

Remittance Advices & Denial Codes

Standards Notice Number 02 of 2019 (SN 02/2019)

Subject of this Policy Directive	Use of Remittance Advices and Denial codes
Applicability of this Policy Directive	<p>This Standard is applicable to all Healthcare Payers (Payers), Third Party Administrators (TPAs), and for the information of all other Health Insurance Stakeholders in the Emirate of Dubai.</p> <p>This policy 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.</p>
Purpose of this Policy Directive	To Reiterate the mandatory requirements regarding Remittance Advices and Denials on eClaimlink
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Publication date	1 st August 2019
Effective date of this Policy Directive	Immediately upon publication
Grace period for compliance	None

Preamble

After a recent analysis done on eClaimlink and the DHPO, it is evident there are many payers failing to abide by the mandatory requirement regarding posting of a Remittance Advice (RA) on the DHPO. This Standards notice aims to clarify and reiterate any Payers obligations when posting an RA to ensure compliance and avoid penalties.

Remittance Advice with Payments

When a Payer submits an RA to a provider, it is mandatory to include complete and accurate payment details along with the RA

Remittance Advice with Denials

When a payer submits an RA to a provider with a denial, it is mandatory to include an accurate denial code as per the codes stated and published on eClaimLink [here](#)

Non-Compliance

Any Non-compliance to this Standards Notice may result in penalties and/or suspension or revocation of HIP status.

For any questions or to report any instances of Non-Compliance please write to ISAHD@dha.gov.ae