

ASSA Recognition Award

CATEGORY	:	Insurance Coverage Recognition Award
ORGANISATION	:	National Health Security Office (NHSO), Thailand.
CONTACT PERSON	:	1) Ms. Netnapis Suchonwanich, Senior Advisor, National Beneficiary Registration centre, NHSO : netnapis.s@nho.go.th 2) Col. Panomwan bunyamanop , Director, Bureau of Registration :panomwan.b@nhso.go.th 3) Ms. Siripan Muangsin , Director, Bureau of Information Technology: siripan.m@nhso.go.th
NAME OF PROJECT	:	National Beneficiary Registration Centre : a critical mission for Universal Health Coverage achievement
OBJECTIVE AND NATURE OF PROJECT	:	▪ The National Health Security Office (NHSO) has been responsible since 2002 for linking beneficiary data of the three main schemes to the civil registration data. However, duplicate enrolments among schemes sometimes occurred due to untimely updates of beneficiary data. ▪ Since November 3, 2015, NHSO has been appointed by the cabinet to manage the National Beneficiary Registration centre (NBRC) (see figure 1) ▪ By using the NBRC data to verify eligibility and submit medical reimbursement, the national Universal Coverage for Emergency Patients policy will enable patients of any schemes to receive services anywhere within first 72 hours. ▪ The NBRC brings convenience to patients and care providers with correct verification method, seamless enrolment into a scheme, and privacy protection.
WHY IT SHOULD BE RECOGNISED	:	▪ NHSO aggregates all existing beneficiary registration data and provides eligibility verification service for all Thais. Not only does the operation decrease duplicate enrolments and redundant reimbursement, it also correctly identifies uninsured persons and facilitates a seamless transition among schemes.
SUMMARY OF THE PROJECT	:	▪ Since 2002, the NBRC has collaborated with the Bureau of Registration Administration (BORA), Ministry of Interior (MOI), to use a truncated version of civil registration to serve as the baseline of eligible beneficiaries. BORA and scheme managers exchange the data daily as thus described; (a) insert the birth data into national beneficiary database: every newborn (approx. 800,000 per year) will be mandatory enrolled by one of the schemes; (b) update the death status (approx. 400,000 per year) in the national beneficiary database; (c) update current membership across schemes. ▪ As an example, when social security scheme (SSS) members become unemployed beyond 180 days of the grace period; CSMBS members are over 60 years; CSMBS members' dependents are over 20 years; their eligibilities will expire and automatically awaits enrolment into the UC scheme. This facilitates a seamless transition among schemes and decreases redundant registration to the UC scheme. ▪ In 2008, the government initiated the smart national identification card for all public services. All paper cards were terminated as the eligibility

	data are updated and embedded in the cards' memory chip. ▪ When accessing services, beneficiaries show their ID cards for scheme verification. Children under seven with no ID card can apply using their unique ID number given since birth. The service providers at the sub-district level can validate and verify the eligibilities via smart card reader or NHSO website using 13 digits. Not only does this protect the right to health insurance for all Thais, it also strengthens the establishment of electronic medical records in hospital information system. ▪ In 2011, with the collaboration of the Ministry of Interior (MOI), Ministry of Public Health (MOPH), UNICEF and NHSO initiated an online birth registration program by linking the information of each newborn direct from the delivery room to BORA's birth registration system. Hence, the birth certification is prefilled and the parents spend minimal time at the district office to complete the legal process. If the parents do not inform the district within 15 days after birth, the officials will follow up and alert the family using the MOI's report. ▪ To make birth registration accessible to families of migrant workers from neighboring Myanmar, Cambodia, or Lao PDR, BORA provides legal advice to hospitals where the births take place. This initiative allowed BORA to issue the national identification for all newborns in Thailand in compliance with the Universal Declaration of Human Rights. ▪ The linkage between the health sectors and BORA have contributed to high birth registration rates for children under five (99 percent) and high death registration rates (95 percent). ▪ NBRC has established a 24-hour call center via mobile phone or website. One recent innovation enables Thai citizens to authenticate and self-enroll. ▪ The achievements of NBRC have facilitated the seamless transition of health insurance eligibility for all Thais, reduced redundant budgetary among schemes, and extended coverage to non-Thais.
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