



LAGOS STATE HEALTH MANAGEMENT AGENCY (LASHMA)

Introduction

Following the passage of the Lagos State Health Scheme Law in May 2015, the Lagos State Health Scheme and Lagos State Health Management Agency.

The LASHMA Service Charter aims to set out basic principles governing the provision of quality and affordable healthcare services to all residents of Lagos. This document sets out the Standard of Services that Customers/Stakeholders can expect from us, as well as avenues for redressing feedback. In essence, the Service Charter is a Service Delivery agreement between LASHMA and its Customers/Stakeholders.

LASHMA in line with its Slogan **‘Leaving no one behind’** provides services to all stakeholders to meet the mandate

Purpose

This Charter Document represents our pledge to ensure Excellent Customer Service Delivery to our internal and external Stakeholders. It, therefore, spells out the Standards of the variety of services to be delivered. Some of which includes:

- To institutionalize the Reform Initiatives in the Public Service
- To provide measurable standards for Service Delivery
- To provide a clear commitment to the standard of services delivered
- To provide information on the range of services we offer
- To facilitate the process of public accountability and encourage improved performance

Vision

The leading Institution in Africa, Managing Transformation Initiatives for Good Governance

Mission

Collaborating with Individuals and Institutions Globally to Harness Ideas for Effective Service Delivery

Core Values

- Transparency
- Innovative
- Professionalism
- Empathy
- Equity

Customers& Stakeholders

- Public - Public Servants, Informal and Formal sector employees
- Healthcare Providers
- Third-Party Administrators
- Technical Partners
- Non-Governmental Organizations (NGOs)

SERVICE DELIVERY AND SERVICE PROVISION

SERVICES	STANDARDS
OFFICE OF THE GENERAL MANAGER	
<p>Commitment:</p> <p>Provide effective and efficient Leadership towards Achieving LASHMA's Mandate</p> <p>❖ Core Service - Leadership</p>	<ul style="list-style-type: none"> • Coordinate, manage and direct activities of Departments and Units daily • Receive & Acknowledge correspondences within 24hours of receipt • Assign correspondence to relevant Departments/Units within 24 hours of receipt • Assess Staff Performance bi-annually • Review Activity Work Plan every last quarter of the year • Preside over Management Meeting • Preside over Middle Management/Junior Staff Meeting quarterly

ADMINISTRATION & HUMAN RESOURCE DEPARTMENT

Commitment:

Provide Administrative support to all Directorates/Units, manage the wellbeing and career of Staff for effective Service Delivery

- Core Service – Administrative & Human Resource
- General Administration

Services Include:

- Employee Relation

Services Include:

- Leave

- Provide administrative services for the Agency **daily**
- Carry out maintenance of Office facilities and ensure a conducive office environment **on a daily basis**
- Generate Leave roster for Staff **in the month of December** of the previous year
- Issue leave request form upon receipt of approval **5 working days** prior to commencement
- Convey Leave approval letter **2 working days** prior to commencement

<ul style="list-style-type: none">• Staff Welfare <ul style="list-style-type: none">• Discipline <ul style="list-style-type: none">• Health and Safety <p>❖ Learning & Development Services Include:</p> <ul style="list-style-type: none">• Capacity Development	<ul style="list-style-type: none">• Issue Assumption/Resumption of duty certificate first day of resumption <ul style="list-style-type: none">• Recognize & Reward outstanding performance on quarterly basis• Provide free access to quality healthcare in the workplace throughout the year <ul style="list-style-type: none">• Ensure regular disciplinary actions against improper behaviour / misconduct as laid out in Public Service Rules on monthly basis <ul style="list-style-type: none">• Ensure Staff wellness / welfare and a safe and secure work environment on daily basis <ul style="list-style-type: none">• Identify and collate training needs of all Staff annually• Conduct training needs analysis annually• Forward training letters to Staff Three (3) working days before commencement of training
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<ul style="list-style-type: none"> • Promotions / Advancement • Confirmation of Appointment • Performance Management ❖ Workforce Planning/ Recruitments <p>Services Include:</p> <ul style="list-style-type: none"> • Recruitment • Deployment • Nominal Roll 	<ul style="list-style-type: none"> • Prepare promotion eligibility list in line with set criteria in the last quarter of the year • Collate and forward list of Officers eligible for confirmation to appropriate MDAs annually • Issue circular on performance appraisal to Staff 10 working days prior to assessment • Carry out performance appraisal for Staff annually • Ensure effective and efficient recruitment exercise in line with Manpower requirements and relevant Government / Board approvals annually • Organize orientation programs for newly recruited Staff annually • Release deployment letters to Officers within 48 hours of approval • Update the Agency's nominal roll-on monthly basis
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<ul style="list-style-type: none"> • Exit 	<ul style="list-style-type: none"> • Processing of retirement approvals for exiting Officers within 60 working days. • Issue notification letters to exiting officers six months before due date
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OPERATIONS DEPARTMENT

