838
Email: joseph.kagiri@aku.edu

From: george.arogo <george.arogo@aku.edu>
Sent: Tuesday, June 2, 2020 2:38 PM
To: joseph.kagiri <joseph.kagiri@aku.edu>
Cc: admin@pkckkenya.com; 'credit@pkckkenya.com' (credit@pkckkenya.com) <credit@pkckkenya.com>; edward.mwangi <Edward.Mwangi@aku.edu>; allan.kibunja <allan.kibunja@aku.edu>; moses.munyao <moses.munyao@aku.edu>
Subject: MICHELLE KARUME MN US10712 ADM 299846

Dear Joseph,

Please assist us pay Dr Twahir's professional fees

From: charles.obiero [mailto:charles.obiero@aku.edu]
Sent: Saturday, 16 February 2019 08:27
To: Damaris Wangari; simon.kiragu; lixin.githuku; Dorothy Oludhe
Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 3:50 PM

To: charles.obiero


Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
Park |
Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

Dear Charles

Your earlier communication stated returned now you said it is pending

Please screen shot so that we are able to know reason for declined as you earlier said

Kind regards... 



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On Fri, Jan 4, 2019 at 3:30 PM charles.obiero <charles.obiero@aku.edu> wrote:

02/01/2019 Request 04/04/2019 4055168:SELF

MICHELLE WARIARA KARUME OPEN MYOMECTOMY- REPORTS ATTACHED. 450,000.00 Pending

STILL PENDING AS PER THE ATTACHEMENT

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To: charles.obiero
Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

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To: charles.obiero
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Subject: Re: MICHELLE KARUME MN US10712

Charles

NHIF has approved ks 450,000/= ?

Kind regards... 



Wangari Karathe

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On Fri, Jan 4, 2019 at 9:39 AM charles.obiero <charles.obiero@aku.edu> wrote:

| | | | |
|-------------------------|-----------------|------------|--------------|
| 02/01/2019 | Request | 02/04/2019 | 4055168:SELF |
| MICHELLE WARIARA KARUME | OPEN MYOMECTOMY | | |
| ATTACH REQUIRED REPORT | 450,000.00 | Returned | |

Kindly find the attached medical report and the discharge summary patient might be discharged today, the final bill to follow shortly, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Thursday, January 03, 2019 12:12 PM
To: charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)
Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712


Dear Team,

Find attached MEDICAL REPORT ,please facilitate

Also ,find LOU ,send us daily interim bills

Kindly confirm if **NHIF SURGICAL PACKAGE** approval has been done, **as requested on admission**

For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards...



Wangari Karathe

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[Quoted text hidden]

[Quoted text hidden]

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To: "charles.obiero" <charles.obiero@aku.edu>

Cc:

Bcc:

Date: Sat, 16 Feb 2019 08:00:24 +0300

Subject:

FS-6525MFP

[00:17:c8:50:8c:eb]

2 attachments



doc05610320190216080019.pdf

684K



noname.eml

936K

Peter Njuno <pnjuno@firstassurance.co.ke>

To: "Joseph.kagiri" <joseph.kagiri@aku.edu>, "george.arogo" <george.arogo@aku.edu>

Tue, Jun 2, 2020 at 3:

Kagiri

See below communication, Dr bill was to be paid by Jubilee

----- Forwarded message -----

From: **Oliver Opondo** <oopondo@firstassurance.co.ke>

Date: Mon, Jan 6, 2020 at 2:53 PM

Subject: Fwd: MICHELLE KARUME MN US10712 ADM 299846

To: Peter Njuno <pnjuno@firstassurance.co.ke>

fyi

Oliver Opondo | Medical Department | First assurance Company Ltd

Tel +254 020 2900 2307 | 0709544307 | Email oopondo@firstassurance.co.ke
1st Floor,Cassia House|Westlands Office Park|Waiyaki Way.

----- Forwarded message -----

From: **simon.kiragu** <simon.kiragu@aku.edu>

Date: Tue, Feb 19, 2019 at 1:40 PM

Subject: MICHELLE KARUME MN US10712 ADM 299846

To: charles.obiero <charles.obiero@aku.edu>, Damaris Wangari <dwangari@firstassurance.co.ke>, lixin.githuku <lixin.githuku@aku.edu>, Dorothy Oludhe (doludhe@firstassurance.co.ke) <doludhe@firstassurance.co.ke>

Cc: abigael.ondiemma <abigael.ondiemma@aku.edu>, eddy.miriti <eddy.miriti@aku.edu>, marketing.department (nbi) <marketing.department@aku.edu>, medical@firstassurance.co.ke <medical@firstassurance.co.ke>, nbi.creditcontrol <nbi.creditcontrol@aku.edu>, nbi.caremanagement <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>

Dear Damaris,

Good Afternoon.

Based on our yesterday's conversation, kindly find the attached Final Hospital Bill.

Also shown below is the tabulation ;

| Hospital Bill(HFB301/19) | Ksh. |
|--|-------------------|
| Gross Hospital Bill | 1,039,627.92 |
| <u>LESS</u> Deposit Paid For Room Difference | (127,300.00) |
| <u>LESS</u> Credit Note Raised For NHIF Rebate | (32,000.00) |
| Net Hospital Bill | 880,327.92 |
| <u>ADD</u> Doctor's Bill(DFB 40/19) | 96,000.00 |
| Total Amounts(Hospital + Doctor's) | 976,327.92 |
| <u>Less</u> FIRST ASSURANCE COVER | (720,428.00) |
| BALANCE PAYABLE BY JUBILEE INSURANCE | 255,899.92 |

NOTE;

(i)Doctor's Bill Fully Payable By JUBILEE INSURANCE-Ksh 96,000.00

(ii)Hospital Bill Partly Payable By JUBILEE INSURANCE-Ksh.159,899.92 and FIRST ASSURANCE Ksh.720,428.00.

Therefore since the originals doctor's invoices had been sent to FIRST ASSURANCE erroneously kindly bring them back so that we can channel them to JUBILEE INSURANCE.

The Final Hospital Bill together with the relevant attachment had been delivered too at your premises.

Kindly note the above matter relates to last month hence your urgent response will be highly appreciated.

Also organize on the payments for the above claim.

Should you need any further clarity kindly get back to me.

Kind regards,

Kiragu.

From: charles.obiero

Sent: Saturday, February 16, 2019 08:27

To: Damaris Wangari; simon.kiragu; lixin.githuku; Dorothy Oludhe (doludhe@firstassurance.co.ke)

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

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Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke


P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
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02/01/2019 Request 04/04/2019 4055168:SELF

MICHELLE WARIARA KARUME OPEN MYOMETOMY- REPORTS ATTACHED. 450,000.00 Pending

STILL PENDING AS PER THE ATTACHEMENT

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To: charles.obiero

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

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Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

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For all scheduled cases NHIF APPROVAL is required prior to admission

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On Wed, Jan 2, 2019 at 4:17 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached Preauth and the report for the LOU to follow, thanks.

