

eClaimLink

eClaimLink – GDRFA Integration

Phase 3

October 2019

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Overview

Scope

Dubai Health Authority in cooperation with the General Directorate of Residency and Foreigners Affairs – Dubai (GDRFA) are working towards ensuring the implementation of the mandatory Insurance Law No11 of 2013, which requires **all Dubai residents** to have medical insurance. The integration project will comprise of sharing information to ensure that health insurance system stores the correct insured member information, as well as enabling the Visa issuing staff from automatically checking the health insurance requirement electronically for the insured resident.

The first objective of the project is to enable the health insurance companies from validating the member information at the point of applying for medical insurance, keeping their records clean and in-sync with the GDRFA and United Arab Emirates Ministry of Interior.

The second objective of the project is to enable the GDRFA to validate the member insurance status at the point of issuing the visa through an automated electronic system.

eClaimLink will facilitate the needed transaction and integration points between the healthcare insurance companies and the GDRFA systems.

Abbreviations

Below is a list of the abbreviations used within this document:

Abbreviation	Description
DHA	Dubai Health Authority
DHPO	Dubai Health Post Office
GDRFA	General Directorate of Residency and Foreigners Affairs Dubai
Payer	Healthcare Service Payer – (Insurance company)
Provider	Healthcare Service Provider – (Hospital, Clinic, Center, Pharmacy, Laboratory)
Receiver	Transaction receiver
Sender	Transaction sender
Member/Resident	Person carrying or intending to acquire a Dubai residency visa

Important

The GDRFA validation will apply to Dubai and non-Dubai expats where MemberType = 4 and 5. All other Member Types must also be uploaded to the member register, but they will not be validated against GDRFA.

New and Renewal Visas

The new process will be enforced on records related to members acquiring new and renewal visas:

- Payers are expected to validate and upload correct Member Register records for these members in real time.
- The new validation and upload process will accommodate one record at a time to allow for performance and real time updates.
- The GDRFA team will check the member insurance validity using the direct link to the eClaimLink.
- All insurance companies are expected to maintain records of new and renewed policies on the Member Register system.

High Level Cycle

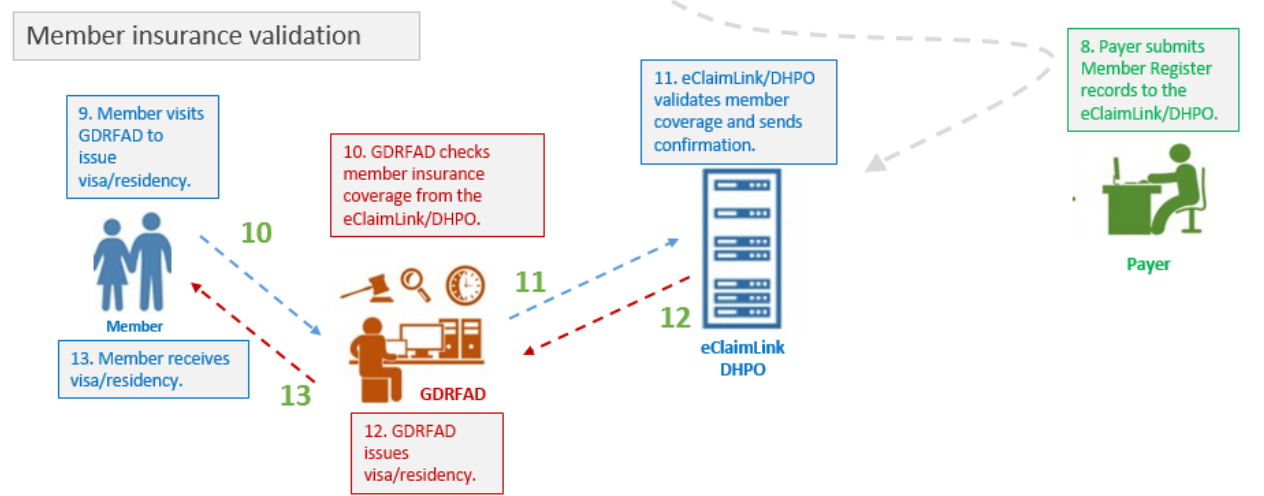
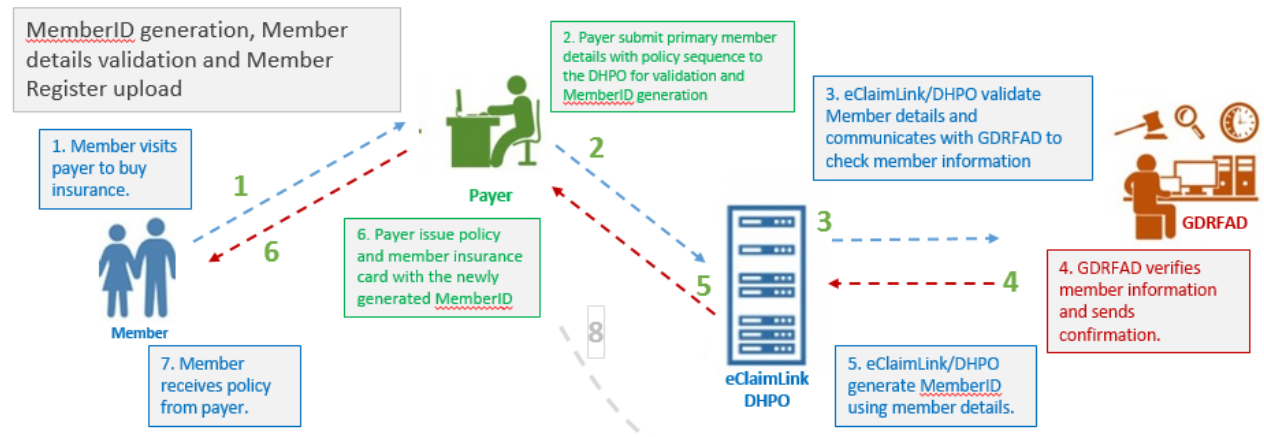


