

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)	Software Developer
Assignment	Design, development, and iteration of the prototype for an online platform
Duration	6 weeks (Development – 4 weeks; Testing – 2 weeks)
Location	Lagos
Report	Innovation Manager and Program Manager Health Plans
Team	Health Innovations team, Health Plans
Start Date	December 1, 2020
End Date	February 28, 2021

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 healthcare providers 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 before the commencement of the Lagos State Health Scheme.

Concept

PharmAccess seeks to develop 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 and facilitate 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 coverage in Lagos, an accurate number of hospital visits and other data 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
- 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:

1. Corporate Identification Number (CIN) generation/issuance
2. Registration, Activation, Suspending/Deactivation, Delisting
3. Licensing – issuance, refusal, cancelling
4. Payments – licensing payment, penalties and fines (online payment channel)
5. 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 web and mobile application developer to work with the PharmAccess team to design, develop, and implement LASHMA-regulatory online portal. The digital portal is to be developed on the basis of a needs assessment. For this purpose, PharmAccess will provide a full briefing to the selected personnel as well as preliminary findings of qualitative and quantitative research done on similar projects. In addition, the developer will conduct his or her own research into LASHMA and related resources. The digital portal will be iterated and improved by the developer based on sessions with potential users and selected healthcare stakeholders in Lagos. The developer will be available for such sessions and will apply improvements and amendments to the prototype in consultation with the PharmAccess team. The purpose is to lay the foundation for a minimal viable product that is either created from the prototype or that is developed separately based on the learnings from the prototyping exercise.

Scope of Work

Under the supervision of the Project Manager, the consultant software developer shall perform the listed tasks;

- Needs Assessment of the LASHMA-HIA portal and advise on the best design
- Development of a Site Map based on Key Objectives, Content priorities, and Brief supplied
- Design a Mobile and Web App User Interface with graphics and copy. Copy will be provided by PharmAccess

- Web Application Development: Desktop and Mobile Web
- App Module Development and Integration
- Configuration for Database connection
- Session and security management
- Database Administration
- Data Reporting and Analysis
- Data Visualization

Qualifications and Requirements

1. *Qualifications*

- Relevant degree (e.g. Informatics, Computer Science) or at least one computer programming qualification
- Proven track record in user experience and user interface design for functional mobile and web applications
- Experience in Material Design and other Android™ Design guidelines
- Some expertise in mobile application development especially the Android™ OS
- Expertise in back end/server-side/database applications and integration
- Experience in designing software application for health or any other social industry will be an added advantage
- Excellent project management capacity
- Ability to convert high-level requirements into tech specs
- Excellent project documentation and reporting practices
- Experience in mobile app security
- Expertise in database design and mobile application integration
- Expertise in descriptive data analytics, data warehousing, and business intelligence process development
- Experience in data visualization

2. *Project requirements*

- Full availability for the duration of the project and appreciable level of flexibility in project implementation
- Will be required to work out of the PharmAccess Group Lagos office for a part of the project period
- Travel within Nigeria may be required from time to time for the project duration

Key Deliverables

Phase 1 – Requirements gathering in collaboration with the business systems analyst and proposed system design

Phase 2 – Develop wireframes and mockups of the proposed web application and database architecture

Phase 3 – Functional mobile and web applications, and database

Phase 4 – Multi-level quality tests conducted and passed

Phase 5 – Training activities, ongoing support, and maintenance activities for a specified period of field use

Work Schedule

The assignment is expected to be completed within 30 days.

Request for Proposal

The PharmAccess Group requests interested software development 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 for *each* of the expertise areas. The budget should detail the cost for each stage of the process, quoted in terms of the number of hours and hourly rate.

The proposal should be submitted to o.onyeoziri@pharmaccess.org and a.serrano@pharmaccess.org latest by 17:00 on Monday, November 30, 2020. Firms 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