



Onboarding Process Guide

Version 2.0



ABOUT npbies



ONBOARDING



Go-LIVE PATHWAYS



INTEGRATION TESTING



ONBOARDING SUPPORT CHANNELS



npbies VENDOR CERTIFICATION PROGRAM



APPENDIX

ABOUT nphies

What is nphies?

The unified electronic services platform is the National Platform for Health and Insurance Exchange Services (nphies) launched by the Council of Cooperative Health Insurance (CCHI) and the National Health Information Center (NHIC) and led by the Sehati Company.

With the vision of transforming the healthcare sector in the Kingdom of Saudi Arabia by using the latest technologies to enhance the level and quality of health services, nphies will consolidate accurate and comprehensive data; support in the achievement of an implementation of Value Based Healthcare (VBHC) and Diagnosis Related Groups (DRG).

The nphies platform consists of two components:

- Insurance Services
- Clinical Services.

This document outlines the onboarding process related to the Insurance Services only. The onboarding process for the Clinical Services will be covered separately once that project is kicked off with the market.

Target Entities

The nphies platform will serve multiple stakeholders in the healthcare industry. Through the Insurance Services, nphies will primarily target:

Healthcare providers (HCPs) being hospitals, clinics, labs, medical centers, pharmacies, and other entities licensed by CCHI to recover the cost of healthcare services they provide from the private insurers.



Healthcare insurance companies (HICs) being healthcare services insurers licensed by CCHI.



Third party administrators (TPAs) being service providers and claim administrative entities that assist health insurance companies in administering their policies and networks.



ONBOARDING

How Can I Connect to nphies?

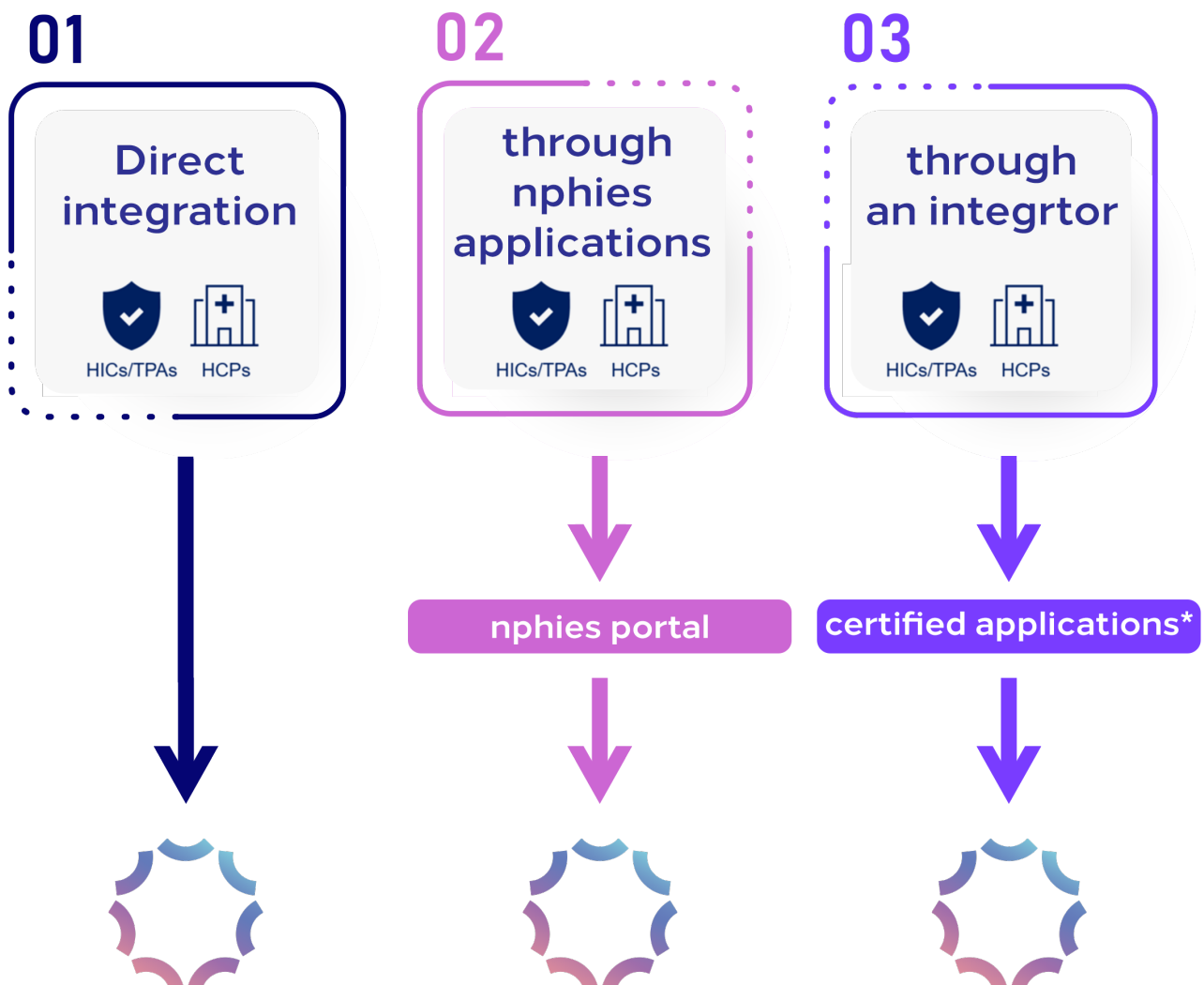
Insurance Parties (HCPs and HICs/TPAs) can connect to nphies to execute nphies use-cases outlined in nphies Implementation Guide available on **nphies community portal** as follows:

For **Administrative Use-Cases**, Insurance Parties will need to have access to nphies Portal available at: **<https://nphies.sa>**.

