



eClaimLink – GDRFA Integration

Bulk upload

Annex to the Member Register Document - Phase 2 (GDRFA Validation)



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Overview

Scope

On January 1, 2017 the GDRFA and DHA has activated the live real time link to validate the member’s insurance coverage at the point of renewing or acquiring a new Dubai-Residency visa.

The full process can be found on the eClaimLink website under the DHC > Documentation > [Member Register Document - Phase 2 (GDRFA Validation)]

During this validation, the insurance companies upload the insured member details to the MemberRegister. GDRFA utilizes this repository to check the member insurance coverage at the point of applying for a visa. Valid members will continue with the visa application, while others will be requested to have a valid insurance before they proceed.

This document is prepared to introduce the Upload Bulk Member Register and the Download Report transactions. These transactions will help the healthcare payers upload their members’ details in bulk and check the error report as it returns from the GDRFA checking process. The error report can also be accessed from the eClaimLink Member Register page.

Abbreviations

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

Abbreviation	Description
DHA	Dubai Health Authority
DHPO	Dubai Health Post Office
GDRFAD	General Directorate of Residency and Foreigners Affairs Dubai
Payer	Healthcare Service Payer – (Insurance company)
Provider	Healthcare Service Provider – (Hospital, Clinic, Center, Pharmacy, Laboratory)
Receiver	Transaction receiver
Sender	Transaction sender
Member/Resident	Person carrying or intending to acquire a Dubai residency visa

Important Notice

It is important that all the payers distinguish between the web service error report and the GDRFA error report.

- The web service error report **is real-time** and it verifies the file against the schema and validation rules.
- The GDRFA error report **is not real-time** and it verifies the uploaded records (one-by-one) against the GDRFA database.

High Level Cycle

Below is a diagram representing the high-level cycles covered by the GDRFAD – eClaimLink integration.

