OPENJet powered by inHealth

User Manual

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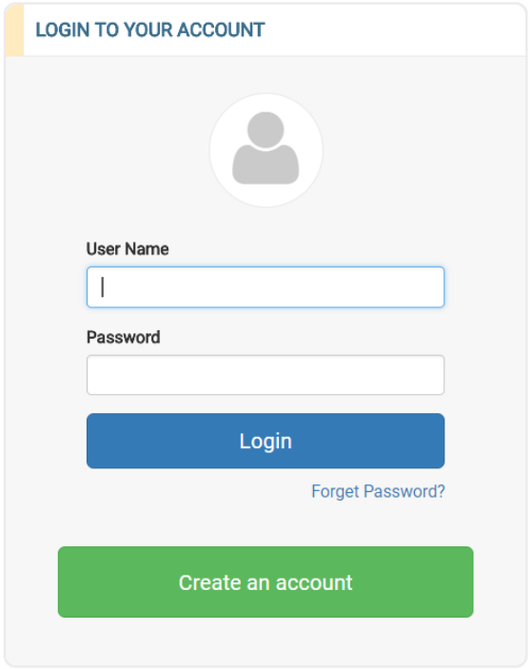
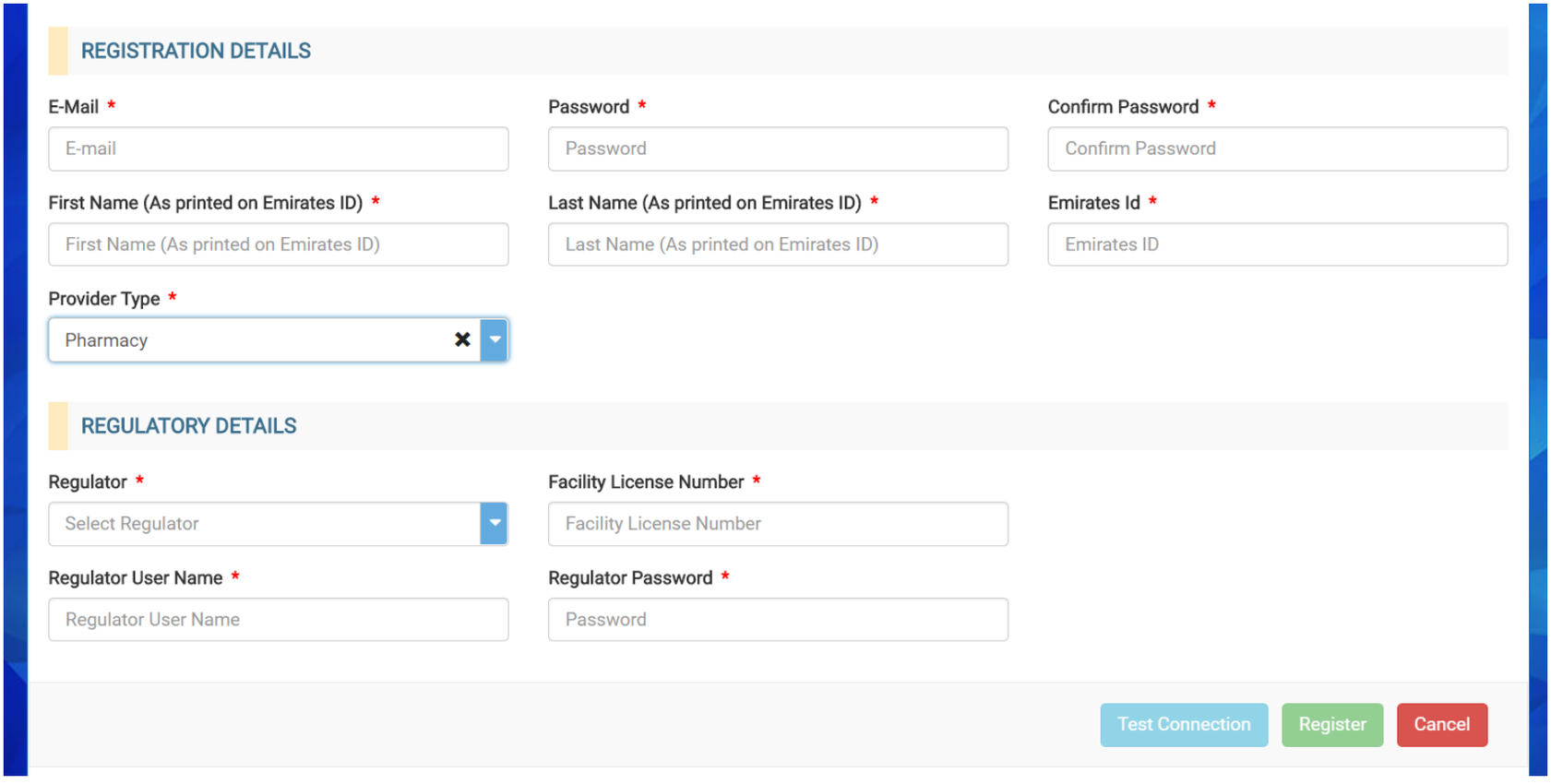
1 New User Signup

On login page, Click on Create new Account for new Pharmacy user signup as given below

