

# The eClaimLink Taskforce

Draft of Intended Work Streams To Be Discussed & Actioned



# ✦ | Purpose & Objective

- ✓ In order to support the regulation and implementation of eClaimLink initiatives, **The eClaimLink Taskforce** has been formed.
- ✓ This taskforce consists of:
  - ✓ Members of HFD (representing the interests of other DHA Departments)
  - ✓ Dimensions Healthcare
  - ✓ Payers
  - ✓ Providers
- ✓ **OBJECTIVES:**
  1. Guideline and regulation review
  2. Fine tuning of the system
  3. Planning of developments
  4. Incorporation of market & user input that is unique to the Dubai market and its needs.



# | Committee framework

## 1. Roles and responsibilities

- ✓ Chair - Dr Farghaley
- ✓ Moderator – Mihtab
- ✓ Participant Input – All

## 2. Market communication and feedback

- ✓ Both eClaim and DataHFD
- ✓ Slides and Minutes of Meeting shared with all Hospitals and Groups
- ✓ Feedback forms sent to all Hospitals and Groups

## 3. Meeting schedules

- ✓ Monthly/once per Quarter (input required here)

## 4. Committee performance review and optimization

- ✓ Committee output and KPI review will be completed quarterly by Dr Haidar and Core Team.



# | ePrescriptions

1. Refills
2. Eliminating the use of claim forms
3. Prescriber compliance – enforcement of the eRx cycle & mandate of eRx Reference Number
4. Pharmacist edit restrictions



# | eAuthorization

1. eAuths to non network Payers
2. Addition of notification function to comply with market requirement of notifications within 24hrs
3. Unification of Payer response to eAuth
4. Response timelines and enforcing automation
5. Provider/Payer compliance – enforcement of the eAuth cycle
6. Adding more physicians to an eAuth
7. eAuth - discuss the ability to create a process/transaction/workflow that enables Payers to initiate a PriorAuthorization cancellation request
8. Revision of the approvals – Resubmission element for eAuthorization
9. Cost estimate solutions
10. Universal dental observations

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# Billing

1. Multiple resubmissions
2. Take backs- multiple remittance
3. Enforcement of the eClaim Cycle – e.g. payments made without RA
4. Payment referencing
5. Payment timelines
6. Eliminating the use of claim forms



# The End

