

Date : 26/01/2024
Ref No. : PND/AA/CG/24/UAE-06
Confidential

Via email

To: Daman Contracted Home Care Providers

Subject: MSC Homecare Services

Dear Valued Providers,

Greetings from Daman!

In line with Daman's collaboration with the UAE Army and our continuous efforts to enhance healthcare delivery and customer experience, we would like to share important guidelines for Home Care Services provided to MSC members.

Effective **service date January 2024**, Health Service Provider is required to submit their invoices on a monthly basis (30 days service period) and ensure service period/provided service's details (such as but not limited to physiotherapy) are added as observation note.

In addition, the following documents are required to be submitted together with the invoice:

1. The confirmation sheet
2. The Daily schedule signed by the patient/relative
3. A temporary interruption in service (emergency admission, travel, etc.)

Clear and consistent documentation is crucial for maintaining transparency and accountability in our operations. We kindly request your full cooperation in the following instructions:

Service confirmation sheet and Patient signature:

- Fill the service confirmation and schedule, by providing accurate details such as the nature of services and dates with the exact number of sessions provided in the quotation.
- For each service rendered, it is vital to have the patient or their authorized representative sign to acknowledge the receipt of the exact services provided.
- Signature should be in blue Pen and not scanned.
- Ensure that the service confirmation and schedule are properly filled out, stamped, and include all signatory information (name, relation, signature and mobile no).
- The cause of the temporary disruption in service if any.

Alignment of Dates:

All documents related to a particular service, including the service confirmation, schedule, and invoice, should have the same provided service period, period with an exact and accurate service start date and end date.



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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 ٢٠٠٦/١٢، 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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C E R T I F I E D

Your compliance with these guidelines will greatly assist in streamlining our administrative processes and enhancing patient satisfaction.

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

Best regards,



Dr. Abdalqader Alshaw

Senior Vice President

Provider Network

National Health Insurance Company – Daman PJSC

2 Attachment(s)

- SERVICE_CONFIRMATION_MANUAL_ENTRY (1)
- DETAILED REHABILITATION SCHEDULE

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