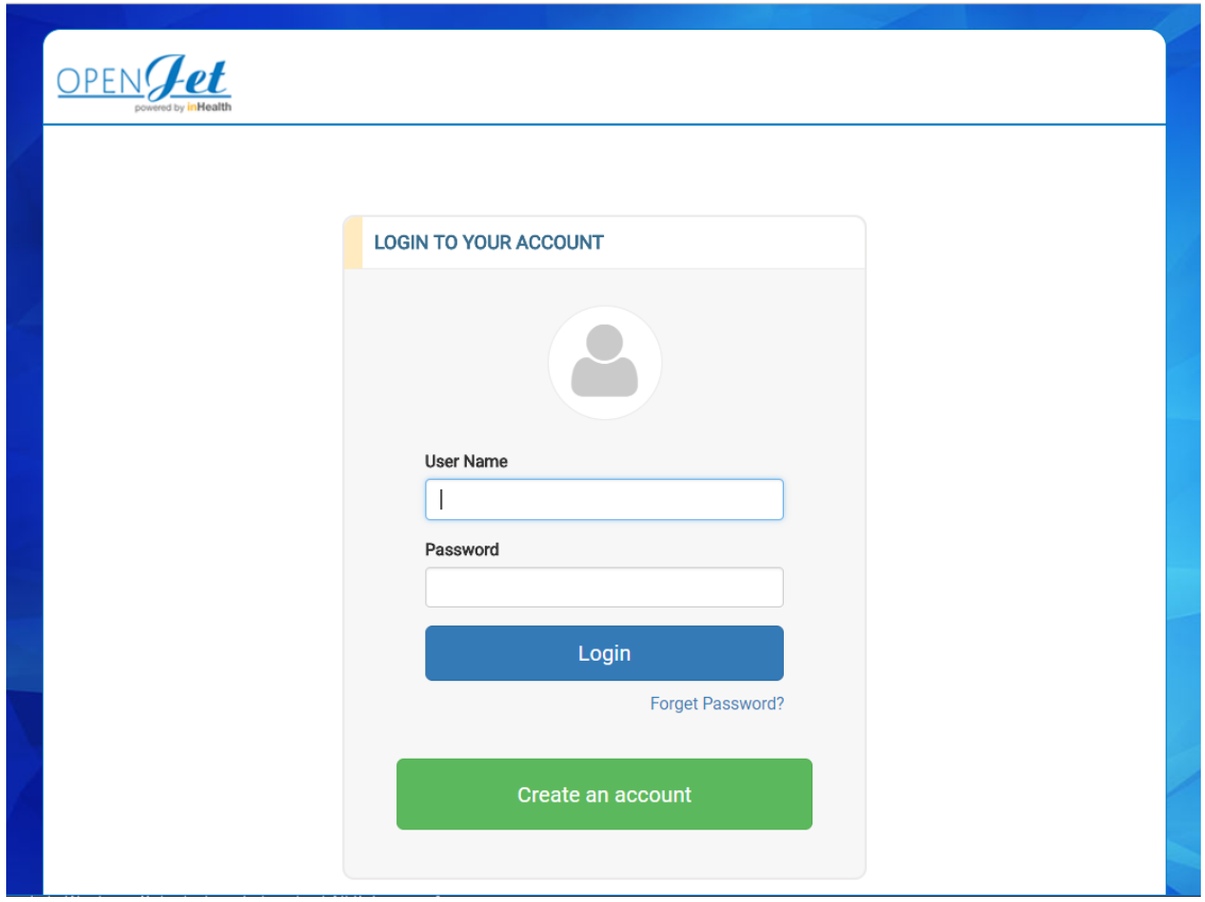


Enter details as below. Select the type of provider. You must also provide regulator credentials for verification purposes. Click on test Connection to make sure the credentials you provided are correct. The system will only allow correct regulators credentials for new accounts.


REGISTRATION DETAILS
E-Mail *
E-mail
Password *
Password
Confirm Password *
Confirm Password
First Name (As printed on Emirates ID) *
First Name (As printed on Emirates ID)
Last Name (As printed on Emirates ID) *
Last Name (As printed on Emirates ID)
Emirates Id *
Emirates ID
Provider Type *
Pharmacy
REGULATORY DETAILS
Regulator *
Select Regulator
Facility License Number *
Facility License Number
Regulator User Name *
Regulator User Name
Regulator Password *
Password
Test Connection
Register
Cancel

2 Login

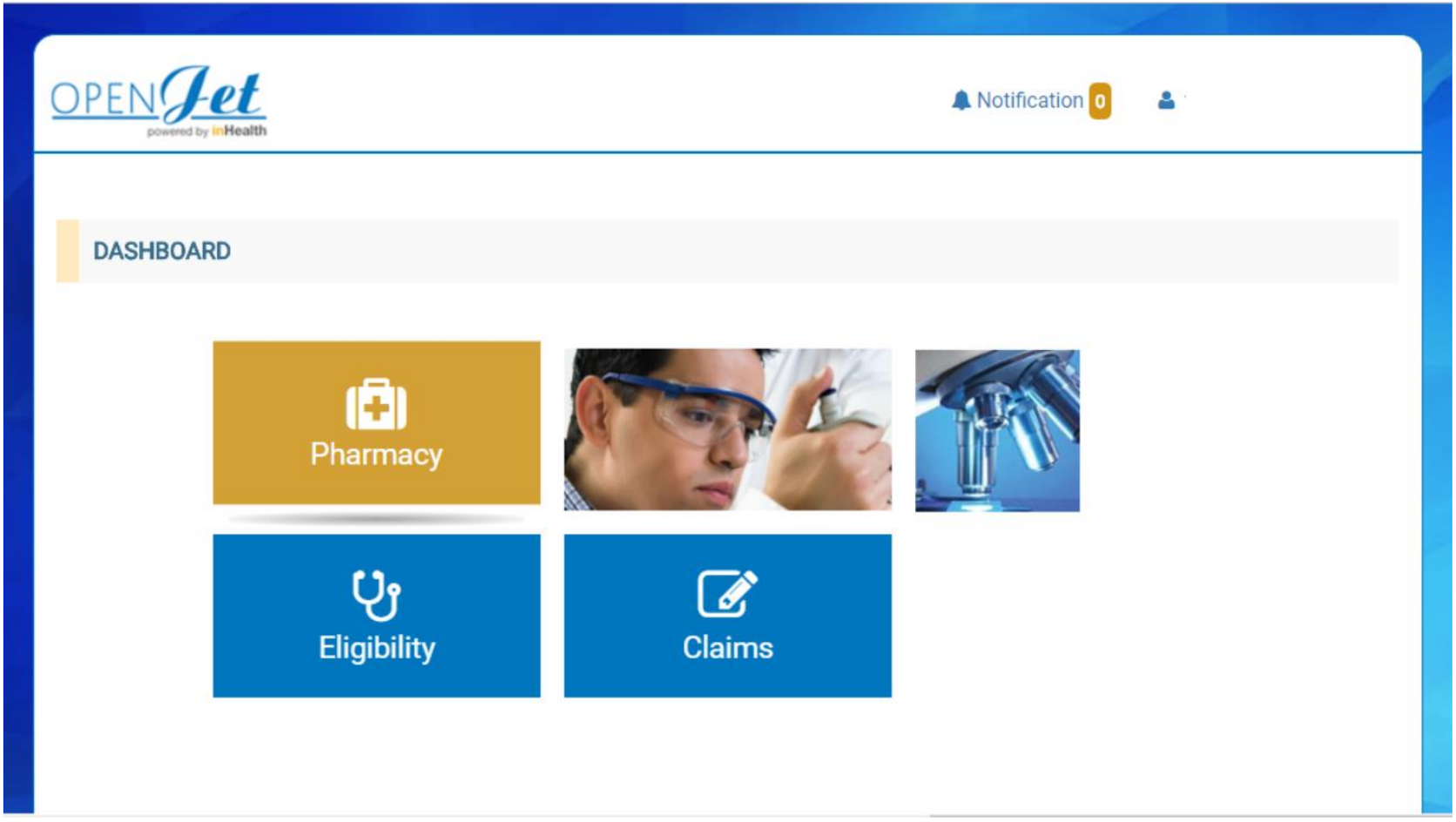
Enter your pharmacy username and password to gain access to secured pharmacy functions in OPENJet.



Dashboard

After successful login you may see different operations depending upon your OPENJet roles.

Pharmacy may click on Pharmacy link to gain access to pharmacy related operations.