The registration process for nphies Portals is outlined in nphies Wave 1 Administrative Go-Live User Guide document, available on **nphies community portal**.

For **Transactional Use-Cases**, market participants will have the ability to connect through any of the following methods:

Connectivity to nphies can be done by using 3 main options

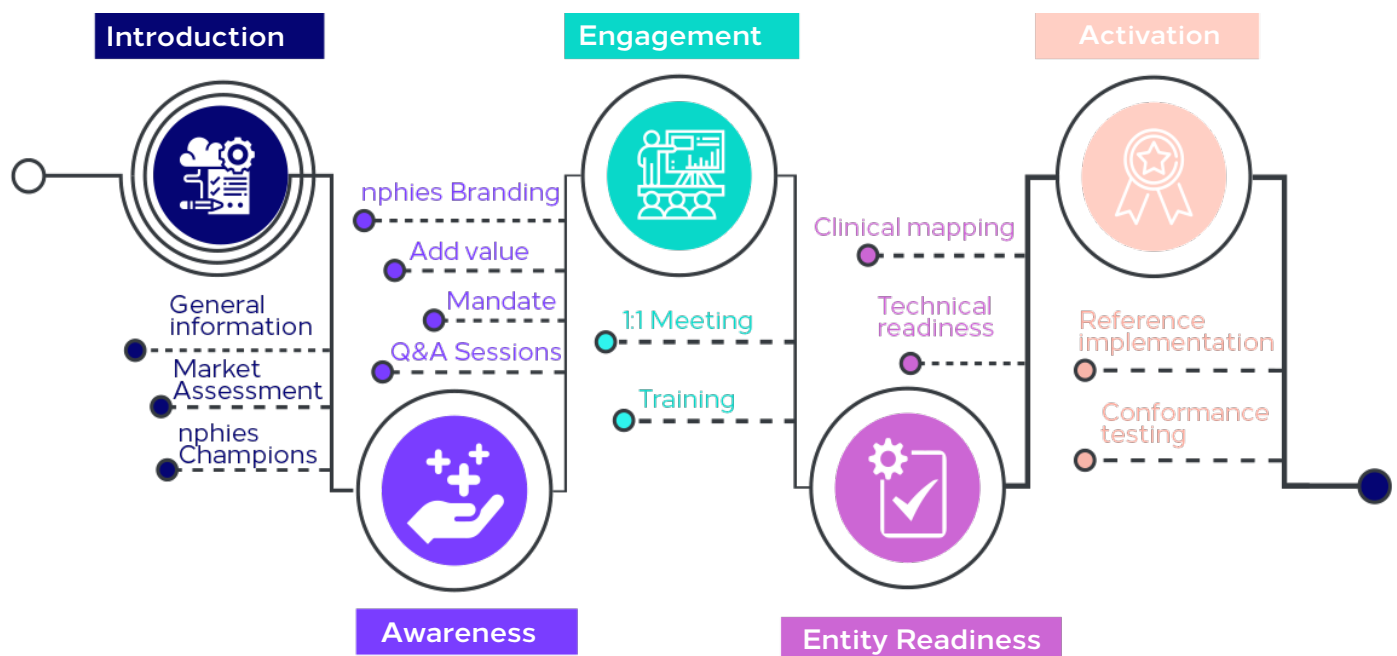


- Direct integration through an HCP/HIC/TPA developed application.
- nphies Provider Portals – available for market use through the web at <https://nphies.sa/>. The registration process for the Provider and Payer Portals is outlined in nphies Wave 1 Administrative Go-Live Use Guide document which is available on **nphies Community Portal**.
- Certified third party applications available in the market through software vendors, integrators, and revenue cycle management service and technology providers.*

*Access to nphies will only be granted through applications that have passed the Certification process outlined in the **nphies Vendors Certification Program**.

ONBOARDING ACTIVITIES

A set of onboarding activities have been designed and executed to ensure market readiness to connect to nphies platform. These cover a number of awareness, training, and engagement activities that were implemented to raise the level of market readiness to adopt the clinical, coding, and technical standards applied by nphies. These activities cover various phases of the onboarding journey as outlined below:



CLASSIFICATION OF ACTIVITIES

Throughout the onboarding journey, there will be many activities that can be defined as either a prerequisite, main activity or a milestone. Once completed, these activities assure that participant's readiness is achieved prior to their onboarding and certification on nphies.