Figure 1- eClaimLink - GDRFA full integration cycle

Involved Methods

The integration cycle consists of the methods shown below:

Method	Description
GenerateMemberID	Transaction submitted by the Payer to generate the Member ID through the DHPO. Generated member ID will be used in issuing the Policy for the member.
ValidateMember	Transaction utilized by the Payer to validate the member information with the GDRFA through the DHPO. To be used for members with a Dubai residency/visa only.
UploadMemberRegister	Transaction utilized by the Payer to upload the insured member details as per the eClaimLink published transaction schema, business and validation rules.
UpdateMember	Transaction utilized by the Payer to update specific subset of secondary elements in the schema related to previously uploaded member.
SearchTransaction	Transaction utilized by the Payer to search for the previous records submitted for specific member.
GetMemberPolices	Transaction utilized by the GDRFA (or Providers) to validate the member’s insurance coverage, from the DHPO.
DownloadMemberTransaction	Transaction utilized by the payer to download a given MemberRegister file.

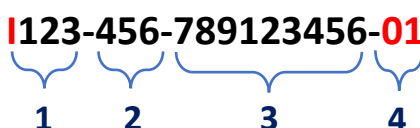
MemberID Generation

Due to the high volume of inaccuracies identified within the member ID data uploaded on Member Register and the mismatch with the claims data, a new process has been put in place where the MemberID will be assigned by the system based on a set of given parameters to be provided by the Payers:

- Payers will provide primary data elements for members and upload it to GenerateMemberID method to get the new memberID.
- System will validate member details against GDRFA.
- The DHPO will return an auto-generated MemberID for each new member.
- The MemberID will be unique per: Person/Payer/TPA/Policy.
 - i.e. if someone has two different policies with different payers, then they would have 2 MemberIDs, one for each of their policies.
- The Payer will use this MemberID to issue the Member policy.
- The Payer will gather full member details depending on the MemberType and according to the schema using the UploadMemberRegister Method.
- Payer must print this MemberID on the member's health insurance card and save it in their internal records.
- **This ID is intended to be used during the claim submission process.**

MemberID Structure

MemberID Sample



1. Indicates the Insurance Company ID
 - a. E.g. **INS123 = I123**. If the Insurance is Self-Paid, e.g. **SP0123 = S123**
2. Indicates the TPA ID
 - a. E.g. **TPA456 = 456**
 - b. If no TPA exists, the generated MemberID will have 000
3. Indicates the member validation elements in a hashed 9-digit number
 - a. DOB, Gender, Nationality and Reference ID (explained below)
4. Indicates the policy sequence number

Reference ID

Reference ID to be used will depend on the Member Type:

Member Type	Reference ID
1 - UAE Nationals	Emirates ID
2 - GCC Nationals, 3 - Diplomats	Passport Number
4 - Dubai Expats, 5 - Expats from other Emirates	File Number
6 - Newborns	Birth Certificate ID or Birth Notification Number

Policy Sequence

The new element Policy Sequence is a reference number issued for each unique PolicyID for a given Member, insured with a given Payer or Payer\TPA Plan. It will be used as an input value in the GenerateMemberID process:

- To ensure the uniqueness of the MemberID within Member Register database, a unique Policy Sequence (i.e. 01, 02, 03...etc) must be created and mapped to every single unique PolicyID within a specific Payer or Payer\TPA's plan for each member.
- Every time a new policy ID is to be issued for the same member, where the Payer\TPA plan remains the same, a new policy sequence should be assigned for it.
- Upon renewal of this member's policy, if the PolicyID will remain the same, then the policy sequence mapped to it should remain the same; if the PolicyID changes, then a new policy sequence should be issued for it.
- The policy sequence does not need to be tracked when the member moves under a new Payer\TPA Plan. In this case, the Payer\TPA acquiring a new member will issue this member, policy sequence "01" and map it to the member's first issued policy ID within their own database/literature.

Business process

1. Member visits the Payer to purchase an insurance policy.
2. Payer sends the primary parameters to the DHPO for MemberID generation using the web service method **GenerateMemberID** (*web service details explained in later sections*)
 - Primary Parameters:
 1. Insurance Company or Self-Paid eClaimLink ID
 2. TPA eClaimLink ID
 3. Reference ID (*File Number, Birth Certificate, Passport or EmiratesID, depending on the MemberType*)
 4. Nationality
 5. Gender
 6. Date of Birth
 7. Policy Sequence

Check 1: Primary Parameters match with GDRFA:

- **Result 1.1:** All details match
 - **Action 1.1:** GDRFA returns confirmation to the DHPO
 - **Action 1.1:** DHPO returns a confirmation to the payer including the Generated MemberID.

 - **Result 1.2:** Details don't match
 - **Action 1.2:** GDRFA returns an error message to the DHPO.
3. DHPO apply the formula to generate the MemberID and send it back to the Payer to use it in **UploadMemberRegister**.

Member Details Validation and Upload Member Registration

The process of uploading the Member Registration details and validate it against the GDRFA system. Below is a detailed business process for the steps, checks and data flows taking place between the Payer, eClaimLink and GDRFA systems.

Business process

4. Payer sends the member details (*with the newly generated MemberID*) to the DHPO for validation against the GDRFA database using the web service method **ValidateMember** (*web service details explained in later sections*)
5. DHPO performs an initial check on the member details:

Check 1: Member record exists or not within the DHPO DB?

- **Result 1.1:** Member record Exists
- **Action 1.1:** DHPO will perform Check 2.
- **Result 1.2:** Member record does not exist.
- **Action 1.2:** DHPO will trigger Check 3.

Check 2: Member details match the internal record?

- **MemberRegister Details:**
 1. Date of birth
 2. Gender
 3. Nationality Code
 4. ReferenceID
- **Result 2.1:** All details match
- **Action 2.1:** DHPO returns confirmation to the Payer.
- **Result 2.2:** Details don't match
- **Action 2.2:** DHPO returns an error message to the Payer.

6. GDRFA system verifies the member details:

Check 3: Member details match GDRFA records?

- **Result 3.1:** Details match
- **Action 3.1:** GDRFA returns a confirmation to the DHPO.
- **Result 3.2:** Details don't match
- **Action 3.2:** GDRFA returns an error message to the DHPO.

7. DHPO returns a confirmation or error message to the Payer based on the checks 1, 2 or 3.
8. In case of a valid member, the Payer completes the policy sale and sends UploadMemberRegister transaction to the DHPO containing the full member details as per the schema including the insurance policy details.
9. Once the MemberRegister is uploaded to the DHPO, **the DHPO will perform a check (with the GDRFA) to make sure all the details are matching.**

Check 1: MemberRegister details match the internal record

- **MemberRegister Details:**
 1. MemberID
 2. Date of birth
 3. Gender
 4. Nationality Code
 5. ReferenceID
- **Result 1.1:** All details match
- **Action 1.1:** DHPO returns error message to the payer, Member already uploaded.
- **Result 1.2:** Details don't match
- **Action 1.2:** DHPO will trigger check 2.

Check 2: MemberRegister details match the record of the GDRFA?

- **MemberRegister Details:**
 1. MemberID
 2. Date of birth
 3. Gender
 4. Nationality Code
 5. FileNumber
- **Result 2.1:** All details match
- **Action 2.1:** DHPO returns confirmation to the Payer – MemberRegister is uploaded successfully.
- **Result 2.2:** Details don't match
- **Action 2.2:** DHPO returns an error message to the Payer – MemberRegister upload fails.

10. The Payer provides the insured member with the policy material and insurance card, with the system-generated MemberID printed on the card or EID activation. Going forward this should be the primary MemberID used for all transactions.

