

# Evaluating Service Satisfaction and Sustainability of the Afya Health Insurance Scheme in Kuwait: An Exploratory Analysis [Response to Letter]

Maha Alnashmi<sup>1</sup>, Nuzhat Masud Bhuiyan<sup>2</sup>, Nour AlFaham<sup>3</sup>, Ahmad Salman<sup>4</sup>, Hanadi AlHumaidi<sup>1</sup>, Nabeel Akhtar<sup>1</sup>

<sup>1</sup>Health Informatics and Information Management Department, Faculty of Allied Health Sciences, Kuwait University, Jabriya, Kuwait; <sup>2</sup>Department of Environmental Science and Management, School of Health and Life Sciences, North South University, Bashundhara, Bangladesh; <sup>3</sup>Gulf University for Science and Technology, Mubarak Al-Abdullah, Kuwait; <sup>4</sup>Public Health Practice, College of Public Health, Shadadiya, Kuwait

Correspondence: Nabeel Akhtar, Kuwait University, Faculty of Allied Health Sciences, HIIM Department, Kuwait, Email nabeel.akhtar@ku.edu.kw

## Dear editor

We would like to thank Ahmad Yan Noor and Harinto Nur Seha for their thoughtful response to our study, “Evaluating Service and Sustainability of the Afya Health Insurance Scheme in Kuwait: An Exploratory Analysis.”<sup>1,2</sup> We greatly appreciate their valuable insights and constructive observations, which have contributed meaningfully to the ongoing discourse on this topic.

We would also like to provide an update on the Afya Health Insurance Scheme. Recently, the Kuwaiti government suspended the scheme (Decree-Law No. 105 of 2024, Law 114 of 2014) for at least one year in order to conduct a comprehensive review. This suspension aims to assess the scheme’s strengths and weaknesses in greater detail. We believe this pause will create new opportunities for research, encouraging further studies that can inform healthcare policy and decision-making in Kuwait.

We hope that these developments will continue to foster academic discussion and contribute to a deeper understanding of health insurance systems in the region.

## Disclosure

The authors report no conflicts of interest in this communication.

## References

1. Noor AY, Seha HN. Evaluating service satisfaction and sustainability of the afya health insurance scheme in Kuwait: An exploratory analysis [Letter]. *Clinicoecon Res*. 2024;16:771–772. doi:10.2147/CEOR.S498925
2. Alnashmi M, Bhuiyan NM, AlFaham N, Salman A, AlHumaidi H, Akhtar N. Evaluating service satisfaction and sustainability of the Afya insurance scheme in Kuwait: An exploratory analysis. *Clinicoecon Res*. 2024;16:597–617. doi:10.2147/CEOR.S469810

Dove Medical Press encourages responsible, free and frank academic debate. The content of the ClinicoEconomics and Outcomes Research ‘letters to the editor’ section does not necessarily represent the views of Dove Medical Press, its officers, agents, employees, related entities or the ClinicoEconomics and Outcomes Research editors. While all reasonable steps have been taken to confirm the content of each letter, Dove Medical Press accepts no liability in respect of the content of any letter, nor is it responsible for the content and accuracy of any letter to the editor.

ClinicoEconomics and Outcomes Research

Dovepress

## Publish your work in this journal

ClinicoEconomics and Outcomes Research is an international, peer-reviewed open-access journal focusing on Health Technology Assessment, Pharmacoeconomics and Outcomes Research in the areas of diagnosis, medical devices, and clinical, surgical and pharmacological intervention. The economic impact of health policy and health systems organization also constitute important areas of coverage. The manuscript management system is completely online and includes a very quick and fair peer-review system, which is all easy to use. Visit <http://www.dovepress.com/testimonials.php> to read real quotes from published authors.

Submit your manuscript here: <https://www.dovepress.com/clinicoeconomics-and-outcomes-research-journal>

<https://doi.org/10.2147/CEOR.S504544>

Received: 4 November 2024  
Accepted: 16 November 2024  
Published: 21 November 2024

ClinicoEconomics and Outcomes Research 2024:16 839

839



© 2024 Alnashmi et al. This work is published and licensed by Dove Medical Press Limited. The full terms of this license are available at <https://www.dovepress.com/terms.php> and incorporate the Creative Commons Attribution – Non Commercial (unported, v3.0) License (<http://creativecommons.org/licenses/by-nc/3.0/>). By accessing the work you hereby accept the Terms. Non-commercial uses of the work are permitted without any further permission from Dove Medical Press Limited, provided the work is properly attributed. For permission for commercial use of this work, please see paragraphs 4.2 and 5 of our Terms (<https://www.dovepress.com/terms.php>).