



eRxPharmacy

Pharmacists' e-Prescription Application on eClaimLink

JANUARY 2014

www.eclaimlink.ae



in partnership with



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eClaimLink

eClaimLink is the eClaim project of the Dubai Health Authority implemented in partnership with Dimensions Healthcare with the objectives of establishing a unified standard healthcare language communicated across the emirate, implementing a unified structured communication schema, providing a centralized health data tracking system, facilitating eClaim financial and clinical information between payers, providers, patients & authorities. Empowering the Dubai Health Authority with the needed information to organize, strategize, and optimize the healthcare setting in Dubai. The eClaimLink portal is intended to manage eClaims and health data. In addition, it will serve to connect all the healthcare community of Dubai and through its many anticipated modules will raise the quality of care, enhance efficiency, and reduce mistakes, fraud and abuse in the Emirate of Dubai. Visit www.eclaimlink.ae for more information.

Getting Started

Accessing the eClaimLink system requires that your **Pharmacy** is equipped with a computer and an internet connection.

To get started, open your internet browser and navigate to the following website:

www.eclaimlink.ae

You will then be directed to the eClaimLink main website.

On the upper left corner of the page, you will find a login form, click to register your pharmacy if you are a new user.

*If already registered on eClaimLink please enter your pharmacy's username and password, then click **Log In**. Then skip page 4 and go directly to page 5 of this manual.*

The screenshot shows the eClaimLink website interface. At the top right, there are links for 'about us' and 'contact us' next to the 'eClaimLink applications' logo. Below this is a navigation bar with icons and labels for 'Home', 'Info Hub', 'DHD', 'Applications', 'DHPO', 'Dashboards', and 'Support'. The main content area is divided into several sections:

- Login Form:** Located on the left, it contains a 'User Name' field, a 'Password' field, and a 'Log In' button. The 'Log In' button is highlighted with a red box.
- Welcome Banner:** On the right, it features the eClaimLink logo and the text 'seeking cost effective quality care' above an image of a healthcare professional.
- Calendar:** A table at the bottom left showing upcoming events:

Event	Date
Medical Coding Training	May, 2012
System Training	May – June, 2012
Effective day for applying eClaims with Enaya (Mandatory)	June 1, 2012
- Latest Updates:** A table at the bottom right showing recent news items:

Update	Date
eClaimLink Project - Quick update	May 2, 2012
Provider Application Training Registration	May 2, 2012
eClaimLink Claims Management Awareness Workshop	April 22, 2012
eClaimLink Technical Awareness Workshop	April 22, 2012

Registration

If you are a new user, to register you need to have a valid license with one of the health authorities or MOH in the UAE.

Register your licensed pharmacy on eClaimLink by clicking 'Click to register' in the login section on the main page. If you are part of a group of pharmacies, each one needs to be registered on eClaimLink. ***You must only use the account of the pharmacy in which you are practicing.***

Enter all requested information in the form. After validation for your ID is done, your account shall be activated and you should receive a notification through the email you registered with.

A screenshot of the eClaimLink registration form, specifically the 'Account Details' step. The form is enclosed in a red border. At the top, there is a progress indicator with four steps: '1 Account Details', '2 Account Validation', '3 Subscriptions', and '4 Finish'. Below the progress indicator is a confirmation statement: 'As you are registering on eClaimLink.ae site, you are hereby confirming that you are the authorized person at the selected healthcare provider/payer, and your contact information is the proper official email and phone.' The form fields include: 'Account Type' (dropdown menu set to 'Provider'), 'Facility' (text input with 'DHC0006 - Testing Pharmacy'), 'Username' (text input with 'Test User'), 'Email' (text input with 'test.account@test.com'), 'Password' (password input with '*****'), 'Confirm Password' (password input with '*****'), 'Contact Person' (text input with 'test contact person'), and 'Phone' (text input with '000112233456'). At the bottom of the form, there are two buttons: 'Continue >>' and 'Cancel'.

Logging In

After logging in from the login section on the main page, click on the **Applications** button to open the Applications page.

Locate the **eRx** box and click 'Login to Pharmacy's system'.