<p>Commitment:</p> <p>Facilitate access to quality health care by enrollees at the designated healthcare provider(s)</p> <p>❖ Core Service - Operations</p> <p>Other Services Include:</p> <ul style="list-style-type: none"> • Health Care Provider Empanelment • Enrollee Activation 	<ul style="list-style-type: none"> • On-board Health Care Providers (HCP) within 1 month of Expression of Interest (EOI) • Sensitize empaneled HCPs quarterly • Conduct capacity building for empaneled HCPs bi-annually • Activate confirmed list of enrollees by last day of the previous month • Forward capitation schedule to finance department last day of the month for payment to HCPs
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<ul style="list-style-type: none"> • Pre-Authorization/Non-Authorization of Claims • Complaint Resolutions 	<ul style="list-style-type: none"> • Send active list of enrollees to HCPs 1st day of the month • Train Third Party Administrators (TPAs) on relevant claims processes quarterly • Monitor TPAs activities on ICT platform weekly • Treat Emergency Pre-Authorization (PA) requests within 24 hours • Treat Non-Emergency PA requests within 72 hours • Process claims within 30 days of submission • Send preliminary feedback within 24 hours of receipt • Resolve and send feedbacks to relevant department within 2 working days of receipt
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BUSINESS DEVELOPMENT AND MARKETING (BDM) DEPARTMENT

<p>Commitment:</p> <p>Facilitate sensitization and enrolment of Lagos Residents onto ILERA EKO program</p> <p>❖ Core Service – Business Development & Marketing</p> <p>Other Services Includes:</p>	
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<ul style="list-style-type: none"> • Registration of Enrollees • Business Development • Engagement of Marketing Agents • Sensitization & Advocacy • Management of Divisional offices • Enrolment Targets and Performance review • ILERA – EKO Agents’ Commission payments 	<ul style="list-style-type: none"> • Provide detailed product information during registration • Accurately capture enrollee bio-data during registration • Prepare minimum of two Strategic Business Development Documents quarterly • Review existing Business Development Documents quarterly • Engage Marketing Agents fortnightly to drive ILERA- EKO Growth • Weekly Awareness, Sensitization & Advocacy across all the LGAs & LCDAs on ILERA – EKO Program • Weekly meetings with Divisional Coordinators on ILERA-EKO activities • Collate enrolment report every week • Review performance and target report Monthly • Review Marketing Agents’ performance report Monthly • Process Agents payments Monthly
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FINANCE DEPARMENT

Commitment:

Provide seamless Financial Services for the Agency

❖ Core Service – Finance

Other Services Include:

- Verification
 - Verify Premium Payments of enrolees weekly
 - Reconcile Premium Payments **Weekly**
 - Collate Enrolees Data **Weekly**
 - Submit Enrollee Data to Operations Department **two days before month end**

- Payments
 - Prepaid fixed payments (Capitation) for Health Care Services **by the first week of the month**
 - Payments of claims to Health Care Providers **Monthly**
 - Payment of Marketing Commission **Monthly**
 - Payment of Third-Party Administrators (TPA) **by the second week of the new month**
 - Issue Payment Advice to Stakeholders **Monthly**
 - Pay LASHMA Admin Fee **every quarter**

- Financial Queries & Enquiries
 - Issue Preliminary feedback **within 24 hours of receipt**

- Respond to financial queries and enquires **Within 3 working days**

CLIENT SERVICES DEPARTMENT

Commitment:

Provide quality Customer Service to prospective and existing Customers

❖ Core Service – Client Management

Other Services include:

- Customer Service
- Enrollee Engagement

- Acknowledge all correspondence **within 24 hours** of receipt
- Respond to enquiries **within 2 working days** of request
- Report emergency referrals to Operations Department **within 10 minutes of receipt**
- Respond to all calls within **four (4) rings**
- Answer queued calls **within two (2) minutes** of receipt
- Respond to feedback (Complaint, Compliments, Commendations, enquires etc) **within 2 working days**
- Engage Enrolees **weekly**

<ul style="list-style-type: none"> • Customer Survey 	<ul style="list-style-type: none"> • Carryout customer satisfaction survey quarterly • Carry out Service Improvement through Trend Analysis quarterly
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PLANNING AND RESEARCH DEPARTMENT

