



MedHealth Limited
Kang'ombe House, First Floor
East Wing, City Centre
P.O. Box 31737
Lilongwe
Malawi

medhealth 
Medical scheme for you with you

**Corporate
Profile**

Contents



Who we are	3
Governance Structure.....	4
Where we are.....	7
Contact information.....	7
Stakeholding	8
Overall business activities	8
Operations.....	8
Strategic Intent.....	9
Our member service strategy.....	10
Our Philosophy	10
Our products and services	11
Our Value Proposition	10
Our Principles	10
Company Performance	12
History of the Company	12
Human Resources.....	12
Short-term and long-term goals.....	13
Service Providers	13
Partnerships	13
Awards and Recognition.....	13
Corporate Social Investments.....	13
Our Assurance.....	14

Who we are

MedHealth Limited is a vibrant and member-oriented organization operating in the Medical scheme and administration space in Malawi with an enviable record of success. We are a four-time award winner of Service Excellence in Medical scheme category with zeal to bring happiness and relief to our valued members in time of distress. We focus on product innovation as a recipe for success and provide customized and personalized services.



The company's stakeholders and management team comprise of professionals and seasoned business managers who have successfully worked for various organizations in various capacities within and outside Malawi.

MedHealth Limited aims to become the leading medical scheme service provider in the country in the next five years through provision of best member service that are affordable, reliable and sustainable.

The company has professionally administered Medical schemes that provide customized products and services within attainable price ranges. MedHealth offers peace of mind and security to members when in distress. It eliminates financial burden of paying for medical treatment in cash and it is an extremely appealing

choice to the Malawian public. The Malawian Medical scheme space has a background of low penetration rate and consumer appetites are constantly fluctuating so products are tailor-made to the consumers' demands and affordability that will stand the economy's instability. We therefore provide end to end solutions which are completely market driven and progressive, considering the needs of different members.

The company has unparalleled track record in the provision and administration of healthcare funding.

It is against this background that MedHealth opts to continue in this sector to help in advancing Malawi's development agenda through provision of affordable healthcare funding.

Governance Structure

MedHealth is an exciting organization managed by an independent professionally qualified Board of Directors responsible for policy direction and an Executive Management Team responsible for operations, which is well-versed with the Medical scheme space and understands the needs of Malawians and expatriates.

The company embraces the best practices in corporate governance as enshrined in the Companies Act, 2013, Malawi Code II plus other laws applicable to the medical health industry. The company is regulated by the Reserve Bank of Malawi.

The Board of Directors

**Neil Douglas
Wilned Nyirongo:**

Chairman



Dr Neil Nyirongo is the chairman of the Board. He holds a PhD in Business Administration from Columbia University, Master of Philosophy in Monetary Economics from University of Scotland and a Bachelor of Social Science majoring in Economics and Mathematics from Chancellor College, University of Malawi.

He has worked for the Reserve Bank of Malawi, Columbia Commonwealth University in Malawi, the African Development Bank in Malawi, Bankable Frontier Associates (BAF) Malawi and African Commission (AUC). He had been involved in setting up the Malawi Stock Exchange, establishment of the auction system in Government Securities, and establishment of the Treasury Department of the Reserve Bank of Malawi.

Albert Musakwa

Director



Albert is the Managing Director for Generation Health effective 1 January 2021, following the decision by the Fund to go into self-administration.

Before that, Albert was the MD for Medscheme Zimbabwe (former independent Administrators of Generation Health), since February 2016. Initially, he worked as the Finance Manager for Medscheme Zimbabwe, a company he joined in August 2007.

Albert was at BDO Zimbabwe where he did his articles and worked as an Audit Manager before joining Medscheme Zimbabwe.

He holds an MBA in Corporate Governance from the University of Zimbabwe. In addition, he also holds a Bachelor of Accounting degree from the University of Zimbabwe (UZ) and a Bachelor of Commerce degree from UNISA as well as a Certificate of Proficiency from the Insurance Institute of Zimbabwe, among other professional qualifications.

Albert sits on the Board of Generation Health as a Trustee (Ex-officio) and Principal Officer. He is also a non-Executive Director of MedHealth Malawi.

The Board of Directors

**George Frasier
Chirwa**

Director



Mr George Chirwa holds an MBA (Marketing) from Lincoln University. He is a Chartered Marketer with the Institute of Chartered Marketers in the UK and a Chartered Management Accountant.

He is currently the Country Director for CBE Southern Africa and provides leadership to CBE.

He has also lectured at various public and private Universities. Previously, he worked in senior management positions and carried out consulting in finance, marketing, related assignments.

