THE MEDICAL AID SOCIETY OF MALAWI

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Date: 04th November 2026
To: All Members
From: Medical Aid Society of Malawi

BLANTYRE ADVENTIST HOSPITAL (BAH) SUCCESSFULLY ONBOARDED ONTO MASM E-CLAIMS PLATFORM

Dear Valued Members,

We are pleased to inform you that **BAH has successfully been onboarded onto the MASM E-Claims Platform and is live with effect from 2 November 2026.**

This development is part of MASM's ongoing digital transformation agenda aimed at improving service delivery, enhancing convenience, and providing a more seamless healthcare experience for our members.

When accessing services at BAH, your claims will now be processed electronically through the e-claims platform, resulting in:

- Faster and more efficient claims processing.
- Reduced paperwork and elimination of manual claim submission processes.
- Improved accuracy through real-time member eligibility verification.
- Enhanced monitoring and controls to minimize fraud, waste, and abuse.
- Better turnaround times for both members and healthcare providers.

Biometric Verification *Members will continue to be authenticated through biometric verification at the facility as part of MASM's efforts to enhance security and ensure that benefits are accessed only by eligible beneficiaries.*

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Should you require any assistance or experience any challenges while accessing services, please contact MASM through your usual service channels.
We thank you for your continued support and remain committed to providing innovative solutions that improve your healthcare experience.

Yours faithfully,
Medical Aid Society of Malawi (MASM)