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From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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(doludhe@firstassurance.co.ke)" <doludhe@firstassurance.co.ke>

Cc: "abigael.ondiema" <abigael.ondiema@aku.edu>, "eddy.miriti" <eddy.miriti@aku.edu>, "marketing.department (nbi)" <marketing.department@aku.edu>, "medical@firstassurance.co.ke" <medical@firstassurance.co.ke>, "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>, "nbi.caremanagement" <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>

Bcc:

Date: Sat, 16 Feb 2019 05:26:39 +0000

Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

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2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 3:50 PM

To: charles.obiero

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



https://pbs.twimg.com/profile_images/530348828084277248/dC2M2AUr_400x400.png

Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
Park |
Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

Dear Charles

Your earlier communication stated returned now you said it is pending

Please screen shot so that we are able to know reason for declined as you earlier said

Kind regards... 



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Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:30 PM charles.obiero <charles.obiero@aku.edu> wrote:

02/01/2019Request04/04/20194055168:SELF


MICHELLE WARIARA KARUMEOPEN MYOMECTOMY- REPORTS ATTACHED.450,000.00Pending

STILL PENDING AS PER THE ATTACHEMENT

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Friday, January 04, 2019 2:38 PM
To: charles.obiero
Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards...


https://pbs.twimg.com/profile_images/530348828084277248/dC2M2AUr_400x400.png

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On Fri, Jan 4, 2019 at 2:29 PM charles.obiero <charles.obiero@aku.edu> wrote:


Kindly find the attached bill and please confirm if the following is covered COO2 and HEPATISIS B, patient is on discharge now, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Friday, January 04, 2019 10:35 AM
To: charles.obiero
Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Charles

NHIF has approved ks 450,000/= ?

Kind regards...


https://pbs.twimg.com/profile_images/530348828084277248/dC2M2AUr_400x400.png

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On Fri, Jan 4, 2019 at 9:39 AM charles.obiero <charles.obiero@aku.edu> wrote:

02/01/2019Request02/04/20194055168:SELF

MICHELLE WARIARA KARUMEOPEN MYOMECTOMY

ATTACH REQUIRED REPORT450,000.00Returned

Kindly find the attached medical report and the discharge summary patient might be discharged today, the final bill to follow shortly, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Thursday, January 03, 2019 12:12 PM
To: charles.obiero; abigael.ondiemba; eddy.miriti; marketing.department (nbi)
Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Dear Team,

Find attached MEDICAL REPORT ,please facilitate

Also ,find LOU ,send us daily interim bills

Kindly confirm if **NHIF SURGICAL PACKAGE** approval has been done, **as requested on admission**

For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards...



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On Wed, Jan 2, 2019 at 4:17 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached Preauth and the report for the LOU to follow, thanks.

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----- Forwarded message -----

From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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----- Forwarded message -----

From: adminpm <adminpm@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Sat, 16 Feb 2019 05:00:24 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

Please consider the environment before printing this email

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--

Regards

Peter Njuno
FA Medical Accounts

----- Forwarded message -----

From: "charles.obiero" <charles.obiero@aku.edu>
To: Damaris Wangari <dwangari@firstassurance.co.ke>, "simon.kiragu" <simon.kiragu@aku.edu>, "lixin.githuku" <lixin.githuku@aku.edu>, "Dorothy Oludhe" <doludhe@firstassurance.co.ke>, "doludhe@firstassurance.co.ke"<doludhe@firstassurance.co.ke>
Cc: "abigael.ondiem" <abigael.ondiem@aku.edu>, "eddy.miriti" <eddy.miriti@aku.edu>, "marketing.department (nbi)" <marketing.department@aku.edu>, "medical@firstassurance.co.ke" <medical@firstassurance.co.ke>, "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>, "nbi.caremanagement" <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>
Bcc:
Date: Sat, 16 Feb 2019 05:26:39 +0000
Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

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Sent: Friday, January 04, 2019 3:50 PM

To: charles.obiero


Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office

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Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

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Please screen shot so that we are able to know reason for declined as you earlier said

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Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:30 PM charles.obiero <charles.obiero@aku.edu> wrote:

02/01/2019 Request 04/04/2019 4055168:SELF

MICHELLE WARIARA KARUME OPEN MYOMECTOMY- REPORTS ATTACHED. 450,000.00 Pending

STILL PENDING AS PER THE ATTACHEMENT

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]


Sent: Friday, January 04, 2019 2:38 PM

To: charles.obiero

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards... 

Wangari Karathe



Care Manager | Medical Division

+254) (0709) 122 000

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Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles

NHIF has approved ks 450,000/= ?

Kind regards...



Wangari Karathe

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On Fri, Jan 4, 2019 at 9:39 AM charles.obiero <charles.obiero@aku.edu> wrote:

| | | | |
|-------------------------|-----------------|------------|--------------|
| 02/01/2019 | Request | 02/04/2019 | 4055168:SELF |
| MICHELLE WARIARA KARUME | OPEN MYOMECTOMY | | |
| ATTACH REQUIRED REPORT | 450,000.00 | Returned | |

Kindly find the attached medical report and the discharge summary patient might be discharged today, the final bill to follow shortly, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Thursday, January 03, 2019 12:12 PM

To: charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)

Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Dear Team,

Find attached MEDICAL REPORT ,please facilitate

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For all scheduled cases NHIF APPROVAL is required prior to admission

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To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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11/10/2020

First Assurance Mail - Fwd: MICHELLE KARUME MN US10712 ADM 299846


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To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Sat, 16 Feb 2019 05:00:24 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

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To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Sat, 16 Feb 2019 05:00:24 +0000
Subject:


FS-6525MFP
[00:17:c8:50:8c:eb]


8 attachments


 doc05610320190216080019.pdf
684K


 noname.eml
937K

 noname
1049K

 doc05610320190216080019.pdf
684K

 noname
937K

 doc05610320190216080019.pdf
684K

 MICHELLE KARUME ADJUSTMENT FOR NHIF REBATE.pdf
10K

 MICHELLE KARUME HOSPITAL BILL.pdf
84K

joseph.kagiri <joseph.kagiri@aku.edu>
To: Peter Njuno <pnjuno@firstassurance.co.ke>, "george.arogo" <george.arogo@aku.edu>

Tue, Jun 2, 2020 at 4:09 PM

thanks

From: Peter Njuno <pnjuno@firstassurance.co.ke>
Sent: Tuesday, June 2, 2020 3:39 PM
To: joseph.kagiri <joseph.kagiri@aku.edu>; george.arogo <george.arogo@aku.edu>
Subject: Fwd: MICHELLE KARUME MN US10712 ADM 299846

Kagiri

See below communication, Dr bill was to be paid by Jubilee

----- Forwarded message -----
From: **Oliver Opondo** <oopondo@firstassurance.co.ke>
Date: Mon, Jan 6, 2020 at 2:53 PM
Subject: Fwd: MICHELLE KARUME MN US10712 ADM 299846
To: Peter Njuno <pnjuno@firstassurance.co.ke>

fyi

Oliver Opondo | Medical Department | First assurance Company Ltd

Tel +254 020 2900 2307 | 0709544307 | Email oopondo@firstassurance.co.ke
1st Floor,Cassia House|Westlands Office Park|Waiyaki Way.