Innocentia Ottober

Director



Innocentia Ottober is the Managing Partner for Lloyds and Associates with many years' experience in practising law. She graduated with a Bachelor of Law (Honours) from Chancellor College, University of Malawi in 1994 and has a Masters Degree in International Economic Law obtained from University of Warwick, United Kingdom in 2004.

She has appeared in the Supreme Court of Appeal, High Court and subordinate courts in both Civil and Criminal matters representing both individual and corporate clients. She has also been in legal related consultancies.

**Elisy Fannie
Chikamba**

Director



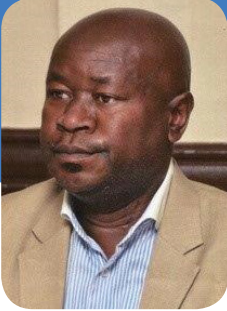
She is a Fellow of Association of Chartered Accountants and a member of Institute of Chartered Accountants in Malawi. She has worked in Financial Institutions where she gained valuable experience.

She is a member of several professional organisations such as Association of Chartered Accountants and Institute of Chartered Accountants in Malawi (ICAM).

Management

Bright Kamanga

Chief Executive Officer



He is the Chief Executive Officer of MedHealth Limited. He has spearheaded the success of the company since its inception in Malawi in 2009 under Momentum Health to its present day.

Bright is a seasoned executive who has held many executive positions in different organizations and worked as an independent management consultant. He is a Fellow of Chartered Certified Accountants (FCCA-UK,) and a member of the Institute of Chartered Accountants in Malawi. He has many years of post-qualifying executive management experience spanning over several industries, 10 of which have been in the medical scheme administration.

Where we are

The headquarters of MedHealth is in Kangombe Building, East Wing, First Floor, City Centre in Lilongwe. We have two branches located in Blantyre and Mzuzu respectively.



Contact information

Our postal address is:

Head Office

Kang'ombe House,
First Floor
P.O. Box 31737
Capital City
Lilongwe 3
Malawi

Branch Office

Unit House
Along
Victoria Avenue
Second Floor,
P.O. Box 3374
Blantyre

Mzuzu Agency

Peace Building
Opposite Katoto
Grounds
First Floor
P.O. Box 7
Mzuzu

Phone: +265 (1) 771 977/8/9

+265 (1) 820 183/ +265 (1) 265 827 120

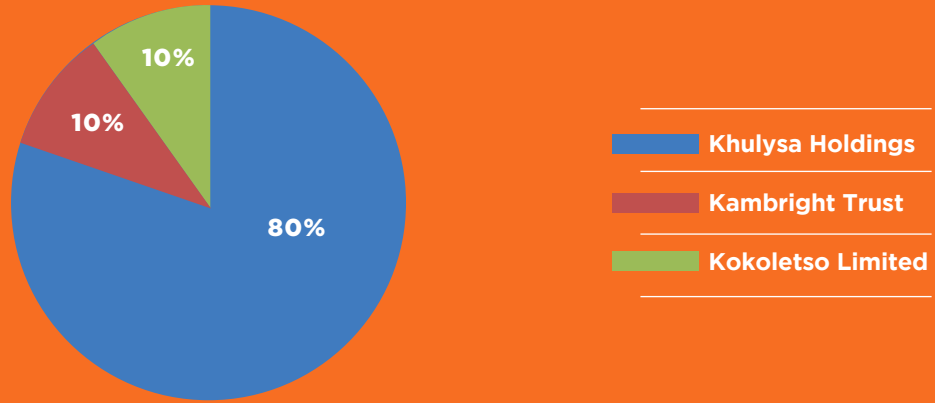
+265 (1) 310 210

Fax: +265 (1) 771 976

Website: www.medhealth.mw

Stakeholding

The company was originally owned by MMI Holdings Limited of South Africa but due to management buy-out it is currently a wholly owned Malawian firm. The stakeholders are namely, Khulyisa Holdings (80%), Kambright Trust 10% and Kokoletso Limited (10%)



Business activities

The company has over the years developed new products and services to complement the existing ones. This has compelled the organization to be the first port of call as far as Medical scheme administration and cover is concerned.



Operations

The company continues to grow both financially and operationally registering enviable success and promising an increased number of services and increased staff complement.