Prerequisites

Awareness

nphies team will conduct a number of **general and specific (clinical, technical, and business) awareness sessions** to inform the participants about the onboarding program, activities, timelines, and expectations as well as resources available to them throughout their onboarding journey.

Outcomes

- It is both expected and required that at least one participant of each HCP, HIC, and/or TPA had attended one or more of the sessions.
- In addition, software vendors, RCMs, and Integrators are expected to have also attended one or more market awareness sessions, that are tailored specifically to their certification.

If you are a HCP, HIC, or TPA that did not participate in any of the sessions above, please contact Onboarding@cchi.gov.sa to learn more about upcoming sessions.

Training

The training activities of nphies' insurance services are focused on three distinct categories:

1 Clinical Coding

Intended to orient and train insurance parties' relevant staff on the nphies coding standards through a number of sessions as below:

COD-01: Introductory course on the use of nphies standard codes.

COD-02: Intermediate course on the use of nphies standard codes.

MAP-01: A course intended to train on the use of the available nphies mapping tool for mapping non-standard to standard codes.



Outcomes:

- Facility is able to complete mapping their old codes to nphies codes.
- Facility will validate the mapped codes with the payers.

2 Technical Training

Intended to train the technical integration resources of the insurance parties on nphies technical integration standards:

INT-01: A course focused on integration with nphies using the relevant published information, such as the Implementation Guide (IG) available on the **community portal**.

INT-02: An optional course focused on technical integration related to the supporting tools associated with the community portal (i.e., the i-Box).



Outcomes:

- Facility is able to access and use the implementation guide.
- Facility is ready to test against the reference environment.

3 Business & Operational Training

Training courses that are intended to familiarize the insurance parties with the available portals and applications of nphies platform:

CP-01: A course focused on training the insurance parties on utilizing the available **community portal**.

SYS-01: A course intended to train insurance parties on accessing and using nphies Unified Portal for the execution of the administrative use-cases

SYS-02: A course intended to train insurance parties on using nphies portal available for the execution of the Transactional use-cases.



Outcomes:

- Facility is able to use the community portal.
- Facility is registered in nphies.
- Facility is able to perform the administrative and transactional use-cases.

If you are an HIC, HCP, or TPA attending any of the above courses, it is required that each nominated training attendee follow the registration instructions for each course as a system generated attendance certificate will be sent to the registered email ID.

If you did not attend a particular training course and would like to know more on how to enroll in upcoming trainings, or access previous training recordings, please contact onboarding@cchi.gov.sa

If you are a software vendor, RCM, or Integrator and would like to attend training sessions relevant to the Clinical or Technical streams – you can either (1) request your client HCP/HIC/TPA to enroll you on their behalf during the relevant sessions, or (2) request for focused engagement as part of the Vendor Certification Program outlined on the **CCHI nphies website**.

Main Activities

Preparation

During nphies onboarding journey, the insurance parties will need to assure compliance with the standards rolled out by nphies on both the clinical coding and technical tracks. This include assurance that their involved teams are:

- Aware of nphies platform and its value proposition.
- Able to understand nphies coding standards and guidelines (for members of the organization in clinical or coding functions) and how they are similar or different from existing coding standards followed at their organization.
- Able to understand the technical messages coming from nphies (for members of the organization in technical roles) and differentiate between those related to nphies platform itself, and others coming from the other side of platform (i.e., an HCP, HIC, or TPA).

Mapping of Non-standard Services List to nphies Standard Codes

In order to adopt the nphies clinical coding standards, HCPs will be required to complete the mapping exercise by the deadline announced by CCHI to assure compliance to the nphies clinical standards. For clarity, this mapping exercise is not intended to trigger re-negotiation of HCP/HIC or HCP/TPA contracts or price of services.

The adoption of nphies standard codes should not be considered as an opportunity for commercial leverage by any of the insurance parties.

Clinical code mapping activities can be completed by:

- ① The organization itself using the MapMe mapping tool available, which is accessible through **nphies Community Portal**
- ② Third-party providers that are not related to nphies and that can be contracted directly at the discretion of the insurance party.

Due to its importance, CCHI will monitor the progress of each HCP and its competition of this mapping exercise closely.

Milestones

Certification

Prior to being able to connect to nphies' production environment, HCPs, HICs, TPAs and third-party software vendors which have developed an application intended to directly connect to nphies, i.e., not using the provider portal, are expected to have gone through the process of conformance testing and application certification.

The process of certification starts by the HCP's, HIC's, TPA's or third-party software vendor's nphies Champion informing their nphies Account Manager in writing with their readiness to start the conformance testing and certification process. As a pre-requisite to conformance testing, it is expected that:

- ① The HCP, HIC, TPA or third-party software vendor had already reviewed nphies Implementation Guide. If a third-party vendor is contracted on behalf of a market participant to perform the changes required to comply with nphies, they would also be expected to have gone through the same review process.

② The application used for conformance testing would have also been tested against compliance with nphies technical and coding standards, as well as the business and validation rules.