<p>Commitment:</p> <p>Provide enhanced strategic direction for the implementation of the Lagos State Health Scheme</p> <p>❖ Core Service – Planning & Research</p> <p>Other Services Include:</p> <ul style="list-style-type: none"> • Preparation of Annual Work Plan • Research • Donor coordination 	<ul style="list-style-type: none"> • Collect, Collate & prepare Agency’s Annual work plan at the end of 4th Quarter of the previous year • Conduct a minimum of 3 research works annually • Submit minimum of 2 publications yearly • Conduct quarterly Donor Coordination meetings in alignment with the Agency’s Annual plan
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<ul style="list-style-type: none"> • Preparation of Activity Report • Vulnerable & Indigents Enrolment 	<ul style="list-style-type: none"> • Collect, Collate & prepare Agency's quarterly activity report on or before the 7th day of the month due • Submit Beneficiaries list for Activation before the 25th day of every Month • Conduct bi-annual town hall meetings with vulnerable and key stakeholders
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MONITORING AND EVALUATION DEPARTMENT

<p><i>Commitment:</i> Provide Effective and Efficient Monitoring and Evaluation for excellent Service Delivery</p> <p>❖ Core Service – Monitoring & Evaluation</p> <p>Other Services include:</p> <ul style="list-style-type: none"> • Data Management • Facility Audit 	<ul style="list-style-type: none"> • Analyze and Report Enrollment, Encounter, Grievance, Claims and Telemedicine Data weekly/monthly • Conduct Data Quality Assurance exercise quarterly • Prepare and disseminate reports to Stakeholders weekly • Carry out facility Quality Audit every quarter
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	<ul style="list-style-type: none"> • Send a 7-day Notification to Healthcare providers prior to audit date • Prepare and disseminate Quality Audit Report a month after the exercise
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ACCOUNTS DEPARTMENT

<p>Commitment: Provide effective & efficient financial services to the Agency in line with Financial Regulations</p> <p>❖ <i>Core Service – Accounts</i></p> <p><i>Other Services Include:</i></p> <ul style="list-style-type: none"> • Disbursement/Funds Processing 	<ul style="list-style-type: none"> • Prepare vouchers for payment process within 2 working days after approval • Submit vouchers to Central Internal Audit (CIA) within 2 working days after Internal Audit clearance • Submit vouchers to state Treasury Office (STO) within 24 hours after central Internal Audit clearance • Process and payment of approved invoices to Consultants/Stakeholders within 10 working days after approval • Prepare, record and pay monthly running cost within 5 working days after approval
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<ul style="list-style-type: none"> • Financial Information System (FIS) • Asset & Inventory Management 	<ul style="list-style-type: none"> • Prepare and submit expenditure/revenue returns monthly to relevant MDAs • Capture Financial Transaction (Other Charges or Bulk Account and Running Cost Account) Payment Vouchers into the Oracle Data - Base Monthly • Prepare Bank Reconciliation Statements of the MDA Monthly • Identify & classify store items within 3 working days of receipt • Disburse store items within 24hours of receiving request & upon confirmation of payment
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PROCUREMENT DEPARTMENT

<p>Commitment: Facilitate Acquisition and Contracting for the Agency in line with standard Procurement practice</p> <p>❖ Core Service – Procurement</p> <p>Other Services Include:</p> <ul style="list-style-type: none"> • Procurement Plan 	
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<ul style="list-style-type: none"> • Ministerial Tender's Board meeting • Bid Documents • Evaluation of Bids 	<ul style="list-style-type: none"> • Prepare and update procurement activity plan in conjunction with other Directorates in line with approved budget before 28th of February every year • Present Agency Annual Procurement Plan to Lagos State Public Procurement Agency (PPA) for Sign-off and approval annually • Conduct Ministerial Tender Board meeting 2 working days after approval • Prepare and submit minutes of meeting and other relevant document to PPA and other relevant Agencies for approval and further processing within 5 working days • Prepare and Communicate Notification of Award letter to the most responsive Bidder within 5 working days of issuance of Certificate of no objection by PPA • Prepare Bid Documents and advert in line with PPA template within 10 working days • Request for expression of interest via electronic or print media within 5 working days • Evaluate submitted Bids within 3 working days after close of Bids
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<ul style="list-style-type: none"> • Contract Management and Asset Disposal 	<ul style="list-style-type: none"> • Monitor all Agency’s Contracts, Projects and Services from beginning to completion • Dispose Obsolete & Unused Asset of the Agency bi annually
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ICT DEPARTMENT

<p>Commitment: Innovative Information and Communication Technology (ICT) Solutions for performance optimization</p> <ul style="list-style-type: none"> • Maintenance of all LASHMA Platforms • Maintenance of LASHMA website • ICT support 	<ul style="list-style-type: none"> • Ensure 95% availability, accessibility, and functionality of registration platform daily • Monitor payment channels for seamless transaction Daily Monitor care utilization & Enrollee verification for seamless delivery to stakeholders’ daily • Display relevant Agency information within 24hours of receipt • Respond to all ICT related issues within 24 hours of receipt • Resolve all ICT related issues within 1 to 5 working days
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