----- Forwarded message -----
From: **simon.kiragu** <simon.kiragu@aku.edu>
Date: Tue, Feb 19, 2019 at 1:40 PM
Subject: MICHELLE KARUME MN US10712 ADM 299846
To: charles.obiero <charles.obiero@aku.edu>, Damaris Wangari <dwangari@firstassurance.co.ke>, lixin.githuku <lixin.githuku@aku.edu>, Dorothy Oludhe (doludhe@firstassurance.co.ke) <doludhe@firstassurance.co.ke>
Cc: abigael.ondiema <abigael.ondiema@aku.edu>, eddy.miriti <eddy.miriti@aku.edu>, marketing.department (nbi) <marketing.department@aku.edu>, medical@firstassurance.co.ke <medical@firstassurance.co.ke>, nbi.creditcontrol <nbi.creditcontrol@aku.edu>, nbi.caremanagement <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>

Dear Damaris,

Good Afternoon.

Based on our yesterday's conversation, kindly find the attached Final Hospital Bill.

Also shown below is the tabulation ;

| Hospital Bill(HFB301/19) | Ksh. |
|--|-------------------|
| Gross Hospital Bill | 1,039,627.92 |
| <u>LESS</u> Deposit Paid For Room Difference | (127,300.00) |
| <u>LESS</u> Credit Note Raised For NHIF Rebate | (32,000.00) |
| Net Hospital Bill | 880,327.92 |
| <u>ADD</u> Doctor's Bill(DFB 40/19) | 96,000.00 |
| Total Amounts(Hospital + Doctor's) | 976,327.92 |
| <u>Less</u> FIRST ASSURANCE COVER | (720,428.00) |
| BALANCE PAYABLE BY JUBILEE INSURANCE | 255,899.92 |

NOTE;

(i)Doctor's Bill Fully Payable By JUBILEE INSURANCE-Ksh 96,000.00

(ii)Hospital Bill Partly Payable By JUBILEE INSURANCE-Ksh.159,899.92 and FIRST ASSURANCE Ksh.720,428.00.

Therefore since the originals doctor's invoices had been sent to FIRST ASSURANCE erroneously kindly bring them back so that we can channel them to JUBILEE INSURANCE.

The Final Hospital Bill together with the relevant attachment had been delivered too at your premises.

Kindly note the above matter relates to last month hence your urgent response will be highly appreciated.

Also organize on the payments for the above claim.

Should you need any further clarity kindly get back to me.

Kind regards,

Kiragu.

From: charles.obiero

Sent: Saturday, February 16, 2019 08:27

To: Damaris Wangari; simon.kiragu; lixin.githuku; Dorothy Oludhe (doludhe@firstassurance.co.ke)

Cc: abigaël.ondiemā; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 3:50 PM

To: charles.obiero

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke


P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
Park |
Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

Dear Charles

Your earlier communication stated returned now you said it is pending

Please screen shot so that we are able to know reason for declined as you earlier said

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

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Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:30 PM charles.obiero <charles.obiero@aku.edu> wrote:

02/01/2019 Request 04/04/2019 4055168:SELF

MICHELLE WARIARA KARUME OPEN MYOMECTOMY- REPORTS ATTACHED. 450,000.00 Pending

STILL PENDING AS PER THE ATTACHEMENT

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]


Sent: Friday, January 04, 2019 2:38 PM

To: charles.obiero

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

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Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 2:29 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached bill and please confirm if the following is covered COO2 and HEPATISIS B, patient is on discharge now, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 10:35 AM

To: charles.obiero

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles

NHIF has approved ks 450,000/= ?

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

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Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 9:39 AM charles.obiero <charles.obiero@aku.edu> wrote:

| | | | |
|-------------------------|-----------------|------------|--------------|
| 02/01/2019 | Request | 02/04/2019 | 4055168:SELF |
| MICHELLE WARIARA KARUME | OPEN MYOMECTOMY | | |
| ATTACH REQUIRED REPORT | 450,000.00 | Returned | |

Kindly find the attached medical report and the discharge summary patient might be discharged today, the final bill to follow shortly, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Thursday, January 03, 2019 12:12 PM

To: charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)

Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Dear Team,

Find attached MEDICAL REPORT ,please facilitate

Also ,find LOU ,send us daily interim bills

Kindly confirm if **NHIF SURGICAL PACKAGE** approval has been done, **as requested on admission**

For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards... 

Wangari Karathe

Care Manager | Medical Division



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Waiyaki Way | Nairobi

On Wed, Jan 2, 2019 at 4:17 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached Preauth and the report for the LOU to follow, thanks.

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----- Forwarded message -----

From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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11/10/2020

First Assurance Mail - Fwd: MICHELLE KARUME MN US10712 ADM 299846

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----- Forwarded message -----

From: "charles.obiero" <charles.obiero@aku.edu>

To: Damaris Wangari <dwangari@firstassurance.co.ke>, "simon.kiragu" <simon.kiragu@aku.edu>, "lixin.githuku" <lixin.githuku@aku.edu>, "Dorothy Oludhe (doludhe@firstassurance.co.ke)" <doludhe@firstassurance.co.ke>

Cc: "abigael.ondiema" <abigael.ondiema@aku.edu>, "eddy.miriti" <eddy.miriti@aku.edu>, "marketing.department (nbi)" <marketing.department@aku.edu>, "medical@firstassurance.co.ke" <medical@firstassurance.co.ke>, "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>, "nbi.caremanagement" <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>

Bcc:

Date: Sat, 16 Feb 2019 05:26:39 +0000

Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

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FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

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Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 

Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
Park |
Waiyaki Way | Nairobi

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02/01/2019 Request 04/04/2019 4055168:SELF

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Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

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Subject: Re: MICHELLE KARUME MN US10712

Charles

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Wangari Karathe
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www.firstassurance.co.ke
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MICHELLE WARIARA KARUME OPEN MYOMETOMY

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Sent: Thursday, January 03, 2019 12:12 PM
To: charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)
Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

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Also ,find LOU ,send us daily interim bills

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For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards...

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----- Forwarded message -----

From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Sat, 16 Feb 2019 05:00:24 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

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--

Regards
Peter Njuno

FA Medical Accounts

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Peter Njuno <pnjuno@firstassurance.co.ke>
To: "moses.munyao" <moses.munyao@aku.edu>

Thu, Sep 24, 2020 at 12:11

----- Forwarded message -----

From: **Oliver Opondo** <oopondo@firstassurance.co.ke>
Date: Mon, Jan 6, 2020 at 2:53 PM
Subject: Fwd: MICHELLE KARUME MN US10712 ADM 299846
To: Peter Njuno <pnjuno@firstassurance.co.ke>

fyi

Oliver Opondo | Medical Department | First assurance Company Ltd

Tel +254 020 2900 2307 | 0709544307 | Email oopondo@firstassurance.co.ke
1st Floor,Cassia House|Westlands Office Park|Waiyaki Way.

