

**Procedural Notice pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai**  
**Procedural Notice Number 3 of 2014 (PN 03/2014)**

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| Subject of this Procedural Notice        | Price Regulation for Healthcare Services in Dubai  |
| Applicability of this Procedural Notice  | This notice applies to all providers wishing to submit an application for any increase in their prices to apply in the year 2015 |
| Purpose of this Procedural Notice        | To detail the requirements of an application, the process of applying and relevant timelines                                     |
| Authorised by                            | Dr Haidar Al Yousuf, Director, Health Funding Department   |
| Drafted by                               | Robin Ali, Consultant, Health Funding Department   |
| Publication date                         | 6 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| This document has been replaced by       | Not applicable   |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 interested parties of the procedure to be followed to increase prices for healthcare services
- To advise the dates by which submissions must be made

**Preamble**

Dubai Health Authority has announced the price regulation of healthcare services in Dubai. This announcement is aligned to the mandate expressed in the Dubai Health Insurance Law 11 of 2013, decreed by HH Sheikh Mohammed bin Rashid Al Maktoum, Deputy President and Prime Minister of UAE and Ruler of Dubai.

In requesting to qualify for an increase in prices of healthcare services, providers must have a clear understanding of the impact on their patients in relation to access and quality of healthcare they deliver. We encourage applications only from those providers who focus on operational efficiency, quality of care and can demonstrate a sound financial argument to be able to justify their application.

**The procedure**

Providers who wish to request DHA to consider any increase in the prices for healthcare services must follow the steps outlined below:

- Step 1 – Notify an intent to request a price increase/change via eClaimLink
- Step 2 - Receive response from eClaimLink
- Step 3 - If eligible to be considered for a price increase request, follow directions in the confirmation notification, to upload the required data on the template provided for DHA evaluation
- Step 4 – Receive detailed response on whether the provider qualifies for an increase/change in price

All forms and templates will be available on the eClaimLink portal.

The data submission template must be downloaded and completed within the stated period. When the provider is ready to submit, this document must be uploaded on the same eClaimLink destination. **Once uploaded the data submission template will be locked. No changes will be permitted.**

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

### Submission deadlines

Data and documents requested must be delivered within the time-lines specified. Providers must adhere to the following deadlines in submitting their forms and templates:

- Monday 10 November 2014: "Notification of intent to request a price increase/change" facility will be opened on eClaimLink
- Sunday 16 November 2014 1800 GST: "Notification of intent" facility will be closed on eClaimLink
- Thursday 20 November 2014: Provider to check eClaimLink for DHA response to request and (if positive) review next steps and provide the data required via eClaimLink
- Sunday 30 November 2014 1800 GST: Submission of required data to eClaimLink closed

### Decision making process

The initial request will be evaluated against eClaimLink compliance and related quality indicators

DHA will assess and evaluate the submissions in an objective and professional manner, using the data provided to be submitted by the Provider

The assessment process is lengthy and needs to be verified by other DHA departments. We therefore hope to communicate results to applicants by Wednesday 17 December 2014, if possible.

The detail of the evaluation will not be published.