

Policy Directive pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai
Policy Directive Number 3 of 2018 (PD 03/2018)

Subject of this General Circular	Patient Support Programs – HCV
Applicability of this General Circular	This general circular applies to all market participants
Purpose of this General Circular	To reaffirm timelines and requirements from all Payers in the market.
Authorized by	Dubai Standards of Care, Health Funding Department
Drafted by	Ali F. Lutfi, Health Funding Department
Publication date	29 th July, 2018
This document replaces	Not applicable
Effective date of this General Circular	Immediately upon publication
Grace period for compliance	None

Preamble

In this circular you will find below a few updates / clarifications regarding the HCV Elimination program (HCV Patient Support Program (PSP)). The information and dates below will be considered final and over-ride all previous communication unless otherwise stated by DHA.

As previously communicated, all agreements should have been signed with Trudoc for the Patient Support Program as of July 28th 2018. If any payers have not signed them, they are required to do so as soon as possible.

For any additional queries or concerns please raise them directly to ISAHD@dha.gov.ae

Dear Payers,

Please find below few updates / clarifications regarding the Hepatitis (HCV) Patient Support Program (PSP). The information and dates below will be considered final and over-ride all previous communication unless otherwise stated by DHA.

1. The following applicable documents are available under the Guidelines and Standards section at <http://www.isahd.ae/Home/LawAndRegulations>. Please make note of the *updated* PSP guidelines that have been uploaded on the ISAHD website.
 - a. [Hepatitis C Virus \(HCV\) Questionnaire – 2017](#)
 - b. [Hep C Patient Support Program – 2018](#)
 - c. [DHA Cancer & HCV Program Rider for Patient Support Program – 2018](#)
2. As communicated by DHA via e-mail on 15 October 2017, the HCV PSP mandate is in effect from 01 January 2018 (“PSP Effective Date”).
3. As communicated by DHA at the HCV Implementation Initiative meeting on 18 July 2018, the implementation date for HCV PSP is 01 July 2018 (“PSP Implementation Date”).
4. In accordance,
 - a. The mandate is applicable to all PSP eligible insured members, per the PSP guidelines, (“PSP eligible lives”) with policies issued or renewed on or after the PSP Effective Date (01 January 2018).
 - b. The coverage and provision for HCV should take effect from 01 January 2018 (“Provision Effective Date”) i.e. the provision/coverage should be retrospective from 01 January 2018 on a prorata basis for all policies issued/renewed on or after 01 January 2018. If Payers had not previously collected/provisioned for the amount, then it is the Payers decision if they would like to go back to previously eligible insured members to collect their allocated provision or to write it off.
 - c. Payers must inform their respective network providers about the HCV PSP and their obligations related to screening (Payers to draft intended communication for network providers as per their internal processes).
 - i. Network providers must screen PSP eligible lives as per the screening and PSP guidelines.
 - ii. Network providers must share screening test results within maximum of 7 days of receipt of screening test results with Payers / TPAs.
 1. For positive / suspected positive cases,
 - a. Network provider should also inform the patient of the test result and next steps related to PSP prior to sharing of screening test results with Payer.
 - b. Payers should ensure they receive a confirmation regarding discussion of test results by the network provider treating physician prior to contacting patient regarding PSP (“confirmation”).

- d. Payers must contact PSP eligible lives within 24 hours of receipt of test result and confirmation from network provider in order to seek consent (call script has been provided by TruDoc24x7 for reference).
 - e. Eligible newly diagnosed cases should be identified and contacted to the PSP for all policies issued/renewed on or after PSP Effective Date (i.e. 01 January 2018) after initial screening tests have been completed. Confirmatory screening tests should also be completed at network provider, and referred (if consented) to the PSP after receipt of confirmatory screening test results and confirmation.
 - i. For cases screened before PSP Implementation Date, they would have now turned into ongoing cases, if positive, and must follow the referral timelines for ongoing cases as per the patient journey.
 - ii. For cases screened but not yet diagnosed before PSP Implementation Date, they should be treated in the same manner as an ongoing case.
 - iii. For cases screened after PSP Implementation Date, Payers must follow the referral timelines for newly diagnosed cases as per the patient journey i.e. within 24 hours of receipt of confirmatory screening test result and confirmation from network provider.
 - f. Eligible ongoing diagnosed cases should be identified, contacted and referred (if consented) to the PSP for all policies issued/renewed on or after PSP Effective Date (i.e. 01 January 2018).
 - i. For ongoing cases related to policies issued/renewed before PSP Implementation Date, Payers must refer eligible cases (if consented) as per the patient journey by 16 August 2018. All screening and treatment reports available should be shared along with the screening upload.
 - ii. For ongoing cases related to policies issued/renewed on or after PSP Implementation Date (i.e. 01 July 2018), Payers must refer eligible cases (if consented) as per the patient journey within 4 weeks of Member Policy Start Date. All screening and treatment reports available should be shared along with the screening upload.
5. PSP Agreements should be signed as per the updated Rider issued by DHA via e-mail on 17 July 2018. The initial Rider was issued by DHA via e-mail on 13 December 2017.
6. PSP Agreement Effective Date will be the same as PSP Implementation Date i.e. 01 July 2018. The deadline for PSP Agreement sign-off, as announced by DHA during the HCV Elimination Initiative meeting (held on 18 July 2018) is 28/Jul/2018.
- a. PSP invoicing by TruDoc24x7 will be applicable for all policies issued/renewed on or after PSP Effective Date (i.e. 01 January 2018) and active as of PSP Implementation Date (i.e. 01 July 2018).
7. The first census upload on the DHA PSP Payer Portal should be as per Appendix A of the Rider and date criteria mentioned below:
- i. Census Addition Upload = All policies with Member Policy Start Date on or after PSP Effective Date (01 January 2018) AND active as of PSP Implementation Date (01 July 2018)

