

**Dear eClaimLink User,**

### **Negative Amounts**

A circular has been previously shared, suggesting a method for reporting negative amounts in eClaim transactions when needed to be used.

DHA does not discount the use of a different method of reporting if the involved parties (provider and payer) agree to it, and the data submitted is complete. It is essential however, to upload all settlements periodically (at a maximum on a monthly or quarterly basis, and not at the end of the year).

Below is the email sent previously in March 2014 on this subject. The suggested example below is also available on the FAQs document on the Documentation page of the eClaimLink website. Please click [here](#) for direct access to this document.

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**Dear eClaimLink User,**

### **Handling Negative Amounts in ClaimSubmission and RemittanceAdvice**

Please find below a scenario where eClaim transactions need to contain negative amounts, and how to handle such cases in the ClaimSubmission and RemittanceAdvice.

#### Scenario:

After a claim is fully processed and paid, later on, a mistake is detected and acknowledged by **both** Provider and Payer where the payment amount for an activity should have been less than the amount that was actually paid by the Insurance Company.

#### **Example case:**

- Provider requests for 1,000 AED in the ClaimSubmission.
- Payer pays 1,000 AED in RemittanceAdvice.
- Payer and Provider find out that the Payer should have paid only 800 AED.

#### **How to handle this in the DHPO:**

- **Provider** sends a ReSubmission with
  - Original Activity ID (-1,000 AED) amount. **(The full paid amount must to be returned)**
  - New Activity ID (+800 AED) amount. **(The new requested amount must be submitted with a new Activity)**
- **Payer** sends Remittance Advice with
  - Payment (-1,000 AED) amount for the first activity.
  - Payment (800 AED) amount for the new activity.

### **Important Clarification**

As per the DHA mandate, all Providers and Payers must communicate all health insurance claims through the DHPO for either positive or negative amounts.

**Providers and Payers that have previously devised an agreed upon approach that does not conflict with the mandate may proceed with their existing arrangements.**

Providers and Payers that currently do not have a proper approach for handling this matter are recommended to use the process explained above.

Best Regards,

**Information Desk Officer**

<https://www.eclaimlink.ae/>

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