

Dear eClaimLink User,

Overview

DHA is proceeding with The Mandatory Health Insurance (MHI) as per the Law 11 of 2013. With this Law, the insurance based activities are expected to grow rapidly in the upcoming years, and DHA will ensure a cost-effective healthcare sector through different systems and mandates. As part of this strategy, DHA is initiating the Provider Enrollment process with the following details:

1. Provider Enrollment is mandatory for all providers in UAE that are submitting insurance claims for Dubai based policy holders.
2. DHA will evaluate the Provider Registration process and announce the list of Enrolled Providers (EP) for the public access, and for the insurance companies. The list of EP will be updated regularly. The insurance companies covering Dubai's population (Dubai Nationals, and Dubai Residents) will only include in their UAE networks the EP.
3. The permit period is 1 year, with no fees associated and renewable yearly.
4. DHA reserves the right to request additional supporting documents and reports from the facility within a given period of time.

Submission deadlines

All providers must submit their EP Application by 1st/May 2014.

Consequences of not receiving the EP Application by 1st May

Failure to submit an EP Application by the deadline will be a violation of the Health Insurance Law, which will have consequences for submitting claims with the health insurance companies covering Dubai's population (Dubai Nationals, and Dubai Residents). Failure to submit the EP Application may lead to freezing the company's eClaimLink ID on the DHPO until the process is completed.

What is required?

1. Facility License (**Mandatory**): License Source, validity, and a copy of the license.
2. Gross Current Price List (**Mandatory**): Upload your price list in .csv file as per the template. If the list was submitted in December, and all prices are still the same, or have changed, the list must be submitted as current price list (the ongoing and agreed gross price list with the insurance companies, and the cash patients, and NOT future prices).
3. Acknowledgement & Applicant's details (**Mandatory**).

Process:

DHA is requesting each eClaimLink user to log in on the eClaimLink website (<https://eclaimlink.ae>) and follow the defined instructions on the main application page to complete the EP Application. The path to the application form is as follows:

eClaimLink\Applications menu\AddOns box\Provider Enrollment

The template that each company needs to fill and submit can be downloaded from the same page. Please note that at least one user from each company must carry out the above mentioned process within the requested period.

Best Regards,

Information Desk Officer

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

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