

Dear eClaimLink User,

Important Notice:

ALL healthcare claims for services rendered after January 1, 2013 shall be submitted electronically for ALL payers (insurance companies and TPAs) in the Emirate of Dubai

Dear Healthcare Provider,

As requested by the Dubai Health Authority (DHA) **ALL Healthcare Providers** in the Emirate of Dubai should start submitting **their insurance claims for ALL payers** (insurance companies and TPAs), for all of the services provided in Dubai, electronically (**e-claims**) through www.eclaimlink.ae portal starting January 1st, 2013 onwards. It is important that each licensed facility of the group register separately on the system and submit their claims using its facility ID (generated by licensing at Health Regulation Department).

Below are the latest updates on the eClaimLink:

List Updates ([click here to download](#)) (*need to login into your account on eClaimLink first to reach many of these links*)

- eClaimLink Payer list update (to be published by 20.01.2013)
- DDC December.2012 list update
- Self-Funded plans list (to be published by 20.01.2013)
- Dubai Service List (to be published by 20.01.2013)

Payers \ Plans definitions

- eClaimLink has a default plan created per payer within the system.
- Provider have the ability to define a specific plans under each payer, there is no standard plan (package) list per payer on eClaimLink. Providers can define it their way, when sending claims to payers, the plan name doesn't go in the eClaim submission file (payer/TPA IDs and member IDs are part of the file), setting plan names in ProviderLink is only used to help providers manage their patients and price lists for their services efficiently.
 - Steps to perform the plan setup are defined in the [user manual page 25](#)
 - If providers has approved plans' price lists with payers they can upload it and the price comes automatically if using ProviderLink, else they can enter the prices manually when entering claims if using ProviderLink, uploading the price lists on ProviderLink is NOT a must to do eClaims. Payers/TPAs are not expected to define or upload plans and its price lists on eClaimLink for providers.

Price List upload Vs. Manual Pricing

- eClaimLink enables the user to upload a predefined pricelist based on the standard code sets, where the price will be displayed automatically when a given code is selected.
 - Steps to perform the setup are defined in the [user manual page 26, 27](#)

- The system enables the user to modify the price manually in case of a discount or price change on the item. (ex: discount, package ... etc.)

Self-Paid Plans

- eClaimLink will have the capability to manage transactions for self-funded plans.
- Providers will be able to utilize the Self-Funded plans as a payer where the claim receiver needs to be the related TPA.

Non-Standard-Code expiry

- Default "000.." code will be disabled in the DHPO for all transactions with services dated after January 1, 2013
- "000 code in DDC activities are allowed only for providers who submitted or will be submitting a list of DDC unlisted drugs so to be added to the DDC code by the 15th of January.

Other Important links

- To register your non-registered drugs into the DDC list (Hospitals ONLY), please [click here](#).
- To view the latest Frequently Asked Questions [click here](#).
- To send and track eClaimLink related Tickets [click here](#).
- To download medical code sets and essential lists (including lists of facilities and clinicians), please [click here](#).
- To access the ProviderLink application to enter data on the system, please [click here](#), also you can download its manual [here](#).
- To access the DHPO (Dubai Health Post Office) please [click here](#).

If you have any feedback or inquiries, kindly feel free to contact us on the emails below:

- Provider related inquiries: provider@eclaimlink.ae
- Payer related inquiries: payer@eclaimlink.ae
- Medical Coding related inquiries: DMCC@eclaimlink.ae
- Technical related inquiries: technical@eclaimlink.ae
- General support inquiries: support@eclaimlink.ae
- Schema related inquiries: EDSC@eclaimlink.ae
- Phone support please contact us at [600 522 004](tel:600522004)

Your input is essential to provide a higher quality solution to serve your needs,

Best Regards,

Information Desk Officer

eClaimLink

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

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