The image shows two screenshots of the eClaimLink web application. The top screenshot shows the main page with a 'Login' form and a navigation menu. The 'User Name' field in the login form and the 'Applications' button in the navigation menu are highlighted with red boxes. The bottom screenshot shows the 'Applications' page with three main sections: 'ProviderLink', 'eRx', and 'AddOns'. The 'eRx' section contains two buttons: 'Login to Pharmacy's system' and 'Login to Clinician's system', both of which are highlighted with red boxes.

Prior Request Form

This page contains the Prior Request Form which allows you to download e-Prescriptions that were posted by the patient's physician on the DHPO\ eRx Hub, and then request for authorization of these prescriptions from the patient's insurance company.

DOWNLOAD A PATIENT'S E-PRESCRIPTION:

- To retrieve the right prescription from the eRx Hub you need to request the following two numbers from the patient and enter them in their appropriate fields in the system:
 - Member ID** – Unique reference ID of the patient receiving the e-Prescription. This can be the insurance ID as shown on the patient's insurance card, or another unique identifier of the member.
 - eRx Ref #** - A unique number generated by the system for each e-Prescription submitted by a Physician to the eRx Hub. (Used as a reference number in combination with the member ID to retrieve a prescription).
- Click on the '[Download eRx from DHPO](#)' icon located on the right to the Member ID and eRx Ref # field boxes.

Member ID

eRxMbr11

eRx Ref #

165789



Prior Request Form

3. A window screen is generated displaying the details of the prescription that was downloaded (as entered by the physician). This information includes:

- eRx Reference #
- Provider name and ID
- Clinician name and ID
- The patient's insurance plan
- Prescription date
- Member ID
- Emirates ID
- Date of birth
- Weight
- Diagnosis – the list of diagnoses entered by the Physician, and their types (Primary or Secondary).
- Drugs – the list of drugs prescribed by the Physician.

eRx Reference #	Provider	Clinician	Insurance Plan	
165789	erxprovtest14 - eRxProvTest14	erxclintest14 - eRxClinTest14	INS998/INS998 - ERXPayer - ERX Test Plan	
Prescription Date	Member ID	Emirates ID	Date of birth	Weight
16/12/2013	eRxMbr11	111-1111-1111111-1	01/01/1970	60

Diagnosis	
Type	Diagnosis
Principal	A68.9 - Relapsing fever, unspecified
Secondary	R07.0 - Pain in throat
Secondary	R05 - Cough

Please Select/Unselect Included Drugs Then Continue(Generics should be replaced with trade drugs):

Drugs						
Description / Instructions	#Units	Frequency	Days	Quantity	Rout of Admin	Include
0006-106601-0391 - PANADOL ACTIFAST 500MG, 20'S, 500 MG, FILM COATED TABLETS, GLAXO Take 1 TABLET(s), 3 Time(s) per Day For 5 Day(s).	1	3/Day	5	15	ORAL	Edit
0458-193301-1161 - ROBITUSSIN 100MG/5ML, 4 FL OZ (118ML), 100 MG/5ML, SYRUP, RICHMOND DIV. OF WYETH, USA Take 1 tablespoon, 2 times per day for 5 days.		/	5	1	ORAL	Edit

[Continue](#) ↩


Prior Request Form

EDIT DRUG DETAILS:

- Click on the 'Edit' button – this will enable you to change some of the details entered by the clinician for each drug individually. You can edit the following:
 - Drug ID and Description** – If a Clinician entered a Generic name for a drug (pre-defined list – **DDC SC List**), you must replace it with an equivalent trade drug (pre-defined list – **DDC List**) that you have in stock at your pharmacy, and that you will be selling to the patient.
 - Days** - the total number of days over which this drug should be taken.
 - Quantity** - Total quantity of the prescribed drug in granular units. You may need to adjust this value in the case that the quantity specified by the Clinician is less than the quantity available in each unit pack for sale.
 - Include** – Check this box to include a drug in the prescription or uncheck it to exclude a drug.
- Click on **Continue** after you finish editing the drug details.

