

Dear Payer,

As we are approaching the deadline for submission of the Health Insurance Permit (HIP) Application on eClaimLink, we have been receiving many queries related to this subject. To simplify this process for you, we have prepared a list of frequently asked questions that you can use to guide you with this process if you haven't submitted the application yet.

HIP Application FAQs:

Q. What Browser should be used for this online application?

A. For best results use Chrome, Firefox, or Internet Explorer 10 and later versions (with disabled compatibility mode).

Q. Is there any specific format for uploading the Person Register on the DHA site through eClaimLink?

A. No, right now it must be done only through web-services. Specifications and Schema are found on eClaimLink under the Dubai Health Data Dictionary (DHD) menu:

- DHD > Schema
- DHD > Documentation
- DHD > Workflows

Q. Product Registration is applicable to which products?

A. It is applicable to all products and product variants that are "live" (i.e. have active insured members) at the point of submitting the application.

Q. On the Network Registration form, is there a specific format for uploading the list of providers?

A. There is a format for this document. The sample provided on this page shows an example of the required format. Simply: list only the Provider ID's in the left most column without any headers. Save the file as CSV, and upload the file.

Q. On the Product Registration Form > Product Details > Coverage Networks, there is no drop-down list appearing to select the Providers from.

A. Providers must be added first on the Providers Network Form before they appear in this window.

Q. If a wrong file is uploaded on the system, how can it be replaced with another file?

A. Browse and select a new document, and it will automatically replace the old one.

Q. Will the "policy terms and conditions" be part of the document uploaded for every product; can the Policy (Policy terms and conditions) be uploaded as a separate document?

A. It has to be uploaded as part of each separate policy.

Q. What does Basic Coverage include?

A. Basic Coverage relates to the minimum benefits to be provided under any health insurance plan marketed in Dubai once the mandate for compulsory health insurance is implemented during 2014. Details of this coverage were circulated via HIP@eclaimlink.ae mailbox on 5th November. At this point indicate in the tick box whether or not each of your products is compliant with the basic benefits coverage.

Q. What does DHA mean by 'Effective Date' on the Product Registration Form?

A. Effective Date is the date when a product is ready to be sold in the market regardless if it has active policies on it or not.

Additional Information:

In addition to the FAQs above, please note the following points which may help you in completing this application:

- Please double-check right before submission of the application that all files are properly saved, as we received some applications with missing files.
- The previous file size limit for upload was 5MB and has been increased to 50MB to allow larger files to be uploaded. Please do not upload any zip files, they cannot be opened from our side.
- Shortly the system will be allowing more than one file to be uploaded in each field, in case you need to upload multiple files. Until then please merge files and upload as a single document.
- Avoid the use of “&” in file names since they cannot be opened once uploaded.

Best Regards,

DHA eClaimLink Officer

hip@eclaimlink.ae

6005 22004