

Procedural Notice pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai
Procedural Notice Number 4 of 2014 (PN 04/2014)

Subject of this Procedural Notice	Participating Insurer (PI) status renewal submissions for 2015
Applicability of this Procedural Notice	This notice applies to all PIs wishing to renew their PI status for 2015 as well as (where relevant) to health insurance claims management companies providing support services to PIs
Purpose of this Procedural Notice	To detail the requirements of the submission, the submission process and relevant dates
Authorised by	Dr Haidar Al Yousuf, Director, Health Funding Department
Drafted by	Robin Ali, Consultant, Health Funding Department
Publication date	21 November 2014
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This document has been replaced by	Not applicable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	Not applicable

Objectives of this Procedural Notice

- To notify all PIs of the procedure to renew PI status for the calendar year 2015
- To detail the requirements to be satisfied
- To advise the date by which submissions must be made

The procedure

Due to time constraints, there is no separate PI renewal form. All submissions must therefore be made via the eClaimlink portal using the **PI application 2015** online application form. The form is available now and details a series of requirements covering General Requirements (GRs), additional reporting requirements, compliance requirements and Technical Requirements (TRs). The applicant will be asked to either upload supporting documents, check answer boxes or complete free form text boxes.

Please note that the requirements for PI renewal are similar to those detailed in the PI application 2015 form but differ in sections H and I in relation to reporting requirements for 2015. The precise requirements are contained in the attached document **PIS renewal requirements 2015 v1.1 211114.pdf**

Please complete the online form sections only as listed and required in the document **PIS renewal requirements 2015 v1.1 211114.pdf**. The online form does not have to be completed in one session and can be saved at any time. Do NOT "submit" the form until you are sure that it is accurate and complete. Once submitted the application form will be locked. No changes will be permitted.

The person named at the foot of the form as the contact is responsible for the accuracy and completeness of the information contained therein.

Requirements to be satisfied in relation to TPAs

Where a PI added a TPA **during 2014** it must complete the Section A capacity and business plan.

If a PI is adding a TPA now, it must complete Sections A, L, M and N.

Compliance with 2014 HIP requirements

When insurance companies applied for Health Insurance Permits at the end of 2013, they gave written commitments to comply with all DHA regulations during 2014 and with a number of specific HIP requirements. These included:

1. Uploading details of all health insurance packages to the eClaimlink portal
2. Uploading and updating on a monthly basis the Person Register of insured members
3. Compliance with eClaims and ePrescriptions
4. Collecting complaints data throughout 2014
5. Submitting quarterly reports on call centre performance
6. Submitting quarterly reports on member communication activities

Compliance with items 1 -3 will be validated using eClaimlink data. The PI application will include sections that will require applicants to upload documents to evidence compliance with items 4 – 6.

Compliance at an acceptable level with all items above will be a key part of the PI renewal assessment process.

Index Rate band for 2015

The band for 2014 applications was set at 500 – 700 AED. We have increased this band for 2015 in line with an annual general inflation rate to the month of September 2014 of 4.22% as published by Dubai Statistics Centre.

The IR band for 2015 is therefore 520 – 730 AED per member per year. The variation of + or – 25 AED around the submitted IR remains.

Submission deadline

All applications must be submitted online by **1800 GST Wednesday 17 December**. No extension will be provided.

Decision process and expected decision date

We have said consistently that standards will be raised over time for both HIP and PI status. This applies to both existing PIs and new applicants. We will be analyzing the submissions in an objective and critical manner. No criteria other than those required as part of the submission will be taken into account.

We will review the data submitted and notify PIs of the outcome on or before Wednesday 24 December. The sooner the requirements are uploaded the sooner we can respond.