

Procedural Notice pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai
Procedural Notice Number 01 of 2020 (PN 01/2020)

Subject of this Procedural Notice	Claim Cycle Standardization
Applicability of this Procedural Notice	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 Standards Notice 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 Procedural Notice	This Standards Notice serves to announce an extension of the standardization of the Claim cycle timelines stated in Standards Notice 03 of 2019
Authorized by	Saleh Al Hashimi, CEO, Dubai Health Insurance Corporation
Drafted by	Ali F. Lutfi, Dubai Health Insurance Corporation
Publication date	29 th March 2020
This document replaces	Not Applicable
Effective date of this Procedural Notice	Immediately upon publication until further notice
Grace period for compliance	None

Preamble

Given the market situation and stress being put on the healthcare system, mainly the providers. This Notice serves to notify all payers and providers, that further to the timelines stated in [Standards Notice 03 of 2019](#), providers are granted (if required) to have an additional 30 days to submit the initial claim only. All other parts of the claim cycle remain as stated in Standards Notice 03 of 2019.

This notice supersedes any contracts between payers and providers that state lower timelines and is applicable until further notice.