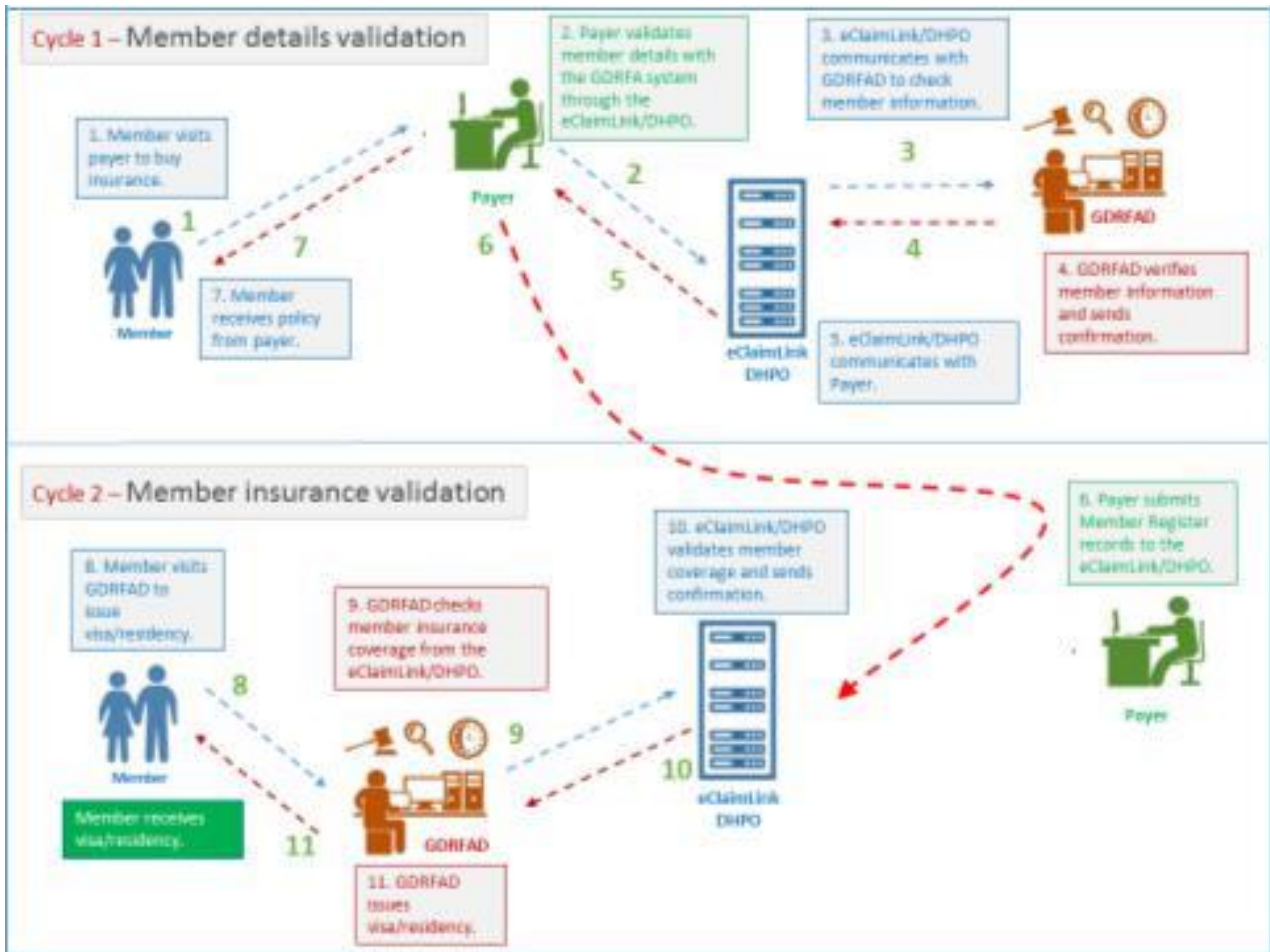


Figure 1 - eClaimLink - GDRFA full integration cycle

Objective

The objective is to expose a web service to the payers that will enable them to:

- Upload member register records in bulk. Maximum number of records per file is 500.
- Make sure their members’ details are verified with the GDRFA database.
- Provide an error report indicating if there is a match or a mismatch between the data uploaded and GDRFA database.
- The error report can be obtained in two ways:
 - Using the web service “DownloadReport”.
 - Downloading the error report from the eClaimLink Member Register interface.
- The error report will not be real time, the report will take some time to be generated as all the records will be validated against the GDRFA database.

Web Service Documentation

Upload Bulk Member Register

- **Web service method:** **UploadBulkMemberRegistration**
- **Description:** Web service method utilized by the payers to upload member register records in bulk to the DHPO.
- **Signature:**

```
UploadBulkMemberRegistrationResponse UploadBulkMemberRegistration (
    string login,
    string pwd,
    byte[] fileContent
)
```

Input element	Description
userLogin	Payer user login name to connect to the DHPO
userPwd	Payer user password to connect to the DHPO
fileContent	Content of the file to be uploaded. Field restrictions: <ul style="list-style-type: none"> • 500 records per file.

Output object: output response will be an object containing the below elements

Element	Description
Result	Result of the transaction; successful or failed.
FileID	Original file name; this file name will be used later to show users the available files for download
ErrorMessage	Output parameter that contains the transaction status: Error: error message if something goes wrong; web service can also send warnings using this parameter; the parameter may be null or empty string if the web service returns zero, otherwise the error message is expected Successful: empty
ErrorReport	Output parameter that contains byte array with the content of error report eventually generated by DHPO validation during file upload; the parameter may be null.

- **Return value:** The web service may return values described in the section *Web Services Returned Values*.

Below is a list of the fields utilized during the upload of the Member Register file to the DHPO, by the payers.

No.	Element	Description	Mandatory
1	Header	Header element of the MemberRegister transaction	Yes
1.1	SenderID	ID of the facility sending the MemberRegister	Yes
1.2	ReceiverID	ID of the facility receiving the MemberRegister	Yes
1.3	TransactionDate	Date of the transaction Possible values: DD/MM/YYYY	Yes
1.4	RecordCount	Number of members within the MemberRegister request	Yes

