

Case to handle

When the Emirates ID, has an entry in DHPO, and has a valid insurance in that TPA, we change the search_all is turned off and it directly returns the value from that ID.

That case will need to be handled in the astermate system.

Response from the entry with incident

```
{
  "id": "b7a3e013-6758-4039-a39b-7e0bfa9f2e32",
  "request_dump": {
    "phone": "971-5",
    "id_type": "EMIRATESID",
    "id_value": "784-2025-2801771-2",
    "tpa_name": "INS010",
    "payerName": "",
    "doctorName": "DHA-P-0133260",
    "extra_args": {
      "title": "",
      "value": ""
    },
  },
  "visit_type": "OUTPATIENT"
},
"is_search_all": false,
"created_by_user_id": null,
"clinic_id": "1a405a0a-f7a1-4ecc-86fb-ce84151ccc5b",
"updated_at": "2025-08-26T05:23:46.155401",
"interim_results": {
  "tpa_name": "INS010",
```

```
"timestamp": "2025-08-26T05:23:30.583122+00:00",
"screenshot_key": "https://s3.me-central-1.amazonaws.com/hrcm-bucket-uae/INS010/784-2025-2801771-2_2025-08-26_05-23-27.png?X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=AKIAUCIJUPQ35ZV226UV%2F20250826%2Fme-central-1%2Fs3%2Faws4_request&X-Amz-Date=20250826T052327Z&X-Amz-Expires=604800&X-Amz-SignedHeaders=host&X-Amz-Signature=4067a06969d98b7709870b9029e39d1043818aa6314ebc3eb1cfc507d76a8dcf",
"referral_documents": [
  {
    "id": "member_eligibility_document",
    "tag": "Member Eligibility Document",
    "s3_url": "https://s3.me-central-1.amazonaws.com/hrcm-bucket-uae/axa/referral/784-2025-2801771-2/26/08/2025%2009%3A23%20AM%20GST.pdf?X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=AKIAUCIJUPQ35ZV226UV%2F20250826%2Fme-central-1%2Fs3%2Faws4_request&X-Amz-Date=20250826T052326Z&X-Amz-Expires=604800&X-Amz-SignedHeaders=host&X-Amz-Signature=b8459fd01f2335002fcd15088fadbeec71f0716dd6eaeabb38a7bb08de234a967"
  }
],
"is_eligible_details": {
  "reason": "The insurance card shows valid start and expiry dates covering today's date, with all required member and policy details present and no disqualifying conditions mentioned.",
  "is_eligible": true
}
},
"task_id": "b1a35a89-f198-4429-a21d-65d0b0862a43",
"status": "PROCESS_COMPLETE",
"search_all_status": null,
"tenant_id": "mantys",
"created_at": "2025-08-26T05:23:07.306064",
"eligibility_result": {
  "search_id": "784-2025-2801771-2",
  "data_dump": {
```

```

"tpa": "INS010",
"data": {
  "payer_id": "INS010",
  "is_eligible": true,
  "job_task_id": "b1a35a89-f198-4429-a21d-65d0b0862a43",
  "patient_info": {
    "patient_id_info": {
      "dha_id": "I010-000-122462579-02",
      "policy_no": "13/XP/53143/0",
      "membership_no": "25/S/1"
    },
    "policy_holder_dob": "2025-02-12",
    "policy_holder_name": "Ryan Res Levin Levin Sibi",
    "patient_emirates_id": "784-2025-2801771-2",
    "policy_holder_phone": null,
    "policy_holder_gender": null,
    "policy_primary_member_id": "13/XP/53143/0/25/S/1",
    "policy_holder_relationship": null,
    "policy_holder_date_of_birth": "2025-02-12",
    "policy_primary_dha_member_id": "I010-000-122462579-02"
  },
  "copay_analysis": {
    "copay_details": [
      {
        "remarks": "Citation: Pre-Approval required for OP equal to or
exceeding AED 1,000 / QAR 1,000 / BD 100 / OMR 100 / KWD 80 / SAR 1,000
[excluding consultation]; AND for the services detailed. | \n\n Includes materni
ty initial consultation pre-approval requirement.",
        "visit_type": "Outpatient",
        "copay_amount": null,
        "visit_setting": "Outpatient",
        "copay_currency": "AED",
        "copay_max_scope": "per consult",
        "copay_max_amount": 50,
        "copay_percentage": "20.0",
        "coinsurance_percentage": null
      }
    ]
  }
}