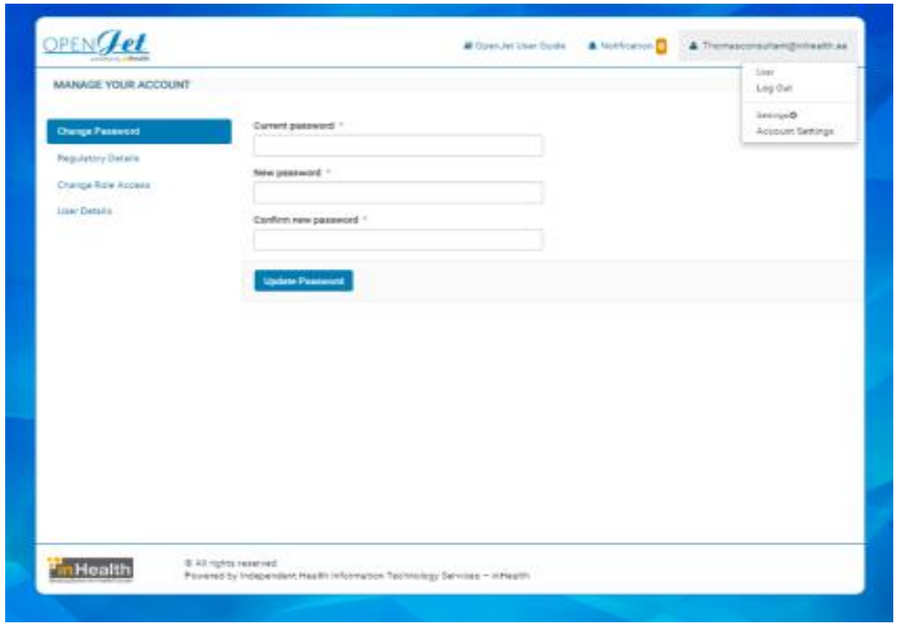
3 OpenJet User Account Settings:

OpenJet users can change their Account settings. Following are the steps to manage the account in the platform: ا

Step 1: Navigate to the following linkانتقل الى الرابط التالي https://openjet2.inhealth.ae

Step 2: Login using registered username and password. يجب توفر اسم المستخدم وكلمة المرور

Step 3: Click on the username, at the right side of the web page. Click on "**Account settings**" as shown in image below:



3.1 Change Password

OpenJet users can change their OpenJet Password.

Step 1: Click on "Account Settings".

Step 2 : Click on Change Password

Step 3: Enter current password

Step 4: Enter New Password

Step 5: Enter the Confirm New Password

Step 6: Click on "Update Password" button

3.2 Change Regulatory Details

OpenJet users must update the Regulatory details in OpenJet whenever the facility regulatory (shafafiya or eclaim link) details are updated.

Step 1: Click on "Account Settings".

Step 2 : Click on "Regulatory Details"

Step 3: Enter the latest updated shafafiya or eclaim link "Username'

Step 4: Enter the latest updated shafafiya or eclaim link Password

Step 5: Enter the latest updated shafafiya or eclaim link New Password and Click on "Update Password" button

3.3 Change Role access

Here a point to be noted here is that the first user created in OpenJet of a facility is treats as the admin user. The admin user can change the "Role Access". A user can change the role access for "Eligibility" and "E-Authorization"

Step 1: Click on "Account Settings".

Step 2 : Click on Change Role Access

Step 3: Select the Modules "Eligibility" or "E-Authorization" or both

Step 4: Click on "Update" button to save the changes

3.4 User Details

The OpenJet users can change their person detail using "Change User Details" option

Step 1: Click on "Account Settings".

Step 2 : Click on "User Details"

Step 3: Change the details like First Name, Last Name, Email or Phone Number.

Step 4 : Click on "Update" to save the changes

4 Notifications

OpenJet users can see the system Notifications related to system and the requests submitted

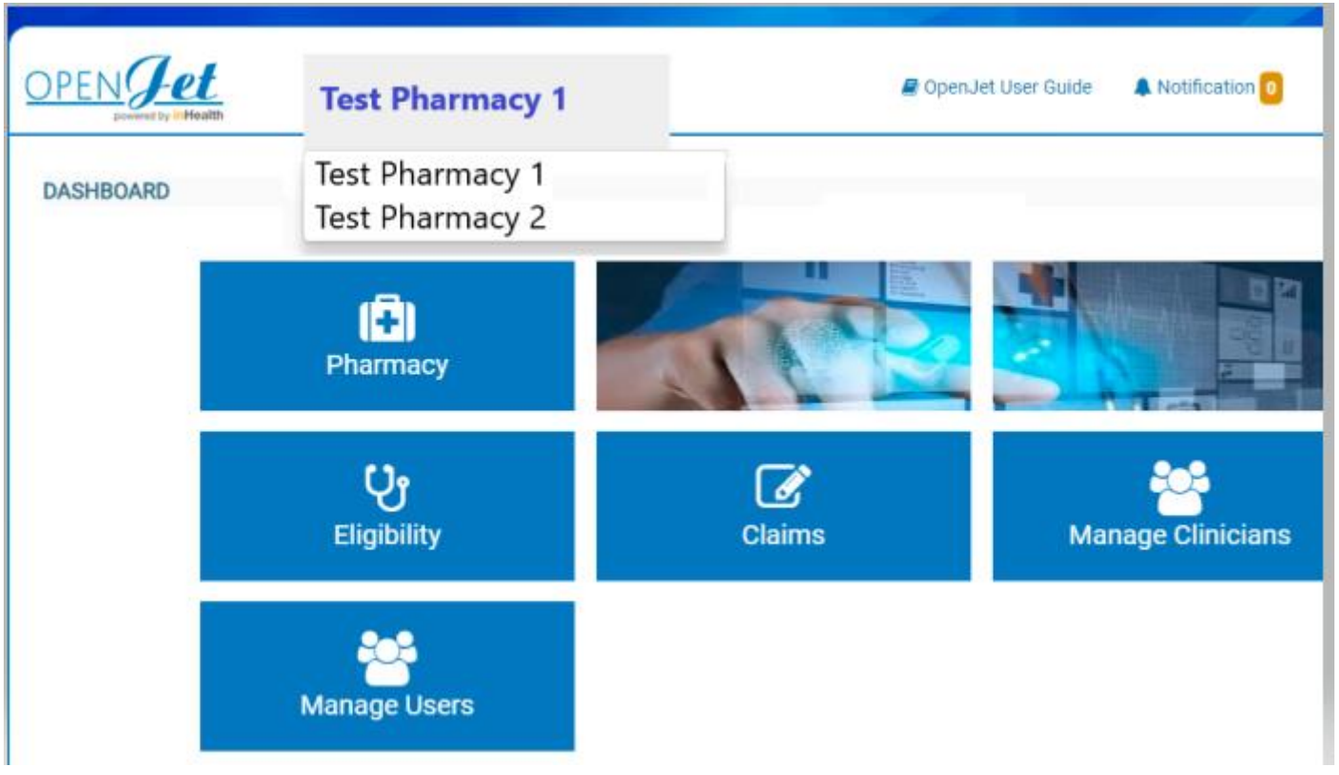
5 OpenJet User- Change Facility Settings:

OpenJet users can change the selected facility. Following are the steps to manage the account in the platform: ا

Step 1: Navigate to the following linkانتقل الى الرابط التالي https://openjet2.inhealth.ae

Step 2: Login using registered username and password. يجب توفر اسم المستخدم وكلمة المرور

Step 3: Click on the **Facility Name**, at the right side of the "OpenJet" logo. The list of facilities will be shown as below. The User can change the selected facility.



