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

eClaimLink General Circular Number 12 of 2018 (GC 12/2018)

Subject of this General Circular	**The Dubai Drug Code (DDC) List and eClaimLink System**
Applicability of this General Circular	This Standard is applicable to all Healthcare Payers (Payers), Third Party Administrators (TPAs), Healthcare Providers (Providers) and Health Insurance Stakeholders in the Emirate of Dubai. This General Circular is integrated with other regulations, standards and circulars in Emirate of Dubai relevant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai.
Purpose of this General Circular	The General Circular serves to consolidate and summarize to the market all recent changes relating to the Dubai Drug Code(DDC) list
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Publication date	19th December 2018
Effective date of this General Circular	Immediately

1   Preamble

The General Circular serves to:

1.1   Consolidate and summarize to the market all recent changes relating to the Dubai Drug Code(DDC) list
1.2   Announce a new process for release and effective date of the Dubai Drug Code (DDC) List within eClaimLink system and its applications to all health insurance market participants
1.3   Reiterate the existing Dubai Drug Code (DDC) Registration Process

2   Definitions
2.1   Dubai Drug Code (DDC)
The Dubai Drug Code (DDC) List is a comprehensive list of all drugs that are registered with DHA's Pharmacy Services department. Each registered drug is assigned a unique DDC code allowing for differentiation between drugs as per the DDC structure which includes details such as route of administration (ROA), dosage, form, pack size, price, manufacturer, registered owner and source. Sources include MOH, DHA and Private Hospital.

3   Recent changes relating to the Dubai Drug Code(DDC) List
In the interest of regulatory enforcement, DHA Pharmacy services announced in DDC Updates 2018-07-28 and subsequent circulars, major updates to the content, structure and application of the Dubai Drug Code list (DDC) that are published to the Payer and Provider market on eClaimLink.

3.1   Drugs with DHA Source All DDC drugs listed with Source
        3.1.1   "DHA" are licensed and intended for use within DHA Government Facilities and therefore remittance, payment and reimbursement for these DDCs must ONLY be made on claims and prescriptions issued by DHA Government Facilities.

3.1.2 Further to this notice, DHA Pharmacy Services Department allowed a grace period of 3 months for the market to apply the required changes on the utilization of Drugs with "DHA" source.

3.1.3 Payers were instructed to adjust their systems to auto reject claims & authorizations with Source "DHA" DDC's from Non - DHA Government Facilities effective 1st November 2018.

3.1.4 DHA Government Facilities eClaimLink IDs are listed below:

Facility Name	eClaimLink ID
LATIFA HOSPITAL	DHA-F-0047967
DUBAI HOSPITAL	DHA-F-0047968
HATTA HOPITAL	DHA-F-0047969
RASHID HOSPITAL	DHA-F-0047970
ABU HAIL CLINIC	DHA-F-0000AHC
AL-BARSHA HEALTH CENTRE	DHA-F-000BRHC
DUBAI DIABETES CENTER	DHA-F-0000DDC
DUBAI PHYSIO & REHAB	DHA-F-000DPRC
GHUSSAIS CLINIC	DHA-F-00000GC
KHAWANEEJ HEALTH CENTRE	DHA-F-000KWHC
LUSAILY CLINIC	DHA-F-0000LUC
ALMEZHAR HEALTH CENTER	DHA-F-000MEZH
MANKHOOL HEALTH CENTRE	DHA-F-000MKHC
MAMZAR HEALTH CENTRE	DHA-F-000MZHC
NAD ALHAMAR HEALTH	DHA-F-000NAHC
NADD AL SHIBA CLINIC	DHA-F-00000NS
AL BADAE HEALTH CENTRE	DHA-F-00000SC
SAFA HEALTH CENTRE	DHA-F-000SFHC
TOWAR HEALTH CENTRE	DHA-F-000TWHC

3.2 Drugs with HAAD and EHL Source

3.2.1 All drugs listed with source "HAAD" and "EHL" were discontinued on **1st November 2018** for the entire Dubai market.

3.3 Drugs with Private Hospital Source

3.3.1 With reference to the instructions outlined in the DDC Updates 2018-07-28 circular, which resulted in restricted access to "DHA" source drugs and deactivation of "HAAD", "Private" and "EHL" source drugs, the extent at which "DHA" sourced drugs were used in the Private sector became apparent.

3.3.2 Concerned stakeholders including Providers, pharmaceutical companies and drug agents were encouraged to re-register all drugs impacted by these changes if they wish to continue prescribing or dispensing.

3.3.3 DHA Pharmacy Services Department have set within DDC that each "Private" source DDCs will be valid up to the specified discontinuation date and registration must be repeated to ensure an active DDC is available - Private Hospital Drug Source 2018-12-13.