```

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    },
    {
      "remarks": "Citation: MAT 10% ON ALL OP;DENTAL DIRECT BILLING ONLY | \n\n Dental services direct billing only.",
      "visit_type": "Dental",
      "copay_amount": null,
      "visit_setting": "Outpatient",
      "copay_currency": "AED",
      "copay_max_scope": null,
      "copay_max_amount": null,
      "copay_percentage": "10.0",
      "coinsurance_percentage": null
    },
    {
      "remarks": "Citation: MAT 10% ON ALL OP | \n\n Maternity consultation only requires pre-approval initially. Inside Abu Dhabi, OP does not require approval.",
      "visit_type": "Maternity",
      "copay_amount": null,
      "visit_setting": "Outpatient",
      "copay_currency": "AED",
      "copay_max_scope": null,
      "copay_max_amount": null,
      "copay_percentage": "10.0",
      "coinsurance_percentage": null
    },
    {
      "remarks": "CT, PET Scans, MRI require pre-approval.",
      "visit_type": "Radiology",
      "copay_amount": null,
      "visit_setting": "Outpatient",
      "copay_currency": null,
      "copay_max_scope": null,
      "copay_max_amount": null,
      "copay_percentage": "Covered",
      "deductible_scope": null,
    }
  ]
}

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        "deductible_amount": null,
        "deductible_currency": null,
        "coinsurance_percentage": null
    },
    {
        "remarks": "Some laboratory tests like Vitamin D test require
pre-approval.",
        "visit_type": "Laboratory",
        "copay_amount": null,
        "visit_setting": "Outpatient",
        "copay_currency": null,
        "copay_max_scope": null,
        "copay_max_amount": null,
        "copay_percentage": "Covered",
        "deductible_scope": null,
        "deductible_amount": null,
        "deductible_currency": null,
        "coinsurance_percentage": null
    },
    {
        "remarks": "Provider Terms: Pharmacy: Providers with e-Rx/
PBM should use PBM | Vaccination and psychiatric pharmacy treatment requir
e PBM.",
        "visit_type": "Pharmacy",
        "copay_amount": null,
        "visit_setting": "Outpatient",
        "copay_currency": null,
        "copay_max_scope": null,
        "copay_max_amount": null,
        "copay_percentage": "Covered",
        "deductible_scope": null,
        "deductible_amount": null,
        "deductible_currency": null,
        "coinsurance_percentage": null
    },
    {

```

```

    "remarks": "Optical services require pre-approval.",
    "visit_type": "Optical",
    "copay_amount": null,
    "visit_setting": "Outpatient",
    "copay_currency": null,
    "copay_max_scope": null,
    "copay_max_amount": null,
    "copay_percentage": "Covered",
    "deductible_scope": null,
    "deductible_amount": null,
    "deductible_currency": null,
    "coinsurance_percentage": null
  },
  {
    "remarks": "Physiotherapy requires pre-approval.",
    "visit_type": "Physiotherapy",
    "copay_amount": null,
    "visit_setting": "Outpatient",
    "copay_currency": null,
    "copay_max_scope": null,
    "copay_max_amount": null,
    "copay_percentage": "Covered",
    "deductible_scope": null,
    "deductible_amount": null,
    "deductible_currency": null,
    "coinsurance_percentage": null
  }
],
"waiting_period": "Not Specified",
"special_remarks": [
  "Provider Terms: Pharmacy: Providers with e-Rx/PBM should use PBM",
  "Pre-approval required for aggregate net amount 1000.0 AED or above (net amount excluding consultation)",
  "Pre-approval required for: MRI, CT, PET Scans, Day care procedures, Speech therapy, Occupational therapy, Vitamin D test, Mammograms, I

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ntraarticular injections, EEG, EMG, NCS, Echocardiogram, TMT, Holter Monitoring, Influenza A & B, Physiotherapy, Chiropractic treatment, Psychiatric treatment including consultation and pharmacy, Alternative Therapy, Health screening, Work related injuries, Road traffic accident, Professional/dangerous sports, Chronic conditions for XP/XI policies",

"Pre-approval within 4 hours for in-patient",

"All in-patient, day care and invasive procedures require pre-approval; also including but not limited to: medical admissions, surgeries, chemotherapy and radiotherapy, dialysis, etc",

"Within 1 hour for out-patient"

],

"new_version_of_copay_analysis": {

"benefits": [

{

"limits": null,

"remarks": "Includes maternity initial consultation pre-approval requirement.",

"conditions": {

"referral_required": null,

"referral_exceptions": null,

"network_restrictions": null,

"pre_approval_required": "Conditional",

"provider_specific_terms": null,

"pre_approval_threshold_scope": "net amount excluding consultation",

"pre_approval_threshold_amount": 1000,

"pre_approval_specific_services": [

"MRI",

"CT",

"PET Scans",

"Day care procedures",

"Speech therapy",

"Occupational therapy",

"Vitamin D test",

"Mammograms",

"Intraarticular injections",

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"EEG",
"EMG",
"NCS",
"Echocardiogram",
"TMT",
"Holter Monitoring",
"Influenza A & B",
"Physiotherapy",
"Chiropractic treatment",
"Psychiatric treatment including consultation and phar
macy",

