

Procedural Notice pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai
Procedural Notice Number 2 of 2015 (PN 02/2015)

Subject of this Procedural Notice	Fraud, waste and abuse (FWA) in health insurance
Applicability of this Procedural Notice	This Procedural Notice applies to all insurers and health insurance claims management companies holding Health Insurance Permits granted by Health Funding Department (HFD) of Dubai Health Authority (DHA)
Purpose of this Procedural Notice	To announce the reporting requirements for insurers and health insurance claims management companies holding Health Insurance Permits
Authorized by	Dr Haidar Al Yousuf, Director, Health Funding Department
Drafted by	Robin Ali, Consultant, Health Funding department
Publication date	10 th June 2015
This document replaces	Not applicable
This document has been replaced by	Not applicable
Effective date of this Procedural Notice	Immediately upon publication
Grace period for compliance	None

Objective of this Procedural Notice

This Procedural Notice is intended to notify all insurers and health insurance claims management companies holding Health Insurance Permits granted by Health Funding Department (HFD) of Dubai Health Authority (DHA) of the requirements to make returns in relation to the identification, reduction and eradication of fraud, waste and abuse in health insurance in the Emirate of Dubai

The reporting requirements

There are two reports that must be submitted:

1. The **FWA Return** Form: this **annual** return is intended to capture the extent to which companies have FWA monitoring units as well as trends in relation to the impact of FWA
2. The **Investigation Log**: this **quarterly** return enables companies to share with HFD the investigations they have conducted into alleged cases of FWA

The benefits of the initiative

- By notifying HFD of the resources that each company dedicates to dealing with FWA we will be able to provide advice to companies as to where they may need to improve their resource allocation compared to what others are doing
- Sharing information on investigations will also allow HFD to identify commonalities in types of FWA as well as patterns employed by perpetrators. The reporting back of our findings will benefit the whole payer community

Completing the returns

Both returns are in MS Excel format. They require answers to specific questions as well as selecting from drop down lists. Wherever you see the word "select" in a cell you should click on that cell and then select the appropriate response

If you encounter any technical problems or have questions relating to the answers required you should email your questions to Dr. Amal El Kharruby at ATElkharruby@dha.gov.ae

Both returns should also be submitted via email directly to Dr. Amal in accordance with the deadlines below.

Deadlines

- **FWA Return:**

This should be completed **in respect of your 2014 position** and be submitted no later than **1800 GST on 12th July 2015**.

It will thereafter be required as part of the annual submission for HIP renewal applications.

- **Investigation Log:**

The initial return should be submitted together with the FWA Return no later than **1800 GST on 12th July 2015** and should cover investigations initiated in the 3 month period from 1 January 2015 to 31 March 2015.

Thereafter, the **Investigation Log** should be submitted covering investigations initiated in each quarter of the year and should be sent no later than 15th day of the month following the end of the quarter. Therefore, the next **Investigation Log** submission should cover the period 1 April 2015 to 30 June 2015 and be submitted by 15 July 2015.

As is now customary, the timeliness of all responses will be monitored and will be taken into account when assessing HIP renewal applications.