----- Forwarded message -----

From: **simon.kiragu** <simon.kiragu@aku.edu>
Date: Tue, Feb 19, 2019 at 1:40 PM
Subject: MICHELLE KARUME MN US10712 ADM 299846
To: charles.obiero <charles.obiero@aku.edu>, Damaris Wangari <dwangari@firstassurance.co.ke>, lixin.githuku <lixin.githuku@aku.edu>, Dorothy Oludhe (doludhe@firstassurance.co.ke) <doludhe@firstassurance.co.ke>
Cc: abigael.ondiema <abigael.ondiema@aku.edu>, eddy.miriti <eddy.miriti@aku.edu>, marketing.department (nbi) <marketing.department@aku.edu>, medical@firstassurance.co.ke <medical@firstassurance.co.ke>, nbi.creditcontrol <nbi.creditcontrol@aku.edu>, nbi.caremanagement <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>

Dear Damaris,

Good Afternoon.

Based on our yesterday's conversation, kindly find the attached Final Hospital Bill.

Also shown below is the tabulation ;

| Hospital Bill(HFB301/19) | Ksh. |
|--|-------------------|
| Gross Hospital Bill | 1,039,627.92 |
| <u>LESS</u> Deposit Paid For Room Difference | (127,300.00) |
| <u>LESS</u> Credit Note Raised For NHIF Rebate | (32,000.00) |
| Net Hospital Bill | 880,327.92 |
| <u>ADD</u> Doctor's Bill(DFB 40/19) | 96,000.00 |
| Total Amounts(Hospital + Doctor's) | 976,327.92 |
| <u>Less</u> FIRST ASSURANCE COVER | (720,428.00) |
| BALANCE PAYABLE BY JUBILEE INSURANCE | 255,899.92 |

NOTE:

(i)Doctor's Bill Fully Payable By JUBILEE INSURANCE-Ksh 96,000.00

(ii)Hospital Bill Partly Payable By JUBILEE INSURANCE-Ksh.159,899.92 and FIRST ASSURANCE Ksh.720,428.00.

Therefore since the originals doctor's invoices had been sent to FIRST ASSURANCE erroneously kindly bring them back so that we can channel them to JUBILEE INSURANCE.

11/10/2020

First Assurance Mail - Fwd: MICHELLE KARUME MN US10712 ADM 299846

The Final Hospital Bill together with the relevant attachment had been delivered too at your premises.

Kindly note the above matter relates to last month hence your urgent response will be highly appreciated.

Also organize on the payments for the above claim.

Should you need any further clarity kindly get back to me.

Kind regards,

Kiragu.

From: charles.obiero

Sent: Saturday, February 16, 2019 08:27

To: Damaris Wangari; simon.kiragu; lixin.githuku; Dorothy Oludhe (doludhe@firstassurance.co.ke)

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 3:50 PM

To: charles.obiero


Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
Park |
Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

Dear Charles

Your earlier communication stated returned now you said it is pending

Please screen shot so that we are able to know reason for declined as you earlier said

Kind regards... 



Wangari Karathe

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On Fri, Jan 4, 2019 at 3:30 PM charles.obiero <charles.obiero@aku.edu> wrote:

02/01/2019 Request 04/04/2019 4055168:SELF

MICHELLE WARIARA KARUME OPEN MYOMECTOMY- REPORTS ATTACHED. 450,000.00 Pending

STILL PENDING AS PER THE ATTACHEMENT

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 2:38 PM

To: charles.obiero

Cc: abigaël.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards...



Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

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On Fri, Jan 4, 2019 at 2:29 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached bill and please confirm if the following is covered COO2 and HEPATISIS B, patient is on discharge now, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 10:35 AM

To: charles.obiero

Cc: abigaël.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles

NHIF has approved ks 450,000/= ?

Kind regards...



Wangari Karathe

Care Manager | Medical Division

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Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 9:39 AM charles.obiero <charles.obiero@aku.edu> wrote:

02/01/2019Request02/04/20194055168:SELF

MICHELLE WARIARA KARUMEOPEN MYOMECTOMY

ATTACH REQUIRED REPORT450,000.00Returned

Kindly find the attached medical report and the discharge summery patient might be discharged today, the final bill to follow shortly, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Thursday, January 03, 2019 12:12 PM
To: charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)
Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Dear Team,

Find attached MEDICAL REPORT ,please facilitate

Also ,find LOU ,send us daily interim bills

Kindly confirm if **NHIF SURGICAL PACKAGE** approval has been done, **as requested on admission**

For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards...✍



Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office Park | Waiyaki Way | Nairobi

On Wed, Jan 2, 2019 at 4:17 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached Preauth and the report for the LOU to follow, thanks.

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----- Forwarded message -----

From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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To: Damaris Wangari <dwangari@firstassurance.co.ke>, "simon.kiragu" <simon.kiragu@aku.edu>, "lixin.githuku" <lixin.githuku@aku.edu>, "Dorothy Oludhe (doludhe@firstassurance.co.ke)" <doludhe@firstassurance.co.ke>

Cc: "abigael.ondiema" <abigael.ondiema@aku.edu>, "eddy.miriti" <eddy.miriti@aku.edu>, "marketing.department (nbi)" <marketing.department@aku.edu>, "medical@firstassurance.co.ke" <medical@firstassurance.co.ke>, "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>, "nbi.caremanagement" <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>

Bcc:

Date: Sat, 16 Feb 2019 05:26:39 +0000

Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

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From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 3:50 PM

To: charles.obiero


Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



https://pbs.twimg.com/profile_images/530348828084277248/dC2M2AUr_400x400.png

Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke


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02/01/2019 Request 04/04/2019 4055168:SELF

MICHELLE WARIARA KARUME OPEN MYOMECTOMY- REPORTS ATTACHED. 450,000.00 Pending

STILL PENDING AS PER THE ATTACHEMENT

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Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards... 



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Subject: Re: MICHELLE KARUME MN US10712

Charles

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02/01/2019 Request 02/04/2019 4055168:SELF

MICHELLE WARIARA KARUME OPEN MYOMECTOMY

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From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Thursday, January 03, 2019 12:12 PM

To: charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)

Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Dear Team,

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Also ,find LOU ,send us daily interim bills

Kindly confirm if **NHIF SURGICAL PACKAGE** approval has been done, as requested on admission

For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards...



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----- Forwarded message -----

From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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Error! Filename not specified.*Disclaimer*

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Any opinion or other information in this e-mail or its attachments that does not relate to our business is personal to the sender and we do not endorse it.