Please Select/Unselect Included Drugs Then Continue (Generics should be replaced with trade drugs):

Drugs							
Description / Instructions	#Units	Frequency	Days	Quantity	Rout of Admin	Include	
0006-106601-0391 - PANADOL ACTIFAST 500MG, 20'S, 500 MG, FILM COATED TABLETS, GLAXO Take 1 TABLET(s), 3 Time(s) per Day For 5 Day(s).	1	3/Day	5	15	ORAL	<input type="checkbox"/>	
0006-106601-0391 - PANADOL ACTIFAST 500MG, 20'S, 500 MG, FILM COATED TABLETS, GLAXO	1	3	5	15	ORAL	<input checked="" type="checkbox"/>	
0458-193301-1161 - ROBITUSSIN 100MG/5ML, 4 FL OZ (118ML), 100 MG/5ML, SYRUP, RICHMOND DIV. OF WYETH, USA Take 1 tablespoon, 2 times per day for 5 days.		/	5	1	ORAL	<input type="checkbox"/>	Edit

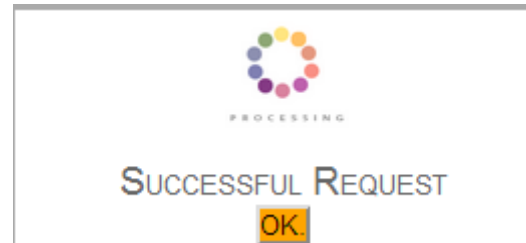
Continue 

Prior Request Form

SUBMIT PRIOR REQUEST FORM:

When you click on the 'Continue' button, the Prior Request form gets auto-filled with the Prescription details as entered by the patient's physician, and as was showing in the previous window.

1. **Confirm the drugs** – Make sure that you have all the drugs listed in the prescription, in stock at your pharmacy.
2. **Request for authorization from physician to make changes** – If there is anything on the prescription that you need to change, you must contact the physician first and receive approval over the phone before you make any edits.
3. **Request Authorization** – Click this button located at the bottom of the page to request for authorization on the prescription from the patient's insurance company. When you click on this button, a small message is displayed on the screen, confirming that your request was sent, saying 'Successful Request'. Click 'OK' to acknowledge this.



4. **Clear** – Alternatively, click this button located at the bottom of the page to clear the content of the prior request form.

Transactions Summary Table

SUMMARY TABLE:

On the right side of the Prior Request Form is a small table containing some information related to the last 5 transactions sent.

Details included in table:




1. **Member ID**
2. **Authorization ID** - A unique number generated by the system for each authorization request.
3. **Status** – A small message displaying the current status of each authorization request.

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Member ID	Authorization ID	Action
2304604000403	erxprovtst02_INS001_20140316111248	Show details
Authorized Rejected Full		<div style="display: flex; align-items: center;"> <div style="border: 1px solid gray; padding: 2px; margin-right: 10px;"> <div style="text-align: center; font-weight: bold; font-size: 1.2em;">24</div> <small>Minutes</small> </div> <div style="border: 1px solid gray; padding: 2px; margin-right: 10px;"> <div style="text-align: center; font-weight: bold; font-size: 1.2em;">5</div> <small>Seconds</small> </div> <div style="display: flex; gap: 5px;"> ✓ ✗ ⋮ </div> </div>
testmbr1	erxprovtst02_INS998_20140224142650	Show details
PR Canceled		
2301803292901	erxprovtst02_INS001_20140119123010	Show details
Dispensed		
eRxMbr1	erxprovtst02_INS998_20140119110210	Show details
PR Canceled		
eRxMbr1	erxprovtst02_INS998_20140114102844	Show details
PR Canceled		

Showing 1 to 5 of 26 entries

Transactions Summary Table

4. **Action** – When you receive a response from the payer on the authorization request, you will have 25 minutes to take action:
- **Dispense the Prescription**  – After discussing the Payer’s response with the patient, if the decision reached is to dispense the medication, then click on this icon, and a claim will automatically be sent to the insurance company, and the prior request will be marked inactive in the DHPO.
 - **Cancel**  – The Prior Request sent be will be fully cancelled and an eRxRequest originally posted by the Clinician will be available for re-download by the same or different Pharmacist.
 - **Modify**  – The original Prior Request will be cancelled and a new Prior Request form will appear auto-populated with the previously entered information, to be resubmitted.

