

**Policy Directive pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai**  
**Policy Directive Number 02 of 2020 (PD 02/2020)**

Subject of this Policy Directive	Telehealth Services
Applicability of this Policy Directive	This directive applies to all parties involved in the administration of health insurance plans in the Emirate of Dubai, specifically Insurers and TPAs and is for the information of intermediaries
Purpose of this Policy Directive	To advise on requirement to cover telehealth services where applicable during the effective period of this circular
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This document replaces	Policy Directive 02 of 2020 Published on March 18 <sup>th</sup> 2020
This document has been replaced by	Not Applicable
Publication date	March 24 <sup>th</sup> , 2020
Effective date of this Policy Directive	March 24 <sup>th</sup> 2020
Expiry date of this Policy Directive	Until further notice

**Preamble**

Patient and community safety is always top priority for the Dubai Health Authority. This policy directive aims to inform that throughout the effective dates of this circular, all payers may encourage and accept claims from DHA licensed medical facilities who have been licensed by DHA Health Regulation Sector, the Dubai Healthcare City Authority or any other applicable regulatory body to offer Telehealth services. (DHA Standards for telehealth services can be found [here](#), DHCC amended regulations on inclusion of telehealth services can be found [here](#)). Payers must encourage and accept any claims throughout the effective dates of this circular, regardless if they had previously not agreed to telehealth services from the same network providers.

This directive does NOT mandate the default inclusion of any telehealth providers licensed by DHA's Health Regulation Sector who is not part of any payers' network. This directive applies to those network providers with whom the payer has not extended telehealth services previously should now be included. The objective is to reduce unnecessary patient visits to medical facilities where possible.

Chronic disease medication refills, psychology or psychiatry consultations, chemo/radiation consultations, primary healthcare are just some examples of consultations that could be conducted via telehealth services.

We have been in communication with medical providers in the emirate that offer telehealth services and have been informed there will be a significant reduction in standard consultation charges to extend these services.