

## General Circular pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai

### eClaimLink General Circular Number 04 of 2018 (GC 04/2018)

Subject of this General Circular	<b>The ePrescription Initiative – Enforcement of the eRx Cycle, eRx Reference Number &amp; Pharmacist Edit Restrictions</b>
Applicability of this General Circular	This circular applies to all Payers and Providers in the Emirate of Dubai and those who are enrolled on the eClaimLink platform.
Purpose of this General Circular	To communicate across the Market updates to the ePrescription mandate.
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Publication date	12 <sup>th</sup> April 2018
This document replaces	Not applicable
This document has been replaced by	Not applicable
Effective date of this General Circular	12 <sup>th</sup> July 2018
Grace period for compliance	3 calendar months

#### Preamble

As eClaimLink has evolved to include the full billing cycle of healthcare claims. The ePrescription initiative is the computer-based electronic generation, transmission and filling of a medication prescription, taking the place of paper prescriptions.

In Dubai, e-prescribing allows a Provider\Clinician to electronically transmit a prescription to the DHPO\ eRx Hub (located at DHA's DHPO system), getting coverage feedback from insurance companies real-time before the patient leaves their office. Later when the patient visits the Provider\Pharmacy, the pharmacist downloads the prescription electronically and obtains coverage authorization from the payer at time of dispensing the medication real time.

To further regulate, understand and quantify medication prescribed and dispensed to patients who are not insured, Cash/Self-payers will now be incorporated into the ePrescription cycle. This will improve visibility of medication which is not covered by insurance and also allow quantification of out-of-pocket spending on medication in Dubai. As with all eClaimLink developments, this step is aimed to collect the data required to elicit policy changes.

This document will discuss and outline Phase III in ePrescription implementation to help all involved parties prepare for this latest mandate, configure the technical connections and establish the business requirements.

**Note:** The application of the below guidelines, does not require any technical modification to the eClaimLink schema.

## Remit of Mandate

This mandate is applicable to:

- Dubai Health Authority - Health Regulation Department licensed Providers and Clinicians
- Dubai Health Care City licensed Providers and Clinicians

## Implementation of Mandate

Implementation will be focused on two areas:

### 1. Enforcement of the eRx Reference Number

- a. All DHA & DHCC licensed Providers\Clinicians will be required to create an eRx request to initiate the ePrescription cycle and produce an eRx Reference number.
- b. **This step is mandated for both INSURED and CASH patients.**
- c. The patient will then take the eRx reference number to a Pharmacy where this number will be used by the pharmacist to auto populate the Prior Request on eClaimLink and allow for accurate dispensing of the prescribed medication.
  - i. For insured patients the pharmacist will be required to verify that the Payer on the auto populated Prior request is correct.
  - ii. For cash patients the pharmacist must select Payer = Cash.
- d. Failure by a physician to create an eRx request on the eClaimLink portal or via direct integration to DHPO for insured patients will result in the Payer system automatically rejecting the prior request with a newly added denial code – eRx Reference Number Missing. This will directly affect the patient, as they will not be permitted to use the OP pharmacy benefits in the insurance policy without an eRx Reference number.
- e. Reimbursement is permitted in cases where a patient has paid cash for a prescription that was written without an eRx Reference number.

### 2. Conversion of a paper prescriptions for Cash patients into Prior Requests

- a. All DHA & DHCC licensed Providers\Clinicians will be required to create an eRx request to initiate the ePrescription cycle and produce an eRx Reference number for **CASH** patients.
- b. Any prescriptions for CASH patients without an eRx Reference number must be converted to prior request and submitted through DHPO.

- c. DHA & DHCC licensed Providers\Clinicians who fail to adhere to this mandate will be monitored and tracked.

### New Denial Code

Code	Description	Detailed Description
AUTH-013	Missing eRx Reference number	eRx Reference number is missing on the Prior Request and not generated by the prescribing Physician

### Responsibility Matrix

Involved Party	Responsibility
<b>Physician</b>	<ul style="list-style-type: none"> <li>To create an eRx request to initiate the ePrescription cycle and generate an eRx Reference number for both <b>INSURED</b> and <b>CASH</b> patients</li> </ul>
<b>Clinic/Centre/Hospital</b>	<ul style="list-style-type: none"> <li>To ensure that all physicians are able to generate an eRx Reference number whether that is through directly using eRx on the eClaimLink portal or via direct integration of HIS to DHPO</li> </ul>
<b>Pharmacy</b>	<ul style="list-style-type: none"> <li>To ensure that eClaimLink Prior Request are generated for all prescriptions from DHA or DHCC licensed Physicians. For cash patients the pharmacist must select Payer = Cash</li> </ul>
<b>Payer</b>	<ul style="list-style-type: none"> <li>To prepare systems to automatically reject prior requests that do not contain an eRx Reference number from DHA and DHCC licensed Physicians.</li> <li>To ensure that all network providers are aligned with this mandate.</li> </ul>

- Technical documentation can be found using the following path [eClaimLink > DHD > Documentation > eRx Technical Requirements](#)
- Queries can be directed via email to [DataHFD@dha.gov.ae](mailto:DataHFD@dha.gov.ae)

### Pharmacist Edit Restrictions

Instructions on editing a Prescription are outlined in the **Dubai Community Pharmacy Licensure & Pharmaceutical Practices Guide issued by HEALTH REGULATION DEPARTMENT DUBAI HEALTH AUTHORITY:**

**17.4** The pharmacist must not alter or change any items stated in the prescription unless taking the permission of the professional who issued it. The pharmacist may change the pharmaceutical product with a similar one containing the same active ingredients after informing the patient and the health care professional who issued the prescription. The changes must be documented in writing on the prescription with signature of the pharmacist.

**17.5** If the healthcare professional cannot be contacted or did not change the prescription, pharmacist is not permitted to dispense the medication.

**17.6** In case the pharmacist finds an error or mistake in the prescription or is in doubt regarding certain contents, the pharmacist should contact the professional who issued the prescription to clarify the matter and send it back to him if he does not accept the explanations given. In such case, the professional who issued the prescription should underline the change and sign next to it”

With reference to point 17.6, for ePrescription, in the event an eRx request contains an error, the prescribing physician must issue a new eRx Request with the correction and provide the patient/Pharmacist with the updated eRx reference number.”

### Exemptions

- Dubai Health Authority Facilities – Rashid Hospital, Latifa Hospital, Hatta Hospital, Dubai Hospital and Primacy Healthcare facilities.
- MOH, MOPAH and HAAD licensed Providers and Physicians.
- There are Providers that are often referred to in eClaimLink documentation as Out of Dubai (OOD) for whom the process will not change.

### Awareness and Training

An Awareness Plan has been developed to ensure that the market is aware of this phase in the ePrescription initiative implementation. All affected parties will be contacted.

### Timelines and Deadlines

Instructions of this General Circular must be applied by **12<sup>th</sup> July 2018** by all Payers and Providers in the Emirate of Dubai and those who are enrolled on the eClaimLink platform.

### Non Compliance

All market participants are encouraged to report, with evidence, to HFD via DataHFD@dha.gov.ae any instances where another party is non-compliant with the requirements of this General Circular.