Strategic Intent



Vision

To move from success to significance

Mission

To create an atmosphere of happiness and security through provision of reliable, affordable and sustainable quality service

Core Values

Integrity

Client centricity

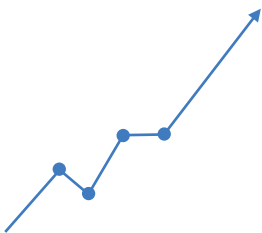
Respect

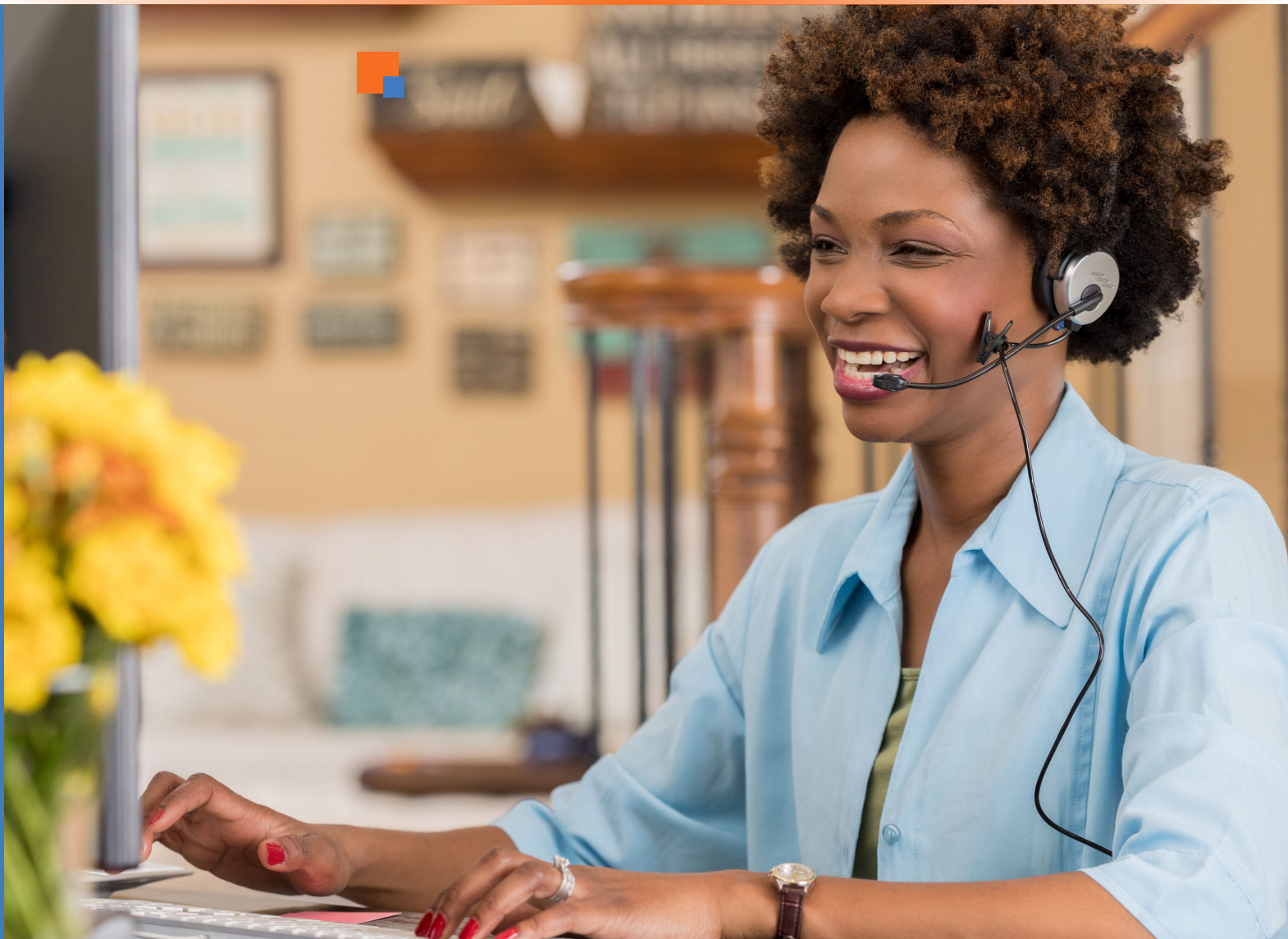
Flexibility

Diversity

Slogan

Medical scheme for you with you





Our member service strategy



Our corporate member service strategy focuses on continuously creating affordable products that satisfy our members' needs. It further focuses on building a connection with members, through our staff who go beyond the call of duty in order to service our members' needs better.

Our Philosophy



We are determined to contribute to human health through our on-going development of innovative member solutions through creation of new value on behalf of our members; continuously improve our quality of service to ensure our ability to respond quickly, foster a corporate culture where employees work together as a team to take on new challenges; always be a faithful company that is worth of society's trust and communicate closely with our stakeholders on regular basis.



Our products and Services

The company offers comprehensive off the shelf risk Medical scheme cover, Tailor made Medical scheme solutions and Third-Party Administration.