③ The HCP, HIC, TPA or third-party software vendor will need to indicate whether they would like to proceed with the conformance testing together with a participated insurance party (i.e., an HIC testing with an HCP) or through applications available from nphies for testing purposes (i.e., a pseudo payer application, etc.)

Once the request is received, the Account Manager will work with the relevant team in nphies to arrange for the conformance testing and hence the certification of the insurance party's application to connect directly to nphies.

Post completion of successful conformance testing, the nphies Champion must complete and sign the Onboarding Checklist and confirm the completion of testing and submit it to their Account Manager.

CCHI receive live updates on each stakeholder's certification status and as a result, an announcement of each successful certification will be shared with the market.

More details on the Integration Testing are available in Integration section.

Onboarding Checklist Sign-off

After completing the certification process, the insurance party have to fill out the onboarding checklist to ensure that they are onboarded successfully. The checklist will include the following:

- ☒ General information about the organization.
- ☒ The connection method.
- ☒ Confirmation on accessing the documents.
- ☒ Confirmation on accessing nphies portals and solutions.
- ☒ Status of conformance testing for non-production and production environments.
- ☒ Status of nphies certification for non-production and production environments.

Onboarding Progress Reporting

Throughout the onboarding journey, insurance parties should share with nphies onboarding team their progress in the clinical codes mapping process and technical readiness on both reference implementation and conformance testing through the method that will be communicated to them.

Regular progress reporting will be shared with each participant to provide visibility to management within each entity and encourage alignment and effort across its teams and departments to ensure smooth adoption.

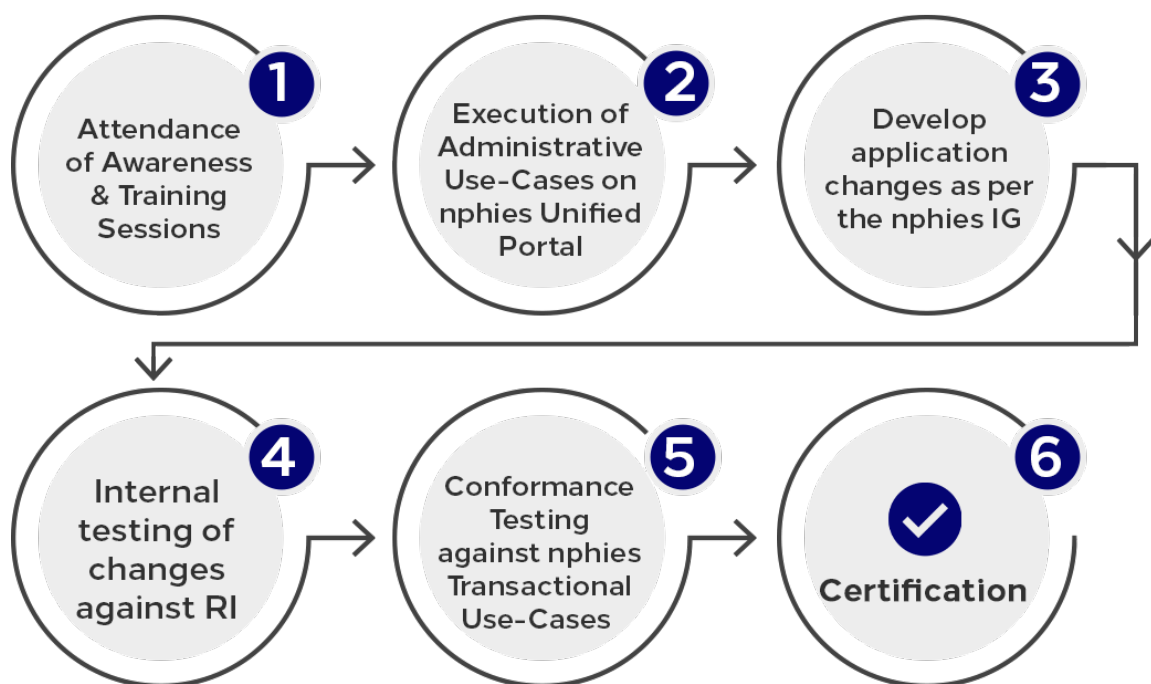
GO-LIVE PATHWAYS

There are three (3) possible ways for participants to transact through the nphies platform.

Direct Integration

In order to integrate to the nphies platform directly through their internal system, participants must adhere to the high-level steps depicted below.

Detailed instructions are shared through the nphies Account Managers who also track the onboarding progress of all participants and encourage goal setting.



1 Attendance of Relevant Awareness and Training Sessions

- A prerequisite to initiating testing is attendance to awareness and training sessions as listed in the nphies Training Plan.
- Attendance is validated via system generated reports.

2 Execution of Administrative Use-Cases on the nphies Unified Portal

- Participants are required to complete the administrative Use Cases as per the nphies Administrative Phase Guide.
- Access to the Unified Portal is dependent on completion of the administrative use cases and approval of CCHI.

3 Application Development as per nphies Implementation Guide (IG)

- Participants are required to align their developments with the latest IG and FHIR documentation.
- Certification is dependent on application of the updated technical documentation.

