



# eClaimLink – Member Insurance Check

## Member Insurance Check via Emirates ID (EID)

Technical Specifications



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## Overview

As part of the eClaimLink project, Dubai Health Authority (DHA) requested a web service that utilizes the Emirates ID to check for a member's insurance information. The web service is to be used by providers to check the insurance coverage information for patients.

The insurance information will be pulled by Dimensions Healthcare (DHC), from the Member Register database, based on the EID of the patient. The web service will return some fields detailing the insurance information as uploaded, by the payers/TPAs, to the Member Register.

## Abbreviations

Below is a list of the abbreviations used within this document:

<b>Abbreviation</b>	<b>Description</b>
<b>DHA</b>	Dubai Health Authority
<b>DHPO</b>	Dubai Health Post Office
<b>DHC</b>	Dimensions Healthcare
<b>Payer</b>	Healthcare Service Payer – (Insurance company)
<b>Provider</b>	Healthcare Service Provider – (Hospital, Clinic, Center, Pharmacy, Laboratory)
<b>Receiver</b>	Transaction receiver
<b>Sender</b>	Transaction sender
<b>Member/Resident</b>	Person carrying or intending to acquire a Dubai residency visa
<b>EID</b>	Emirates ID

## Assumptions

- The web service will return details only for those members whose details have been successfully uploaded to the Member Register by the insurance companies. If the member information wasn't uploaded on the Member Register, the web service will not return any data.
- The EID field allows default numbers to be used when the EID is not available, the web service will not return any details for the members where a default EID number has been used.
- If an EID is connected to multiple policies, all the policies will be returned.

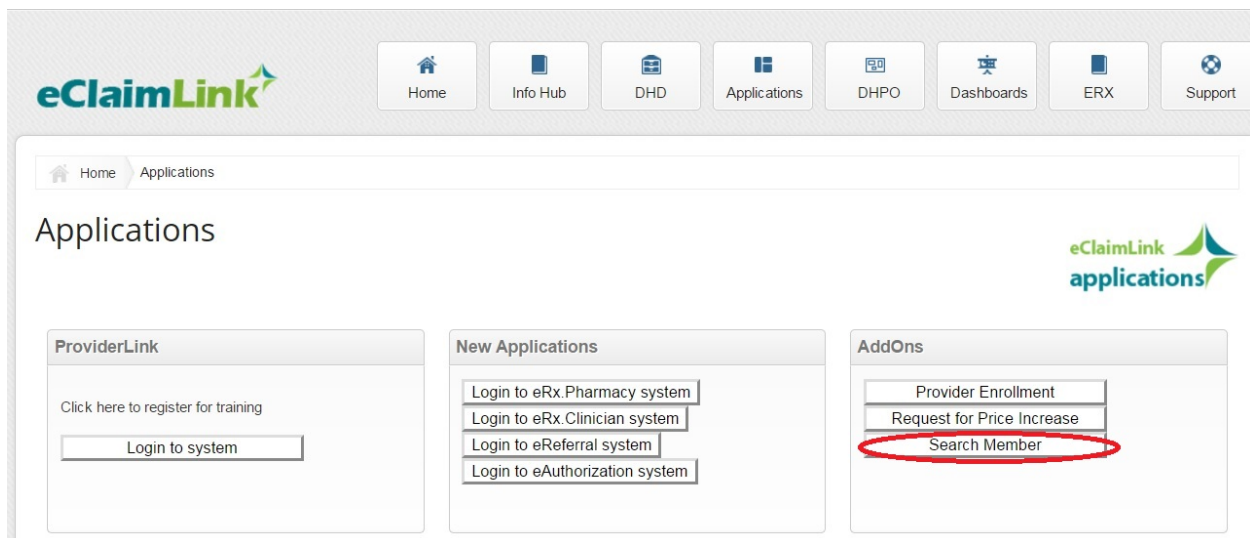
## Application on eClaimLink

The eClaimLink website offers a manual process through which providers can search for a member's insurance policy using their Emirates ID number.

