

General Circular pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai

eClaimLink General Circular Number 08 of 2019 (GC 08/2019)

Subject of this General Circular	Previously Issued Circulars from Health Funding Department
Applicability of this General Circular	This circular applies to all Payers and Providers in the Emirate of Dubai and those who are enrolled on the eClaimLink platform.
Purpose of this General Circular	To confirm applicability of all previously issued circulars and notices from the Health Funding Department.
Authorized by	Saleh Al Hashimi, CEO, Dubai Health Insurance Corporation
Drafted by	Ali Fareed Lutfi, Dubai Health Insurance Corporation
Publication date	17 th September 2019
This document replaces	Not applicable
Effective date of this General Circular	17 th September 2019
Grace period for compliance	Not applicable

Preamble

This general Circular is to inform all market participants, payers, providers, TPAs and intermediaries. That all previously issued General circulars, Standards Notices, Policy Directives, Procedural Notices and Enforcement Bulletins previously issued by the former Dubai Health Authority's Health Funding Department highlighted in 'Appendix A' are still in force and endorsed by the Dubai Health Insurance Corporation from the date of incorporation, April 30th 2018, by Royal Decree No. 17 of 2018.

Appendix A

General Circulars	
GC 01-2014	Communication Protocols
GC 02-2014	Self-funded and EBP Compliance
GC 03-2014	Employer Information Pack
GC 04-2014	TPA activities
GC 05-2014	Enforcement of fines and penalties
GC 01-2015	Antenatal care protocols
GC 02-2015	Patient drug safety checks
GC 05-2015	HIP status results 2015
GC 06-2015	Enforcement of the Law through Visa applications
GC 07-2015	Communication protocols
GC 04-2015	Online health insurance - Project Full Sweep EoI
GC 08-2015	HIP status results 2015
GC 09-2015	Coding Standards
GC 10-2015	PI applications and renewals for 2016
GC 01-2016	HIIP status of intermediaries
GC 02-2016	Internal Coding Elimination and Coding Standards in eClaimLink
GC 02-2016	Special Needs Members
GC 03-2016	Marketing or Advertising Medical Insurance
GC 04-2016	Mandatory Insurance Deadline
GC 05-2016	HIIP status of intermediaries
GC 06-2016	Member Register
GC 07-2016	The eClaimLink eAuthorization Initiative
GC 08-2016	Mandatory Member Information and Final Deadline
GC 09-2016	Premium Refunds
GC 01-2017	Member Register Validation with GDRFAD
GC 02-2017	Member Register Failed Uploads
GC 03-2017	DRG Implementation – Phase II of Shadow Billing
GC 04-2017	Violation of Standards Notice 01 of 2017 and its consequences
GC 05-2017	General updates and clarification of frequent misinterpretations
GC 01-2018	DRG Implementation – Phase II of Shadow Billing
GC 02-2018	Collection of DRG Negotiation Factors
GC 03-2018	The eAuthorization Initiative – Update

GC 04-2018	The ePrescription Initiative – Update
GC 05-2018	Updating eClaimLink User Details
GC 06-2018	Denial Code Updates
GC 07-2018	DRG Implementation – Exempted Hospitals
GC 08-2018	Clarifications on Collection of DRG Negotiation Factors and Reporting Requirements of DRG Financial Parameters in Phase II of Shadow Billing
GC09-2018	Prescriptions for VIP Patients in the Emirate of Dubai
GC 10-2018	Cessation of Direct Billing Paper Claim Form
GC 11-2018	New Member Register Structure
GC 12-2018	The Dubai Drug Code (DDC) List and eClaimLink System
GC 01-2019	Unnecessary medical treatments, diagnostics or medications at medical providers
GC 02-2019	Pro rata refund of premiums for individually sponsored members
GC 03-2019	Iranian Hospital Dubai eClaimLink Accounts Reinstatement
GC 04-2019	Addition of Comment Field to the Remittance.Advice Schema
GC 05-2019	Healthcare Professional Licensing Information
GC 06-2019	Healthcare Professional Licensing Information - MOHAP
GC 07-2019	Ethical Standards of Business Conduct

Policy Directives	
PD 01-2014	Complaints handling (rev 1)
PD 02-2014	Compliance with minimum benefits
PD 03-2014	Healthcare Provider Pricing
PD 01-2015	Maternity coverage
PD 02-2015	Top-up policies
PD 01-2016	Insurance coverage for emergency cases and DHA price list
PD 01-2017	Medical Facilities for Hatta Population
PD 02-2017	Emergency Definition
PD 01-2018	Patient's treated or transferred by Ambulance
PD 02-2018	Patient Support Programs – BASMAH
PD 03-2018	Patient Support Programs – HCV
PD 04-2018	Pregnancy Declarations
PD 05-2018	Updated TOB for the Essential Benefit Plan
PD 06-2018	Basmah Initiative – Fund structure
PD 07-2018	Updated TOB for the Essential Benefit Plan
PD 01-2019	Claims Audit and Recovery in the Emirate of Dubai
PD 02-2019	New Born additions
PD 03-2019	Settlement of Payment for Emergency Services

Standards Notices	
SN 01-2014	Facilitation agreements
SN 01-2015	Single Point of Contact
SN 02-2015	Standards for health insurance intermediaries
SN 03-2015	Standardised claims records
SN 04-2015	Marketing standards
SN 01-2017	Intermediary Remuneration on LSB products
SN 01-2018	Health Insurance Claims records
SN 01-2019	Series of key performance indicators to measure services delivered by Third Party Administrators
SN 02-2019	Use of Remittance Advices and Denial codes
SN 03-2019	Claim Cycle Standardisation
SN 04-2019	Member Register

Procedural Notices	
PN 01-2014	PI 2015 submissions
PN 03-2014	Provider price regulation
PN 02-2014	Health insurance certificates
PN 04-2014	PI renewal for 2015
PN 05-2014	Registration of health insurance intermediaries and their representatives
PN 01-2015	HIP applications 2015
PN 02-2015	v1.4 Fraud, waste and abuse return
PN 03-2015	Price Regulation
PN 01-2016	v1.1 Health coverage certificates
PN 02-2016	Price Regulation for 2017
PN 03-2016	PI Status Submissions for 2017
PN 04-2016	PI Status Renewal Submissions for 2017
PN 01-2017	Member Register uploads
PN 01-2018	PHIR Register
PN 01-2019	Patient Support Programs (BASMAH & HCV)
PN 02-2019	Clarification of Index Rate for 2019
PN 03-2019	BASMAH Fund Transfer

Enforcement Bulletins	
EB 01-2015	Health Insurance Law Enforcement Measures
EB 01-2017	Notice of Suspension of HIIPs
EB 02-2017	Notice of Suspension of HIIPs (To Replace EB 01-2017)
EB 01-2018	Enforcement Bulletin
EB 01-2019	Notice of Suspension of an HIP
EB 02-2019	Notice of Suspension of an HIP

Archive of Older Documents	
PD 01-2014	Complaints handling
GC 03-2015	Registration of health insurance intermediaries (rev 1)