

General Circular pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai
General Circular Number 07 of 2016 (GC 07/2016)

Subject of this General Circular	The eAuthorization Initiative
Applicability of this General Circular	This circular applies to all parties involved in providing healthcare services (hospitals, clinics, polyclinics, laboratories and radiology centers), except pharmacies, in the Emirate of Dubai and those who are enrolled as Payers in the eClaimLink platform
Purpose of this General Circular	To communicate to the market updated details of the eAuthorization initiative on eClaimLink
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Publication date	13 th October 2016
This document replaces	Not applicable
This document has been replaced by	Not applicable
Effective date of this General Circular	1 st January 2017
Grace period for compliance	Approximately Three Calendar Months

Objective of this General Circular

To communicate to the market updated details of the eAuthorization initiative on eClaimLink.

eAuthorization Application for Providers

A free of charge application is now available on the eClaimLink website, for all Providers to use as a platform for electronic submission of authorization requests to Payers. The application is available using the path below:

- eClaimLink Provider Login > Applications > New Applications > Login to eAuthorization System

Technical Documentation for Integration

The eAuthorization technical requirements have been published on the eClaimLink website since March, 2013 and can be accessed through the eClaimLink portal \ [DHD](#) page:

- [Schema](#) \ PriorRequest, PriorAuthorization
- Data Flow \ [PriorRequest](#), [PriorAuthorization](#)
- Documentation \ [Business and Validation Rules](#)

Training Material

The eAuthorization application user manual is a step-by-step guide for providers on how to utilize the system. It is available for download within eClaimLink in the following locations:

- DHD > Documentation > User Manuals > eAuthorization User Manual
- Applications > eAuthorization Provider Application > User Manual

eAuthorization Training Schedule

All Providers and Payers will be invited to attend a detailed training session, which will involve an overview of the system along with a live demo on its utilization. Invitations will be sent via email to all eClaimLink-registered users to their registered email ID's.

Timelines and Deadlines

1st January 2017 - eAuthorization will be mandatory for all Dubai authorization transactions (other than ePrescriptions) between the healthcare Providers and Payers. Transactions requiring authorizations will be decided based on the agreement between the healthcare Providers and Payers.