



THE MEDICAL AID SOCIETY OF MALAWI

MASM House, 22 Lower Sclatter Road, P.O. Box 1254, Blantyre, Malawi. Tel: +265 (0) 111 820 298 / +265 (0) 111 820 543. Fax: +265 (0) 111 820 217.
E-mail: management@masm.mw Website: www.masm.mw

CIRCULAR

TO : All Service Providers
FROM : The Chief Executive Officer
DATE : 27th September 2024

RE: Migration to a new Membership/Claims Management system Core Health Insurance Platform (CHIP)

In line with the Society's quest to improve on efficiencies, we are excited to announce the launch of our new Membership/Claims Management system **Core Health Insurance Platform (CHIP)** which is scheduled to go live on 1st November 2024. This new platform is designed to enhance your overall experience by providing improved features, efficiency, and a more user-friendly interface.

The new system will be enhanced with Biometric verification features, mobile app and electronic claim submission modules to align with the current digital landscape.

During this transitioning period, there may be hiccups with the implementation, so we ask for your understanding of the situation.

For more information, please contact MASM,

Call Centre:4277

Website: www.masm.mw

For membership :quality@masm.mw

Approvals and authorizations: approvals@masm.mw

For all financial queries: finance@masm.mw

CA ULEMU KATUNGA (PhD/FCCA)
CHIEF EXECUTIVE OFFICER

BRANCH OFFICE

LILONGWE BRANCH
Behind Capital Hotel
Plot Number 11/59
Area 11
P.O. Box 30381
LILONGWE

Tel: +265 (0)111 770 678 / 776 427
Fax: +265 (0)111 773 802

MZUZU BRANCH
Grace Building
P.O. Box 973
MZUZU

Tel: +265 (0) 111 311 376
Tel: +265 (0) 111 311 797