

**Dear eClaimLink Provider,**

As per the Dubai Health Insurance Law 11 of 2013 DHA implements a price regulation model for healthcare services in Dubai.

Aligned to the mandate, DHA has established a maximum percentage of increase at 4.22% for any amendment in the price of healthcare services for the year of 2015 pending DHA's Health Funding Department Approval.

All providers who have an intention to increase their prices must apply to DHA for eligibility and follow the requirements as detailed in the Procedural Notice (PN 03/2014) attached. The notification for intent form will be published on eClaimLink portal (eClaimLink > Application > **Request for Price Increase**) on Monday November 10.2014. Any provider intending to apply for a price increase must complete this form as a first step, within the time period as stated in the Procedural Notice PN 03/2014.

In Step 2, providers will qualify as eligible to submit a request for the increase, against the following criteria, dependent on activities already conducted on eClaims:

- In possession of a valid active license to operate, from DHA, Health Regulation Department or a UAE health authority
- Compliance with eClaimLink Claim Submission transactions for 2014
- Compliance with Clinician electronic Prescriptions (eRx) for Q3 2014. Facilities whose clinicians have used ePrescription transactions in at least 70% of cases when prescribing to outpatients.
- Quality checks for medical necessity evaluated by Ejada quality monitoring tools for potential errors, fraud, waste, abuse. A minimum of 90% of checked claims should have passed without an alert, for claims submitted within 2014.
- Pending violations and fines with DHA Health Regulation Department
- Completion of Provider Enrollment and submission of Price List, completed by May 2014.

Providers who qualify as eligible for price increase will be notified by November 20.2014 through the same eClaimLink portal page (eClaimLink > Application > **Request for Price Increase**). Eligible applicants will need to submit proper justifications for the price increase request using the template (*sample will be provided on the eClaimLink page*), to be released in **Step 3** as per the Procedural Notice (PN 03/2014).

Any clarifications or inquiries may be addressed through the email [jsahd@dha.gov.ae](mailto:jsahd@dha.gov.ae). No phone calls to the eClaimLink Call center will be entertained to address this process unless for a specific technical issue related to the system.

Best Regards,

**Information Desk Officer**

eClaimLink  
<https://www.eclaimlink.ae/>  
6005 22004