

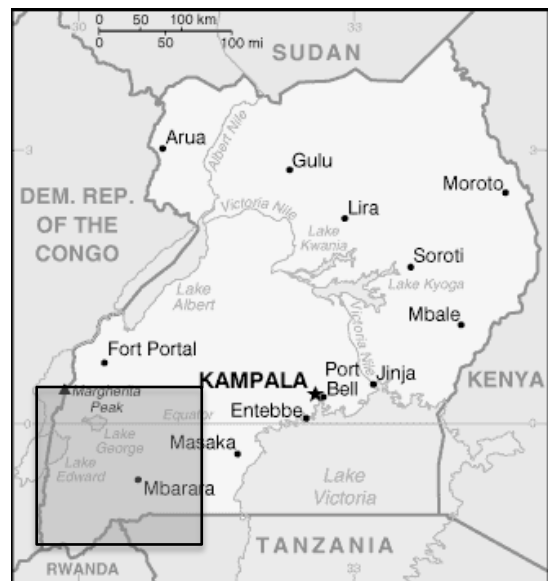
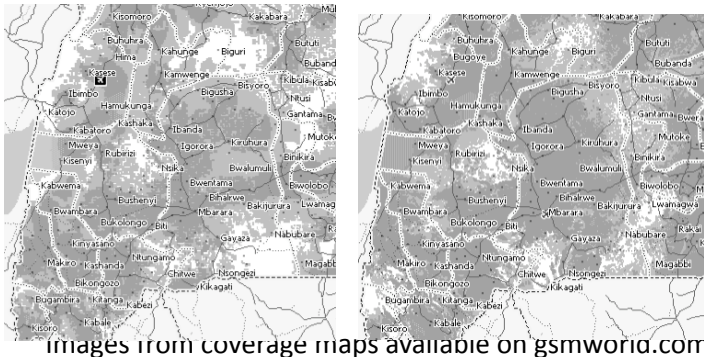
Mbarara, Uganda

Population: 31,367,972

Landlines: 162,300 (2007)

Mobiles: 4.195 million (2007)

Mobile GSM Coverage



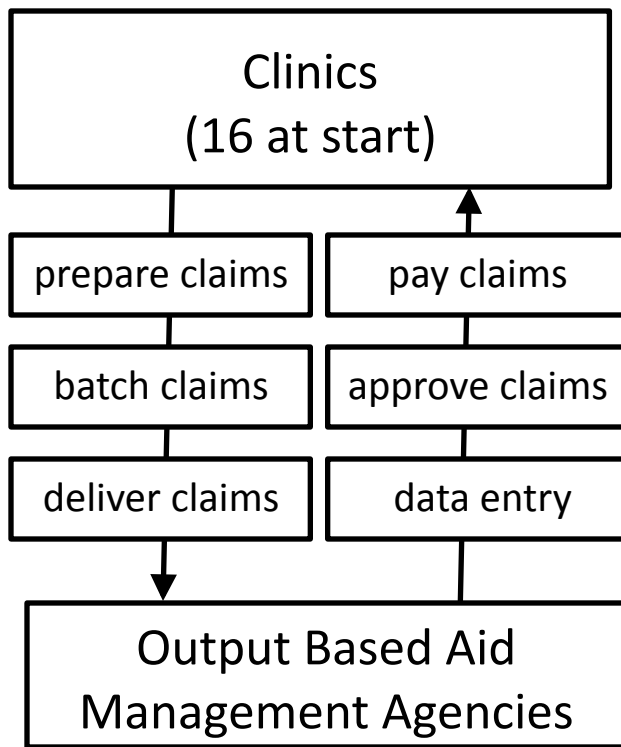
Sexually Transmitted Diseases are an especially critical problem in Western Uganda

- HIV prevalence: 10% of adult population (15-49 years)
- Syphilis prevalence: about 5-7% of adult population
- 1 in 4 households had at least one phone.
- 39% reported STI symptoms
- only 1/3 sought care
- 54% of respondents who sought any STI treatment reported using private clinics.

From 2006 Venture Strategies and Mbarara University population survey.

<http://www.oba-uganda.net>

Claims Submission Processing



- Common errors
 - Written errors/Missing data
 - Invalid client-partner use
 - Invalid treatment
- Submission delays
 - Batched claims
 - Transportation (\$ + time)
- Processing delays
 - Data entry
 - Medical & technical review
 - Reconciling partial payments and rejections
 - Payment

Critical Time

Everyone here is committed... It can take a lot of time!

Sometimes if you see too many errors you pick up the mobile and call them right away to tell them to correct the error...

When we get a new one we get a lot of rejections...

