

Jubilee medical app to roll out in Uganda, Tanzania

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Jubilee Insurance is set to roll out a medical mobile app, JubiCare in Uganda and Tanzania by September. The app, launched in February, will allow clients to access policy data in real-time as well as locate the underwriter's medical providers.

The app has various features including health facility finder and navigator, e-health records, pre-authorisation requests, medical card management services and e-wellness feeds. Plans are underway for Uganda and Tanzania clients to access the app.

Lately, the insurer has made substantial investments in the development of the transmission of claims electronically, wider use of biometric identification cards and digital mobile apps and artificial intelligence.

The insurer has been reviewing systems and operations, implementing enhanced information technology controls to curb fraud and re-engaging with its key service providers to find new and innovative ways to manage medical fees.