Deletion of Uploaded Member

Payers must use UploadMemberRegister method in order to delete an existing Member. Deletion date field is not open to update which you cannot use UpdateMemberRegister method to process the deletion.

Member Insurance Validation (GDRFA)

During the process of issuing a visa/residency from the GDRFA and in order to comply with the Dubai residency visa requirements, the GDRFA will check if the member has medical insurance. Below is a detailed business process for the steps, checks and data flows taking place between the Payer, eClaimLink and GDRFA systems.

Business process

11. Member visits GDRFA to apply for the visa
12. GDRFA sends member details to DHPO to validate for insurance coverage using the **GetMemberPolicies** transaction.
13. DHPO responds back with the validity of the member insurance coverage through the checks below:

Check 1: Does MemberID exist in MemberRegister?

- **Result 1.1:** MemberID exists in the MemberRegister.
- **Action 1.1:** DHPO will perform check 2.

- **Result 1.2:** MemberID does not exist in the MemberRegister.
- **Action 1.2:** DHPO returns an error message to GDRFA.

Check 2: Member information matching?

- **Member information:**
 1. Date of birth
 2. Gender
 3. Nationality Code
 4. FileNumber

- **Result 2.1:** FileNumber + DOB + Gender + Nationality Code match.
- **Action 2.1:** DHPO will perform Check 3.

- **Result 2.2:** FileNumber + DOB + Gender+ Nationality code mismatch.
- **Action 2.2:** DHPO returns an error message to GDRFA.

Check 3: Member insurance coverage?

- **Result 3.1:** Member covered.
- **Action 3.1:** DHPO returns a confirmation message to GDRFA with the last uploaded policy of the member

- **Result 3.2:** Member not covered.
- **Action 3.2:** DHPO returns an error message to GDRFA.

Update Member Registration

A process where the Payers can update any submitted Member Register record within the specific subset of secondary elements that are defined in the data collection fields (*Updateable=YES*).

Business process

14. Payer sends the updated member secondary details with the system generated MemberID to the DHPO for validation against the GDRFA database using the web service method **UpdateMember** (*web service details explained in later sections*)
15. DHPO performs an initial check on the member details:

Check 1: Member record exists or not within the DHPO DB?

- **Result 1.1:** Member record Exists
- **Action 1.1:** DHPO will perform Check 2.

- **Result 1.2:** Member record does not exist.
- **Action 1.2:** DHPO will send an error message to the Payer.

Check 2: Member details match the internal record?

- **Member Details:**
 1. Date of birth
 2. Gender
 3. Nationality Code
 4. ReferenceID
 5. MemberID

- **Result 2.1:** All details match
- **Action 2.1:** DHPO returns confirmation to the Payer that information has been updated

- **Result 2.2:** Details don't match
- **Action 2.2:** DHPO returns an error message to the Payer.

16. DHPO returns a confirmation or error message to the Payer based on the checks 1 or 2.

Member Register upload fields

Below is a list of the fields utilized during the upload of the Member Register file to the DHPO, by the payers.

No.	Element	Description	New/Update	Source	Mandatory?	Updateable?
1	Header	Header element of the MemberRegister transaction		Sender		
1.1	SenderID	ID of the facility sending the MemberRegister		Sender	YES	NO
1.2	ReceiverID	ID of the facility receiving the MemberRegister Default "DHA"		Sender	YES	NO
1.3	PayerID	The eClaimLink Payer ID (Insurer or Self-Funded Scheme)		Sender	YES	NO
1.4	TPAID	The eClaimLink TPA ID number.	New	Sender	Mandatory where a TPA is involved in the administration of this policy	NO
1.5	IntermediaryID	The eClaimLink Intermediary ID number.	New	Sender	Mandatory where an Intermediary is involved in the sale of this policy	NO
1.6	TransactionDate	Date of the transaction. Possible values: DD/MM/YYYY		Sender	YES	NO
1.7	RecordCount	Number of members within the MemberRegister request		Sender	YES	NO
1.8	DispositionFlag	To indicate the file type (TEST or PRODUCTION)		Sender	YES	NO
2	Person	Person element of the MemberRegister transaction		Sender/ GDRFA		
2.1	MemberType	The member category. Select one from the below: 1 = UAE National 2 = GCC National 3 = Diplomat 4 = Expat who's residency is issued in Dubai 5 = Expat who's residency is issued in Emirates other than Dubai 6 = Newborn	New	Sender	YES	NO