1.5	DispositionFlag	To indicate the file type (TEST or PRODUCTION)	Yes
2	Person	Person element of the MemberRegister transaction	Yes
2.1	FirstName	Member's first name as spelled in the passport	Yes
2.2	SecondName	Member's second name as spelled in the passport	No
2.3	FamilyName	Member's family/last/surname name as spelled in the passport	Yes
2.4	ContactNumber	Member's primary mobile contact number	No
2.5	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	Yes
2.6	Gender	Member's gender (1 = male, 0 = female, 9 = unknown)	Yes
2.7	Nationality	Member's nationality code as per the list published on the eClaimLink (GDRFA Nationalities)	Yes
2.8	PassportNumber	Member's passport number of the passport that has the UAE visa, or if not available, the National ID (for example GCC Nationals)	Yes
2.9	MaritalStatus	Member's current marital status (1 = unmarried, 2 = married)	Yes
2.10	Email	Member's personal email address	No
2.11	Emirate	The Emirate from which the member's visa/residency is issued from. (4=Dubai, 2=Abu Dhabi, 6=Ajman, 9=Fujairah, 7=Ras Al Khaimah, 1=Sharjah, 5=Umm Al Quwain, 10=UAE national, 11=Dubai national, 12=GCC national, 13=Diplomat)	Yes
2.12	ResidentialLocation	Member's actual place of residence. Use the corresponding 3-digit location code from the predefined DSC locations list published on eClaimLink DHD.	Yes
2.13	WorkLocation	Member's actual place of work. Use the corresponding 3-digit location code from the predefined DSC locations list published on eClaimLink DHD.	Yes
2.14	Salary	Member's salary bracket. (1 = less than 4000 AED/month, 2 = between 4001 AED and 12000 AED/month, 3 = more than 12000 AED/month, 4 = no salary; will be used for dependents or children that do not acquire a salary)	Yes
2.15	Commission	Member's salary is commission based? (1 = yes, 2 = no)	Yes
2.16	EmiratesIDNumber	Member's unique emirates ID number, when not available use: - 000-0000-0000000-0 for National without card - 111-1111-1111111-1 for Expatriate resident without a card - 333-3333-3333333-3 for NewBorn without a card	Yes
2.17	UIDNumber	Member's UID number as issued by the MOI. When not available (only for non-Dubai residency/visa holders), copy the member's passport number from the " PassportNumber " field.	Yes

3	Member	Member element of the MemberRegister transaction	Yes
3.1	ID	The patient's insurance member number, if the patient is claiming insurance. Otherwise, this field should be left empty.	Yes
3.2	Relation	Member's relation (Principal, spouse, child, parent or other)	Yes
3.3	RelationTo	The information about the MemberID of the principal member of the family. Member ID should be used if reported member is the principal beneficiary.	Yes
4	Contract	Contract element of the MemberRegister transaction	Yes
4.1	PayerID	The member's insurance DHA payer ID.	Yes
4.2	ProductOrigin	Product origin (2 = Abu Dhabi, 4 =Dubai)	Yes
4.3	ProductCode	ID of the insurance product as in the payer's literature	Yes
4.4	ProductID	ID granted by the eClaimLink to the registered product	yes
4.5	PolicyID	ID of the insurance policy as registered in the payer's system	Yes
4.6	TopUpPolicy	Any policy which provides benefits over and above the benefits provided under the main Dubai compliant policy. (1 = Top-Up Policy, 2 = Main Policy)	No
4.7	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.	Yes
4.8	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.	Yes
4.9	GrossPremium	The amount in AED of the annualized premium payable for this insured member.	Yes
4.10	ActualPremium	The amount in AED of the premium payable for this insured member if charged on a pro-rata basis related to period of coverage. If not charged on a pro-rata basis, then enter same figure as for GrossPremium.	Yes
5	Establishment	Establishment element of the MemberRegister transaction	Yes
5.1	EntityType	This is the type of the sponsoring entity. 1 = Resident 2 = Citizen (i.e. UAE locals, GCC locals) 3 = Establishment 4 = Property Owner	Yes
5.2	EntityID	Official ID of the sponsoring entity	Yes
5.3	ContactNumber	The primary contact number of the policy holder	Yes
5.4	Email	The email address of the policy holder	Yes

Download Error Report

- **Web service method:** **DownloadReport**
- **Description:** Web service method utilized by the payers to download the error report received from the GDRFA.
- **Signature:**

```
DownloadReportResponse DownloadReport ( string login,
                                       string pwd,
                                       string fileId
                                       )
```

