

**General Circular pursuant to the Health Insurance Law (No 11 of 2013) of the Emirate of Dubai
eClaimLink General Circular Number 06 of 2018 (GC 06/2018)**

Subject of this General Circular	Denial Code Updates
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 denial code list that is embedded within eClaimLink
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Publication date	10 th June 2018
This document replaces	Not applicable
This document has been replaced by	Not applicable
Effective date of this General Circular	1 calendar month
Grace period for compliance	None

Updated Denial Codes

As part of our endeavor to encourage efficiency in communication between Providers and Payers and to increase the clarity during the remittance process when there is a denial, the denial code list has been updated. **See Table 1**

Timelines and Deadlines

Instructions of this General Circular must be applied by **10th July 2018** by all Payers and Providers in the Emirate of Dubai and those who are enrolled on the eClaimLink platform.

Compliance

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.

Table 1

Code	Description
AUTH-002	Services performed are inconsistent with authorized or approved services
BENX-001	Service / Medication is above AED threshold
CLAI-013	Missing an Observation (Dental Tooth #)
CODE-001	Missing, incomplete or invalid principal diagnosis
CODE-002	Missing, incomplete or invalid service code
CODE-006	Diagnosis is inconsistent with the procedure
CODE-016	Activity/diagnosis inconsistent with Service
MNEC-007	Service is not clinically indicated based on good clinical practice, without additional supporting documentation
NCOV-009	Dental treatments are not covered
NCOV-010	Elective procedure is not covered
NCOV-012	Eye exams and treatments are not covered
NCOV-014	Hearing services are not covered
NCOV-018	Immunizations are not covered
NCOV-019	Preventative care is not covered
NCOV-020	Services resulting from attempted suicide or self-infliction are not covered
NCOV-021	Vaccinations are not covered
NCOV-024	Chronic Condition Service(s) is (are) not covered
NCOV-027	Non coverage of certain medication as per policy
CLAI-021	Incorrect DRG payment parameter
CLAI-022	Missing DRG payment parameter