

General Circular pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai
General Circular Number 09 of 2020 (GC 09/2020)

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| Subject of this General Circular | Teleconsultation DSL Codes |
| Applicability of this General Circular | This Circular applies to: <ul style="list-style-type: none"> All service providers (Dubai and NE) enrolled with eClaimLink All HIPs (Insurers and TPAs) |
| Purpose of this General Circular | To introduce new DSL codes for teleconsultation |
| Authorized by | Saleh Al Hashimi, CEO, Dubai Health Insurance Corporation |
| Drafted by | Ali F. Lutfi, Dubai Health Insurance Corporation Ken Fan, Consultant, Dubai Health Insurance Corporation |
| Publication date | 21/4/2020 |
| This document replaces | Not applicable |
| This document has been replaced by | Not applicable |
| Effective date of this General Circular | Immediate effect |
| Grace period for compliance | None |

Objectives of this General Circular:

In view of current circumstances where patients are prohibited to visit hospitals (except for emergencies), and the possible need for patient requiring consultations, five new DSL codes will be introduced to cater for teleconsultation services with effect from 5 April 2020:

| DSL Code | Description |
|----------|---|
| 41 | Teleconsultation – GP |
| 42 | Teleconsultation – Specialist |
| 43 | Teleconsultation – Consultant |
| 44 | Teleconsultation – Allied Health |
| 45 | Teleconsultation – Psychotherapy (Psychologist) |

A teleconsultation is define as a healthcare consultation carried out remotely using audio/visual telecommunications between clinical professionals and patient for various clinical specialties. It does not include nursing consultations.

Please note that all categories of GPs, specialists and consultants conducting teleconsultations will be covered in the respective codes.

All service providers, insurers and TPAs are encouraged to begin discussions on pricing immediately.

For any further enquiries, please direct your emails to DHIC-DRGProject@dha.gov.ae