----- Forwarded message -----

From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Sat, 16 Feb 2019 05:00:24 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

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11/10/2020

First Assurance Mail - Fwd: MICHELLE KARUME MN US10712 ADM 299846

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Regards

Peter Njuno

FA Medical Accounts

----- Forwarded message -----

From: "charles.obiero" <charles.obiero@aku.edu>

To: Damaris Wangari <dwangari@firstassurance.co.ke>, "simon.kiragu" <simon.kiragu@aku.edu>, "lixin.githuku" <lixin.githuku@aku.edu>, "Dorothy Oludhe (doludhe@firstassurance.co.ke)" <doludhe@firstassurance.co.ke>

Cc: "abigael.ondiema" <abigael.ondiema@aku.edu>, "eddy.miriti" <eddy.miriti@aku.edu>, "marketing.department (nbi)" <marketing.department@aku.edu>, "medical@firstassurance.co.ke" <medical@firstassurance.co.ke>, "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>, "nbi.caremanagement" <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>

Bcc:

Date: Sat, 16 Feb 2019 05:26:39 +0000

Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 3:50 PM

To: charles.obiero

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

+254 (0709) 122 000

www.firstassurance.co.ke

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
Park |
Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

Dear Charles

Your earlier communication stated returned now you said it is pending

Please screen shot so that we are able to know reason for declined as you earlier said

Kind regards... **Wangari Karathe**

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
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Waiyaki Way | NairobiOn Fri, Jan 4, 2019 at 3:30 PM charles.obiero <charles.obiero@aku.edu> wrote:


02/01/2019 Request 04/04/2019 4055168:SELF

MICHELLE WARIARA KARUME OPEN MYOMECTOMY- REPORTS ATTACHED. 450,000.00 Pending

STILL PENDING AS PER THE ATTACHEMENT

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]**Sent:** Friday, January 04, 2019 2:38 PM**To:** charles.obiero**Cc:** abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo**Subject:** Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards... **Wangari Karathe**

Care Manager | Medical Division

+254) (0709) 122 000

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Charles

NHIF has approved ks 450,000/= ?

Kind regards... **Wangari Karathe**

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

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02/01/2019 Request 02/04/2019 4055168:SELF
MICHELLE WARIARA KARUME OPEN MYOMECTOMY
ATTACH REQUIRED REPORT 450,000.00 Returned

Kindly find the attached medical report and the discharge summary patient might be discharged today, the final bill to follow shortly, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Thursday, January 03, 2019 12:12 PM
To: charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)
Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Dear Team,

Find attached MEDICAL REPORT ,please facilitate

Also ,find LOU ,send us daily interim bills

Kindly confirm if **NHIF SURGICAL PACKAGE** approval has been done, **as requested on admission**

For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards...✍



Wangari Karathe
Care Manager | Medical Division
+254) (0709) 122 000
www.firstassurance.co.ke
P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
Park |
Waiyaki Way | Nairobi

On Wed, Jan 2, 2019 at 4:17 PM charles.obiero <charles.obiero@aku.edu> wrote:

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From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH

Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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Cc:
Bcc:
Date: Sat, 16 Feb 2019 05:00:24 +0000
Subject:


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[00:17:c8:50:8c:eb]


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[00:17:c8:50:8c:eb]


8 attachments


 **doc05610320190216080019.pdf**
684K

 **noname.eml**
937K

 **noname**
1049K

 **doc05610320190216080019.pdf**
684K

 **noname**
937K

 **doc05610320190216080019.pdf**
684K

 **MICHELLE KARUME ADJUSTMENT FOR NHIF REBATE.pdf**
10K

 **MICHELLE KARUME HOSPITAL BILL.pdf**
84K

moses.munyao <moses.munyao@aku.edu>
To: Peter Njuno <pnjuno@firstassurance.co.ke>

Thu, Sep 24, 2020 at 12:43 PM

Received, thanks.

From: Peter Njuno <pnjuno@firstassurance.co.ke>
Sent: Thursday, September 24, 2020 12:03 PM
To: moses.munyao <moses.munyao@aku.edu>
Subject: Fwd: MICHELLE KARUME MN US10712 ADM 299846

----- Forwarded message -----

From: **Oliver Opondo** <oopondo@firstassurance.co.ke>
 Date: Mon, Jan 6, 2020 at 2:53 PM
 Subject: Fwd: MICHELLE KARUME MN US10712 ADM 299846
 To: Peter Njuno <pnjuno@firstassurance.co.ke>

fyi

Oliver Opondo | Medical Department | First assurance Company Ltd

Tel +254 020 2900 2307 | 0709544307 | Email oopondo@firstassurance.co.ke
 1st Floor,Cassia House|Westlands Office Park|Waiyaki Way.

----- Forwarded message -----

From: **simon.kiragu** <simon.kiragu@aku.edu>
 Date: Tue, Feb 19, 2019 at 1:40 PM
 Subject: MICHELLE KARUME MN US10712 ADM 299846
 To: charles.obiero <charles.obiero@aku.edu>, Damaris Wangari <dwangari@firstassurance.co.ke>, lixin.githuku <lixin.githuku@aku.edu>, Dorothy Oludhe <doludhe@firstassurance.co.ke>, <doludhe@firstassurance.co.ke>
 Cc: abigael.ondiema <abigael.ondiema@aku.edu>, eddy.miriti <eddy.miriti@aku.edu>, marketing.department (nbi) <marketing.department@aku.edu>, medical@firstassurance.co.ke <medical@firstassurance.co.ke>, nbi.creditcontrol <nbi.creditcontrol@aku.edu>, nbi.caremanagement <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>

Dear Damaris,

Good Afternoon.

Based on our yesterday's conversation, kindly find the attached Final Hospital Bill.

Also shown below is the tabulation ;

| Hospital Bill(HFB301/19) | Ksh. |
|--|-------------------|
| Gross Hospital Bill | 1,039,627.92 |
| <u>LESS</u> Deposit Paid For Room Difference | (127,300.00) |
| <u>LESS</u> Credit Note Raised For NHIF Rebate | (32,000.00) |
| Net Hospital Bill | 880,327.92 |
| <u>ADD</u> Doctor's Bill(DFB 40/19) | 96,000.00 |
| Total Amounts(Hospital + Doctor's) | 976,327.92 |
| <u>Less</u> FIRST ASSURANCE COVER | (720,428.00) |
| BALANCE PAYABLE BY JUBILEE INSURANCE | 255,899.92 |

NOTE;

(i)Doctor's Bill Fully Payable By JUBILEE INSURANCE-Ksh 96,000.00

(ii)Hospital Bill Partly Payable By JUBILEE INSURANCE-Ksh.159,899.92 and FIRST ASSURANCE Ksh.720,428.00.

Therefore since the originals doctor's invoices had been sent to FIRST ASSURANCE erroneously kindly bring them back so that we can channel them to JUBILEE INSURANCE.

The Final Hospital Bill together with the relevant attachment had been delivered too at your premises.

Kindly note the above matter relates to last month hence your urgent response will be highly appreciated.

Also organize on the payments for the above claim.

Should you need any further clarity kindly get back to me.

11/10/2020

First Assurance Mail - Fwd: MICHELLE KARUME MN US10712 ADM 299846

Kind regards,

Kiragu.

From: charles.obiero

Sent: Saturday, February 16, 2019 08:27

To: Damaris Wangari; simon.kiragu; lixin.githuku; Dorothy Oludhe (doludhe@firstassurance.co.ke)

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

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Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

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Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

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STILL PENDING AS PER THE ATTACHEMENT

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Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

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Subject: Re: MICHELLE KARUME MN US10712

Charles

NHIF has approved ks 450,000/= ?

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

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For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards... 



