

Dear Payers,

Important Reminder of MemberRegister Timelines:

As advised two months ago in a circular sent on 18 January 2016, please be reminded of the key MemberRegister timelines and upload requirements highlighted below. Failure to adhere to these requirements will jeopardize the outcome of current 2016 HIP applications.

New data – New Policies and schemes written after 24 January 2016

- Upload is mandatory as and when the data is collected
- **At this time, all payers are expected to be carrying out this task regularly**

Backlog \ Pre-existing data – Policies and schemes in force between 1 February 2015 and 23 January 2016.

- Upload should now be in progress, and submitted in batches as recommended in the next section below
- **Upload for the pre-existing data must be completed by 31 March 2016**

Restrictions on upload size for pre-existing data:

In order to have a seamless transition process and avoid system overload and performance disruption, please comply with the following:

1. Each MemberRegister file upload should contain no more than 500 member records per file
2. Bulk uploads to the DHPO should be scheduled to take place during non-peak hours: between 12:00 am and 6:00 am.
3. This is not applicable to New Data: New and Renewal records can be uploaded throughout the day when the transactions are completed.

Best Regards,

Information Desk Officer

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

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