

MutulaCare Program - Frequently Asked Questions (FAQs)

1. What is MutulaCare?

MutulaCare is a new Makueni health universal coverage initiative by the Makueni County Government aimed at providing quality healthcare services to vulnerable and indigent households in the county. The program covers the cost of premiums for eligible households under the Social Health Authority (SHA) and also rallies the general population to register with SHA.

2. Who is eligible for MutulaCare?

MutulaCare targets vulnerable and indigent households resident in Makueni County

3. What is the fate of general population not covered under MutulaCare?

MutulaCare program will carry out mass registration to ensure the general population is registered under SHA this will accelerate achievement of UHC in Makueni County

4. What is required for enrollment into MutulaCare?

You require a valid national identification card and a functional mobile phone number for enrollment

5. Is MutulaCare competing with SHA?

No, MutulaCare and SHA complement each other. While MutulaCare focuses on registering the general population with SHA, it specifically covers the premiums for indigent and vulnerable households.

6. How do I enroll for MutulaCare?

Eligible households will be identified through a community-based enumeration process using socioeconomic indicators.

7. What services are covered under MutulaCare?

MutulaCare covers a comprehensive range of healthcare services, including:

- Outpatient services
- Inpatient care
- Maternal and child health services
- Emergency medical care
- Preventive services, including immunizations
- Specialized services, including:
 - Oncology services
 - Dialysis services

- Ophthalmology services
- Chronic illness management (e.g., diabetes, hypertension)

8. How are beneficiary households identified?

Vulnerable households will be identified by Community Health Promoters (CHPs) using the MutulaCare Indigent Identification Information Management System (an E-platform). This is a digital system that ranks households as per socioeconomic indicators ensures that those most in need are enrolled into the program.

9. Do I need to pay for MutulaCare?

No, the program is fully funded by the government for eligible households. For the general population that can afford premiums; the program encourages enrollment into SHA.

10. How will I know if my household has been enrolled?

Once enrolled, you will receive official confirmation through your Community Health Promoter (CHP), your local health center, or your village administrator's office. You will also be issued a MutulaCare Card as proof of enrollment.

11. Can I opt out of MutulaCare?

Enrollment in MutulaCare is automatic for eligible households. The County Government can only support enrollment into SHA and not any private insurance

12. What if I believe I am eligible but not included in the program?

If you feel your household is eligible but has not been included, you can submit an appeal through your Community Health Promoter or visit your local health facility for further assistance. You may also contact the County Health Department for guidance.

13. How can I verify that my household has been enrolled?

You can verify your enrollment by visiting your local health facility or contacting the County Health Office. Upon enrollment, you will receive a unique identification number for your household, which you can use for verification.

14. What happens if I need health services outside of the county?

MutulaCare covers healthcare services both within and outside of Makueni County. For services outside of the county, consult your local health facility to understand the referral process.

15. How can I help with the enrollment process?

You can assist by ensuring that your household is accurately identified during the enumeration process conducted by Community Health Promoters (CHPs). You can also raise awareness in your community about MutulaCare and encourage others who might be eligible to register.

16. Can MutulaCare cover my entire family?

Yes, MutulaCare covers the entire household. This includes all household members, from children to the elderly, as long as the household qualifies for the program.

17. What happens if I miss the enrollment deadline?

If you miss the enrollment deadline, your household may not be included for that particular enrollment cycle. However, you can reach out to your local health facility for guidance on the next opportunity to enroll.

18. What if my household's financial situation improves after enrollment?

If your household's financial situation improves and you are no longer considered vulnerable, you may no longer be eligible for the program. You should inform your Community Health Promoter (CHP) or the local health facility for guidance.

19. Where can I get information on Mutulacare?

For additional information, feel free to contact your local health facility or the county health office through county.health@makueni.go.ke