4 Internal Testing of against the Reference Implementation (OBB)

- The Reference Implementation (RI) is an environment designed to allow participants to test their developments within a static environment that usessetscenariosforeachusecase.
- It is advised that Postman (tool for testing API) is used to test in this environment.

5 Conformance Testing (OBA)

- To start testing in Conformance (OBA) environment participants will require the following:
 - Username and password that was created upon registration.
 - Whitelisting of a static IP address/s that will be used to access nphies.
 - PKI certification of each organization and facility as per the process outlined in the PKI Certification Guide.

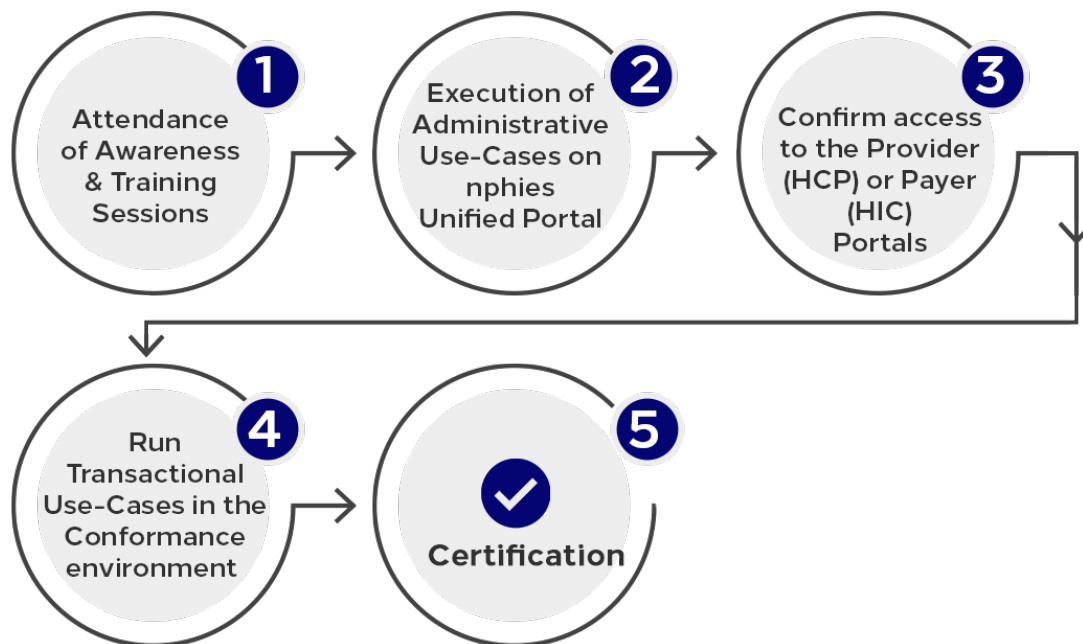
5 Certification

- Once all use cases are released, participants will be expected to certify against all use cases.
- Certification is against major releases. i.e. V1 or V1.2; sub versions such as V1.2.1, are not considered as major releases but are must be adopted to maintain certification.
- Access to nphies Production environment will only be granted to certified applications.

Please refer to Integration section for more information.

nphies Portal

The nphies Portals are available for use by all participants who either do not want to integrate directly to the nphies platform, are unable to integrate directly to the nphies portal, or by participants when their own systems are experiencing service disruption or outage to ensure business continuity.



1 Attendance of Relevant Awareness and Training Sessions

- A prerequisite to initiating testing is attendance to awareness and training sessions as listed in the nphies Training Plan.
- Attendance is validated via system generated reports.

2 Execution of Administrative Use-Cases on the nphies Unified Portal

- participants are required to complete the administrative Use Cases as per the nphies Administrative Phase Guide.
- Access to the Unified Portal is dependent on completion of the administrative use cases and approval of CCHI.

3 Confirm Access to the HCP and HIC Portals

- participants must confirm access to the relevant portal.

4 Run Transactional Use-Cases in the Conformance Environment (OBA)

- To start testing in Conformance (OBA) environment participants will require the following:
 - Username and password that was created upon registration.
 - Whitelisting of a static IP address/s that will be used to access nphies.

5 Certification

- Once all use cases are released, participants will be expected to certify against all use cases.
- Access to nphies Production environment will only be granted to certified participant.

Third Party Applications, Integrators, & RCMs

The nphies Vendor Certification program was created and tailored for Integrators, RCMs, HIS's, and other Third-Party Applications to undergo the necessary prerequisites and testing activities that lead to certification as a nphies Vendor.

Please refer to nphies Vendor Certification Program section for more details.

INTEGRATION TESTING

If your organization decides to access nphies through direct integration or a third-party vendor, RCM, or Integrator – it will be necessary that the organization undertakes some testing activities.

Prior to the start or live transmission of messages, either the conformance testing exercise for new applications or a lighter connectivity test for new installations of already certified applications.

This can be done at multiple levels, and at the discretion of the participant. To facilitate this process, the nphies program will provide the market with access to an “optional” environment, also known as the Reference Implementation (OBB), which is intended to assist developers in testing their development against a nphies like environment when it comes to message structures, profiles, and code-sets.

