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Confidential

Via email

To: SEHA and Other Abu Dhabi Public Non SEHA Network Providers

Subject: Enhancement on Thiqa C3 Enrollment Process

Dear Valued Providers,

Greetings from Daman.

As part of our ongoing efforts to enhance and improve the services we provide to our customers, we have made an important upgrade to the C3 automation process for UAE nationals.

All requests should be submitted through the OpenJet system, and it will be processed automatically. This enhancement aims to streamline the process and ensure faster and more efficient handling of requests.

Before Enhancement	After Enhancement
Providers submit requests through Open Jet and expect processing within 24 hours	Providers can now submit requests 24/7, and they will be processed directly from the system.

Please note that the following requests will be directly rejected:

- Non-UAE National requests
- Duality of insurance
- Pending requests (those submitted by the customer prior to the provider enrollment request submission).

To follow up for pending request submitted by the customer, provider can send email to thiqac3provider@damanhealth.ae with the consent form approved by the customer and copy of member's EID.

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

Best regards,



Dr. Abdalqader Alshawi

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 ٢٠٠٦/٧/٢٢، 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 22301:2019 Business Continuity Management System | ISO/IEC 20000:2018 IT Service Management System | ISO/IEC 27001:2013 Information Security Management System

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