

**Procedural Notice pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai**  
**Procedural Notice Number 3 of 2015 (PN 03/2015)**

Subject of this Procedural Notice	Payment Model for Healthcare Services in Dubai - 2016
Applicability of this Procedural Notice	This notice applies to all parties involved in providing healthcare services in the Emirate of Dubai (hospitals, clinics, polyclinics, laboratories and radiology centers), except pharmacies, are licensed by DHA or MoH, and those who are enrolled as providers in the eClaimLink platform.
Purpose of this Procedural Notice	To specify the characteristics of the interim price regulation model and the criteria which healthcare providers will be required to fulfill in order to apply for change in their respective price lists for 2016
Authorized by	Dr. Haidar Al Yousuf, Director Health Funding Department, Dubai Health Authority
Drafted by	Altijani Hussin, Health Funding Department
Publication date	<b>1<sup>st</sup> November 2015</b>
This document replaces	Not applicable
This document has been replaced by	Not applicable
Effective date of this Policy Directive	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 and deadlines.

**Preamble**

Dubai Health Authority had announced the price regulation of healthcare services in Dubai in 2015. 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 2016 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.

Aligned to the mandate, DHA has established a maximum percentage of increase at the general inflation of 4.41% for any amendment in the **GROSS** price of healthcare services for the year of 2016 pending DHA's Health Funding Department Approval. Use of this inflation rate is not intended for the discount rates agreed upon by the Providers and Payers.

**The Procedure and deadlines**

Providers must adhere to the following deadlines:

	Date	Instruction
Step 1	<b>Wednesday 4<sup>th</sup> November 2015</b>	"Notification of intent to request a price increase" form will be published on eClaimLink portal ( <b>eClaimLink &gt; Application &gt; Request for Price Increase</b> ).
	<b>Monday 9<sup>th</sup> November 2015 1800 GST</b>	"Notification of intent" facility will be closed on eClaimLink. Failure to respond to this notification and complete Step 1 will result in exclusion from the price increase exercise.

	Date	Instruction
<b>Step 2</b>	<b>Tuesday 10th November 2015</b>	Eligibility Response - Eligibility assessment result as per the criteria listed above in the overview section is provided below. Providers that are Eligible for the Price increase application may proceed to Step 3 and complete the requested information
<b>Step 3</b>	<b>Saturday 14<sup>th</sup> November 2015</b>	Price Increase File upload must be completed by the specified date. The data template file is available on eClaimLink ( <b>eClaimLink &gt; Application &gt; Request for Price Increase</b> ).
<b>Step 4</b>	<b>Sunday 15<sup>th</sup> November 2015</b>	Price Increase Qualification Response will commence from the date specified.

### Exemption from this PN

This Procedural Notice does not apply to new providers. A new provider is a provider that has a first time facility license issued by the designated authority (DHA, MOH, etc.) within the last 730 days from the date of this Procedural Notice. To receive an exemption, these exempt providers must submit their exemption request to [DataHFD@dha.gov.ae](mailto:DataHFD@dha.gov.ae) no later than **Tuesday 10th November 2015 1800 GST**, with the Subject of "Exemption Request", attaching a copy of the facility license. Requests that do not follow this process will not be eligible to increase their prices.

### Decision making process

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

**In Step 1**, any provider intending to apply for a price increase must complete this form as a first step and commit to complying with Coding standards outlined in **General Circular number 9 of 2015 (GC 09/2015)**.

**In Step 2**, providers will qualify as eligible for price increase, against the following criteria, dependent on activities already conducted on eClaimLink:

1. In possession of a valid active license to operate, from DHA, Health Regulation Department or a UAE health authority
2. Compliance with eClaimLink Claim Submission transactions
3. Compliance with Clinician electronic Prescriptions (eRx)
4. Evaluation of 2015 claims must meet the minimum criteria for medical necessity evaluated by Ejada quality monitoring tool, as per the published indicators.
5. Pending violations and fines with DHA Health Regulation Department
6. Completion of **Dubai Healthcare Cost Index Data Collection** - This criteria applies only to certain Providers who will be notified by DHA Health Funding Department.

**In Step 3**, Providers who are eligible following Step 2 must complete and upload the Payment Model Data template file. The data template file is available on eClaimLink (**eClaimLink > Application > Request for Price Increase**).

- All those Providers who were granted "Conditional" status in 2015, should have fulfilled the published list of requirements.
- DHA Health Funding Department reserves the right to request additional data and documents to support a Providers justification for price increase.
- The assessment process needs to be verified by other DHA departments so any delays will be communicated promptly.
- Providers who qualify as eligible for price increase will be notified commencing **Sunday 15<sup>th</sup> November 2015** through the same eClaimLink portal page (**eClaimLink > Application > Request for Price Increase**).

**The overall list of eligible Providers will be shared with all Payers/TPAs.**

Any clarifications or inquiries may be addressed through the email [DataHFD@dha.gov.ae](mailto:DataHFD@dha.gov.ae). No phone calls to eClaimLink Support and DHA will be entertained to address this process unless for a specific technical issue related to the system.