

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

General Circular Number 05 of 2020 (GC 05/2020)

Subject of this General Circular	Settlement of Outstanding claims and Update of claim payments cycle
Applicability of this General Circular	This Circular applies to: <ul style="list-style-type: none">All HIPs (Insurers and TPAs)
Purpose of this General Circular	To inform the Payer market of the requirement to settle all outstanding claims and how claim payments should be treated until further notice
Authorized by	Saleh Al Hashimi, CEO, Dubai Health Insurance Corporation
Drafted by	Ali F. Lutfi, Dubai Health Insurance Corporation
Publication date	31/3/2020
This document replaces	Not applicable
This document has been replaced by	Not applicable
Effective date of this General Circular	Immediately upon publication
Grace period for compliance	None

Objectives of this General Circular

Given the current situation and strain being placed on the providers to service the community during these times. The DHIC requires all payers to settle all current outstanding and agreed claims or any issued unsettled GOPs received as of March 30th 2020 to their respective network providers, regardless of timelines stated in mutual contractual agreements or [Standards Notice 03 of 2019](#). This includes payments from Insurers to TPAs in order to settle claims to providers. All outstanding amounts must be settled in full to providers by maximum close of business April 9th 2020.

In addition to the above and until further notice, any undisputed claims received by payers must be settled immediately.

Failure to comply will result in financial penalties and impact license status.