2.2	FullName	Member's full name as spelled in the passport	New	GDRFA	Manadatory for Sender where MemberType = 1,2,3,6	NO
2.3	ContactNumber	Member's primary mobile contact number		GDRFFA	Manadatory for Sender where MemberType = 1,2,3,6	YES
2.4	BirthDate	Member's date of birth (DD/MM/YYYY) - for those official documents that are missing the values please fill in the following format: - Contains Year only: 01-01-yyyy		Sender	YES	NO
2.5	Gender	Member's gender (1 = male, 0 = female, 9 = unknown)		Sender	YES	NO
2.6	Nationality	Member's nationality code as per the list published on the eClaimLink (GDRFA Nationalities)		Sender	YES	NO
2.7	PassportNumber	Member's passport number of the passport that has the UAE visa, or if not available, the National ID (for example GCC Nationals)		GDRFFA	Mandatory for Sender where MemberType =1,2,3	NO
2.8	MaritalStatus	Member's current marital status (1 = unmarried, 2 = married)		Sender	YES	YES
2.9	Email	Member's personal email address		GDRFA	Where MemberType =1,2,3	YES
2.10	Emirate	- The Emirate from which the member's visa/residency is issued from. For UAE Nationals, select the Emirate that issued the passport. For GCC Nationals and Diplomats, select the Emirate or residence. - Use the corresponding code from the following list: 4 = Dubai 2 = Abu Dhabi 6 = Ajman 9 = Fujairah 7 = Ras Al Khaimah 1 = Sharjah 5 = Umm Al Quwain	Update	Sender	YES	NO

2.11	ResidentialLocation	Member's actual place of residence. Use the corresponding 3-digit location code from the predefined DSC locations list published on eClaimLink DHD.		Sender	YES	YES
2.12	WorkLocation	Member's actual place of work. Use the corresponding 3-digit location code from the predefined DSC locations list published on eClaimLink DHD.		Sender	YES	YES
2.13	Salary	Member's salary bracket. 1 = less than 4000 AED/month 2 = between 4001 AED and 12000 AED/month 3 = more than 12000 AED/month 4 = no salary; will be used for dependents or children that do not acquire a salary) 5 = no salary. Commission only	Update	Sender	YES	YES
2.14	Commission	Member's salary is commission based? (1 = yes, 2 = no)		Sender	YES	YES
2.15	EmiratesIDNumber	Member's unique emirates ID number, when not available use: - 000-0000-0000000-0 for National without card - 111-1111-1111111-1 for Expatriate resident without a card - 333-3333-3333333-3 for NewBorn without a card		GDRFA	Where MemberType =1,2,3	NO
2.16	UIDNumber	Member's UID number as issued by the MOI. When not available (only for non-Dubai residency/visa holders), copy the member's passport number from the "PassportNumber" field.		GDRFA	NO	NO
2.17	GDRFAFileNumber	The resident File Number. It can be found on the visa or the entry permit. xxx/xxxx/xxxxxxx.	New	Sender	Where MemberType = 4,5	NO
2.18	BirthCertificateID	The ID as shown on the member's birth certificate document	New	Sender	Where MemberType = 6	NO

3	Member	Member element of the MemberRegister transaction		Sender		
3.1	MemberID	Auto-generated ID by the DHPO for each member. This ID will be unique per: Person/Payer/TPA/Policy. This ID should be printed on the member's health insurance card and used during the claim submission process.	New	Sender	YES	NO
3.3	Relation	<ul style="list-style-type: none"> - The information about the family relationships under the same PayerID (Insurance company). - This value must be (1 = Principal) if the member does not have any relation with another insured member under the same PayerID. - This value will have the relation with the insured family member if one exists. - The field must have one of the values below: <ul style="list-style-type: none"> 1 = Principal 2 = Spouse 3 = Child 4 = Parent 5 = Other 6 = Domestic Worker 	Update	Sender	YES	YES
3.4	RelationTo	<p>The information about the ReferenceID of the principal member of the family. Member ID should be used if reported member is the principal beneficiary.</p> <p>Reference ID can be one of the following:</p> <ul style="list-style-type: none"> - File Number for Dubai and non-Dubai expats (MemberType = 4,5) - Passport# for others (MemberType = 1, 2, 3) - Birth Certificate ID for Newborns (MemberType = 6) 	Update	Sender	YES	YES
4	Contract	Contract element of the MemberRegister transaction		Sender	YES	
4.1	ProductOrigin	Product origin (2 = Abu Dhabi, 4 =Dubai, 5=Other)		Sender	YES	YES