12/12 own a mobile phone

Timely processing
7 days: 2/12
14-15 days: 7/12
30 days: 2/12

4/12 have computer training

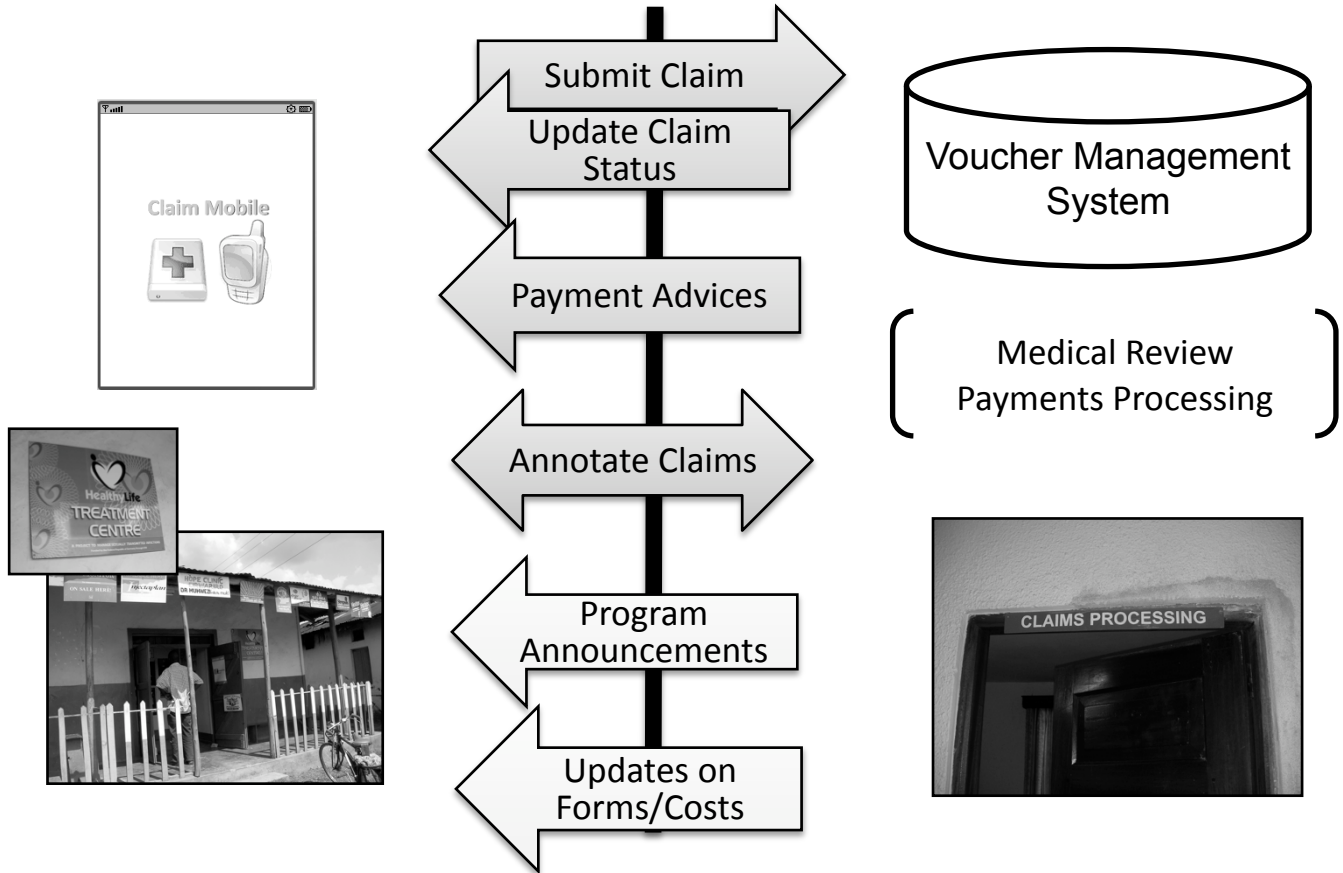
3/12 have not gotten feedback

11/12 complete claims forms during consultation

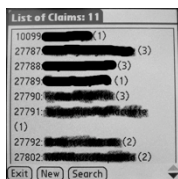
4/12 don't know how many claims have been rejected

Providers travel up to 3.5 hours to submit claim forms

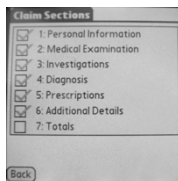
ClaimMobile Submission Process



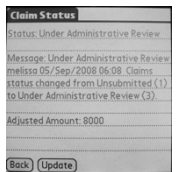
A. Claim List



B. Claim Form



C. Claim Status



Step 1.
Client Data,
Claim #,
Voucher #,
Visit Date

Step 2.
Syndrome,
Clinical
Exam Notes

Step 3.
Lab Tests
and Results
(to agree
with
syndrome)

Personal Information
 Client: 2-Dime
 Claim No.: 15785
 Voucher No.: 0100994634
 Visit Type: Partner
 Patient Name: [Redacted]
 Age: 29

Medical Examination
 Urethral Discharge
 Ing. Bulbo
 Others

Investigations
 Lab Tests:
 Wet Prep/Gram Stain
 VDRL
 RPR
 RPR (Strip)
 RPR Titre
 TPPIA
 RPR Result: [Redacted]

Diagnosis
 Select Diagnosis:
 Syphilis - Primary
 Syphilis - Secondary
 Syphilis - Tertiary
 Gonorrhoea
 PC
 Candidiasis
 Balanitis
 Genital Herpes
 (None) (Save)

Prescriptions
 Select Prescriptions:
 Ciprofloxacin 500mg Oral (2 | 3)
 6 | 1800
 Ciprofloxacin 500mg Oral (1 | 1)
 1 | 300
 Doxycycline 100mg Oral (2 | 7)
 14 | 400
 Metronidazole 200mg Oral (2 | 21)
 7 | 28 | 5400
 (None) (Save)

Additional Details
 Patient Status: Cured
 Next Visit Date: 9/8/08
 Referred Hospital/Clinic Name:
 HIV Status: N/A
 (None) (Save)

Totals
 Investigations: 3000
 Prescriptions: 350
 Expected Totals: 3350
 (None) (Save)

Physical Authentication:
 • Signatures
 • Client fingerprint
 • Voucher sticker
 • Clinic stamp

Step 4.
Diagnosis: an
STI treatable
by OBA,
"Other", or
None

Step 5.
Prescriptions
selected from
pre-set list
(to agree with
diagnosis)

Step 6.
Additional
required
details

Step 7.
Expected
Claim Totals
(automatically
calculated)