Our Value Proposition



- No shortfalls on all available benefits
- Lower premiums for spouses and children
- Chronic illnesses coverage
- Foreign referrals-Cashless
- Emergency Evacuation
- Repatriation of remains in the event of death while on authorized foreign referral/ emergency evacuation
- Funeral expense benefit
- Health Waiver in an event of death of main member
- Personal Health Assessment
- Wellness Program
- 24-hour toll free hotline number - for emergencies and or counselling

Our Principles

Our values represent guiding principles and will be the cornerstone upon which MedHealth and all its stakeholders can rely on. These values are supported by attributes that govern the approach and behavior of its Directors, Executive Management, and staff. These attributes are characterized by:



- Acting ethically and professionally
- Involving and listening to members
- Valuing everyone
- Dealing with a variety of people regardless of race, gender or status

“We understand the market and we will endeavor to close the existing gaps. But while being an indigenous player, we will offer services that meet international standards. We understand that perfection cannot be attained but we believe that the road to perfection allows us to offer excellence. And excellence in everything that we do is perfection.” –CEO-Bright Kamanga

Company Performance

There has been a remarkable achievement in premium income and net profit increase. The company's financial position is robust and settles its financial obligations timely. The company will continue to apply prudent financial management on all its resources and achieve maximum return on investments. The company enforces policies to enhance cash collection and investment income in line with compliance issues. It also manages the accounting of all company financial and material resources to always ensure that it's financially sound.

When management buyout was initiated in 2016, the company was in a loss making situation, however, over the past three years the company has been turned around to making annual profits and reversing the accumulated loss into accumulated gain position.

Without increase in premium the following results were achieved:

- Number of lives increased by 26% resulting in contributions income increase of 41%
- Net Profit increased by more than 100%
- Accumulated loss turned around to accumulated gain by 693%
- Invested cash increased by 46%

The company is making worthwhile progress in view of its success record over the years it has been in operation since the management buyout from the previous stakeholders. The company is continuing its winning trajectory and positioning itself with profitable results due to its prudent underwriting and excellent provision of seamless member service. Its future performance will continue to improve in view of its profile and good prospects for growth. The company has an adaptive strategic plan to ensure that valued members are provided with relevant healthcare solutions and that stakeholders' investment is protected.



History of the Company



The company started its operations in Malawi in 2009 under the brand name Momentum Health owned by Momentum Africa of South Africa which was part of the FirstRand Group. Due to the merger between Momentum and Metropolitan, MMI Holdings became the new stakeholder of Momentum Health (Malawi). The company rebranded to Metropolitan Health (Malawi) in 2011. The management buyout was initiated in January 2016 and concluded in December 2016 and thereby rebranded to MedHealth as it is known today. MedHealth is a fully owned Malawian company.

Human resources



The company has a skilled and competitive workforce that understands the local environment that we operate in. We continue to offer support to skills development needs of employees in order to ensure meticulous delivery of quality service and successful succession planning. In line with our corporate philosophy, all employees are devoted to accepting challenges with multi-faceted perspective and foresight, acting independently, placing high significance on urgency, acting truthfully and ethically to better serve our valued members, demonstrating strengths through smooth communication and teamwork and being humane by respecting each other's belief and diversity.



Company goals

The company shall identify and explore areas where new offering shall be launched and continuously improved based on members' feedback.



Service Providers

MedHealth has extensive network of service providers across the country who work in partnership with the company to ensure that members of the scheme have access to services within their geographical areas.



Partnerships

We work in partnership with the Yashoda Hospitals of India and Healthshare of South Africa. These healthcare institutions offer specialized treatment in cardiological/ cardiothoracic conditions, oncology/cancer, non-neurological disorders, orthopaedic as well as heart and kidney, liver, lung and bone marrow transplants among others which are not offered in Malawi. Members benefit from specialized healthcare offered by these institutions. MedHealth facilitates foreign referral of members from Malawi to India and South Africa for specialized treatment at affordable payment system. Malawian specialists work hand-in-hand with their Indian and South African counterparts undertaking lifesaving interventions.



Awards and Recognition

The company has won the Service Excellence Award in the Medical scheme category four times since 2015.

Corporate Social Investments

The company is involved in corporate social investments in areas of health, education and sports.



Our Assurance

“I will remember that there is art to medicine as well as science and that warmth, sympathy and understanding may outweigh the surgeon’s knife or the chemist’s drug.” Hippocratic Oath

Although the Hippocratic Oath is sworn by medical practitioners as their bond to uphold specific ethics related to their work on the fringes of life and death, we believe the essence of it applies to all parties in the healthcare environment.



As a healthcare funding provider, MedHealth operates in an environment that is filled with emotion, turmoil and sometimes despair. This is even more reason for its staff to adopt and practice the oath’s call for warmth, sympathy, understanding and flexibility.

We at MedHealth treat this responsibility with the gravity it requires. We complement the interventions that medicine and science provide by offering reassurance, working with integrity, and respecting all who reach out to us to attain their well-being. We do this with humanity, treating all our members as the family they are.