The use of the Reference Implementation is recommended, but not mandatory to participants – provided that they are able to test and confirm their readiness for Conformance (OBA) testing for non certified software and for connectivity testing for certified software.

Details on the Reference Implementation and Conformance Testing are outlined below.

Implementation Guide

The nphies Implementation Guide (IG) is intended to provide insurance parties with technical and structural information related to compliance and implementation of nphies transactional use-cases.

Two forms of the Implementation Guide will be available for insurance parties and developers:

- The Implementation Guide document which will be available on the **Onboarding Platform's Community Portal** accessible to all insurance parties. It will be reviewed periodically, and updated versions will be released to the market as deemed appropriate.
- The HL7 KSA Insurance Services Implementation Guide available at **FHIR.NPHIES\Home - FHIR v4.0.1** which is developed as a community based project and is reviewed on weekly basis through sessions involving the broader HL7 community members and insurance parties of nphies project.

The nphies IG (in any of the above forms) will be the reference for developing structured messages that are compliant with nphies Transactional use-cases. Note that the HL7 FHIR IG will replace the PDF-based IG as it matures.

Reference Implementation

The Reference Implementation is a value-added offering provided to the market to assist in development testing. For the avoidance of doubt, the Reference Implementation is not part of nphies platform, although it largely mimics the intended behavior of nphies in the handling of use-case related messages as defined in the Implementation Guide.

It will be available to HCPs, HICs, TPAs and third-party software vendors, and will act as a simulator for testing development efforts and nphies transactional use-cases

Access to the RI and its related documentation can be provided through your nphies Account Manager.

Conformance Testing

As part of the certification process to nphies, market participants will have to undergo conformance testing for their applications a nphies-like environment. For the avoidance of doubt, the RI and the Conformance Testing environment are not the same.

In conformance testing, insurance parties will be expected to demonstrate readiness of their applications to move to nphies production platform through:

- Being granted access to the conformance environment and in the case of HICs and TPAs having their end-points configured for testing.
- Demonstrating the ability to submit transactions on nphies using nphies standard code-sets.

- Demonstrating ability to run all or a subset of nphies Transactional use-cases through direct integration.

The number of defined transactions use-cases will be shared by the Account Manager with their HCP, HIC, TPA or software vendor prior to the start of the conformance testing.

A nphies technical resource will be assigned to review and support during the conformance testing activities.

A report will be provided at the end of the execution by nphies technical resource overseeing the activities indicating:

- The executed use-cases.
- Passed use-cases.
- Failed use-cases.
- Result of the conformance testing exercise (Pass or Fail) and any recommendations (if applicable) for undergoing any further conformance testing session.

If the result of the conformance testing exercise is a **Pass** then the participant and their application are certified to be moved to the nphies production environment. This will include receiving the necessary access requirements (certificates, etc..) to the production environment



If the result of the conformance testing exercise is a **Fail** then participants can re-engage in conformance testing on their confirmation of their remediation of the issues reported during the previous conformance testing session.



Although there are no limitations to the number of times an organization can undergo conformance testing, it is advised that organization only undergo conformance testing when they feel ready to do so. This will assist nphies team to provide an equal opportunity to all insurance parties in receiving the necessary support during their certification journey.

While not required, conformance testing can also be undertaken in pairs of HICs or TPAs with an HCP testing and going through the certification journey together. In this exercise, nphies technical resource assigned to the testing will define the testing plan and will advise each insurance party with their result independently.

For more information about conformance testing, please reach out to your nphies Account Manager.

ONBOARDING SUPPORT CHANNELS

During the nphies implementation, different support channels will be provided to insurance parties at different stages of their onboarding journey.

nphies Onboarding Call Center

Onboarding support is provided through the nphies Onboarding Call Center, which is available to assist the market with all onboarding queries and are responsible for:

- Assisting participants in understanding the nphies implementation.
- Addressing frequently asked questions.
- Resolving access issues to the Onboarding Platform.
- Enrollment in awareness or training sessions – where applicable.
- Enrollment in the Vendor Certification Program.
- Technical queries on Implementation Guide, FHIR standards and integration.
- Technical testing errors that require support and resolution from the nphies technical team.
- Testing support and validation of sample transactions.
- Clinical standard queries relating to clinical code sets, mapping exercise, adoption of Shadow Billing etc..
- Business & Operational queries relating to nphies Profiles.
- Regulatory queries relating to compliance, nphies Implementation time lines, fees etc.

The Market Support Call Center can be reached through the following channels:



9 2 0 0 3 3 8 0 8



onboarding@cchi.gov.sa

nphies Account Managers

HCPs, HICs and TPAs that are identified by CCHI as a participant in nphies onboarding, will be provided with access to an Account Manager that can assist in:

- Guiding the stakeholder through the onboarding process and activities.
- Providing information about developments in the nphies implementation.
- Providing access to nphies resources such as documentation or Reference Implementation.
- Scheduling regular 1:1 engagement sessions to track onboarding progress.
- Addressing organization specific queries related to compliance with nphies.
- Addressing organization specific queries related to the onboarding journey.