6 OpenJet Admin User- Add Clinician List:

OpenJet admin users are privileged to manage the clinicians and users list in the system. The very first user of the system will be treated as the Admin user and can view the Dashboard with the following modules:

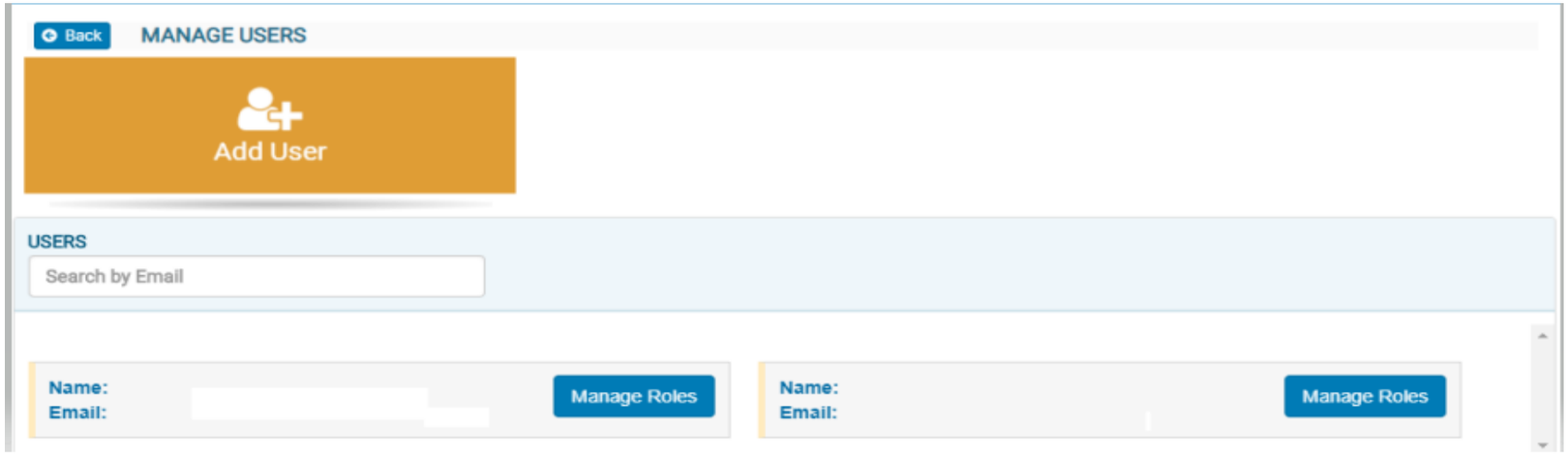
6.1 Manage Clinicians:

If a Clinician is already updated in the OpenJet system. Please make sure you have updated the Clinician List in OpenJet using admin credentials. Following are the steps to add clinician list for the respective facility :

- Go to https://openjet2.inhealth.ae
- Login as admin user
- Click on "Manage Clinicians"
- Download the Format file (excel file)
- Add the Clinicians in the provided format
- Upload the same file in OpenJet

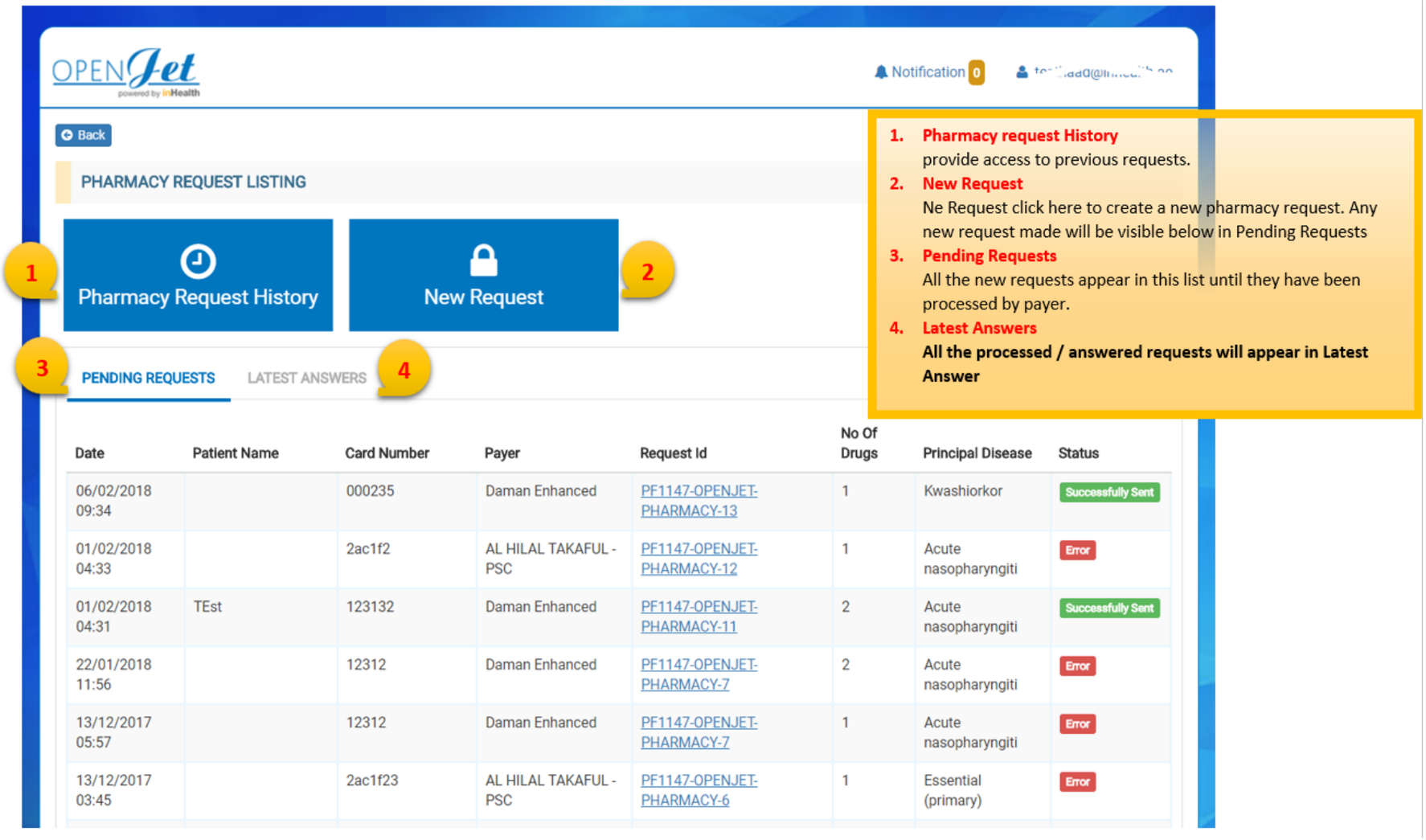
6.2 Manage Users:

OpenJet admin user can **Add** new user to their facility and can also **change the roles** of the existing users, as shown below:



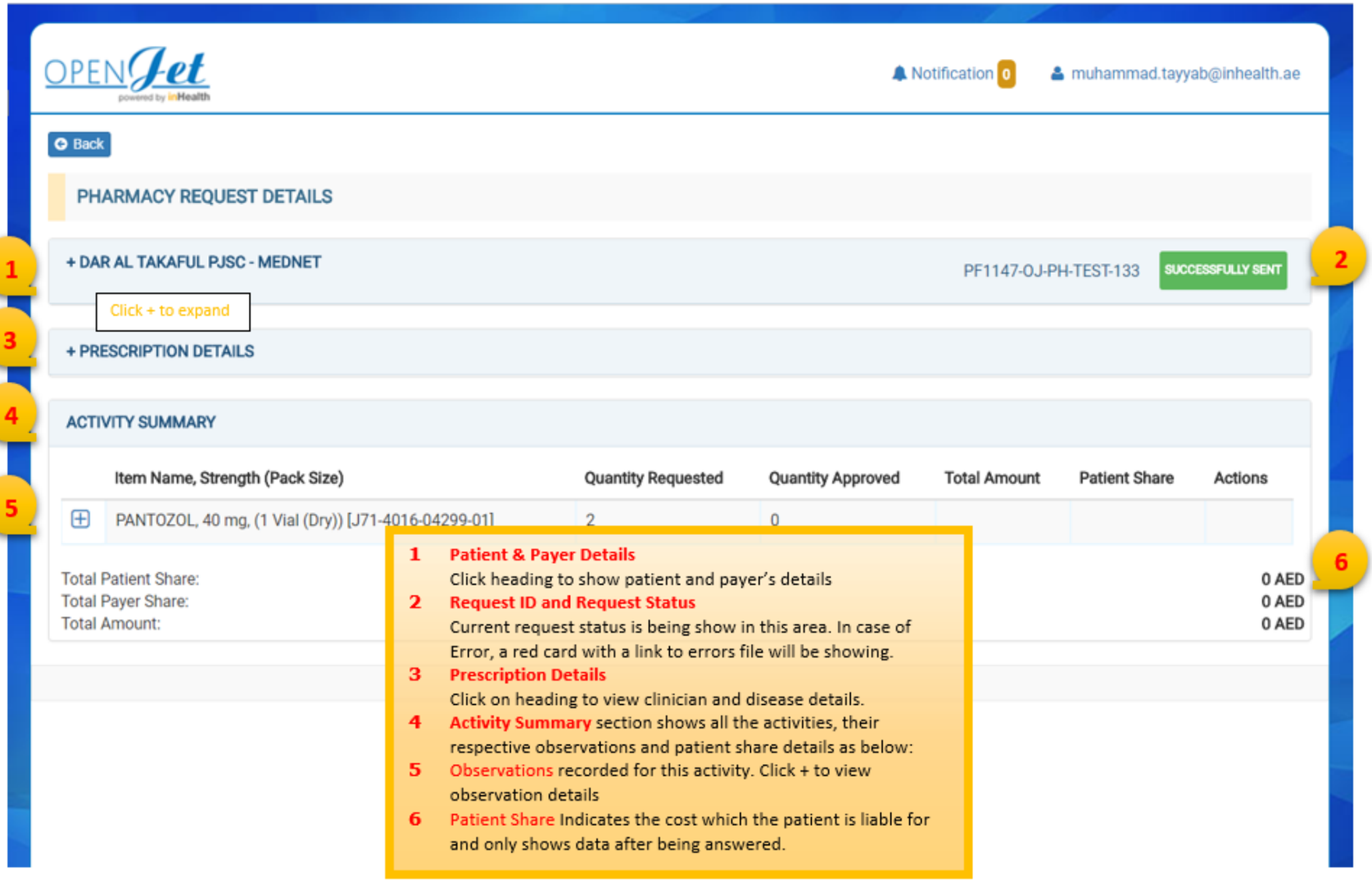
7 Pharmacy Request Listing

Click on Request Id link to show the request details. You can find more about that page below.



Date	Patient Name	Card Number	Payer	Request Id	No Of Drugs	Principal Disease	Status
06/02/2018 09:34		000235	Daman Enhanced	PF1147-OPENJET-PHARMACY-13	1	Kwashiorkor	Successfully Sent
01/02/2018 04:33		2ac1f2	AL HILAL TAKAFUL - PSC	PF1147-OPENJET-PHARMACY-12	1	Acute nasopharyngiti	Error
01/02/2018 04:31	TEst	123132	Daman Enhanced	PF1147-OPENJET-PHARMACY-11	2	Acute nasopharyngiti	Successfully Sent
22/01/2018 11:56		12312	Daman Enhanced	PF1147-OPENJET-PHARMACY-7	2	Acute nasopharyngiti	Error
13/12/2017 05:57		12312	Daman Enhanced	PF1147-OPENJET-PHARMACY-7	1	Acute nasopharyngiti	Error
13/12/2017 03:45		2ac1f23	AL HILAL TAKAFUL - PSC	PF1147-OPENJET-PHARMACY-6	1	Essential (primary)	Error

8 Pharmacy Request Details



1 **Patient & Payer Details**
Click heading to show patient and payer's details

2 **Request ID and Request Status**
Current request status is being show in this area. In case of Error, a red card with a link to errors file will be showing.