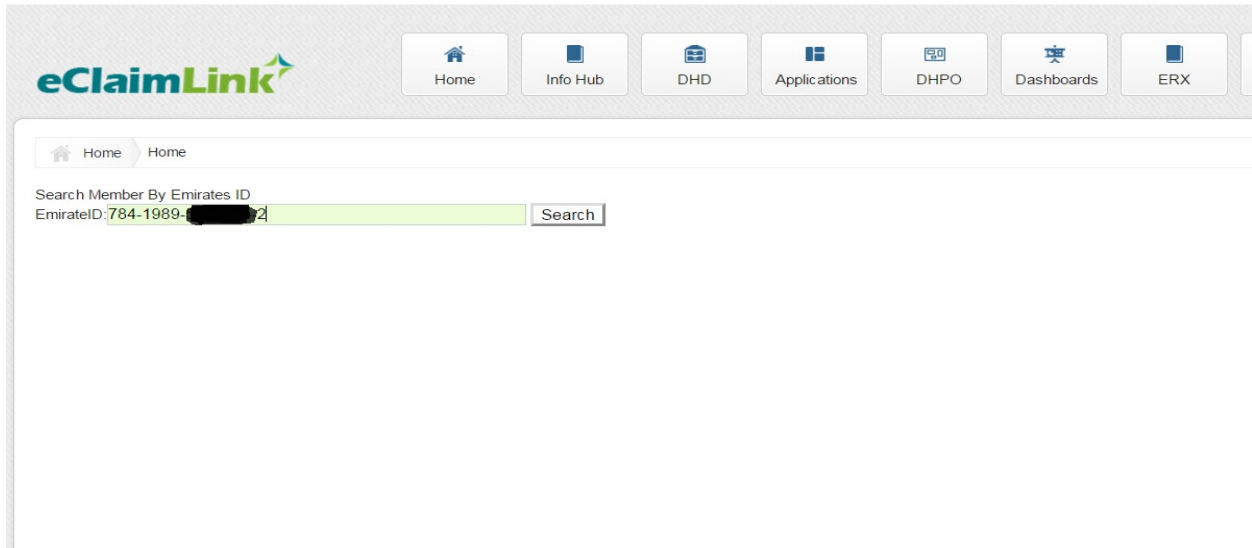
You can navigate to the following path to find the application: **eClaimLink website > Applications > Add On box > Search Member.**

Below you find the steps needed to use the application along with a few screenshots to better illustrate the functionality.

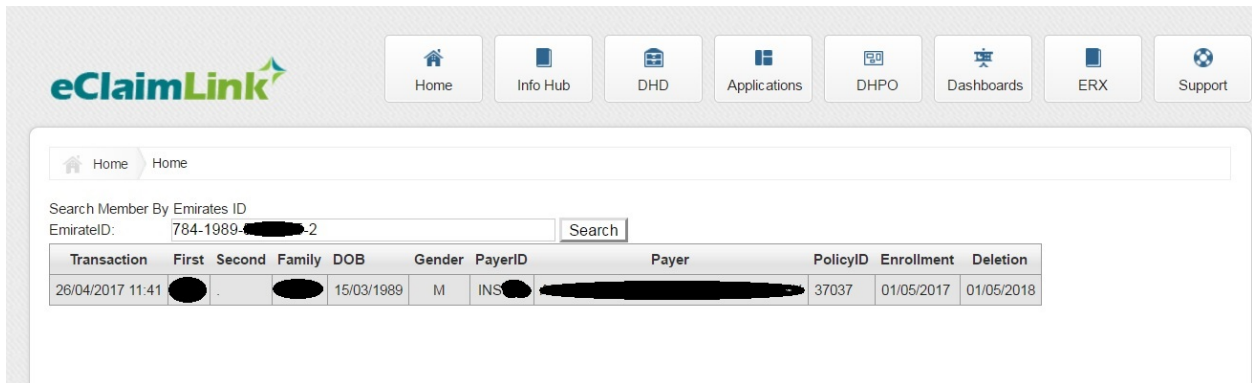
- Navigate to the eClaimLink website (<https://www.eclaimlink.ae>)
- Login credentials
  - Use your eClaimLink credentials
- Go to the 'Applications' tab
- Under the 'AddOns' box, click on 'Search Member'
- Enter the EID and search



Screenshot 1: Location of the application on eClaimLink



Screenshot 2: Insert Emirates ID number and search



Screenshot 3: Result of the search



6	Gender	Member's gender (1 = male, 0 = female, 9 = unknown)
7	DateOfBirth	Member's date of birth (DD/MM/YYYY) - for those official documents that are missing the values please fill in the following format: - Contains Year only: 01-01-yyyy
8	UIDNumber	Member's UID number as issued by the MOI. When not available ( <b>only for non-Dubai residency/visa holders</b> ), copy the member's passport number from the " <b>PassportNumber</b> " field.
9	PayerName	The member's insurance payer name.
10	PayerID	The member's insurance DHA payer ID.
11	PolicyID	ID of the insurance policy as registered in the payer's system
12	EnrollmentDate	The day (at 00.00 hours' local time), month and year (dd/mm/yyyy) from which the Policy became effective for the Insured Member.
13	DeletionDate	The Expiry Date of the policy unless the member has been removed prior to the expiry of the policy, in which case, enter the day at 00:00hrs local time, month and year (dd/mm/yyyy) on which the insured member's coverage ceases as the result of his/her deletion at the request of the PolicyHolder.

### Web Services Returned Values

Element	Description
<b>SearchEmiratesId</b>	
1	Successful, Record found with xml message structure.
-1	Login failed or error in input fields.
-3	No policy found for this Emirates ID record.
-4	Unexpected error occurred.
-5	Emirates ID match but the policy expired.

### Web service URL

Production URL

<https://mr.eclaimlink.ae/SearchIdentity.svc?wsdl>

Testing URL

<http://qa.dimensions-healthcare.net/MemberRegistration/SearchIdentity.svc>