

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

eClaimLink General Circular Number 05 of 2018 (GC 05/2018)

Subject of this General Circular	Updating eClaimLink User Details
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 the responsibility and ownership of updating user contact details and eClaimLink Communication Plan
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Publication date	7 th June 2018
This document replaces	Not applicable
This document has been replaced by	Not applicable
Effective date of this General Circular	Immediately
Grace period for compliance	None

eClaimLink Communication

As part of Dubai Health Authorities efforts to improve communication with the market we will begin using contact details added by eClaimLink users on the eClaimLink portal.

The **User Management function** on the portal has been updated and relaunched to capture additional information. Users are required to do the following:

- Login to the eClaimLink Portal – www.eclaimLink.ae
- Navigate to Support > User Management
- Complete all relevant fields.

Key Points

- It is the responsibility of each Provider, Payer or Broker to ensure that users are updated regularly.
- Mailing lists will be created based on these users and used as the only source for all eClaimLink related communication such as circulars or announcements. Hence, failure to update will result in a disruption in communication.

Timelines and Deadlines

Instructions of this General Circular must be applied immediately by all Payers and Providers in the Emirate of Dubai and those who are enrolled on the eClaimLink platform