ii. Census Termination Upload = All policies with Member Policy Start Date on or after PSP Effective Date (01 January 2018) and Member Policy Termination Date on or after PSP Implementation Date (July 1st)

8. Subsequent census addition and termination uploads should be for all policies added or terminated during the month, and should be uploaded by the 5th day of the month for the previous month.

9. Screening uploads should be

a. for all PSP eligible lives who have undergone screening with screening test date on or after PSP Implementation Date (01 July 2018).

b. For all ongoing cases for policies issued/renewed on or after PSP Effective Date (01 January 2018).

10. Payers may designate their day-to-day responsibilities related to the PSP to their TPA(s). The Payer to TPA mapping and list of authorized users should be shared by the Payer to TruDoc24x7 as part of the Agreement. Any changes/updates to the list of authorized users should also be authorized by the Payer to TruDoc24x7 in writing.

11. Below examples are being provided for reference and clarification.

Policy Start Date	Policy End Date	Policy Termination Date	Policy Status as of 01-Jul-2018	PSP Eligibility	Screening Test Date	Screening Test Outcome	PSP Invoicing Effective Date	PSP Fees to TruDoc	Remarks
1-Jan-18	31-Dec-18	-	Active	Eligible	25-Jul-18	Requires Further Investigation	1-Jul-18	AED 0.38	AED 0.38, prorata for 6 months
1-Jan-18	31-Dec-18	30-Jun-18	Inactive	Ineligible	N/A	N/A	N/A	N/A	N/A
1-Dec-17	30-Nov-18	-	Active	Ineligible	N/A	N/A	N/A	N/A	N/A
1-Jan-18	31-Dec-18	30-Jun-18	Inactive	Ineligible	1-Mar-18	Positive	N/A	N/A	N/A
1-Jul-18	30-Jun-19	-	Active	Eligible	N/A	N/A	1-Jul-18	AED 0.75	AED 0.75 for the policy year
1-Jul-18	30-Sep-18	-	Active	Eligible	N/A	N/A	1-Jul-18	AED 0.19	AED 0.75, prorata for 3 months
1-Jul-18	15-Sep-18	-	Active	Eligible	N/A	N/A	1-Jul-18	AED 0.19	AED 0.75, prorata for 3 months
30-Apr-18	29-Apr-19	-	Active	Eligible	N/A	N/A	1-Jul-18	AED 0.63	AED 0.75, prorata for 10 months

Policy Start Date	Policy End Date	Policy Termination Date	PSP Eligibility on or after 01-Jul-2018	Screening Test Date	Screening Test Outcome	Type of Case	Screening Upload	Screening Upload
1-Jan-18	31-Dec-18	-	Eligible	25-Jul-18	Requires Further Investigation	Newly diagnosed	Yes	Screening data + screening documents
1-Aug-18	31-Jul-19	-	Eligible	1-Dec-17	Positive	Ongoing	Yes	Screening data + screening/treatment documents

Policy Start Date	Policy End Date	Policy Termination Date	PSP Eligibility on or after 01-Jul-2018	Screening Test Date	Screening Test Outcome	Type of Case	Screening Upload	Screening Upload
1-Aug-18	31-Jul-19	-	Eligible	31-Jul-18	Requires Further Investigation	Ongoing	Yes	Screening data + screening/treatment documents
1-Jul-18	30-Jun-18	-	Eligible	-	-	-	No	Not Applicable
31-Dec-17	30-Dec-18	-	Ineligible	1-Aug-18	Positive	Newly diagnosed	No	Not Applicable
31-Dec-17	30-Dec-18	-	Ineligible	31-Dec-17	Positive	Ongoing	No	Not Applicable
1-Jan-18	31-Dec-18	-	Eligible	1-Mar-18	Requires Further Investigation	Ongoing	Yes	Screening data + screening/treatment documents
1-Jan-18	31-Dec-18	1-Apr-2018	Ineligible	1-Mar-18	Requires Further Investigation	Ongoing	Yes	Screening data + screening/treatment documents
1-Jan-18	31-Dec-18	-	Eligible	1-Jan-17	Positive	Ongoing	Yes	Screening data + screening/treatment documents
30-Apr-18	29-Apr-19	-	Eligible	1-Aug-18	Negative	-	Yes	Screening data
30-Apr-18	29-Apr-19	-	Eligible	1-May-18	Negative	-	No	Not Applicable

12. In cases where the payer contacts a member for consent and they are non-responsive/not reachable within the 7 day period. Payers are required to list this as "Not Reachable" on the DHA PSP Payer Portal under the PSP verbal consent field during screening upload.