4.2	ProductCode	ID of the insurance product as in the payer's literature		Sender	YES	YES
4.3	ProductID	ID granted by the eClaimLink to the registered product		Sender	YES	YES
4.4	PolicyID	ID of the insurance policy as registered in the payer's system		Sender	YES	NO
4.5	PolicySequence	A reference number issued for each unique PolicyID for a given Member, insured with a given Payer or Payer\TPA Plan. It will be used as in input value in the GenerateMemberID process. Possible values: '01', '02', '03',....'09'	New	Sender	YES	NO
4.6	TopUpPolicy	Any policy which provides benefits over and above the benefits provided under the main Dubai compliant policy. (1 = Top-Up Policy, 2 = Main Policy)		Sender	YES	YES
4.7	EnrollmentDate	The day (at 00.00 hours local time), month and year (dd/mm/yyyy) from which the Policy became effective for the Insured Member.		Sender	YES	NO
4.8	DeletionDate	The Expiry Date of the policy unless the member has been removed prior to the expiry of the policy, in which case, enter the day at 00:00hrs local time, month and year (dd/mm/yyyy) on which the insured member's coverage ceases as the result of his/her deletion at the request of the PolicyHolder.		Sender	YES	NO
4.9	GrossPremium	The amount in AED of the annualized premium payable for this insured member.		Sender	YES	YES
4.10	NetPremium	The amount in AED of the premium payable for this insured member if charged on a pro-rata basis related to period of coverage. If not charged on a pro-rata basis, then enter same	Update	Sender	YES	YES

		figure as for GrossPremium.				
4.11	IntermediaryFee	The commission paid to the intermediary involved with placing this policy. Should be a percentage value of the premium. Must be a value between 0 - 100 (up to 2 decimal points are accepted.)	New	Sender	YES	YES
4.12	TPAFee	The TPA's commission. Value depends on TPAFeeType.	New	Sender	YES	YES
4.13	TPAFeeType	Select one of the following: 1 = Fixed Fee per member 2 = Percentage of claims 3 = Fixed fee per Claim 4 = Percentage of member premium 5 = Capitation (IP & OP) 6 = Capitation (IP only) 7 = Capitation (OP only) 8 = No TPA	New	Sender	YES	YES
4.14	IP Copay	Members Inpatient Co-pay as per policy	New	Sender	YES	YES
4.15	OP Copay	Members Outpatient Co-pay as per policy	New	Sender	YES	YES
4.16	OP Consultation Copay	Copay/Deductible for outpatient consultation	New	Sender	YES	YES
4.17	Pharmacy Copay	Pharmacy Co-pay as per policy	New	Sender	YES	YES
4.18	Dental Copay	Dental Co-Pay as per policy where applicable. If benefit is not part of the policy sender must mention N/A	New	Sender	YES	YES
4.19	OpticalCopay	Optical Co-Pay as per policy where applicable. If benefit is not part of the policy sender must mention N/A	New	Sender	YES	YES

4.20	Maternity Copay	Maternity Co-Pay as per policy where applicable. If benefit is not part of the policy sender must mention N/A. If there are different copays for normal delivery and Cesarean section, the field allows entry to reflect this. E.g normal delivery 10% upto AED 500, Cesarean 15% upto AED 1000	New	Sender	YES	YES
5	Establishment	Establishment element of the MemberRegister transaction		Sender	YES	
5.1	EntityType	This is the type of the sponsoring entity. 1 = Resident 2 = UAE Citizen 3 = Establishment 4 = Investor Visa 5 = GCC Citizen	Update	Sender	YES	YES
5.2	EntityID	Official ID of the sponsoring entity 1. if the sponsor is a Resident, then use the File Number of the resident 2. if the sponsor is a Citizen, then use the UID of the Citizen 3. if the sponsor is an Establishment, then use the Establishment Code 4. if the sponsor is on an Investor Visa, then use their File Number (for MemberType = 4,5), else the UID.	Update	Sender	YES	YES
5.3	ContactNumber	The primary contact number of the policy holder		Sender	YES	YES
5.4	Email	The email address of the policy holder		Sender	YES	YES
6	PhotoAttachment	PhotoAttachment element of the MemberRegister transaction	New	GDRFA		
6.1	PhotoAttachment	Member's photo attachment	New	GDRFA	No	YES

Source Clarification

If source is 'Sender', then the value should be provided by the Payer/TPA as indicated in the table above: check the 'Mandatory' column for reporting guidelines. If source is 'GDRFA' then the value may be fetched from GDRFA database, but only for MemberTypes = 4 or 5, else, Payer/TPA will be required to provide this information, as indicated in the table above: check the 'Mandatory' column for reporting guidelines.

