

**COMMUNIQUE OF THE 7TH DEFENCE HEALTH MAINTENANCE LIMITED
STAKEHOLDERS' MEETING HELD IN MAKURDI FROM 15-16 DECEMBER 2011**

1. That the Services should budget for healthcare infrastructures, manpower recruitment & development and to cover the gaps created by exclusions under the Scheme.
2. That Healthcare Providers should not deny personnel and their dependants' healthcare during emergencies irrespective of the Services they belong to.
3. That DHML Head Office should produce Enrollee Identity Cards to enable them access healthcare without hindrance.
4. That Healthcare Providers should maintain good rapport with NHIS Accredited Facilities within their areas of responsibilities to enhance effective feedback on patients' referrals.
5. That DHML Zonal offices should attend to all requests for referral codes irrespective of where such demands could be coming from.
6. DHML should communicate reasons for any shortfall in payments of Fee-for-service to providers and zonal offices.
7. Providers should follow strictly the NHIS guidelines when making claims for Fee-for-service.
8. That Healthcare Providers should spend capitations judiciously to meet the demands of the enrollees.
9. That DHML Head Office should intensify efforts in areas of monitoring and evaluation of Healthcare Providers for maximum performance.