"Alternative Therapy",
"Health screening",
"Work related injuries",
"Road traffic accident",
"Professional/dangerous sports",
"Chronic conditions for XP/XI policies"
],
"pre_approval_threshold_currency": "AED"
},
"cost_sharing": [
{
"context": "General",
"citation": "Pre-Approval required for OP equal to or e
xceeding AED 1,000 / QAR 1,000 / BD 100 / OMR 100 / KWD 80 / SAR 1,000 [e
xcluding consultation]; AND for the services detailed.",
"visit_type": "Outpatient",
"copay_amount": null,
"visit_setting": "Outpatient",
"copay_currency": "AED",
"copay_percentage": 20,
"copay_maximum_scope": "per consult",
"copay_maximum_amount": 50,
"coinsurance_percentage": null
}
],

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"coverage_status": "Covered",
"service_category_original": null,
"service_category_standardized": "Outpatient"
},
{
  "limits": null,
  "remarks": "Dental services direct billing only.",
  "conditions": null,
  "cost_sharing": [
    {
      "context": "General",
      "citation": "MAT 10% ON ALL OP;DENTAL DIRECT BIL
LING ONLY",
      "visit_type": "Outpatient",
      "copay_amount": null,
      "visit_setting": "Outpatient",
      "copay_currency": "AED",
      "copay_percentage": 10,
      "copay_maximum_scope": null,
      "copay_maximum_amount": null,
      "coinsurance_percentage": null
    }
  ],
  "coverage_status": "Covered",
  "service_category_original": null,
  "service_category_standardized": "Dental"
},
{
  "limits": null,
  "remarks": "Maternity consultation only requires pre-appro
val initially. Inside Abu Dhabi, OP does not require approval.",
  "conditions": null,
  "cost_sharing": [
    {
      "context": "General",
      "citation": "MAT 10% ON ALL OP",

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        "visit_type": "Maternity",
        "copay_amount": null,
        "visit_setting": "Outpatient",
        "copay_currency": "AED",
        "copay_percentage": 10,
        "copay_maximum_scope": null,
        "copay_maximum_amount": null,
        "coinsurance_percentage": null
    }
],
"coverage_status": "Covered",
"service_category_original": null,
"service_category_standardized": "Maternity"
},
{
    "limits": null,
    "remarks": "CT, PET Scans, MRI require pre-approval.",
    "conditions": null,
    "cost_sharing": [],
    "coverage_status": "Covered",
    "service_category_original": null,
    "service_category_standardized": "Radiology"
},
{
    "limits": null,
    "remarks": "Some laboratory tests like Vitamin D test require pre-approval.",
    "conditions": null,
    "cost_sharing": [],
    "coverage_status": "Covered",
    "service_category_original": null,
    "service_category_standardized": "Laboratory"
},
{
    "limits": null,
    "remarks": "Vaccination and psychiatric pharmacy treatment

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nt require PBM.",

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    "conditions": {
      "referral_required": null,
      "referral_exceptions": null,
      "network_restrictions": null,
      "pre_approval_required": "Conditional",
      "provider_specific_terms": "Pharmacy: Providers with e-
Rx/PBM should use PBM",
      "pre_approval_threshold_scope": null,
      "pre_approval_threshold_amount": null,
      "pre_approval_specific_services": [],
      "pre_approval_threshold_currency": null
    },
    "cost_sharing": [],
    "coverage_status": "Covered",
    "service_category_original": null,
    "service_category_standardized": "Pharmacy"
  },
  {
    "limits": null,
    "remarks": "Optical services require pre-approval.",
    "conditions": null,
    "cost_sharing": [],
    "coverage_status": "Covered",
    "service_category_original": null,
    "service_category_standardized": "Optical"
  },
  {
    "limits": null,
    "remarks": "Physiotherapy requires pre-approval.",
    "conditions": null,
    "cost_sharing": [],
    "coverage_status": "Covered",
    "service_category_original": null,
    "service_category_standardized": "Physiotherapy"
  }
}
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],
"policy_info": {
  "waiting_period": "Not Specified",
  "policy_period_end": {
    "DD": 17,
    "MM": 4,
    "YYYY": 2026
  },
  "policy_jurisdiction": "DHA",
  "policy_period_start": {
    "DD": 18,
    "MM": 4,
    "YYYY": 2025
  },
  "beneficiary_start_date": null,
  "waiting_period_citation": null
},
"general_remarks": [
  "All in-patient, day care and invasive procedures require pre-
approval; also including but not limited to: medical admissions, surgeries, che
motherapy and radiotherapy, dialysis, etc",
  "Pre-approval within 4 hours for in-patient",
  "Within 1 hour for out-patient"
],
"abbreviations_defined": [
  {
    "definition": "Clinics/ Medical center",
    "abbreviation": "CLINIC"
  },
  {
    "definition": "Including",
    "abbreviation": "INCL"
  },
  {
    "definition": "Optical",
    "abbreviation": "OPT"
  }
]

