

Assessment of the Performance of the National Health Insurance Fund

The Case of Moshi Municipal Council

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Abstract

Tanzania, like many other African countries, has nearly half the health system financing coming from households. The government and development partners contribute approximately 45% of total health system financing out of which the development partners (donors) contribute about half of the total health sector budget. This scenario occurs in the backdrop of the existence of the National Health Insurance Fund (NHIF) whose mandate is to facilitate affordability and access to healthcare services to its members throughout the country.

The accredited health care services providers through NHIF have not yet been able to provide affordable and quality health services to their members. It is in this regard that the study aimed at assessing the performance of the National Health Insurance Fund using Moshi Municipality Council as a case study. Thus, the study sought to determine the NHIF members' satisfaction levels on the quality of services provided at the accredited health care facilities. Levels of effectiveness of service delivery at these health facilities as well as challenges faced were also identified leading to recommendations on the areas of improvement being made.

Key words: NHIF, health system financing, accredited health facilities, health care services, Moshi Municipal Council