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Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

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To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
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----- Forwarded message -----

From: "charles.obiero" <charles.obiero@aku.edu>
To: Damaris Wangari <dwangari@firstassurance.co.ke>, "simon.kiragu" <simon.kiragu@aku.edu>, "lixin.githuku" <lixin.githuku@aku.edu>, "Dorothy Oludhe (doludhe@firstassurance.co.ke)" <doludhe@firstassurance.co.ke>
Cc: "abigael.ondiema" <abigael.ondiema@aku.edu>, "eddy.miriti" <eddy.miriti@aku.edu>, "marketing.department (nbi)" <marketing.department@aku.edu>, "medical@firstassurance.co.ke" <medical@firstassurance.co.ke>, "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>, "nbi.caremanagement" <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>
Bcc:
Date: Sat, 16 Feb 2019 05:26:39 +0000
Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00


FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Friday, January 04, 2019 3:50 PM
To: charles.obiero
Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards...

Error! Filename not specified.

Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke


P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office Park | Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

Dear Charles

Your earlier communication stated returned now you said it is pending

Please screen shot so that we are able to know reason for declined as you earlier said

Kind regards...

Error! Filename not specified.

Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

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P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office Park | Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:30 PM charles.obiero <charles.obiero@aku.edu> wrote:


02/01/2019Request04/04/20194055168:SELF

MICHELLE WARIARA KARUMEOPEN MYOMECTOMY- REPORTS ATTACHED.450,000.00Pending

STILL PENDING AS PER THE ATTACHEMENT

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Friday, January 04, 2019 2:38 PM
To: charles.obiero
Cc: abigael.ondiem; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards...

Error! Filename not specified.

Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

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P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office Park | Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 2:29 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached bill and please confirm if the following is covered COO2 and HEPATISIS B, patient is on discharge now, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Friday, January 04, 2019 10:35 AM
To: charles.obiero
Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Charles

NHIF has approved ks 450,000/= ?

Kind regards...

Error!
Filename
not
specified.

Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office Park | Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 9:39 AM charles.obiero <charles.obiero@aku.edu> wrote:

| | | | |
|-------------------------|-----------------|------------|--------------|
| 02/01/2019 | Request | 02/04/2019 | 4055168:SELF |
| MICHELLE WARIARA KARUME | OPEN MYOMECTOMY | | |
| ATTACH REQUIRED REPORT | 450,000.00 | Returned | |

Kindly find the attached medical report and the discharge summery patient might be discharged today, the final bill to follow shortly, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Thursday, January 03, 2019 12:12 PM
To: charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)
Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712


Dear Team,

Find attached MEDICAL REPORT ,please facilitate

Also ,find LOU ,send us daily interim bills

Kindly confirm if **NHIF SURGICAL PACKAGE** approval has been done, **as requested on admission**

For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards...

Error!
Filename
not
specified.

Wangari Karathe

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P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office Park | Waiyaki Way | Nairobi

On Wed, Jan 2, 2019 at 4:17 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached Preauth and the report for the LOU to follow, thanks.

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----- Forwarded message -----

From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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----- Forwarded message -----
From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Sat, 16 Feb 2019 05:00:24 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

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11/10/2020

First Assurance Mail - Fwd: MICHELLE KARUME MN US10712 ADM 299846

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--

Regards
Peter Njuno

FA Medical Accounts

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[]

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~WRD238.jpg
1K

Peter Njuno <pnjuno@firstassurance.co.ke>
Draft

Tue, Nov 10, 2020 at 12:00

Forwarded Conversation

Subject: Fwd: MICHELLE KARUME MN US10712 ADM 299846

From: Oliver Opondo <oopondo@firstassurance.co.ke>
Date: Mon, Jan 6, 2020 at 2:53 PM
To: Peter Njuno <pnjuno@firstassurance.co.ke>

fyi

Oliver Opondo | Medical Department | First assurance Company Ltd

Tel +254 020 2900 2307 | 0709544307 | Email oopondo@firstassurance.co.ke
1st Floor,Cassia House|Westlands Office Park|Waiyaki Way.

----- Forwarded message -----
From: **simon.kiragu** <simon.kiragu@aku.edu>
Date: Tue, Feb 19, 2019 at 1:40 PM

11/10/2020

First Assurance Mail - Fwd: MICHELLE KARUME MN US10712 ADM 299846

Subject: MICHELLE KARUME MN US10712 ADM 299846

To: charles.obiero <charles.obiero@aku.edu>, Damaris Wangari <dwangari@firstassurance.co.ke>, lixin.githuku <lixin.githuku@aku.edu>, Dorothy Oludhe (doludhe@firstassurance.co.ke) <doludhe@firstassurance.co.ke>

Cc: abigael.ondiema <abigael.ondiema@aku.edu>, eddy.miriti <eddy.miriti@aku.edu>, marketing.department (nbi) <marketing.department@aku.edu>, medical@firstassurance.co.ke <medical@firstassurance.co.ke>, nbi.creditcontrol <nbi.creditcontrol@aku.edu>, nbi.caremanagement <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>

Dear Damaris,

Good Afternoon.

Based on our yesterday's conversation, kindly find the attached Final Hospital Bill.

Also shown below is the tabulation ;

| Hospital Bill(HFB301/19) | Ksh. |
|--|-------------------|
| Gross Hospital Bill | 1,039,627.92 |
| <u>LESS</u> Deposit Paid For Room Difference | (127,300.00) |
| <u>LESS</u> Credit Note Raised For NHIF Rebate | (32,000.00) |
| Net Hospital Bill | 880,327.92 |
| <u>ADD</u> Doctor's Bill(DFB 40/19) | 96,000.00 |
| Total Amounts(Hospital + Doctor's) | 976,327.92 |
| <u>Less</u> FIRST ASSURANCE COVER | (720,428.00) |
| BALANCE PAYABLE BY JUBILEE INSURANCE | 255,899.92 |

NOTE;

(i)Doctor's Bill Fully Payable By JUBILEE INSURANCE-Ksh 96,000.00

(ii)Hospital Bill Partly Payable By JUBILEE INSURANCE-Ksh.159,899.92 and FIRST ASSURANCE Ksh.720,428.00.

Therefore since the originals doctor's invoices had been sent to FIRST ASSURANCE erroneously kindly bring them back so that we can channel them to JUBILEE INSURANCE.

The Final Hospital Bill together with the relevant attachment had been delivered too at your premises.

Kindly note the above matter relates to last month hence your urgent response will be highly appreciated.

Also organize on the payments for the above claim.

Should you need any further clarity kindly get back to me.

Kind regards,

Kiragu.

From: charles.obiero

Sent: Saturday, February 16, 2019 08:27

To: Damaris Wangari; simon.kiragu; lixin.githuku; Dorothy Oludhe (doludhe@firstassurance.co.ke)

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 3:50 PM

To: charles.obiero


Cc: abigael.ondiemia; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards...



Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

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Park |
Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

Dear Charles

Your earlier communication stated returned now you said it is pending

Please screen shot so that we are able to know reason for declined as you earlier said

Kind regards...



Wangari Karathe

Care Manager | Medical Division

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On Fri, Jan 4, 2019 at 3:30 PM charles.obiero <charles.obiero@aku.edu> wrote:

02/01/2019 Request 04/04/2019 4055168:SELF

MICHELLE WARIARA KARUME OPEN MYOMECTOMY- REPORTS ATTACHED. 450,000.00 Pending

STILL PENDING AS PER THE ATTACHEMENT

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]

Sent: Friday, January 04, 2019 2:38 PM

To: charles.obiero

Cc: abigael.ondiemia; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards...