3.3.4 Following the 1st November announced effective date, DHA Pharmacy Services Department has been inundated by Private Providers with applications to register drugs that no longer have a corresponding code.

3.3.5 As a result, several unscheduled DDC update releases were made following notification to the market

3.4 DDC Release and Effective Date

3.4.1   As per the changes outlined in the [eClaimLink and DDC Updates 2018-10-29](#) circular, the new release frequency for DDC release will occur once weekly.

3.4.2   A new process has been established to standardize the timelines for the weekly release and will be as follows:

         3.4.2.1   The updated DDC Public list will be available on eClaimLink every **Monday**.

         3.4.2.2   A grace period of approximately 2 days will be provided to allow Payers and Providers time to download the list and update their systems.

         3.4.2.3   Payers and Providers applications/systems must reflect the new DDC list starting from **Thursday of every week.**

         3.4.2.4   Changes cannot be applied before this time, otherwise they will be rejected on the DHPO.

         3.4.2.5   Payers/TPAs are required to proactively communicate with their respective Providers' Network should delays occur and advise when the DDC update will be available within the Payers/TPA system, to ensure that planning of patient care is not impacted.

         3.4.2.6   This update will be effective with the next DDC release, reflecting on **Thursday 27th December 2018**.

4. Dubai Drug Code (DDC) Registration Process

4.1 Private Hospital Registration Steps

Private Hospital will download DDC Registration Form for Private Hospital on this **link**

4.1.1   Private Hospital will fill in the form with all required information. (note: all the fields are mandatory)

4.1.2   Private Hospital will send an email to DHA Pharmacy Services Department (khIHassan@dha.gov.ae / mmalIssa@dha.gov.ae) including the following details:

         4.1.2.1   Email Subject: DDC Registration (Facility Name)

         4.1.2.2   Email body should include

                 4.1.1.1.1   Facility Name.

                 4.1.1.1.2   eClaimLink Facility ID.

                 4.1.1.1.3   Contact Person.

                 4.1.1.1.4   Contact Email.

                 4.1.1.1.5   Contact Phone#

                 4.1.1.1.6   Attachments of:

- Filled DDC Registration Form
- Official Declaration form for importation of non- registered item
- Updated invoice showing the cost and selling prices.

4.1.3   DHA Pharmacy Services Department will review the submitted data and documents and:

         4.1.3.1   Accept the registration request – a new DDC code shall be generated and assigned to the item.

         4.1.3.2   Reject registration request – feedback shall be provided for the reasons of rejection.

         4.1.3.3   Request more information – clarification of the needed information shall be sent to the facility.

4.1.4   DHA Pharmacy Services Department will release the DDC updates once weekly every **Monday**

4.1.5   The updated DDC list will be available on the eClaimLink system for Providers and Payers/TPAs to download and utilize on the following pathway DHD > Codes & Lists > Dubai Drug Code.

4.1.6   The updated DDC list will be reflected on the eClaimLink system for utilization starting from **Thursday of every week**.

4.2 Pharmaceutical Company or Agent Registration Steps

Pharmaceutical Company or agent will download DDC Registration Form for Pharmaceutical Companies or agents on this **link**

4.2.1   Pharmaceutical Company or agent will fill in the form with all required information. (note: all the fields are mandatory)

4.2.2   Pharmaceutical Company or agent will send an email to DHA Pharmacy Services Department (khIHassan@dha.gov.ae / mmallssa@dha.gov.ae) including the following details:

       4.2.2.1   Email Subject: DDC Registration (Company Name)

       4.2.2.2   Email body should include

            4.2.2.2.1   Company Name

            4.2.2.2.2   Contact Person

            4.2.2.2.3   Contact Email

            4.2.2.2.4   Contact Phone#

            4.2.2.2.5   Attachments of:

- Filled DDC Registration Form
- MOH product registration certificate for MOH registered item
- Updated invoice showing the cost and selling prices
- MOH Receipt of the registration file for non- registered items (items under MOH registration process)

4.2.3   DHA Pharmacy Department will review the submitted data and documents and:

       4.2.4   Accept the registration request – a new DDC code shall be generated and assigned to the item.

       4.2.5   Reject registration request – feedback shall be provided for the reasons of rejection.

       4.2.6   Request more information – clarification of the needed information shall be sent to the company.

4.2.7   DHA Pharmacy Department will release the DDC updates once weekly every **Monday**

4.2.8   The updated DDC list will be available on the eClaimLink system for providers to download and utilize on the following pathway DHD > Codes & Lists > Dubai Drug Code.

4.2.9   The updated DDC list will be reflected on the eClaimLink system for utilization starting from **Thursday of every week**.