If you need more information on how to reach your Account Manager, please contact the Market Support Call Centre through the following channels:



9 2 0 0 3 3 8 0 8



onboarding@cchi.gov.sa

nphies Champion Assignment

To ease the transition of HCPs to the onboarding activities, each HCP must nominate what we call a “nphies Champion”. This individual will be the point of contact for all nphies onboarding activities for their HCP and will receive all communication from the nphies Account Manager, nphies Onboarding team and CCHI.

Regular 1:1 meetings will be conducted with the assigned account manager of each participant to answer queries related to the onboarding journey and support in resolving clinical, business, and technical issues throughout the journey.

nphies Market Support

Once certified and moved to the nphies production environment, insurance parties will have access to nphies platform’s support services, which include:

- Support related to access issues on the production environment.
- Support related to the use of nphies applications (portals, etc.)
- Support related to the availability of nphies platform and its applications, and continued access to nphies Reference Implementation for application development testing.

The nphies Market Support Call Center can be accessed through the following channels:



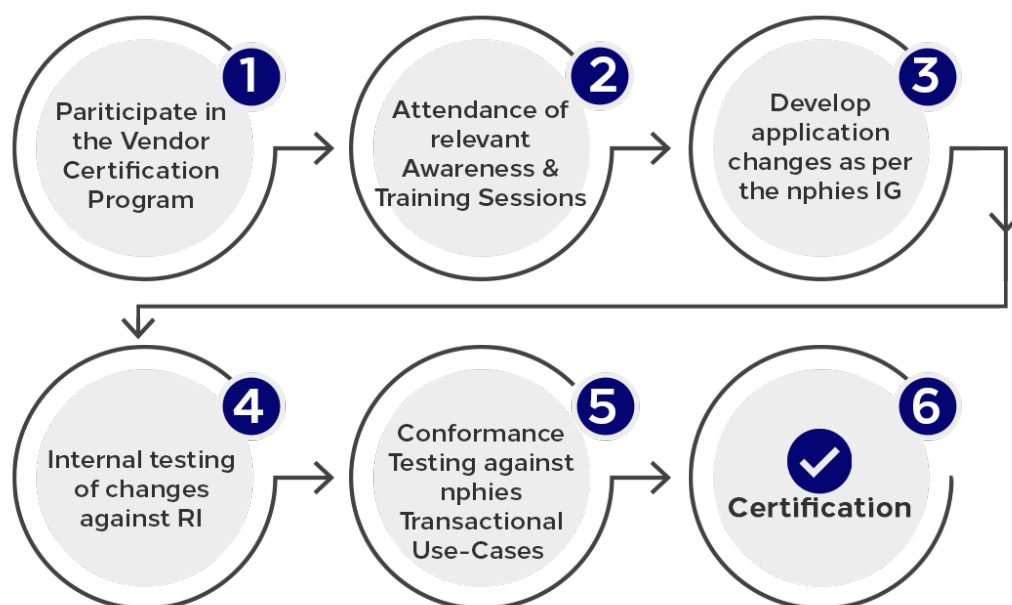
9 2 0 0 3 3 8 0 8



market.support@sehati.com.sa

nphies VENDOR CERTIFICATION PROGRAM

This program was created and tailored for Integrators, RCMs, HIS's, and other Third-Party Applications to undergo the necessary prerequisites and testing activities that lead to certification as a nphies Vendor.



This program enables participants to identify their system vendors and work with them to ensure that they are compliant and adopting the necessary clinical, technical and Business & Operational standards implemented in nphies.

Once certified a Vendor is permitted to facilitate the onboarding of participants and enable their integration to nphies.

Ultimately, it is the responsibility of the HCP, HIS, or TPA to ensure that the application they use to connect to nphies has been identified to CCHI and has signed the vendor certification program Expression of Interest (EoI).

To ensure that key vendors given sufficient support, all vendors are assigned a priority rating based on their current market presence and established clients

Priority 1 (P1)

- This priority is assigned to vendors with a client in the wave, whom they represent and complete integration testing on their behalf.
- These vendors will be given priority to test their integration.

Priority 2 (P2)

- This priority rating is assigned to vendors without a client from the wave but are classified as either an RCM or Integrator.

- These vendors will be taken through the testing cycle once they are ready.

Priority 3 (P3)

- This priority rating is assigned to vendors who are software providers, such as HIS, and do not have a client from the wave.
- These vendors will be taken through the testing cycle once the wave participants complete testing.

1 Attendance of Relevant Awareness and Training Sessions

- A prerequisite to initiating testing is attendance to awareness and training sessions as listed in the nphies Training Plan.
- Attendance is validated via system generated reports.

2 Application Development as per nphies Implementation Guide (IG)

- Participants are required to align their developments with the latest IG and FHIR documentation.
- Certification is dependent on application of the updated technical documentation.

3 Internal Testing of against the Reference Implementation (OBB)

- The Reference Implementation (RI) is an environment designed to allow participants to test their developments within a static environment that uses set scenarios for each use case.
- It is advised that Postman is used to test in this environment.