**Wangari Karathe**

Care Manager | Medical Division

+254 (0709) 122 000

www.firstassurance.co.keP.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
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On Fri, Jan 4, 2019 at 2:29 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached bill and please confirm if the following is covered COO2 and HEPATISIS B, patient is on discharge now, thanks.

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Charles

NHIF has approved ks 450,000/= ?

Kind regards... **Wangari Karathe**

Care Manager | Medical Division

+254 (0709) 122 000

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Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 9:39 AM charles.obiero <charles.obiero@aku.edu> wrote:

| | | | |
|-------------------------|-----------------|------------|--------------|
| 02/01/2019 | Request | 02/04/2019 | 4055168:SELF |
| MICHELLE WARIARA KARUME | OPEN MYOMECTOMY | | |
| ATTACH REQUIRED REPORT | 450,000.00 | Returned | |

Kindly find the attached medical report and the discharge summary patient might be discharged today, the final bill to follow shortly, thanks.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]**Sent:** Thursday, January 03, 2019 12:12 PM**To:** charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)**Cc:** medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo**Subject:** Re: MICHELLE KARUME MN US10712


Dear Team,

Find attached MEDICAL REPORT ,please facilitate

Also ,find LOU ,send us daily interim bills

Kindly confirm if **NHIF SURGICAL PACKAGE** approval has been done, **as requested on admission**

For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

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----- Forwarded message -----

From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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First Assurance Company Limited. Registered in Kenya (registered number C19237). Registered office: First Assurance House, Clyde Gardens, Gitanga Road, Lavington, Nairobi, Kenya. First Assurance Company Limited is regulated by the Insurance Regulatory Authority.

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11/10/2020

First Assurance Mail - Fwd: MICHELLE KARUME MN US10712 ADM 299846

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----- Forwarded message -----

From: "charles.obiero" <charles.obiero@aku.edu>

To: Damaris Wangari <dwangari@firstassurance.co.ke>, "simon.kiragu" <simon.kiragu@aku.edu>, "lixin.githuku" <lixin.githuku@aku.edu>, "Dorothy Oludhe" <doludhe@firstassurance.co.ke>

Cc: "abigael.ondiema" <abigael.ondiema@aku.edu>, "eddy.miriti" <eddy.miriti@aku.edu>, "marketing.department (nbi)" <marketing.department@aku.edu>, "medical@firstassurance.co.ke" <medical@firstassurance.co.ke>, "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>, "nbi.caremanagement" <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>

Bcc:

Date: Sat, 16 Feb 2019 05:26:39 +0000

Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

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Sent: Friday, January 04, 2019 3:50 PM

To: charles.obiero

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards...



https://pbs.twimg.com/profile_images/530348828084277248/dC2M2AUr_400x400.png

Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office Park | Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

Dear Charles

Your earlier communication stated returned now you said it is pending

Please screen shot so that we are able to know reason for declined as you earlier said

Kind regards...



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02/01/2019 Request 04/04/2019 4055168:SELF
MICHELLE WARIARA KARUME OPEN MYOMECTOMY- REPORTS ATTACHED. 450,000.00 Pending

STILL PENDING AS PER THE ATTACHEMENT

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Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
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From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Thursday, January 03, 2019 12:12 PM
To: charles.obiero; abigael.ondiemama; eddy.miriti; marketing.department (nbi)
Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712


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Find attached MEDICAL REPORT ,please facilitate

Also ,find LOU ,send us daily interim bills

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Kind regards...


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Waiyaki Way | Nairobi

On Wed, Jan 2, 2019 at 4:17 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached Preauth and the report for the LOU to follow, thanks.

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From: Peter Njuno <pnjuno@firstassurance.co.ke>
Date: Mon, Jan 6, 2020 at 2:56 PM
To: Purity <account@pkckkenya.com>

Purity
Doctor was paid by Jubilee
See below communication from claims team.


From: Purity <account@pkckkenya.com>
Date: Mon, Jan 6, 2020 at 3:01 PM
To: Peter Njuno <pnjuno@firstassurance.co.ke>

ThANK you

May I follow up with moses

Team,

Find attached LOU

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

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Dear Charles

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Please screen shot so that we are able to know reason for declined as you earlier said

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Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards... 



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From: [joseph.kagiri](mailto:joseph.kagiri@aku.edu) <joseph.kagiri@aku.edu>
Date: Tue, Jun 2, 2020 at 3:05 PM
To: Peter Njuno (pnjuno@firstassurance.co.ke) <pnjuno@firstassurance.co.ke>
Cc: [george.arogo](mailto:george.arogo@aku.edu) <george.arogo@aku.edu>

Dear Peter,

Kindly assist on the query below.

Regards

Joseph Kagiri

Supervisor-Debtors, Finance

Aga Khan University Hospital Nairobi

Tel: + 254 203662838

Email: joseph.kagiri@aku.edu

From: [george.arogo](mailto:george.arogo@aku.edu) <george.arogo@aku.edu>
Sent: Tuesday, June 2, 2020 2:38 PM
To: [joseph.kagiri](mailto:joseph.kagiri@aku.edu) <joseph.kagiri@aku.edu>
Cc: admin@pkckenya.com; 'credit@pkckenya.com' (<credit@pkckenya.com>); [edward.mwangi](mailto:edward.mwangi@aku.edu) <Edward.Mwangi@aku.edu>; [allan.kibunja](mailto:allan.kibunja@aku.edu) <allan.kibunja@aku.edu>; [moses.munyao](mailto:moses.munyao@aku.edu) <moses.munyao@aku.edu>
Subject: MICHELLE KARUME MN US10712 ADM 299846

Dear Joseph,

Please assist us pay Dr Twahir's professional fees

From: charles.obiero [<mailto:charles.obiero@aku.edu>]

Sent: Saturday, 16 February 2019 08:27

To: Damaris Wangari; simon.kiragu; lixin.githuku; Dorothy Oludhe

Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

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Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



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From: **Peter Njuno** <pnjuno@firstassurance.co.ke>
Date: Tue, Jun 2, 2020 at 3:39 PM
To: joseph.kagiri <joseph.kagiri@aku.edu>, george.arogo <george.arogo@aku.edu>

Kagiri

See below communication, Dr bill was to be paid by Jubilee

----- Forwarded message -----
From: **Oliver Opondo** <oopondo@firstassurance.co.ke>
Date: Mon, Jan 6, 2020 at 2:53 PM

From: **joseph.kagiri** <joseph.kagiri@aku.edu>
Date: Tue, Jun 2, 2020 at 4:13 PM
To: Peter Njuno <pnjuno@firstassurance.co.ke>, george.arogo <george.arogo@aku.edu>

thanks

From: **Peter Njuno** <pnjuno@firstassurance.co.ke>
Date: Thu, Sep 24, 2020 at 12:02 PM
To: moses.munyao <moses.munyao@aku.edu>


----- Forwarded message -----
From: **Oliver Opondo** <oopondo@firstassurance.co.ke>
Date: Mon, Jan 6, 2020 at 2:53 PM

From: **moses.munyao** <moses.munyao@aku.edu>
Date: Thu, Sep 24, 2020 at 12:44 PM
To: Peter Njuno <pnjuno@firstassurance.co.ke>

Received, thanks.