Web Service Documentation

Integration Web Service (WSDL)

<https://mr.eclaimlink.ae/v2/MemberRegistration.svc?wsdl>

Web services returned values

All DHPO MemberRegister 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	Response	Description
200	Success	Success: Transaction uploaded successfully
401	LoginFailed	Login failed
400	ValidationFailed	Transaction validation failed with errors
500	UnexpectedError	Unexpected error occurred

Web service methods
GenerateMemberID

Input element	Type	Description
Login	String	Payer user login name to connect to the DHPO
Pwd	String	Payer user password to connect to the DHPO
Dateofbirth	String	Birth Date of the member Possible values: DD/MM/YYYY
Gender	Integer	Member's gender (1= male, 0 = female, 9 = unknown)
Nationality	String	Member's nationality code as per the list published on the eClaimLink (GDRFA Nationalities)
MemberType	Integer	The member category. Select one from the below: 1 = UAE National - Passport 2 = GCC National - Passport 3 = Diplomat - Passport 4 = Expat who's residency is issued in Dubai - File Number 5 = Expat who's residency is issued in Emirates other than Dubai - File Number 6 = Newborn - Birth Certificate ID
ReferenceID	String	Select one from the below: - The resident File Number. It can be found on the visa or the entry permit. xxx/xxxx/xxxxxxx - New born birth Certificate Number - Passport Number for Diplomats or GCC Nationals - EID for UAE National
payerLicense	String	The eClaimLink Payer ID (Insurer or Self-Funded Scheme)
TPALicense	String	The eClaimLink TPA ID number. If not TPA, leave empty
policySequeance	Integer	The number of the policy that Members hold.

Output element	Type	Description
Statuscode	Integer	Result of the transaction; as per the list of the expected return values
MemberID	String	Auto-generated ID by the DHPO for each member. This ID will be unique per: Person/Payer/TPA/Policy. This ID should be printed on the member's health insurance card and used during the claim submission process. E.g. I100-001-921920000-01> Insurer-TPA-MemberDet. -PolicySeq.
Message		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
Report		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

Sample:

- **Request**

```
<tem:login>Tpayer</tem:login>
<tem:pwd>Tpayer124</tem:pwd>
<tem:dateofbireth>08/01/2017</tem:dateofbireth>
<tem:gender>0</tem:gender>
<tem:nationality>205</tem:nationality>
<tem:memberType>4</tem:memberType>
<tem:referenceID>201/2017/1425784</tem:referenceID>
<tem:payerLicense>INS999</tem:payerLicense>
<tem:TPALicense>TPA999</tem:TPALicense>
<tem:policySequeance>01</tem:policySequeance>
```

- **Response**

```
<a:StatusCode>200</a:StatusCode>
<a:MemberId>I100-001-921920000-01</a:MemberId>
<a:Message i:nil="true"/>
<a:ErrorReport i:nil="true"/>
```

ValidateMember

Input element	Type	Description
Login	String	Payer user login name to connect to the DHPO
Pwd	String	Payer user password to connect to the DHPO
FileNo	String	The resident File Number. It can be found on the visa or the entry permit. xxx/xxxx/xxxxxxxx
Gender	Integer	Member's gender (1= male, 0 = female, 9 = unknown)
Dateofbirth	String	Birth Date of the member Possible values: DD/MM/YYYY
Nationality	String	Member's nationality code as per the list published on the eClaimLink (GDRFA Nationalities)

Output element	Type	Description
Statuscode	Integer	Result of the transaction; as per the list of the expected return values
Message		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
Report		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

Sample:

- Request

```
<tem:login>Tpayer</tem:login>
<tem:pwd>Tpayer124</tem:pwd>
<tem:fileNo>201/2017/1345285</tem:fileNo>
<tem:gender>0</tem:gender>
<tem:dateOfBirth>08/01/2017</tem:dateOfBirth>
<tem:nationality>205</tem:nationality>
```

- Response

```
<a:StatusCode>200</a:StatusCode>
<a:Message>Information validated successfully.</a:Message>
<a:ErrorReport i:nil="true"/>
```

UploadMemberRegister

Input element	Type	Description
Login	String	Payer user login name to connect to the DHPO
Pwd	String	Payer user password to connect to the DHPO
Filecontent	Byte	Content of the file to be uploaded. Field restrictions: • 1 record per file.

