

Dear eClaimLink Users,

eClaimLink Archiving Policy:

Archiving is a new function to be introduced to eClaimLink on the **6th of July 2017**.

Due to the increase of transactional data on eClaimLink, significant timeout issues were observed on the DHPO. As a solution, a new database for archiving was created which archives the data after a specific period of time according to the below table:

| Transaction name | Archived after (in months) |
|-------------------|----------------------------|
| Claims submission | 24 |
| e-Authorization | 6 |
| e-Prescription | 6 |
| e-Referral | 6 |

Archiving will maintain high system performance and decrease timeout issues, while the web services of the existing transactional database won't be affected.

eClaimLink System Downtime:

The data migration is scheduled to take place during the following dates/times:

- Start on **Thursday, July 6, 2017 @ 10:00 pm** – End on **Friday, July 7, 2017 @ 4:00 am**
- **The eClaimLink system / DHPO will experience downtime during this 6-hour period**

Search and Download Functionalities:

The new archived database will support the following web services:

- **Search:** to enable the user to search for transactions within a given period, not exceeding 1 month at a time. The web service parameters are identical to the original [SearchTransactions](#) web service.
- **Download:** to enable the user to download the needed transactions. The web service parameters are identical to the original [DownloadTransactionFile](#) web service.

Guidelines for Reconciliation of Archived Transactions:

No editing is enabled on archived records. In case of the need to reconcile any archived transaction/s, a separate request email must be submitted to the DHA and DHC to manage this exception manually. The form must follow the format:

- **To:** DataHFD@dha.gov.ae
- **Cc:** support@eclaimlink.ae
- **Subject:** Archived transaction reconciliation (ProviderID\PayerID)
- **Body:** include a list of the transactions that require exceptional update.

Once the request is approved by the DHA, the related transactions will be moved to the transactional\live database and the client will be notified.

New Web Services for Archiving Database:

The new web services for Archiving will be exactly like the existing ones for the transactional database in terms of criteria and signature but **only the URL will be different as per the below:**

Claims and Authorizations Web Services Details → **Effective From July 6, 2017**

Address: <https://dhpo.eclaimlink.ae/ClaimsAndAuthorizationsArchive.asmx>

WSDL: <https://dhpo.eclaimlink.ae/ClaimsAndAuthorizationsArchive.asmx?wsdl>

eRx Web Services Details → **Effective From July 6, 2017**

Address: <https://dhpo.eclaimlink.ae/eRxArchive.asmx>

WSDL: <https://dhpo.eclaimlink.ae/eRxArchive.asmx?wsdl>

Technical Documentation:

The updated documents have been published on eClaimLink:

- DHD > **Documentation Section**
 - [DHPO Webservice Specification V3 2017-07-04](#)
 - [eRx Technical Specifications V3 2017-07-04](#)

Best Regards,

Information Desk Officer

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

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