



eClaimLink *Quick Update ..May 2, 2012*

Dear Registered Providers and Payers,

Thank you for registering on eClaimLink (www.eclaimlink.ae), we would like to update you on recent accomplishments and upcoming events and activities. Also deal with some of your challenges that you may face on the system, and ***remind you about the importance to register for the training sessions starting in May.***

Check also the main page of the portal for latest files, news and updates (coding guidelines, web services documentations, awareness workshop presentations and more...).

Remember, if you are part of a group of facilities, it is important that each facility in that group is registered.

Login to the system to register for trainings... **Remember, you can call us for assistance at 600 522 004**

Medical Coding Training is starting May 2nd

Hospitals, Clinics, Labs, Medical & Optical Centers and Payers

Register NOW for the trainings in May for Free

Its your last chance before this training starts being for a fee after May 2012

training provided by the US leading coding company

Optum Insight (Ingenix)

Registration for System Training starts on May 2nd

Training is for all healthcare Providers using eClaimLink.

Payers training shall be announced later.

eClaimLink Project - *Achieved*

Date	Event/Activity
March 11, 2012	Project Launch eClaimLink.ae Launch (including DHD and Info Hub)
March 20, 2012	Started registration of eClaimLink.ae IT Awareness Workshop
March 25, 2012	Claims Management Awareness Workshop
April 8, 2012	Started activating accounts on eClaimLink.ae Started downloading medical coding lists (CPT/HCPCS/DSL/ICD/CDT) Started registration on medical coding training
April 11, 2012	Phase I Pilot – 1 st upload of a test submission from EHL to Neuron
April 23, 2012	Started downloading DDC list on eClaimLink
May 1, 2012	Start downloading essential lists (denial codes, benefit packages, payers ,etc.)
May 2, 2012	Start of Medical Coding Training
May 2, 2012	Start registering for eClaimLink Provider Application Training Sessions
Task Force Meetings	
March 3, 2012	1 st EDSC Task Force Meeting
March 15, 2012	1 st DMCC Task Force Meeting (Direction, Define Lists, Approach)
March 27, 2012	2 nd DMCC Task Force Meeting (Approved Code Lists & Coding Guidelines)

eClaimLink Project - *Scheduled*

Date	Event/Activity
May 6, 2012	Pilot phase II started
May 12, 2012	Start of System Training & Giving Access to Users on Provider Application
May 15, 2012	Publish 1 st Release of Business and Validation Rules
June 1, 2012	eClaimLink Live for Enaya (Mandatory) and others (Voluntarily)

eClaimLink Project – *Frequently Faced Issues*

Issue	Solution
Couldn't find your license number in the system.	We have more than 5400 facilities and payers from across the UAE licensed with DHA, HAAD, MOH and DHCC. If you cannot find your facility on the list, please call us @ 600 522 004 and we shall confirm your information and register your facility.
Cannot download CPT codes directly, and didn't receive an email with the codes	CPT can only be downloaded by hospitals, clinics, labs, medical and optical centers and payers while pharmacies don't need it. Part of the licensing process for CPT, we get these licenses through Optum (Ingenix) and accordingly when you accept their license agreement they shall send you the CPT file by email within 2 business days, if you don't receive it by 3 rd day, please visit the site and try downloading it again, if still cannot get it then call us @ 600 522 004 and we shall follow up with it. The most frequent reason for not receiving the file is that the file is larger than what your email capacity is, call us and we will help you if that is the case.
Cannot download any of the coding files	Please check your network setup at your facility, there might be restrictions on downloading such big files. Downloading may take some time, please be patient.
Cannot register for coding training	Training is for ICD/CPT/HCPCS and only is available for hospitals, clinics, labs medical and optical centers and payers while pharmacies don't need it. Accordingly if you are eligible and still cannot register then please call us @ 600 522 004.
Registered but forgot password	Click the 'forgot password' icon below login space and follow instruction.