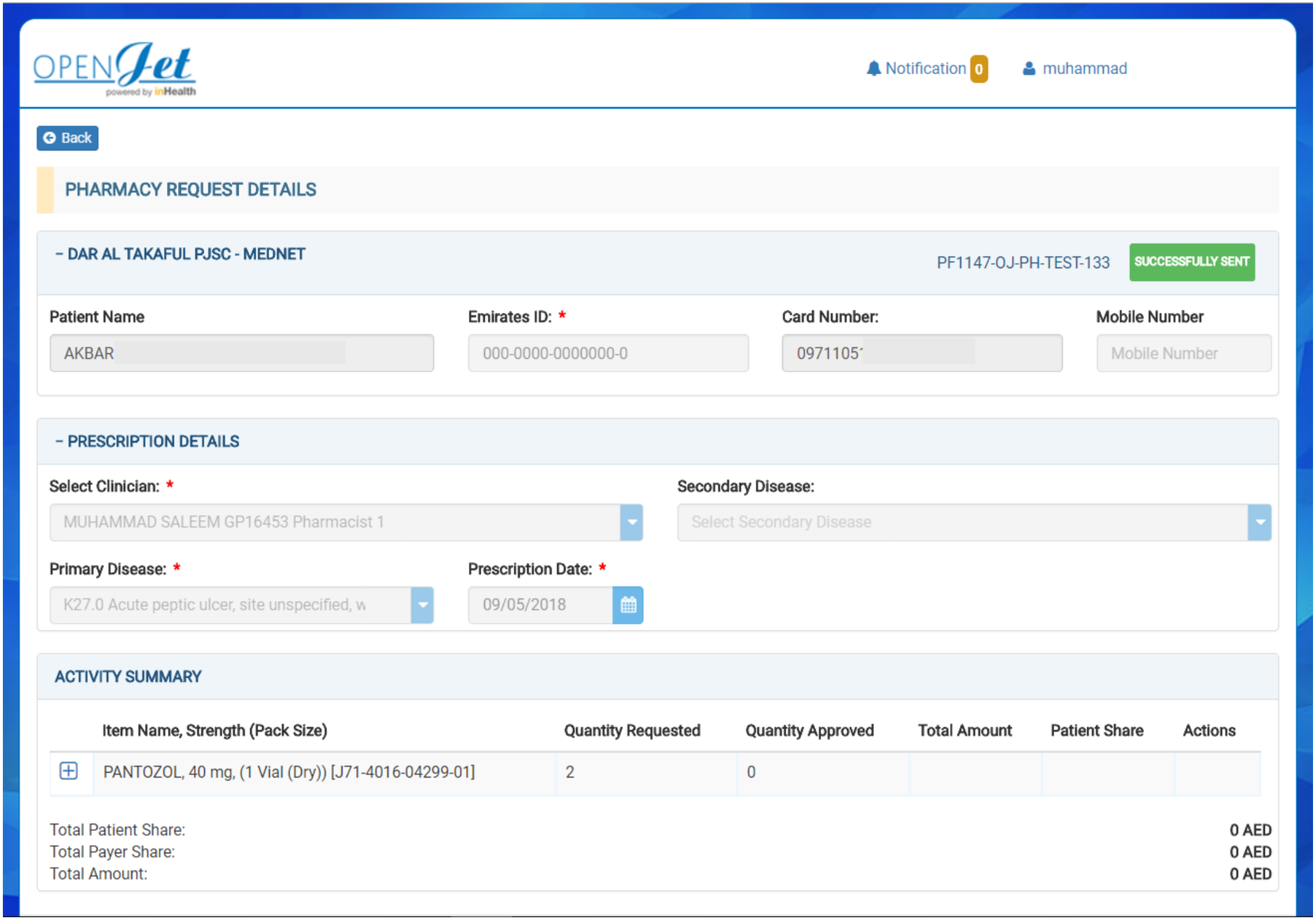
3 **Prescription Details**
Click on heading to view clinician and disease details.

4 **Activity Summary** section shows all the activities, their respective observations and patient share details as below:

5 Observations recorded for this activity. Click + to view observation details

6 Patient Share Indicates the cost which the patient is liable for and only shows data after being answered.

Clicking on payer heading (1) and/or prescription details (3) will expand the related information to show the following details:

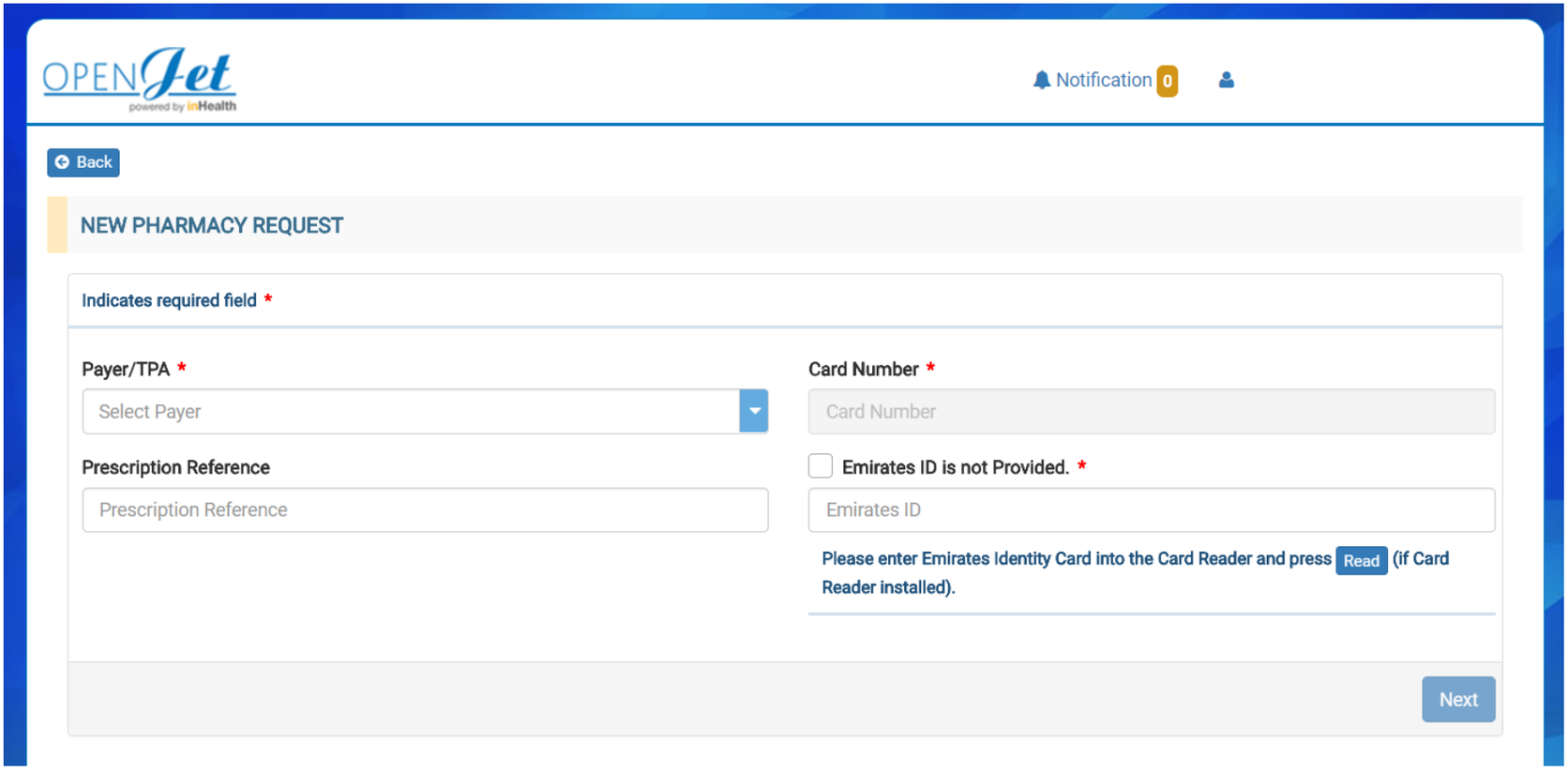


9 New Pharmacy Request

9.1 Payer Details

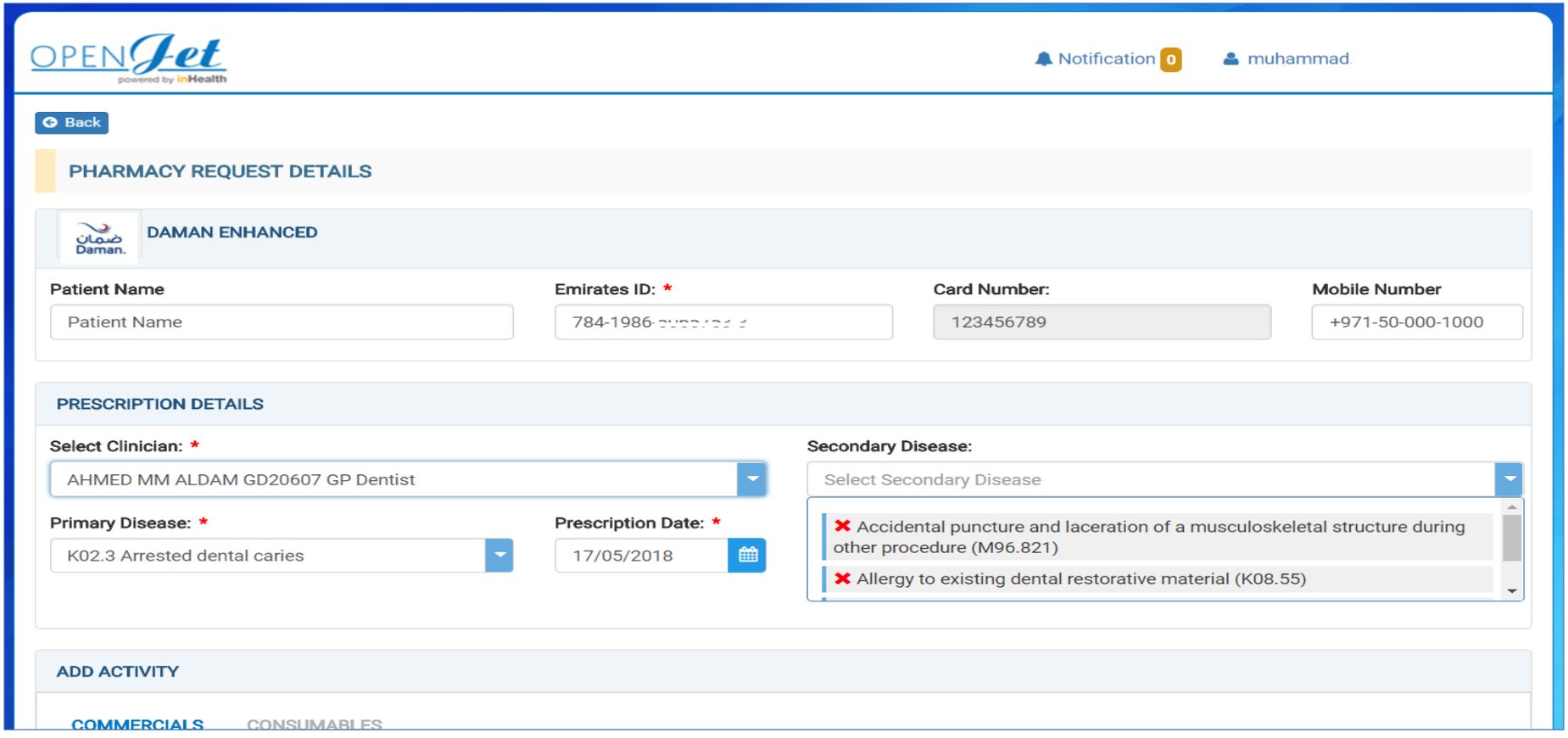
Please note that Payer/TPA, card Number and Emirates ID checkbox are mandatory fields.

1. Select your Payer/TPA from the list. You can type into the list to filter down the results.
2. Enter Patient card number
3. You can optionally enter prescription reference (applicable to Dubai only)
4. Enter Emirates ID of the patient. If Emirates ID is not available, you can tick the checkbox and select any of four available options.
5. Click Next to enter Prescription Details:



