

**Dear eClaimLink Payer,**

DHA initiated the Provider Enrollment process and requires payers to ensure that all providers within their network in UAE are enrolled with DHA. Only the enrolled providers can submit their claims in eClaimLink, and insurance companies are not allowed to process claims for Dubai based health insurance policies from UAE providers who are not enrolled with DHA.

Who should enroll?

The initial phase include only hospitals, clinics, centers, and diagnostic center (Iad and radiology). This phase does not include pharmacies and optical outlets.

All providers in UAE who are providing services to Dubai based health insurance policies must be enrolled.

Timeline:

- Dubai healthcare providers (DHA, DHCC and MoH licenses) must complete the enrollment by 1<sup>st</sup>/May.
- Non Dubai healthcare providers (MoH, HAAD licenses) must complete the enrollment by 1<sup>st</sup>/June

Process:

- Dubai healthcare providers were informed through their eClaimLink. DHA already sent the circular to them, and **no action is needed** from the payers.
- The non-Dubai providers in your network must be informed to complete the Enrolled Provider application. They can do so by:
  1. Register in eClaimLink (<https://eclaimlink.ae>), if not already registered
  2. Follow the defined instructions on the main application page to complete the EP Application
- Once enrolled, DHA will populate a list of the enrolled providers to all the payers. In case that a provider in your network are not included in the enrolled list, it is the payer's responsibility to report the provider's name and their valid contact information.
- DHA will publish a deadline to accept and process claims from the enrolled providers only.

**More information:**

Please access this presentation and share with your network providers [Direct link](#).

For further assistance in eClaimLink registration, and the Provider Enrollment Application, please contact eClaimLink support team at: **600 522 004**

Thank you for your collaboration,

Best Regards,

**Information Desk Officer**

eClaimLink

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

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