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Confidential

Via email

To: Daman Contracted Providers

Subject: Access to Care (ATC) for MSC Members: Revision Requests Instructions Based on the Initial Visit Date

Dear Valued Providers,

Greetings from Daman!

In line with Daman's continuous effort to enhance healthcare delivery related to MSC members having access to care (ATC), please note that we have added instructions to the issued ATC/GOP letters as follows:

ATC effective and expiry dates depend on the patient's initial visit to the physician for the same condition reflected in the approval letter (the initial visit must be initiated within the first 90 days of the ATC/GOP effective date).

Therefore, Network providers must ensure to seek a revision (within 90 days) from Daman if the patient didn't complete the treatment period approved in the MAC letter and specified in the initial ATC. The below should be followed:

- 1- Kindly email msc@damanhealth.ae for the date revision of the ATC with a specific initial visit date.
- 2- E-authorization request (if needed) should be requested on the initial visit date.

Accordingly, Network providers are requested to notify Daman with the date of the initial visit to ensure revising the ATC validity in accordance with the specified period in the MAC approval. Services requested beyond the ATC expiry date will not be approved unless the necessary revision is made. For example, "medication approvals".

Tel: +971 2 6149555 Fax: +971 2 6149776
PO Box: 128888 Abu Dhabi, United Arab Emirates

هاتف: +٩٧١ ٢ ٦١٤٩٥٥٥ فاكس: +٩٧١ ٢ ٦١٤٩٧٧٦
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 (٧٢) بتاريخ ٢٠٠٦/٧/٢٢، 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 22301:2012 Business Continuity Management System	ISO/IEC 20000:2018 IT Service Management System	ISO/IEC 27001:2013 Information Security Management System
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C E R T I F I E D

The revised date of the ATC will be available in the dashboard.

For Homecare, Rehabilitation & LTC, the services of the full treatment period should be requested at once in one e-authorization request prior to starting the service.

The above-mentioned revision instruction is necessary to enable the MSC patients utilizing the complete treatment specified in the MAC approval validity which starts from the initial visit.

For clarification on the circular, you may email us at PRDqueries@damanhealth.ae

Best regards,



Dr. Abdalqader Alshaw

Acting Senior Vice President

Provider Network

National Health Insurance Company – Daman PJSC