Team,

Find attached LOU

Kind regards...

Error! Filename not specified.

Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke


P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office Park | Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 3:40 PM Damaris Wangari <dwangari@firstassurance.co.ke> wrote:

Dear Charles

Your earlier communication stated returned now you said it is pending

Please screen shot so that we are able to know reason for declined as you earlier said

Kind regards...

Error! Filename not specified.

Wangari Karathe

Care Manager | Medical Division

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On Fri, Jan 4, 2019 at 3:30 PM charles.obiero <charles.obiero@aku.edu> wrote:


02/01/2019Request04/04/20194055168:SELF

MICHELLE WARIARA KARUMEOPEN MYOMECTOMY- REPORTS ATTACHED.450,000.00Pending

STILL PENDING AS PER THE ATTACHEMENT

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Friday, January 04, 2019 2:38 PM
To: charles.obiero
Cc: abigael.ondiem; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards...

Error! Filename not specified.

Wangari Karathe

Care Manager | Medical Division

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www.firstassurance.co.ke

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office Park | Waiyaki Way | Nairobi


On Fri, Jan 4, 2019 at 2:29 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached bill and please confirm if the following is covered COO2 and HEPATISIS B, patient is on discharge now, thanks.

From: Damaris Wangari [<mailto:dwangari@firstassurance.co.ke>]
Sent: Friday, January 04, 2019 10:35 AM
To: charles.obiero
Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Charles

NHIF has approved ks 450,000/= ?

Kind regards...

Error!
Filename
not
specified.

Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office Park |

Waiyaki Way | Nairobi

On Fri, Jan 4, 2019 at 9:39 AM charles.obiero <charles.obiero@aku.edu> wrote:

02/01/2019 Request 02/04/2019 4055168:SELF
MICHELLE WARIARA KARUME OPEN MYOMETOMY
ATTACH REQUIRED REPORT 450,000.00 Returned

Kindly find the attached medical report and the discharge summery patient might be discharged today, the final bill to follow shortly, thanks.

From: Damaris Wangari [<mailto:dwangari@firstassurance.co.ke>]
Sent: Thursday, January 03, 2019 12:12 PM
To: charles.obiero; abigael.ondiema; eddy.miriti; marketing.department (nbi)
Cc: medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Dear Team,

Find attached MEDICAL REPORT ,please facilitate

Also ,find LOU ,send us daily interim bills

Kindly confirm if **NHIF SURGICAL PACKAGE** approval has been done, **as requested on admission**

For all scheduled cases NHIF APPROVAL is required prior to admission

Kind regards...

Error!
Filename
not
specified.

Wangari Karathe

Care Manager | Medical Division

+254) (0709) 122 000

www.firstassurance.co.ke

11/10/2020

First Assurance Mail - Fwd: MICHELLE KARUME MN US10712 ADM 299846

P.O. Box 30064 NAIROBI - 00100 | 1st Flr Cassia House | Westlands Office
Park |
Waiyaki Way | Nairobi

Regards
Peter Njuno
FA Medical Accounts

----- Forwarded message -----

From: "charles.obiero" <charles.obiero@aku.edu>
To: Damaris Wangari <dwangari@firstassurance.co.ke>, "simon.kiragu" <simon.kiragu@aku.edu>, "lixin.githuku" <lixin.githuku@aku.edu>, "Dorothy Oludhe (doludhe@firstassurance.co.ke)" <doludhe@firstassurance.co.ke>
Cc: "abigael.ondiema" <abigael.ondiema@aku.edu>, "eddy.miriti" <eddy.miriti@aku.edu>, "marketing.department (nbi)" <marketing.department@aku.edu>, "medical@firstassurance.co.ke" <medical@firstassurance.co.ke>, "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>, "nbi.caremanagement" <nbi.caremanagement@aku.edu>, Daniel Mbonzo <dmbonzo@firstassurance.co.ke>
Bcc:
Date: Sat, 16 Feb 2019 05:26:39 +0000
Subject: RE: MICHELLE KARUME MN US10712 ADM 299846

Dear Mr Kiragu and the team

Kindly clarify as per the attachment of the two letter one from JIC and FA regarding the patient bill as follows

1.Hospital bill was Kshs.1,004,156.00

2.Doctors bill Kshs.96,000.00

FA Total undertaking was Kshs.720,428.00 while JIC was kshs.916,212.00

FA had received a bill which is more than what they had undertook, so its like all the bills were only sent to FA, over and above FA should have been sent to JIC as per the JIC undertaking.

From: Damaris Wangari [mailto:dwangari@firstassurance.co.ke]
Sent: Friday, January 04, 2019 3:50 PM
To: charles.obiero
Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo
Subject: Re: MICHELLE KARUME MN US10712

Team,

Find attached LOU

Take note of disclaimer section

Kind regards... 



Wangari Karathe

Care Manager | Medical Division

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Cc: abigael.ondiema; eddy.miriti; marketing.department (nbi); medical@firstassurance.co.ke; nbi.creditcontrol; nbi.caremanagement; Daniel Mbonzo

Subject: Re: MICHELLE KARUME MN US10712

Charles send us NHIF SURGICAL declined screen shot

Kind regards... 



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Subject: Re: MICHELLE KARUME MN US10712

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Kind regards... 



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Park |
Waiyaki Way | Nairobi

On Wed, Jan 2, 2019 at 4:17 PM charles.obiero <charles.obiero@aku.edu> wrote:

Kindly find the attached Preauth and the report for the LOU to follow, thanks.

This message may contain confidential and/or privileged information. If you are not the intended recipient (or have received this message in error), please delete it and any attachments from your system, and notify the sender immediately. Any unauthorized use, dissemination, distribution, copy or disclosure of this communication is strictly prohibited.

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----- Forwarded message -----

From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Fri, 4 Jan 2019 06:23:49 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: "sally.kasati" <sally.kasati@aku.edu>
To: Resolution Insurance Medical Operations <Medical@resolution.co.ke>
Cc: "nbi.creditcontrol" <nbi.creditcontrol@aku.edu>
Bcc:
Date: Fri, 4 Jan 2019 06:27:58 +0000
Subject: GRACA WANJIRU IRUNGU-PREAUTH
Dear team,
Kindly find attached and advice,

Kind Regards,
Sally kasati,
Aga Khan University Hospital, Nairobi
Tel. +254 20 3662143, +254 711092143
Email: sally.kasati@aku.edu

"The Lord shall fight for you, and you shall hold your peace." Exodus 14:14

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----- Forwarded message -----

From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Sat, 16 Feb 2019 05:00:24 +0000
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

----- Forwarded message -----

From: adminprn <adminprn@aku.edu>
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[00:17:c8:50:8c:eb]

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From: adminprn <adminprn@aku.edu>
To: "charles.obiero" <charles.obiero@aku.edu>
Cc:
Bcc:
Date: Sat, 16 Feb 2019 08:00:24 +0300
Subject:

FS-6525MFP
[00:17:c8:50:8c:eb]

15 attachments

image002.png
4K

image003.png
4K



image001.png
4K



image002.png
4K



image003.png
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