Input element	Description
userLogin	Payer user login name to connect to the DHPO
userPwd	Payer user password to connect to the DHPO
fileId	ID of the file to download; this ID is received when uploading the Member Register file

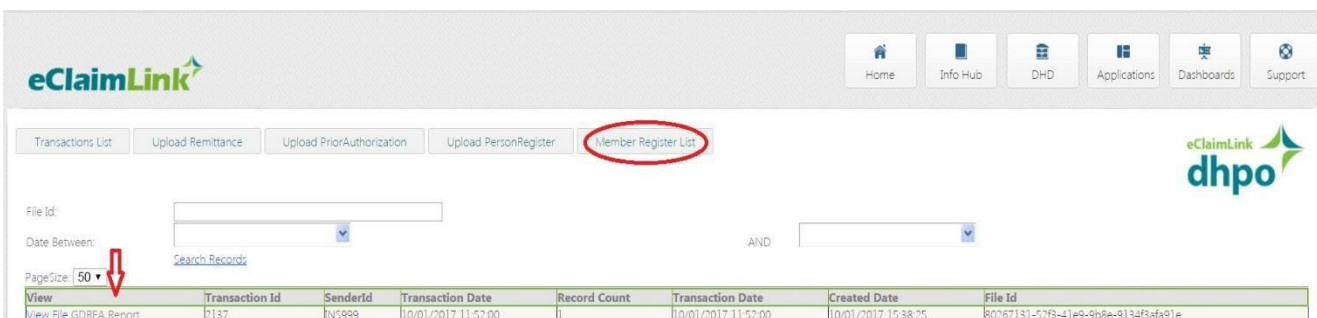
Output object: output response will be an object containing the below elements

Element	Description
Result	Result of the transaction; successful or failed.
File	File content as byte array returned by the web server to the caller
ErrorMessage	Output parameter that contains the transaction status: Error: error message if something goes wrong; web service can also send warnings using this parameter; the parameter may be null or empty string if the web service returns zero, otherwise the error message is expected Successful: empty

- **Return value:** The web service may return values described in the section *Web Services Returned Values*.

GDRFA Error Report Download through eClaimLink

The eClaimLink website offers a manual process through which the payers can download the GDRFA error report. Payers can search for files using the fileID or specifying an upload date range. You can go to the following path on the eClaimLink website to find the Member Register GDRFA error report option: **eClaimLink > DHPO > Member Register List**. Please refer to the below screenshots for clarification.



Screenshot 1: Member Register List tab under DHPO.

GDRFA Error Report Sample

```
<Members>
<Member>
<UIDNumber>123454321</UIDNumber>
<MemberId>12345</MemberId>
<GdrfaStatus>Success</GdrfaStatus>
</Member>
<Member>
<UIDNumber>543211234</UIDNumber>
<MemberId>54321</MemberId>
<GdrfaStatus> Failed </GdrfaStatus>
</Member>
<Member>
<UIDNumber>090807060</UIDNumber>
<MemberId>67890</MemberId>
<GdrfaStatus> Failed </GdrfaStatus>
</Member>
<Member>
<UIDNumber>102938475</UIDNumber>
<MemberId>09876</MemberId>
<GdrfaStatus>Success</GdrfaStatus>
</Member>
<Member>
<UIDNumber>019283746</UIDNumber>
<MemberId>10295</MemberId>
<GdrfaStatus>Failed</GdrfaStatus>
</Member>
</Members>
```

Web Services Returned Values

All DHPO MemberRegister services share the return value, so that client application can implement one handler to process the result of web service execution and share it with all web service calls. The supported returned values are shown below:

Element	Description
UploadBulkMemberRegistration	
0	Success: Transaction uploaded successfully
-1	Login failed
-2	Transaction validation failed with errors
-4	Unexpected error occurred
DownloadReport	
0	Successful download (empty error message)
-1	Login information failed
-2	File ID not available for this payer
-4	Unexpected error occurred

GDRFA – eClaimLink Integration Web Services (WSDL)

GDRFA – eClaimLink integration web services link:

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

Testing web service link:

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