

Terms of Reference: Design, Development, and Iteration of The LASHMA-HIA Portal: A Registration, Licensing, and Monitoring Portal for Health Insurance Agencies Active in Lagos State

Project	LASHMA-HIA Portal
Client	PharmAccess Foundation
Position(s)	Business Process and Systems Analyst
Assignment	Conduct a Needs Assessment for the Online portal Develop the functional and non-functional requirements for an online platform
Duration	2 months
Location	Lagos
Report	Innovation Manager
Team	Health Innovations team, Health Plans

Client: The PharmAccess Group

The PharmAccess Group is dedicated to improving access to better health care for people in sub-Saharan Africa. It mobilizes public and private resources for the benefit of doctors and patients through health insurance, digital health innovations, and loans to healthcare providers, clinical standards and impact research. Working through public-private partnerships, we leverage donor funds to increase trust in the health system, reduce risks and transaction costs, paving the way for private investments. Our innovative approach to development has helped shape the agenda for health financing and delivery, as evidenced by recognition from the UN, the G20, the World Economic Forum, the OECD and the Financial Times/IFC award.

PharmAccess has offices in Kenya, Tanzania, Nigeria, Namibia, Ghana and the Netherlands. In Nigeria, PharmAccess is supporting three states (Lagos, Kwara, and Adamawa), in close collaboration with the World Bank/IFC *Health in Africa* initiative, to launch their mandatory health insurance programs.

Background

The Lagos State Health Management Agency (LASHMA) was established by the Lagos Health Law No. 4 of 2015 as an agency to implement the Lagos State Health Scheme (LSHS). The Agency has a regulatory mandate of registering and issuing Corporate Identification Number (CIN) to public and private employers, as well as registering, licensing and monitoring all organizations implementing health insurance in Lagos State. The law makes the following provisions:

- All employers (public and private) shall register with the Agency and obtain a Corporate Identification Number (CIN) with which they shall register employees with their HMOs of choice.

- The Agency shall register, license and monitor NHIS accredited HMOs, MHAs and Allied associations, Contributory Health Insurance Organizations and prepaid health plans operating in Lagos State.
- Share predefined data sets with the Lagos State Health Management Agency (LASHMA), including indicators on health coverage and hospital visits.
- Subject themselves to monitoring and evaluation by LASHMA.

Based on these provisions, LASHMA seeks to assume the execution of this regulatory role.

Concept

In partnership with LASHMA, PharmAccess will support the development of an online Registration, Licensing, and Monitoring Portal for Health Insurance Agencies (HIAs) active in Lagos State. The purpose of the portal is to reduce administrative and data entry burden for LASHMA in the performance of its regulatory role. The platform will integrate multiple contents into a single-user interface and grant personalized access to users.

This web portal will facilitate:

- data sharing to adequately estimate the population of health insurance coverage in Lagos, including the accurate number of hospital visits and other metrics such as disease-specific data, etc.,
- data standardization and medical service coding,
- promoting adherence to a minimum standard of clinical and service quality for the insured population in Lagos, and
- collating and recording complaints from employers and individuals domiciled in Lagos state about all elements of their health insurance cover, and
- conducting periodic monitoring and evaluation visits to ensure providers and consumers are not short-changed with regards to the turnaround time for claims payment and insurance policy.

The functionalities of the envisaged portal will include:

- CIN generation/issuance
- Registration, Activation, Suspending/Deactivation, Delisting
- Licensing – issuance, refusal, cancelling
- Complaints – recording, collation, categorization, and resolution tracking
- Payments – licensing payment, penalties and fines (online payment channel)
- Reporting and Dashboard
 - Standardized Forms and Coding
 - Data Upload/Submission: Providers, Patients, Reimbursement and Quality Assurance Processes
 - Customized Report Generation
 - Dashboard Indicators

Assignment

PharmAccess wishes to hire a business process analyst to conduct a needs assessment of the LASHMA Regulatory portal culminating in the delineation of functional and non-functional requirements for the design and development of the portal. For this purpose, the consultant will get input from the LASHMA

regulatory framework document and will liaise with the PharmAccess team and LASHMA for full briefings on the framework development process. In addition, the business analyst will conduct his or her research into health insurance regulation, LASHMA and related resources. The business requirements document will be iterated and improved by the business analyst based on sessions with potential users and selected healthcare stakeholders in Lagos. The business analyst will be available for such sessions and will apply improvements and amendments to the document in consultation with the PharmAccess team and LASHMA. The purpose is to lay the foundation for the development of the online HIA regulatory portal of LASHMA.

Scope of Work

Under the supervision of the Project Manager, the Business Analyst shall perform the listed tasks;

- Work with PharmAccess to produce requirements and capture business needs
- Articulate and documents business processes and user requirements for the portal
- Develop data and money flow schematics, including context context diagram and higher level architecture
- Communication of business requirements to the technical team using a responsive methodology
- Manage iterative system reviews and feedback with the client
- Support the team with test cases and testing
- Manage the user acceptance testing process
- Assist with Training and User documentation and system implementation
- Assist with system support
- Liaise with the project manager and assist with business analysis and project management where necessary
- Manage ongoing relationship with business partners and clients
- Proactively build and maintain good relationships with stakeholders

Qualifications and Requirements

1. Qualifications

- Relevant educational background (e.g. Business Management, Statistics or related course) or a recognized qualification
- Proven work experience as a business analyst (A minimum of 3 - 5 years)
- Expertise in business process development and process notification
- Proven track record of working in the public health sector/health insurance administration is an added advantage
- Excellent project management capacity
- Expertise in descriptive data analytics, data warehousing, and business intelligence process development
- Business analysis skills and experience in modelling business processes
- High level of proficiency in Access, Excel and/ or) or other analytical tools
- Demonstrated strong analytical and problem-solving skills with a high level of attention to detail
- Excellent verbal and written communication skills in English
- Ability to operate strategically in a complex setting with various stakeholders

2. *Project requirements*

- Full availability for the duration of the project and appreciable level of flexibility in project implementation
- Willingness to work out of the PharmAccess Group Lagos office for a part of the project period
- Willingness to travel within Nigeria occasionally

Key Deliverables

1. Needs Assessment report
2. A Business Requirements document for the online HIA regulatory portal of LASHMA detailing portal guidelines and processes.

Work Schedule

- Phase 1 – Desk Research, In-depth Interviews and Documentation
- Phase 2 – User Requirements documentation
 - Functional Requirements
 - Non Functional Requirements
 - Context diagram, data and money flow diagram, high-level logical architecture
- Phase 3 – Communication and Iterative Support to Development team

1. Phase 1 is expected to be delivered within 10 working days
2. Phase 2 is expected to be completed in 20 days
3. Phase 3 is expected to be completed in 25 days

Request for Proposal

The PharmAccess Group requests interested business process analyst consultants to submit a solution design proposal which should include;

- the company or personal profile,
- details of similar and relevant work done
- the interested expertise area(s)
- the work plan per expertise area; detailing how the assignment will be approached and delivered
- a resource plan, and
- a financial proposal and budget.

The proposal should be submitted to a.serrano@pharmaccess.org by 17:00 on Friday, 20th of October, 2020. Firms/Individuals would be contacted within seven (7) working days and will be expected to give a presentation and demo of previous work done at a later scheduled date.

For more information, please visit the PharmAccess site: www.pharmaccess.org