

Date : 30/01/2025  
Ref No. : PND/AA/AC/25/UAE-04  
**Confidential**

Via email

To: Daman Contracted Providers

**Subject: Guidelines for MSC Patient 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 reiterate the importance of the MSC guidelines adherence to ensure utmost accuracy and proper documentation for the services provided to MSC patients. It is crucial to notify Daman through MSC designated channel with the initial visit date to ensure updating the ATC (Access to care) validity and avoid any denial to noncompliance.

Healthcare providers are requested to ensure abiding to the ATC validity after communicating the initial visit date, in which expiry date will be updated accordingly.

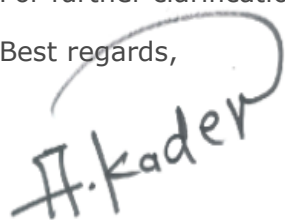
Furthermore, kindly ensure that patients should initiate the treatment within 90 days (for each ATC) from the effective date communicated in the ATC document.

Detailed MSC terms are listed in Appendix A for further information.

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

For further clarification on the circular, you may email us at [MSC@damanhealth.ae](mailto:MSC@damanhealth.ae)

Best regards,



**Dr. Abdalqader Alshaw**

Senior Vice President

Provider Network

National Health Insurance Company – Daman PJSC

Attachment(s)

Filename (1)

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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 (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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## Appendix A:

- The ATC validity (effective and expiry date) can be modified subject to receipt of the initial visit date from the provider to ensure providing full treatment period mentioned in MSC approval letter (unless the effective date clearly mentioned in the ATC comment).
- The initial visit should be initiated within 90 days from the ATC effective date.
- This notification must be done within the validity of the initial ATC.
- Failure to obtain the revision by providing Daman with the initial visit date would make the provider liable for the shortage in the treatment period of the members.
- Kindly email [MSC@damanhealth.ae](mailto:MSC@damanhealth.ae) for the date revision of the ATC with specific initial visit date.
- Failure to start treatment within the first 90 days will render the ATC invalid and any treatment billed after 90 days will not be paid/and will be recovered by Daman.
- In case the approval was issued for 1 month, the month is calculated on the basis of 30 days.
- Daman will not reimburse any cost after the end of the treatment period specified in the ATC and approvals.
- The patient is treated according to the medical diagnosis stated and must not be referred to another specialty or facility without approval from Daman.
- The room category for the patient is standard.
- The requested services, if available in the provider contract, will be processed in accordance with the contractual terms.
- Quotation or any reflected costs will not be applicable as contractual service cost with Daman will always supersede.

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