

Follow up for delivery and NICU Cases

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The problem: 1 Payment delays for delivery cases necessitating a top-up or involving NICU requirements present considerable challenges for both our organization and the beneficiaries, particularly as the project nears its conclusion. In such instances, the inability to deliver full-package services under the same project exacerbates the situation for all parties involved.	The cause: 2 <ul style="list-style-type: none">• The current procedure for gathering these cases from the field is characterized by inefficiency and prolonged timelines before payment can be initiated.• Acquiring documents from beneficiaries is laborious and demands a considerable investment of time, often resulting in a wastage of effort.	The change: 3 We have developed a compact system tailored for (CHVs) operating in the field. This system facilitates direct entry of cases necessitating Top-up or (NICU) support during their home visits with beneficiaries. Furthermore, CHVs can seamlessly attach precise and comprehensive documents, expediting the payment process without any interruptions.	

The impact:

- **Improved Data Quality:** By integrating cases in need of top-up or NICU support into our delivery assistance framework, we enhance the quality of our assistance. This integration ensures timely identification and response to critical cases, thereby bolstering our standing with stakeholders.
- **Case Reception Duration:** Through immediate case reception and document completion during CHV home visits, we eliminate the need for a prolonged waiting period, expediting our response time from a month to real-time. This swift action optimizes our ability to address urgent cases promptly and efficiently.
- **Payment Timelines:** Under the proposed framework, payments for top-up assistance will be processed within a two-week timeframe, while NICU support payments will be completed within the same month of case reception. With all necessary documents readily available upon case submission, we can expedite the payment process, ensuring swift financial assistance to those in need.
- **Reduction in Payment Delays:** Our efforts have yielded remarkable results, evidenced by a significant reduction in payment delays. Previously, we experienced delays in 20-30% of cases; however, through the implementation of our streamlined processes, this percentage has been reduced to an exemplary 0%.