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```
},
{
  "definition": "Co-insurance",
  "abbreviation": "COINS/CO-INS"
},
{
  "definition": "In Patient",
  "abbreviation": "IP"
},
{
  "definition": "Other",
  "abbreviation": "OTH"
},
{
  "definition": "Consultation",
  "abbreviation": "CONS/CONSULT"
},
{
  "definition": "Laboratory",
  "abbreviation": "LAB"
},
{
  "definition": "Pharmacy",
  "abbreviation": "PH"
},
{
  "definition": "Dental",
  "abbreviation": "DENT"
},
{
  "definition": "Maternity",
  "abbreviation": "MAT"
},
{
  "definition": "Physiotherapy",
  "abbreviation": "PHYSIO"
```

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    },
    {
      "definition": "Diagnostic",
      "abbreviation": "DIAG"
    },
    {
      "definition": "Maximum",
      "abbreviation": "MAX"
    },
    {
      "definition": "Room and Board",
      "abbreviation": "R&B"
    },
    {
      "definition": "Excluding",
      "abbreviation": "EXCL/EX"
    },
    {
      "definition": "Out Patient",
      "abbreviation": "OP"
    },
    {
      "definition": "Radiology",
      "abbreviation": "RAD/RADIO"
    },
    {
      "definition": "Hospital",
      "abbreviation": "HOSP/HOSPIT"
    }
  ]
}
},
"failure_reason": null,
"policy_network": {
  "is_vip": "No",
  "payer_name": "Not Applicable",

```

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"sponsor_id": null,
"start_date": "2025-04-18",
"valid_upto": "2026-04-17",
"all_networks": [
  {
    "network": "A.3",
    "visit_type": "IP (In Patient)",
    "network_code": "395",
    "network_value": "A.3",
    "matched_plan_name": null,
    "network_name_as_in_text": "IP Network : A.3"
  },
  {
    "network": "A.3",
    "visit_type": "OP (Out Patient)",
    "network_code": "395",
    "network_value": "A.3",
    "matched_plan_name": null,
    "network_name_as_in_text": "OP Network : A.3"
  }
],
"package_name": null,
"is_gatekeeper": "Not Mentioned",
"waiting_period": null,
"policy_authority": "DHA",
"policy_plan_name": "Hs6 A.3 Mhd Xs20% Incl Dental",
"network_citations": [
  "IP Network : A.3",
  "OP Network : A.3"
],
"work_site_covered": "Could not determine",
"policy_holder_name": null,
"payer_name_citation": null,
"gatekeeper_citations": null,
"payer_name_as_in_text": "DASSETI FZ-LLC",
"policy_authority_citation": "DHA ID : I010-000-122462579-02| Ax
```

```

a IDs starting with 13 or 16, belong to DHA",
    "work_site_covered_citations": null
  },
  "screenshot_key": "https://s3.me-central-1.amazonaws.com/hrcm-bucket-uae/INS010/784-2025-2801771-2_2025-08-26_05-23-27.png?X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=AKIAUCIJUPQ35ZV226UV%2F20250826%2Fme-central-1%2Fs3%2Faws4_request&X-Amz-Date=20250826T052327Z&X-Amz-Expires=604800&X-Amz-SignedHeaders=host&X-Amz-Signature=4067a06969d98b7709870b9029e39d1043818aa6314ebc3eb1cfc507d76a8dcf",
  "policy_holder_dob": "2025-02-12",
  "policy_holder_name": "Ryan Res Levin Levin Sibi",
  "referral_documents": [
    {
      "id": "member_eligibility_document",
      "tag": "Member Eligibility Document",
      "s3_url": "https://s3.me-central-1.amazonaws.com/hrcm-bucket-uae/axa/referral/784-2025-2801771-2/26/08/2025%2009%3A23%20AM%20GST.pdf?X-Amz-Algorithm=AWS4-HMAC-SHA256&X-Amz-Credential=AKIAUCIJUPQ35ZV226UV%2F20250826%2Fme-central-1%2Fs3%2Faws4_request&X-Amz-Date=20250826T052326Z&X-Amz-Expires=604800&X-Amz-SignedHeaders=host&X-Amz-Signature=b8459fd01f2335002fcd15088fadbeec71f0716dd6eaebb38a7bb08de234a967"
    }
  ],
  "copay_details_to_fill": [
    {
      "name": "Outpatient",
      "values_to_fill": {
        "LAB": {
          "copay": "20.0",
          "deductible": "0",
          "_copayAmount": "0",
          "_maxDeductible": "50.0",
          "_copayMaxAmount": "50.0",
          "should_set_copay": true,

