**Title of Paper:** Determining levels of satisfaction with roles of HMOs among beneficiaries of social health insurance scheme in Enugu, Southeast Nigeria

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**Background**: Much as health insurance is being developed by countries at different levels, evidence shows that governments of low and middle income countries can hardly make progress without involving the private sector. This is a major reason why various forms of health care financing and enforcement mechanisms that are private sector oriented are being put in place. To aid that requires consideration of key issues in UHC - height of coverage, depth of coverage and breadth of coverage. In Nigeria, Health Maintenance Organizations (HMOs) are positioned to respond to the UHC considerations. However there appears to be some missing links in the roles of HMOs. Currently, satisfaction that is required from HMOs by beneficiaries in the social and voluntary private health insurance schemes is not glaring. This study therefore looks at the level of satisfaction with roles of HMOs amongst beneficiaries of beneficiaries of social and voluntary private health insurance schemes.

**Aim**: aim of the study is to determining levels of satisfaction with roles of HMOs among beneficiaries of social health insurance schemes in Enugu, Southeast Nigeria.

**Objectives:** The study objectives are to 1) determine the extent of HMOs involvement in implementation of social 2) determine levels of satisfaction on HMOs by beneficiaries of health insurance.

**Methods**: The study was a cross sectional descriptive design using quantitative method. The quantitative data was from purposively selected Federal government employees that are registered with the National Health Insurance Scheme (NHIS). Level of satisfaction was got using categorical variables in Likert format. Multinomial logistic regression model was used to determine level of satisfaction among respondents.

**Findings:** The respondents know the extent of involvement of HMOs in Social Health Insurance (60%). Many of the respondents in the social health insurance rated HMOs (31.30%). Those who rated them very low, was 25.60%, high was 23.0%; very high was 17.0% and highest was 3.10%. Level of satisfaction was statistically significant at 95% CI with Chi2 221.51 and p-value 0.00. Overall multinomial logistic regression showed Chi2, Prob >Chi2 and pseudo R2 values of 268.85, 0.000 and 0.16 respectively.

**Conclusion:** The study showed thatrespondents werenot generally satisfied with the roles of HMOs in the social health insurance scheme in Enugu, Southeast Nigeria.