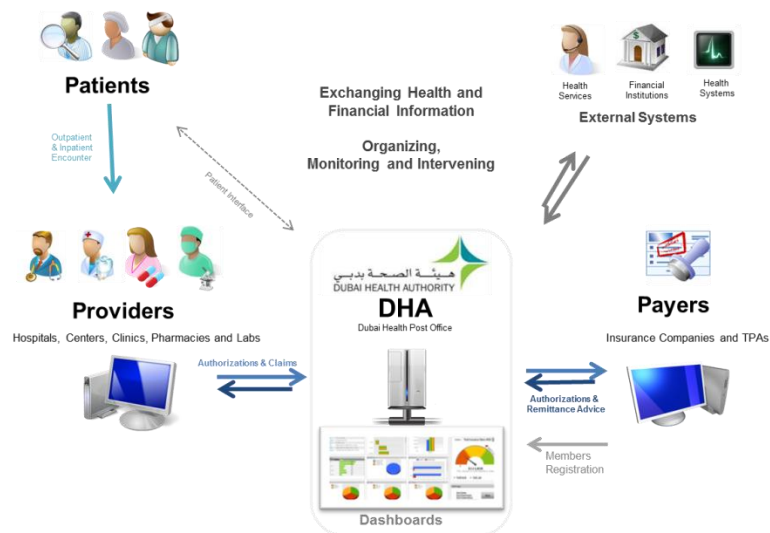## What is eClaimLink?

eClaimLink is the eClaim project of the Dubai Health Authority with the objectives of establishing a unified standard healthcare language communicated across the emirate, implementing a unified structured communication schema, providing a centralized health data tracking system, facilitating eClaim financial and clinical information between payers, providers, patients & authorities. Empowering the Dubai Health Authority with the needed information to organize, strategize, and optimize the healthcare setting in Dubai.

The eClaimLink portal is intended to manage eClaims and health data. In addition, it will serve to connect all the healthcare community of Dubai and through its many anticipated modules will raise the quality of care, enhance efficiency, and reduce mistakes, fraud and abuse in the Emirate of Dubai.

How does it work?

Payers and Third Party Administrators (TPAs) working with members and/or providers in the Emirate of Dubai are eligible to access to the eClaimLink portal. The portal was designed to facilitate the receipt of electronic claims (as well authorizations) from providers for their insured members, all coming through the Dubai Health Authority Post Office (DHPO.) Electronic claims are received in a structured format – known as the schema – and utilizing a common language, highlighted in detail in the Dubai Health Data Dictionary.

The Payer/TPA modules are available online as a standard package. Through the portal, the Payer/TPA will be able to receive electronic claims and send remittance advices in a seamless process. Add on modules are also available to assist payers in analyzing claims and imposing advanced electronic decisions support systems prior to sending a remittance to a provider through the DHPO.

What do I benefit from it?

Going electronic will prove substantial value in maintaining proper records for claims that can then analyzed with ease by provider, activity, value, or even member. The electronic process will also prove to cut operational and administrative costs burdened from keeping, storing, and recording paper claims. This will save payers time and resources that used to convert paper claims into electronic claims through extensive labor work which in many cases creates mistakes that affect the payer or provider health and financial data and hence quality of work. Such systems shall produce higher efficiency and higher quality.

Moreover, given that all transactions will flow through the DHPO, the sender and receiver are always protected by assuring that the claiming process goes through the proper validation checks and is transparently open to the authorities in the unlikely cases of dispute between the providers and payers or TPAs.

How do I prepare for it?

Moving towards electronic claiming should be an exciting and strategic venture for payers and TPAs. Your team should be prepared to undertake the necessary training on medical coding, the schemas, and of course system training. Training will be provided as part of the eClaimLink project and it is never too early to setup the necessary project team at your end.

As a payer or TPA, you should also plan to communicate your plans to go electronic with your providers and explicitly explain to them your anticipated timelines for the move, make any necessary amendment to the contracts signed with them, and even engage them in designing your overall project plan.

It is also noteworthy that members will also need to be notified. Some modules provided on the provider and payer side will enhance the workflow of them receiving treatment, dispensing a medicine, or obtaining authorizations.

Assuring that your organization is ready for the move, it is highly recommended that your project team attend the various workshops held on eClaimLink, register and receive the necessary medical coding training, and is actively engaged in the system training sessions to be held in the upcoming weeks.

Since eClaimLink is fully online solution, please make sure that you have the necessary infrastructure available at your offices – which simply comprises of computers with access to the internet. If currently using an advanced system in managing claims at your end, please contact the project support team to learn more about how the eClaimLink project can be integrated with your current systems.

What are the timelines?

The Dubai Health Authority has already started piloting with the project, and intends to officially go live with Enaya and its network of providers on June 1, 2012. Once Enaya goes live, all payers and TPAs are encouraged to voluntarily join the system towards the overall enhancement of healthcare providing in Dubai. It is anticipated that all payers and TPAs are on board of the eClaimLink project before December 31, 2012.

I have many questions, where can I get answers?

The eClaimLink portal **info hub** will house information to answer many of your inquiries. If you are still in need of further clarifications, please feel free to send your inquiries to info@eclaimlink.ae or call the Dimensions Healthcare customer support line at **600 522 004.** For standards related questions email payer@eclaimlink.ae.

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