



Dubai Health Post Office (DHPO) Technical Specification

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Overview

Dubai Health Post Office (DHPO) is designed to serve as a communication hub for electronic health claim transactions within the Dubai area. The system is enabled to support multiple electronic claiming transactions that will facilitate the standard communication between Providers, Payers, Authorities and patients.

This document will address the Application Programming Interface (API) description of the DHPO web services specification.

Transaction Upload

This section provides details on DHPO Web Services related to transaction upload.

I. UploadTransaction

Web service method used to upload transaction content in xml format to post office. Validation rules will be applied to make sure that uploaded files are in good shape.

II. Signature

```
int UploadTransaction(string login,
    string pwd,
    byte[] fileContent,
    string fileName,
    int uploadTransactionResult,
    out string errorMessage,
    out byte[] errorReport)
```

Element	Description
login	user login name to connect to the DHPO
pwd	user password to connect to the DHPO
fileContent	content of the file to upload
filename	original file name; this file name will be used later to show users the available files for download
uploadTransactionResult	output parameter that contains integer value refers to the final result of service execution (-10to3), will be explained in web service returned values section
errorMessage	output parameter that contains eventual error message if something goes wrong; web service can also send warnings using this parameter; the parameter may be null or empty string if the web service returns zero, otherwise the error message is expected
errorReport	output parameter that contains byte array with the content of error report eventually generated by DHPO Validation during file upload; the parameter may be null

III. Return Value

The web service may return values described in the section Web Services Returned Values.

Transaction Download

This section provides details on DHPO Web Services related to transaction download.

I. GetNewTransactions

- This web service is used to get a list of new transactions available on the DHPO.
- The service returns back a list of transactions that haven't yet been flagged as downloaded.

Note

- It is not advised to use **GetNewTransactions** web service to search for new PriorRequests and PriorAuthorization.
- The web service **GetNewPriorAuthorizationTransactions** is developed to perform this action.

II. Signature

```
int GetNewTransactions(string login,
                        string pwd,
                        Int getNewTransactionsResult,
                        out string xmlTransactions,
                        out string errorMessage)
```

Element	Description
login	user login name to connect to the DHPO
pwd	user password to connect to the DHPO
xmlTransactions	output parameter that contains xml with description of the new e-claim files
getNewTransactionsResult	output parameter that contains integer value refers to the final result of service execution(-10to3), will be explained in web service returned values section
errorMessage	output parameter that contains eventual error message if something goes wrong; web service can also send warnings using this parameter; the parameter may be null or empty string if the web service returns zero, otherwise the error message is expected

III. Return Value

The web service may return values described in the section *Web Services Returned Values*.

IV. XML Format

Parameter xml Transaction in the web service is expected to have the following format:

```
<Files>
  <File FileID='31830' FileName='MyFile1.xml' SenderID='MF000' ReceiverID='A002'
    TransactionDate='11/04/2010 10:44:03' RecordCount='15' IsDownloaded='True' />
  <File FileID='31824' FileName='MyFile2.xml' SenderID='MF001' ReceiverID='A002'
    TransactionDate='12/04/2010 18:12:10' RecordCount='8123' IsDownloaded='False' />
  <File FileID='31821' FileName='MyFile3.xml' SenderID='MF002' ReceiverID='A002'
    TransactionDate='31/03/2010 16:59:31' RecordCount='6930' IsDownloaded='True' />
</Files>
```

Element	Description
login	user login name to connect to the DHPO
FileID	unique file id that will be used later to download the file
FileName	original file name as it was uploaded by the sender
SenderID	e-claim file sender
ReceiverID	e-claim file receiver
TransactionDate	value from e-claim file's TransactionDate node
RecordCount	number of claims inside the e-claim transaction file
IsDownloaded	True if file has been already downloaded from the DHPO; False otherwise. Note that this attribute is provided only for the web service SearchTransactions

Download Transaction File

This section provides details on DHPO Web Services related to downloading the transaction file.

I. DownloadTransactionFile

After getting file unique id using [GetNewTransactions](#) or [SearchTransactions](#) file content is downloaded using this method.

II. Signature

```
int DownloadTransactionFile(string login,
                           string pwd,
                           string fileID,
                           int downloadTransactionFileResult,
                           out byte[] file,
                           out string errorMessage)
```

Element	Description
login	user login name to connect to the DHPO
pwd	user password to connect to the DHPO
fileID	id of the file to receive the downloading link for; this id is received from xml file returned by GetNewTransactions web services
downloadTransactionFileResult	output parameter that contains integer value refers to the final result of service execution(-10to3), will be explained in web service returned values section
file	file content as byte array returned by the web server to the caller
errorMessage	output parameter that contains eventual error message if something goes wrong; web service can also send warnings using this parameter; the parameter may be null or empty string if the web service returns zero, otherwise the error message is expected

III. Return Value

The web service may return values described in the section **Web Services Returned Values**.

