

## Dear eClaimLink User,

We are glad to bring you the latest updates on the eClaimLink project:

### **ClaimSubmission Receiver**

Certain cases and data analysis made on the DHPO has shown that there is a potential confusion in the submission of claim transactions to the wrong receiver. ClaimSubmission sent to payers that are administered by Third Party Administrators (TPAs) should be sent with the TPA eClaimLink ID in the Receiver section of the claim.

- To view eClaimLink user guide with a clear description of how to select the needed receiver for a new ClaimSubmission, [click here](#).
- To view the eClaimLink Schema with a clear description of the receiver ID for users who are utilizing the DHPO web services, [click here](#).

### **Fixing the issue**

Providers and Payers sending or receiving transactions to the wrong party are expected to:

1. Submit an email with the consensus of both parties (Payer \ Provider) to the [support@eClaimLink.ae](mailto:support@eClaimLink.ae) requesting the files to be removed from the DHPO. The email shall have the following details:
  - **Sender:** must be the official account registered on the eClaimLink system.
  - **Subject:** Claim Receiver Correction Request (ProviderID, PayerID)
  - **Body:**
    - i. Provider ID
    - ii. Payer ID
    - iii. List of the ClaimSubmission files that are requested and approved to be removed. (**only non-downloaded transactions by the payer\TPA are allowed to be removed**)
2. eClaimLink support team shall go back to the provider\payer with the confirmation of removing the requested files. (This process may take up to 5 business days).
3. Providers shall generate the ClaimSubmission files with the correct receiver ID and submit them to the DHPO.

### **Submission of Single Code with Multiple Prices**

Moving towards a full standard coding submissions, and without the existence of a full standard coding tariff plans between the payers and providers may result in the mapping of several internal service codes to the same CPT code until an agreed standard list is finalized between the payer and the provider. eClaimLink has been equipped with an additional Observation field to manage this issue as shown below:

- Providers need to use the CPT standard code on the activity level
- Providers are expected to submit the internal service code (as approved with the payer in the existing tariff plan) in the Observation section under the type=Text, Code=Non-Standard-Code. Details of the observation can be found in the ([eClaimLink EDSC Release 20.03.2013 \(v2\)](#)) published on the eClaimLink website.
- Payers will be able to relate the change in price for the reported CPT code based on the submitted internal code.

### **Standard Tariff Price List Timelines**

As a step towards stabilizing the eClaim transactions in the market, DHA is pushing towards the agreements on the standard codes tariff plans between the payers and the providers within the upcoming period. Below are the timelines for the finalization of these tariff price list between the payers and providers:

- **May, 1, 2013** – All **providers** are expected to submit a full standard price list to All payers for approval.
- **July, 1, 2013** – All **payers** are expected to submit the comments on the standard price lists to All providers in their network.
- **September, 1, 2013** – All **payers** and **providers** are expected to have fully approved standard tariff price lists.

Standard price lists tracking will be closely monitored by the DHA in collaboration with both the payers and the providers over the coming period to ensure the timeliness and organization of the process.

### **Code and Essential List Update Frequencies**

eClaimLink standard code sets are being frequently reviewed and updated to accommodate the market needs. Updates can always be found on the eClaimLink Home page [Latest updates](#) section. Below is a brief description of the update process and frequencies for the two most updated lists utilized by the eClaimLink users:

- **eClaimLink Clinicians** (Frequency: Weekly)
  - Providers and payers missing any clinician IDs from the eClaimLink should submit the missing clinician details through the following details
    - **Send email to:** [support@eclaimlink.ae](mailto:support@eclaimlink.ae) (email should be sent from the registered eClaimLink email address)
    - **Subject:** Missing Clinicians (eClaimLink ID – ID of the sending facility)
    - **Body:**
      - A list of the missing clinician IDs
      - Attachments of the supporting documents (Clinician license, prescription with the clinician stamp and license)
  - Update requests are grouped every Tuesday of the week, and are updated on the system by Thursday of that week.
  - Update requests sent after Tuesday of the week are included within the update of the next week.
- **Dubai Drug Code (DDC)** (Frequency: Monthly)
  - Users with missing drug codes can submit the items to be registered through the [drug registration process](#).
- **Other Lists**
  - Update frequency of the remaining lists will be on a quarterly basis.
  - Requests must be submitted two months prior to the quarterly update
  - **January Update:** April Update: requests to be sent prior to November 15<sup>th</sup>
  - **April Update:** requests to be sent prior to February 15<sup>th</sup>
  - **July Update:** requests to be sent prior to May 15<sup>th</sup>
  - **October Update:** requests to be sent prior to August 15<sup>th</sup>

### **eClaimLink Dashboards Update**

As part of DHA approach to enhance the quality of coding on eClaimLink and have a productive electronic claiming system with quality data, the dashboard on eClaimLink shall start displaying results for quality of coding and safety alerts on drugs for submissions to DHPO dated February 1, 2013 onward. DHA is not using the system to block any claim, but will use it to monitor quality and safety, hoping that these dashboards would encourage

providers and payers to apply better coding practices and avoid potential safety issues, towards a higher quality healthcare system for Dubai.

### **Latest List Updates**

Below are the links to the latest list updates in eClaimLink:

- To view the updated Dubai Drug Code list, please [click here](#).
- To view the updated Business and Validation Rules, please [click here](#).
- To view the updated Clinicians list, please [click here](#).
- To view the updated Payers\TPA list, please [click here](#).
- To view the updated Self-Paid list, please [click here](#).
- To view the latest EDSC release, please [click here](#).

### **Feedback & Inquiries**

- Provider related inquiries: [provider@eclaimlink.ae](mailto:provider@eclaimlink.ae)
- Payer related inquiries: [payer@eclaimlink.ae](mailto:payer@eclaimlink.ae)
- Medical Coding related inquiries: [DMCC@eclaimlink.ae](mailto:DMCC@eclaimlink.ae)
- Technical related inquiries: [technical@eclaimlink.ae](mailto:technical@eclaimlink.ae)
- General support inquiries: [support@eclaimlink.ae](mailto:support@eclaimlink.ae)
- Schema related inquiries: [EDSC@eclaimlink.ae](mailto: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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