Output element	Type	Description
Statuscode	Integer	Result of the transaction; as per the list of the expected return values
TransactionId	String	Original file name; this file name will be used later to show users the available files for download using the DownloadMemberTransaction method
MemberID	String	Auto-generated ID by the DHPO for each member.
Message		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
Report	Byte	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

Sample:

- Request

```
<tem:login>Tpayer</tem:login>
<tem:pwd>Tpayer124</tem:pwd>
<tem:fileContent>{The member XML information converted to Base64}</tem:fileContent>
```

- Response**

```
<a:StatusCode>200</a:StatusCode>
<a:TransactionId>6488236d-6e05-4034-89ac-24eb2b67bbb2</a:TransactionId>
<a:MemberId>I100-001-921914500-01</a:MemberId>
<a:Message>Transaction uploaded successfully</a:Message>
<a:ErrorReport i:nil="true"/>
```

UpdateMember

Input element	Type	Description
Login	String	Payer user login name to connect to the DHPO
Pwd	String	Payer user password to connect to the DHPO
Filecontent	Byte	Content of the file to be updated. ONLY the updateable fields will be open as per the data collection table above. Field restrictions: • 1 record per file.

Output element	Type	Description
Statuscode	Integer	Result of the transaction; as per the list of the expected return values
TransactionId	String	Original file name; this file name will be used later to show users the available files for download using the DownloadMemberTransaction method
MemberID	String	Auto-generated ID by the DHPO for each member.
Message		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
Report	Byte	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

Sample:

- Request**

```
<tem:login>Tpayer</tem:login>
<tem:pwd>Tpayer124</tem:pwd>
<tem:fileContent>{The member XML updateable information converted to Base64}</tem:fileContent>
```

- Response**

```
<a:StatusCode>200</a:StatusCode>
<a:TransactionId>6488236d-6e05-4034-89ac-24eb2b67bbb2</a:TransactionId>
<a:MemberId>I100-001-921914500-01</a:MemberId>
<a:Message>Transaction uploaded successfully</a:Message>
<a:ErrorReport i:nil="true"/>
```

SearchTransaction

Input element	Type	Description
Login	String	Payer user login name to connect to the DHPO
Pwd	String	Payer user password to connect to the DHPO
FromDate	String	Search from Date Possible values: DD/MM/YYYY
ToDate	String	Search to Date Possible values: DD/MM/YYYY
MemberID	String	Only the 9 digits from the auto-generated MemberID by the DHPO.

Output element	Type	Description
Statuscode	Integer	Result of the transaction; as per the list of the expected return values
FileContent	Byte	Content of the file as previously uploaded as an XML
Message		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
Report	Byte	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

Sample:

- Request

```
<tem:login>Tpayer</tem:login>
<tem:pwd>Tpayer124</tem:pwd>
<tem:fromDate>05/08/2019</tem:fromDate>
<tem:toDate>25/08/2019</tem:toDate>
<tem:memberId>921921450</tem:memberId> (Using the 9 digits from the generated memberID)
```

- Response

```
<a:StatusCode>200</a:StatusCode>
FileContent<The Member details for the requested transaction>
<a:Message i:nil="true"/>
<a:ErrorReport i:nil="true"/>
```

GetMemberPolicies

Input element	Type	Description
Login	String	GDRFA/Provider user login name to connect to the DHPO
Pwd	String	GDRFA/Provider user password to connect to the DHPO
SearchType	Integer	Select from the below: 1= Generated Member Id ex: 921921000 2= Emirates Id 3= File Number 4= Newborn Birth Certificate
SearchValue	String	Using only the 9 digits from the auto-generated MemberID by the DHPO.

Output element	Type	Description
Statuscode	Integer	Result of the transaction; as per the list of the expected return values
FileContent	Byte	Content of the file as per the latest uploaded policy/policies
Message		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
Report	Byte	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

Sample:

- Request

```
<tem:login>GDRFA/Tprovider</tem:login>
<tem:pwd>Tprovider124</tem:pwd>
<tem:searchType>1</tem:searchType>
<tem:searchValue>921921000</tem:searchValue> (Using the 9 digits from the generated memberID)
```

- Response

```
<a:StatusCode>200</a:StatusCode>
FileContent <The Member Active policy details>
<a:Message i:nil="true"/>
<a:ErrorReport i:nil="true"/>
```


DownloadMemberTransaction

Input element	Type	Description
Login	String	Payer user login name to connect to the DHPO
Pwd	String	Payer user password to connect to the DHPO
TransactionId	String	Original file name

Output element	Type	Description
Statuscode	Integer	Result of the transaction; as per the list of the expected return values
FileContent	Byte	Content of the file as per the requested transaction
Message		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
Report	Byte	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

Sample:

- Request

```
<tem:login>Tpayer</tem:login>
<tem:pwd>Tpayer124</tem:pwd>
<tem:transactionId>6488236d-6e05-4034-89ac-24eb2b67bbb2</tem:transactionId>
```

- Response

```
<a:StatusCode>200</a:StatusCode>
FileContent <The Member details for the requested transaction>
<a:Message i:nil="true"/>
<a:ErrorReport i:nil="true"/>
```