Transactions Summary Table

PRIOR REQUEST DETAILS:

Click on [Show details](#) also located in the **Action** column to view the details for each submission.

The Details include the following:

1. General Details:

- **Authorization ID** – System-generated transaction ID number
- **Transaction Date** – Date and time of submission of transaction
- **Prescription Date** – The date the prescription was posted by the Physician
- **Clinician ID** – Physician’s eClaimLink ID
- **Insurance Plan** – Patient’s insurance plan (includes payer and receiver)
- **ID Payer** – Payer’s eClaimLink ID
- **Member ID**
- **Erx Ref #** – Reference number used to download the prescription from the DHPO \ eRx Hub
- **Comments** – Reason(s) for denial would be included here

Click on " [Close](#) ", or "Esc" key to close this window.
[Click To Print This Screen.](#)

Details

Authorization ID:

erxprotest02_INS998_20131231174524

Insurance Plan:

ERXPayer - ERX Test Plan

Comments:

Transaction Date:

31/12/2013 17:45:24

ID Payer:

ERX_1388497530420

Prescription Date:

31/12/2013

Member ID:

eRxMbr1

Clinician ID:

ClinTest02

erx Ref #:


1908

Transactions Summary Table

2. **Diagnosis Details:** A list of the Diagnoses. For each entry the type is listed (as primary or secondary) in addition to the code and description as previously entered by the Physician on the Prescription Request form

Diagnosis:


Type	Diagnosis
Principal	A68.9 - Relapsing fever, unspecified

Showing 1 to 1 of 1 entries 

3. **Drug Details:** A list of all the Drugs and their related information. The status of each drug is shown here; whether it was accepted or rejected by the insurance company, or whether it was cancelled or dispensed by the pharmacist

Drugs:

ID	Drug	Status	Quantity	Net	Patient Share	Duration	Denial	eRx Ref	eRx Instructions
870	0005-107101-0051 - ADOL PM, 24'S, 25 MG-325 MG, CAPLETS, JULPHAR (GULF PHARMACEUTICAL INDUSTRIES), UAE	Dispensed	10 CAPLET(s)	3.75	0.00	10	-	4025	Take 1 CAPLET(s), 1 Time(s) per Day For 10 Day(s). [Unit Per Frequency:1, Frequency Value:1, Frequency Type:Day]
Total:				3.75	0.00				

Showing 1 to 1 of 1 entries 

Transactions Summary Table

ACTIONS

- Same action buttons as found on the summary table, to allow actions to be taken from this screen as well

Actions:

Authorized Rejected Full

22 27
Minutes Seconds



- If the action is already taken then it will be displayed in this section, and no options for any further action will be available

Actions:

Dispensed

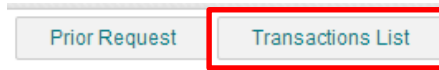
Claim File: PBM_CS_erxprotest02_TPA011_1_1387999337205.xml

CLOSING THE WINDOW \ PRINTING

- To close this window, click on [Close](#) located in the top right of the window, or use the 'Esc' Key on the keyboard.
- To print this page, click on [Click to Print this Screen](#) also located in the top right of the window.

Transactions List

This is a more detailed table containing a list of the submitted transactions. Navigate to this page by clicking on the [Transactions List](#) icon located on the top left of the page that contains the Prior Request form.



FILTER TRANSACTIONS

You can search for transactions using any of the following search criteria to filter your results:

- **ID** – System-generated ID for the submitted transaction
- **ID Payer**
- **Member ID**
- **Plan** – Insurance plan for the patient
- **From** – Choose a date from which to begin the search (select a date from the drop-down calendar)
- **To** – Choose a date at which to end your search results (select from the drop-down calendar)
- **Status** – Choose from the pre-defined set of prescription statuses from the drop-down list

When finished entering the search criteria click on the [Filter](#) icon.