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```
    "_deductibleLegacy": "50.0"
  },
  "MEDICINES": {
    "copay": "20.0",
    "deductible": "0",
    "_copayAmount": "0",
    "_copayMaxAmount": "50.0",
    "should_set_copay": true,
    "_deductibleLegacy": "50.0"
  },
  "PROCEDURE": {
    "copay": "20.0",
    "deductible": "0",
    "_copayAmount": "0",
    "_copayMaxAmount": "50.0",
    "should_set_copay": true,
    "_deductibleLegacy": "50.0"
  },
  "RADIOLOGY": {
    "copay": "20.0",
    "deductible": "0",
    "_copayAmount": "0",
    "_copayMaxAmount": "50.0",
    "should_set_copay": true,
    "_deductibleLegacy": "50.0"
  },
  "CONSULTATION": {
    "copay": "20.0",
    "deductible": "0",
    "_copayAmount": "0",
    "_copayMaxAmount": "50.0",
    "should_set_copay": true,
    "_deductibleLegacy": "50.0"
  },
  "DENTAL CONSULTATION & PROCEDURE": {
    "copay": "10.0",
```

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        "deductible": "0",
        "_copayAmount": "0",
        "_copayMaxAmount": "0",
        "should_set_copay": true,
        "_deductibleLegacy": "0"
    }
},
"primary_network": {
    "network": "A.3",
    "network_status": null,
    "matched_plan_name": null
},
"available_networks": [
    {
        "network": "A.3",
        "visit_type": "IP (In Patient)",
        "network_code": "395",
        "network_value": "A.3",
        "matched_plan_name": null,
        "network_name_as_in_text": "IP Network : A.3"
    },
    {
        "network": "A.3",
        "visit_type": "OP (Out Patient)",
        "network_code": "395",
        "network_value": "A.3",
        "matched_plan_name": null,
        "network_name_as_in_text": "OP Network : A.3"
    }
],
"has_multiple_networks": true
},
{
    "name": "Maternity",
    "values_to_fill": {
        "LAB": {

```

```

        "copay": "0",
        "deductible": "0",
        "_copayAmount": "0",
        "_copayMaxAmount": "0",
        "should_set_copay": true
    },
    "MEDICINES": {
        "copay": "0",
        "deductible": "0",
        "_copayAmount": "0",
        "_copayMaxAmount": "0",
        "should_set_copay": true
    },
    "PROCEDURE": {
        "copay": "0",
        "deductible": "0",
        "_copayAmount": "0",
        "_copayMaxAmount": "0",
        "should_set_copay": true
    },
    "RADIOLOGY": {
        "copay": "0",
        "deductible": "0",
        "_copayAmount": "0",
        "_copayMaxAmount": "0",
        "should_set_copay": true
    },
    "CONSULTATION": {
        "copay": "0",
        "deductible": "0",
        "_copayAmount": "0",
        "_copayMaxAmount": "0",
        "should_set_copay": true
    },
    "DENTAL CONSULTATION & PROCEDURE": {
        "copay": "0",

```

```

        "deductible": "0",
        "_copayAmount": "0",
        "_copayMaxAmount": "0",
        "should_set_copay": true
    }
},
"primary_network": {
    "network": "A.3",
    "network_status": null,
    "matched_plan_name": null
},
"available_networks": [
    {
        "network": "A.3",
        "visit_type": "IP (In Patient)",
        "network_code": "395",
        "network_value": "A.3",
        "matched_plan_name": null,
        "network_name_as_in_text": "IP Network : A.3"
    },
    {
        "network": "A.3",
        "visit_type": "OP (Out Patient)",
        "network_code": "395",
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],
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],
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},
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    "matched_plan_name": null
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        "matched_plan_name": null,
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"has_multiple_networks": true
}

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"user_id": null,  
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"created_at": "2025-08-26T05:23:53.269181"  
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}
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