

Standards Notice pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai

Standards Notice Number 1 of 2015 (SN 01/2015)

Subject of this Standards Notice	Single Point of Contact (SPOC)
Applicability of this Standards Notice	All insurers, health insurance claims management companies and intermediaries having dealings in the health insurance market in the Emirate of Dubai
Purpose of this Standards Notice	To specify the responsibilities of the SPOC, guidance on who should be SPOC, procedures for changing the registered SPOC and monitoring performance
Authorised by	Dr Haidar al Yousuf, Director, Health Funding Department
Drafted by	Robin Ali, Consultant, Health Funding Department
Publication date	17 April 2015
This document replaces	Not applicable
This document has been replaced by	Not applicable
Effective date of this Standards Notice	Immediately upon publication
Grace period for compliance	None

Objectives of this Standards Notice

- To confirm the role and responsibilities of the SPOC to all parties to whom this notice applies
- To provide guidance upon who should undertake the role of SPOC
- To detail the procedure to be adopted to change the designated SPOC
- To explain the circumstances in which instruction will be given to replace a SPOC
- To confirm that responses to requests for information will be monitored

Roles and responsibilities of the SPOC

1. To be the point of reception of any and all general communications from Health Funding Department (HFD) of Dubai Health Authority (DHA);
2. To read and understand the communication in order to be able to disseminate its contents generally within the organisation or forward it to another specific member of management for information or action;
3. To ensure that in his/her absence the role of SPOC is delegated to another person within the organisation who is able to receive and deal with communications from HFD to include automatic forwarding of emails or other facility allowing the deputy access to the communications;
4. To ensure complete confidentiality in relation to the contents of any communication sent to the SPOC by HFD and to disseminate the content only to the most appropriate people within the organisation;
5. Where requested, to confirm receipt to HFD of any communications received;
6. To keep themselves apprised of and up to date on all regulatory matters pertaining to health insurance regulation

Who should undertake the role of SPoC?

This role should be undertaken by a senior member of management, preferably in a compliance or operational management role. The SPoC should be experienced enough to understand health insurance and related regulatory matters. The role of SPoC should not be allocated to a junior member of the organization.

The SPoC must have a personalized email address (e.g, "myname@..."). General email IDs such as "info@...", "company name@...", "technical@...", "medical@..." are not acceptable.

Procedure to change a SPoC

The company should notify HFD by sending an email to isahd@dha.gov.ae providing the new SPoC details to include:

- First name(s)
- Family name
- Designation
- Email ID
- Mobile telephone number

Circumstances in which HFD will instruct replacement of a SPoC

If the SPoC is regularly not fulfilling his or her responsibilities HFD will instruct the company to replace the SPoC with another staff member.

Monitoring

HFD will monitor and keep a record of all communications sent to the SPoC which require a response from the company. The response performance will be taken into account in assessing the effectiveness of the SPoC and also when assessing Permit renewal applications submitted by the company.