4 Conformance Testing (OBA)

- During the wave, Vendors who don't have a client from the selected group of participants can be tested and certified for individual use cases against the Pseudo Payer.
- They will have partial certification until such time as they complete testing on Conformance (OBA) against all required use cases with the Pseudo Payer.

- To start testing in Conformance (OBA) environment the Vendor requires the following:
 - User name and password that was created upon registration.
 - nphies test ID for the Vendor created in nphies system.
 - Whitelisting the Vendor static IP address/s that the Vendor will use to access nphies.
- Each HIC or HCP using the Vendor software will be required to conduct their own Conformance testing.

5 Certification

- Once all use cases are released, Vendors will be expected to certify against all use cases at the same time, no partial certification will be provided.
- Once a Vendor is certified, a client (HCP/HIC) who wishes to use that Vendors software need only test in Conformance Production, as long as the version of the software used by the participant is the same as that which the Vendor was certified against.
- Certification is against major releases. i.e. V1 or V1.2; sub versions such as V1.2.1, are not considered as major releases but are must be adopted to maintain their certification.
- Access to nphies Production environment will only be granted to certified versions of Vendor applications.

The list of Certified Vendors will be regularly updated and circulated to the participants and added to CCHI website.

A decorative pattern of white curved lines, resembling stylized 'C' shapes or segments of a circle, arranged in a repeating, interlocking fashion along the left side of the image. The background is a solid dark blue.

Thank you



APPENDIX

Clinical

1 What are the clinical standards used for billing?

A: Please [click here](#) to view nphies adopted clinical standards for billing.

2 What is the structure of CCHI-BS codes used in the mapping?

A: Providers should use hyphenated CCHI-BS codes for their mapping and billing

3 What code should I select from nphies codes if my internal clinical code is very specific or very generic?

A: It is recommended that internal codes to be mapped to a similar code and description from the nphies Clinical Standard code lists

4 When should I map my internal code to unlisted code?

A: Providers can map their internal code to unlisted code only if the internal code does not have a corresponding similar nphies code.

5 How to bill unlisted/packaged codes?

A: Please follow the Shadow Billing guidelines document available on the **Community Portal**.

6 What is the Primary code when billing under Shadow Billing?

A: When the provider bill on Shadow Billing, they should use the main performed procedure as the primary code.

7 What is the threshold of using unlisted codes?

A: Currently the threshold of using unlisted codes is reducing each period, so please follow the threshold percentage that will be communicated to you by the CCHI.

8 How to report your progress?

A: Reporting your clinical codes mapping progress is mandatory, and the method on how to report will be communicated to you by email. The providers must complete the mapping before the deadline that will be communicated later.

9 Is Provider/Payer mapped codes validation mandatory?

A: Yes, after the provider completes the mapping exercise, the mapped codes must be validated by the payers. The format and deadline of the validation process will be communicated with you later.

10 Are there going to be any charges for using standard codes sets?

A: Charges (if any) and its mechanism can be found via following link [here](#)

11 To whom to contact for support in regard to medical/coding issue?

A: You can contact nphies onboarding team through nphies contact center **920033808** or the following email onboarding@cchi.gov.sa

12 How to get standard codes sets?

A: You can download the standards code sets from the **community portal** under codes list.

Technical

1 How to get the MapMe tool?

A: The tool can be found on **nphies Community Portal**.

2 Who is going to provide the credentials to access the community portal?

A: nphies onboarding team and your account manager will provide the details

3 Any prerequisite for implementation?

A: You will have an extensive training about these details later.

4 How to deal with technical issues during working days and hours and holidays?

A: The CCHI provide 24/7 support, and in case of facing any technical issues in processing transactions you can contact the technical support team through onboarding@cchi.gov.sa or calling **920033808**.

1 How to validate entered data by the provider such as Tooth Number for Dental Claim, Department ID?

A: The validations specific to insurances can still be applied however at insurance level not by nphies.

2 How nphies will manage cycles of monthly claims submission completion, prompt payment, and final settlement?

A: Managing cycles of monthly claims submission completion, prompt payment, and final settlement will be according to the agreement between payer and provider, however the CCHI will monitor the market compliance to its regulations through the platform.

3 How nphies will support on fraud recovery and claims integrity post claims submission?

A: nphies will support on fraud recovery through setting appropriate regulations for exchanging insurance transactions between entities through nphies, and central maintaining and accessing of the data. In case that there is any fraud, you can raise a complain to the CCHI through nphies to review the claims and documents.

4 Are claims processing will be done by batch level or claim by claim?

A: nphies supports processing claims by batch and claim by claim, and the decision is up to the agreement between the payer and provider.

5 In Case if Claim submission cycle is claim by claim, how will the discounts at price level, service Type level will be managed?

A: nphies supports managing discounts process, and the agreement on the discount application mechanism should be made between the payer and provider.

6 How the physical copy of claims will be managed in nphies?

A: nphies platform aims to automate the insurance process procedures, so the platform does not support any physical copy of any transaction or claims except for some forms such as the patient approval form which will be electronically attached with insurance transactions according to the agreement between the payer and provider.

7 What will be the fee for nphies services?

A: nphies fees will be communicated to you by email later.