Set Transaction Downloaded

I. SetTransactionDownloaded

The web service is used to report the e-claim file as downloaded. User is supposed to call this we service to avoid receiving the same e-claim file using [GetNewTransactions](#) web service.

II. Signature

```
int SetTransactionDownloaded(string login,
                             string pwd,
                             string fileID,
                             int setTransactionDownloadedResult,
                             out string errorMessage)
```

Element	Description
login	user login name to connect to the DHPO
pwd	user password to connect to the DHPO
fileID	id of the file to receive the downloading link for; this id is received from xml file returned by GetNewTransactions web services
setTransactionDownloadedResult	output parameter that contains integer value refers to the final result of service execution(-10to3), will be explained in web service returned values section
errorMessage	output parameter that contains eventual error message if something goes wrong; web service can also send warnings using this parameter; the parameter may be null or empty string if the web service returns zero, otherwise the error message is expected

III. Return Value

The web service may return values described in the section *Web Services Returned Values*.

Search Transactions

I. SearchTransactions

The web service performs advanced search for sent and received transactions.

Note

- It is not advised to use **SearchTransactions** web service to search for new PriorRequests and PriorAuthorization.
- The web service **GetNewPriorAuthorizationTransactions** is developed to perform this action.

II. Signature

```
int SearchTransactions(string login,
                      string pwd,
                      int direction,
                      string callerLicense,
                      string ePartner,
                      int transactionID,
                      int transactionStatus,
                      string transactionFileName,
                      string transactionFromDate,
                      string transactionToDate,
                      int minRecordCount,
                      int maxRecordCount,
                      int searchTransactionsResult,
                      out string foundTransactions,
                      out string errorMessage)
```

Element	Description
login	user login name to connect to the DHPO
pwd	user password to connect to the DHPO
direction	flag to indicate if function will search for sent or received transactions; the parameter may have values 1 (sent only) or 2 (received only);
callerLicense	license of the caller; if the parameter is NULL, it is not used as search criteria; otherwise the parameter value must be in the list of licenses your DHPO login is associated with; caller license is used as follows: <ul style="list-style-type: none"> • If direction= 1 (sent only), then caller license is used to find transactions sent by the caller; • If direction = 2 (received only), then caller license is used to find transactions received by the caller;
ePartner	license of the ePartner; if parameter is NULL, it is not used in search criteria; ePartner license is used as follows: <ul style="list-style-type: none"> • if direction = 1 (sent only), then ePartner license is used to find transactions sent to the ePartner; • if direction = 2 (received only), then ePartner license is used to find transactions received from the ePartner;
transactionID	ID of transactions to search for; the parameter may contain more than one license using logical OR, e.g. 1 2 4; the following values are allowed to use: <ul style="list-style-type: none"> • 2 – Claim.Submission transaction only; • 4 – Person.Register transaction only; • 8 – Remittance.Advice transaction only;

	<ul style="list-style-type: none"> • 16 – Prior.Request transaction only; • 32 – Prior.Authorization transaction only; • -1 – Search for all transactions;
transactionStatus	flag to indicate if function will search for new transactions or transactions already downloaded from the DHPO; the parameter may have values 1 (new only) or 2 (already downloaded only);
transactionFileName	<p>any part of the transaction file name to search for;</p> <ul style="list-style-type: none"> • for example, string 'may' will return back all transactions that have word 'may' in their names, e.g. 'ClaimSubmissionMay2010.zip'; • if the parameter is NULL, it is not used as search criteria
transactionFromDate	<p>transaction date from which the e-claim files will be found; the parameter may not be in the future;</p> <ul style="list-style-type: none"> • date must be provided as a string in a format 'dd/MM/yyyy hh:mm:ss'; • if time is missed, the zero is used by default; • if the parameter is NULL, it is not used as search criteria
transactionToDate	<p>transaction date until which the e-claim files will be found;</p> <ul style="list-style-type: none"> • the parameter may not be in the future; • date must be provided as a string in a format 'dd/MM/yyyy hh:mm:ss'; • if time is missed, the zero is used by default; • if the parameter is NULL, it is not used as search criteria
minRecordCount	<p>minimum number of records in the transaction file to search for.</p> <ul style="list-style-type: none"> • If the parameter is greater than zero, it must be less or equal to the value in the parameter maxRecordCount; • if the parameter is -1, it is not used as search criteria
maxRecordCount	<p>maximum number of records in the transaction file to search for; if the parameter is greater than zero, it must be greater or equal to the value in the parameter minRecordCount;</p> <ul style="list-style-type: none"> • if the parameter is -1, it is not used as search criteria
foundTransactions	<p>output parameter that contains xml with description of the found e-claim files;</p> <ul style="list-style-type: none"> • the format of this xml is described in the section XML Format; • note that this web service will return maximum 500 records
errorMessage	<p>output parameter that contains eventual error message if something goes wrong;</p> <ul style="list-style-type: none"> • web service can also send warnings using this parameter; the parameter may be null or empty string if the web service returns zero, otherwise the error message is expected.
searchTransactionsResult	output parameter that contains integer value refers to the final result of service execution(-10to3), will be explained in web service returned values section

errorMessage	<p>output parameter that contains eventual error message if something goes wrong;</p> <ul style="list-style-type: none"> web service can also send warnings using this parameter; the parameter may be null or empty string if the web service returns zero, otherwise the error message is expected
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III. Return Value

The web service may return values described in the section *Web Services Returned Values*.

