

Policy Directive pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai
Policy Directive Number 01 of 2020 (PD 01/2020)

Subject of this Policy Directive	Elective Surgeries for insured patients
Applicability of this Policy Directive	This directive applies to all parties involved in the administration of health insurance plans in the Emirate of Dubai, specifically Insurers and TPAs and is for the information of intermediaries
Purpose of this Policy Directive	To advise on postponement of elective treatments during the effective period of this circular
Authorized by	Saleh Al Hashimi, CEO, Dubai Health Insurance Corporation
Drafted by	Ali F. Lutfi, Dubai Health Insurance Corporation
This document replaces	Not Applicable
This document has been replaced by	Not Applicable
Publication date	March 15 th , 2020
Effective date of this Policy Directive	March 18 th 2020
Expiry date of this Policy Directive	Until 11:59 pm UAE Time on 31 st March 2020 (Subject to extension)

Preamble

This circular aims to advise payers of treatment towards any elective surgery requests during the effective period of this circular. As per the effective dates of this circular any approval requests received by payers from providers, can be approved, however treatment should not be provided until after the expiry date of this policy directive.

Should an elective surgery approval request be received and approved by the payer during the effective dates of this policy directive, the payer will be required to issue an approval valid for at minimum 30 days starting from the date of expiry of this policy directive or any extension thereof. Should the policy expire or member move to an alternate insurer, the treatment will have to be covered by the originally approving payer.

Approvals for insured patients, who have not undergone treatment yet, will need to remain valid until this restriction is lifted, the validity of approval should be extended to no less than 30 days from the date this restriction is lifted.

Any questions related to Insurance coverage or insurance billing can be directed to ISAHD@dha.gov.ae