A screenshot of the "Filter Transactions" form. At the top, there are two buttons: "Prior Request" and "Transactions List". The "Transactions List" button is highlighted with a red border. Below the buttons is the "eRxPharmacy" logo. The form itself has a title "Filter Transactions" and several input fields: "ID:", "IDPayer:", "Member ID:", "Plan:", "From:", "To:", and "Status:". Each field has a corresponding input box. The "Status:" field is a dropdown menu. To the right of the "Status:" field is a "Filter" button with a magnifying glass icon. The "Filter" button is highlighted with a red border.

Transactions List

LIST CONTENT

The Transactions List contains the following information for each submitted prescription:

1. **Member ID**
2. **ID** – Transaction ID generated automatically by the system using the following format:
(Facility ID_PayerID_unique number auto generated by the system).
3. **Transaction Date** – Date and time that the transaction was submitted to the DHPO.
4. **ID Payer** – ID of the Insurance Company.

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Prior Request Transactions List

Filter Transactions

ID: Member ID: Plan: From: To: Status:

Member ID	ID	Transaction Date	Insurance Plan	IDPayer	Status	Response Time	Details	My Action
eRxMbr2	exprovest02_INS998_20131231172214	31/12/2013 17:22	ERXPayer - ERX Test Plan	ERX_1388488150478	Received	31/12/2013 17:22	Show details	Dispensed
eRxMbr1	exprovest02_INS998_20131231152028	31/12/2013 15:20	ERXPayer - ERX Test Plan	ERX_138848840442	Received	31/12/2013 15:21	Show details	Dispensed
eRxMbr2	exprovest02_INS998_20131231150628	31/12/2013 15:06	ERXPayer - ERX Test Plan	ERX_1388488000885	Received	31/12/2013 15:07	Show details	Dispensed
TESTMBR2	exprovest02_INS017_20131231105040	31/12/2013 10:50	ADNIC - Abu Dhabi National Insurance Company	PBM_640282	Received	31/12/2013 10:50	Show details	PA Canceled
TESTMBR1	exprovest02_INS017_20131229160155	29/12/2013 16:01	ADNIC - Abu Dhabi National Insurance Company	PBM_640272	Received	29/12/2013 16:02	Show details	Dispensed
TESTMBR1	exprovest02_INS017_20131229154244	29/12/2013 15:42	ADNIC - Abu Dhabi National Insurance Company	PBM_640271	Received	29/12/2013 15:42	Show details	Dispensed
TESTMBR1	exprovest02_INS099_20131228231521	25/12/2013 23:15	GULF INSURANCE COMPANY - KUWAIT/GLOBEMED GULF	GLOBEMED_640036	Received	25/12/2013 23:22	Show details	Dispensed
13031084	exprovest02_INS118_20131225155009	25/12/2013 15:56	GLOBEMED KUWAIT/GLOBEMED GULF	GLOBEMED_640036	Received	25/12/2013 16:03	Show details	PA Canceled
13031084	exprovest02_INS118_20131225154515	25/12/2013 15:45	GLOBEMED KUWAIT/GLOBEMED GULF	GLOBEMED_640036	Received	25/12/2013 15:52	Show details	PA Canceled
13031084	exprovest02_INS998_20131225154043	25/12/2013 15:40	ERXPayer - ERX Test Plan	ERX_1387971661108	Received	25/12/2013 15:41	Show details	PA Canceled

Showing 11 to 20 of 27 entries

First Previous 1 2 3 Next Last

Prescriptions List

5. **Status** – current status of the transaction.
6. **Details** – Click on the **Show Details** icon to view further detail on the transaction.
7. **My Action** – Shows the action that was taken:
 - **Dispensed**
 - **PA Cancelled** – This indicates that you have cancelled the prescription after receiving a response from the Payer. You can click on the ‘request again’ icon to refill the prior request form with the prescription details and request for authorization again.

EXIT THE PAGE

To exit this page and return to the Prior Request form, click of the **Prior Request** button located on the top left side of this page.

Support

The eClaimLink System is a user-friendly platform built around the true needs of payers, providers, and regulators in the United Arab Emirates.

If you have any inquiries, please call us at:

Dimensions Healthcare – Contact Call Center

Failure to access system, login issues, functionality related inquiries, etc.

600 522 004

support@eclaimlink.ae