

Date : 28/05/2025
Ref No. : PND/AA/ME/25/UAE-70

Confidential

Via email

To: Abu Dhabi Contracted Providers

Subject: Timelines for submitting initial requests or renewing the requests for home care and LTC

Dear Valued Providers,

Greetings from Daman.

We would like to emphasize the importance of submitting all required information and documentation accurately, as this is crucial to avoid delays in processing requests and to prevent interruptions in patient treatment. Please follow the points outlined below:

- Patient approvals for home care, LTC, PAR, or HPT should be completed prior to service initiation.
- Extension requests must be submitted within 7 days.
- Backdated approvals will not be granted even for a day will not be considered.
- If an approval has been granted and a revision is requested, the resubmission can only be accepted within 30 days.
- Providers must notify Daman within 10 days if a home care patient is admitted to acute care and revise the approval accordingly.
- Any submission exceeding these timelines will be rejected, even if medically necessary, as it violates SPC guidelines
- Providers are entirely responsible for submitting accurate and complete documentation at the time of a revision request.

For clarification on the circular, you may log your query via Provider Services <https://Openjet.inhealth.ae>

Best regards,



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Provider Network

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هاتف: ٢٦١٤٩٥٥٥ +٩٧١ فاكس: ٢٦١٤٩٧٧٦ +٩٧١
ص.ب: ١٢٨٨٨٨ أبوظبي، الإمارات العربية المتحدة

الشركة الوطنية للضمان الصحي - ضمان (ش.م.ع)، شركة خاضعة لأحكام القانون الاتحادي رقم (٦) لسنة ٢٠٠٧ ومقيدة في سجل شركات التأمين تحت رقم (٧٣) بتاريخ ٢٠٠٦/٧/١٢، رأس المال المدفوع ٢٥٠,٠٠٠,٠٠٠ درهم.
National Health Insurance Company – Daman (PJSC) is a company subject to Federal Law No. (6) of 2007, with Registration Number (73) dated 12/06/2006 in the Insurance Companies' Register and with Paid Up Capital AED 250,000,000.

ISO 9001:2015 Quality Management System	ISO 22301:2019 Business Continuity Management System	ISO/IEC 20000:2018 IT Service Management System	ISO/IEC 27001:2013 Information Security Management System
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