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## Medical Facilities For Hatta Population

### 1- Introduction:

The Health Insurance Law 11 of 2013 of Dubai was established by UAE Vice President, Prime Minister and Ruler of Dubai His Highness Sheikh Mohammed bin Rashid Al Maktoum to support the Dubai health sector in providing affordable and accessible healthcare to the community.

There is a small population in Hatta that is underserved and lacking accessibility to medical providers, with the closest one after Hatta Hospital being over 50 kilometers away.

Hence all HIPs (payers and TPAs) are advised to include Hatta Hospital within their provider network as of 01/01/2017.

### 2- Definitions / Key Terms:

#### 2-1 Payers (Insurance Companies)

Companies, which are licensed by the Dubai Department of Economic Development and UAE Insurance Authority to sell health insurance products to the public.

#### 2-2 Third Party Administrators (TPA):

A party that is responsible for managing the administrative responsibilities related to health insurance activities.

### 3- Purpose of Policy:

3-1 To require all HIPs (TPAs and Payers) to include Hatta Hospital in their medical provider network due to lack of services in the area.

### 4- Policy Objectives:

4-1 Indicate to the market the requirement to include Hatta Hospital in all HIP Medical Provider Networks.

### 5- Scope:

5-1 To ensure all medical insurers and TPAs' are required to include the Hatta Hospital in their medical provider networks as of 1/1/2017.

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### 6- Policy Stakeholders:

6-1 Payers

6-2 Third Party Administrators

### 7- Policy Implementation Required Resources:

Circulars released by DHIC

### 8- Policy Content:

8-1 Hatta Hospital is required to be included under direct billing for all elective and emergency treatment.

8-2 Pricing will be as per standard DHA price list and standard contracts signed by payers/TPAs.

8-3 Insured members should be covered at Hatta Hospital from 01/01/2017.

### 9- Deployment Methodology: (Check all that apply)

Announcement

Awareness

Training

On Job Training

### 10- Policy Performance Indicators:

10-1 Active implementation

10-2 Stakeholder engagement

10-3 Complaints raised due to lack of coverage

10-4 No of claims in eclaimlink at Hatta Hospital

10-5 No of claims that required resubmission given non-compliance by Payers / TPAs to follow the directive.

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### 11- List of Risks:

- 11-1 Delay in treatment due to lack of medical services in Hatta
- 11-2 Financial burden on the members due out of pocket costs
- 11-3 Hatta population are required to travel long distance to hospitals within Dubai to receive coverage of medical treatment.

### 12- Policy Revision/Update :

N/A

### 13- Audit, Improvement & Development:

- 13-1 Internal audit for compliance with the document content
- 13-1 Corrective actions for non-conformities with the document content

### 14- Records List\*

14-1

### 15- Appendices \*

- 15-1 References  
Policy Directive Number 01 of 2017 (PD 01/2017)  
<https://www.isahd.ae/content/docs/PD%2001-2017%20Medical%20Facilities%20for%20Hatta%20Population.pdf>
- 15-2 Attachments  
Policy Directive Number 01 of 2017 (PD 01/2017)

N.B.: "\*" Put "N/A" if there is nothing to write.

*(the document)* to be replaced by document title

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### Revision History

S.	Summary	Amend Type*	Page	Issue No.	Issue Date
1	Medical facilities for Hatta population	Modify		PD 01/2017	12-02-2017

\* Amend Type: Add – Modify – Cancel

Signature	Job Title / Department	Prepared by
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