Get New Prior Authorization Transactions

This section provides details on DHPO Web Services related to checking for new Prior.Request and Prior.Authorization transactions.

I. GetNewPriorAuthorizationTransactions

- This web service is used to get a list of new Prior.Request or Prior.Authorization transactions available on the DHPO.
- The service returns back a list of such transactions that haven't yet been downloaded.

Note

- Web services SearchTransactions and GetNewTransactions can also be used for searching for new Prior.Request and Prior.Authorization transactions. However, it is not advised to be used for this purpose as its performance is slower than GetNewPriorAuthorizationTransactions web service.

II. Signature

```
int GetNewPriorAuthorizationTransactions(string login,
                                       string pwd,
                                       int getNewPriorAuthorizationTransactionsResult,
                                       String xmlTransaction,
                                       out string errorMessage)
```

Element	Description
login	user login name to connect to the DHPO
pwd	user password to connect to the DHPO
getNewPriorAuthorizationTransactionsResult	output parameter that contains integer value refers to the final result of service execution(-10to3), will be explained in web service returned values section.
xmlTransaction	list of prior or prior authorization transactions that are available on the DHPO and haven't yet been downloaded
errorMessage	output parameter that contains eventual error message if something goes wrong; the parameter may be null or empty string if the web service returns zero or positive value, otherwise the error message is expected

III. Return Value

The web service may return values described in the section *Web Services Returned Values*.

Web Services Returned Values

All DHPO web services share the return value, so that client application can implement one handler to process the result of web service execution and share it with all web service calls. The supported returned values are shown below:

Value	Description
3	Member has no approved trade drugs, hence Prescription transaction is not returned.
2	No new prior authorization transactions are available for download.
1	E-claim transaction validation succeeded with warnings.
0	Operation is successful.
-1	Login failed for the user.
-2	E-claim transaction validation is failed with errors.
-3	Required input parameter for the web service is empty, or null, or contains invalid value.
-4	Unexpected error occurred.
-5	If difference between date from and date to parameters is longer than 100 days.
-6	The specified file is not found.
-7	Transaction is not supported.
-10	If no search criteria is found.

Web Services Address → Effective till May,1 2015

DHPO web services are available on this Address:

<http://www.eclaimlink.ae/dhpo/ValidateTransactions.asmx>

Web Services WSDL → Effective till May,1 2015

DHPO Web Services WSDL are available on this Address:

<http://www.eclaimlink.ae/dhpo/ValidateTransactions.asmx?wsdl>

Web Services Address → Effective From February, 15 2015

DHPO web services are available on this Address:

<https://dhpo.eclaimlink.ae/ValidateTransactions.asmx>

Web Services WSDL → Effective From February, 15 2015

DHPO Web Services WSDL are available on this Address:

<https://dhpo.eclaimlink.ae/ValidateTransactions.asmx?wsdl>

Archiving

Archiving is a new function that was introduced to eClaimLink on the 6th of July 2017.

Due to the increase of transactional data on eClaimLink, significant timeout issues were observed on the DHPO. As a solution, a new database for archiving was created which archives the data after a specific period of time according to the below table:

Transaction name	Archived after (in months)
Claims submission	24
e-Authorization	6
e-Prescription	6
e-Referral	6

Archiving will maintain high system performance and decrease timeout issues, while the web services of the existing transactional database won't be affected.

The new archived database will support the following web services:

- **Search:** to enable the user to search for transactions within a given period, not exceeding 1 month at a time. The web service parameters are identical to the original [SearchTransactions](#) web service.
- **Download:** to enable the user to download the needed transactions. The web service parameters are identical to the original [DownloadTransactionFile](#) web service.

No editing is enabled on archived records. In case of the need to reconcile any archived transaction/s, a separate request email must be submitted to the DHA and DHC to manage this exception manually. The form must follow the format:

- **To:** DataHFD@dha.gov.ae
- **Cc:** support@eclaimlink.ae
- **Subject:** Archived transaction reconciliation (ProviderID\PayerID)
- **Body:** include a list of the transactions that require exceptional update.

Once the request is approved by the DHA, the related transactions will be moved to the transactional\live database and the client will be notified.

The new web services for Archiving will be exactly like the existing ones for the transactional database in terms of criteria and signature but **only the URL will be different as per the below:**

Web Services Details → Effective From July 6, 2017

Address: <https://dhpo.eclaimlink.ae/ClaimsAndAuthorizationsArchive.aspx>

WSDL: <https://dhpo.eclaimlink.ae/ClaimsAndAuthorizationsArchive.aspx?wsdl>