9.2 Patient details

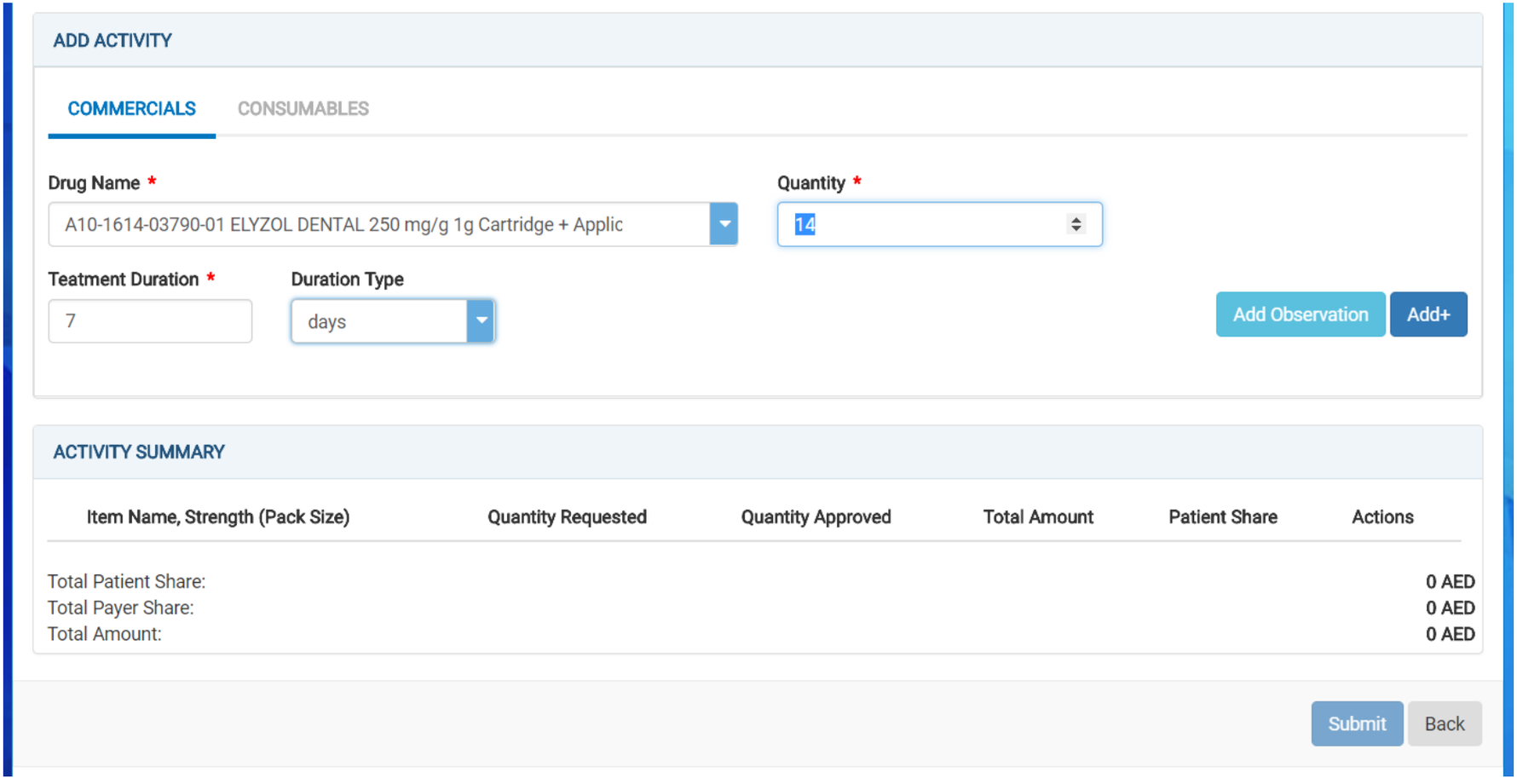
1. Enter optional patient details like patient name and mobile number.
    a. Emirates ID may be pre-populated as per added before and can be modified here.
    b. Card Number is also pre-populated but cannot be modified here.
2. Enter Prescription details
    a. Select clinician. You may type the clinician name to filter and select the required one.
    b. Primary disease is mandatory and can be filtered by typing disease name.
    c. Select prescription Date
    d. Select optional Secondary disease. You can select more than secondary diseases.



9.3 Prescription Activity

Multiple activities in Commercial and Consumables can be added to the current prescription.

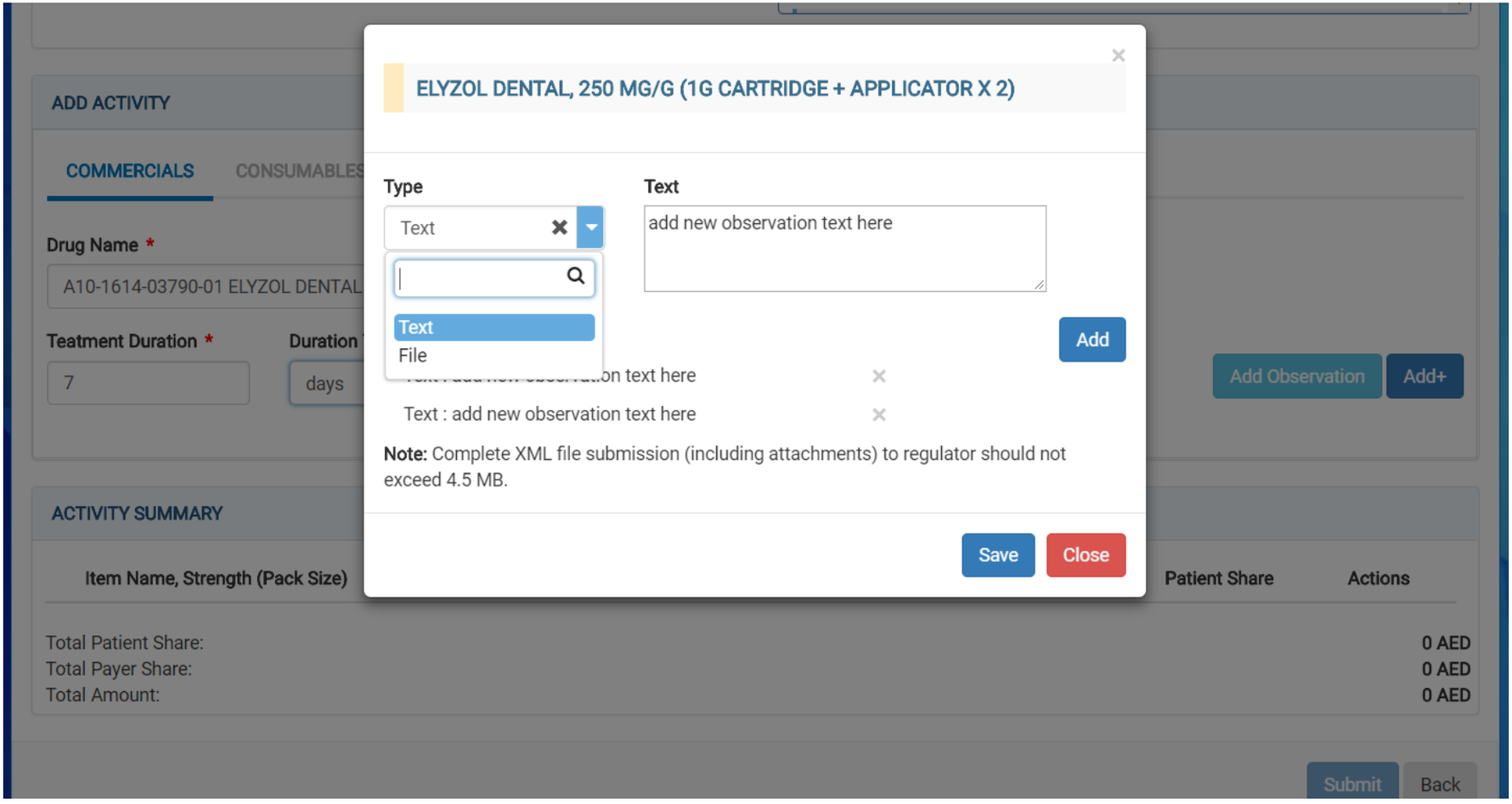
1. Selecting Medications can be done by name or drug code.
2. Enter quantity, treatment duration and optional duration type.
3. Press Add+ button to add activity instantly.
4. Press Add Observation to attach observation(s) and then press Add+ to add activity with observation(s).
5. You can now attach files as part of the observations when sending the requests to the Payer.



9.4 Prescription Activity Observations

In Add Activity page, click on Add Observation button to show the following popup and record the observation.

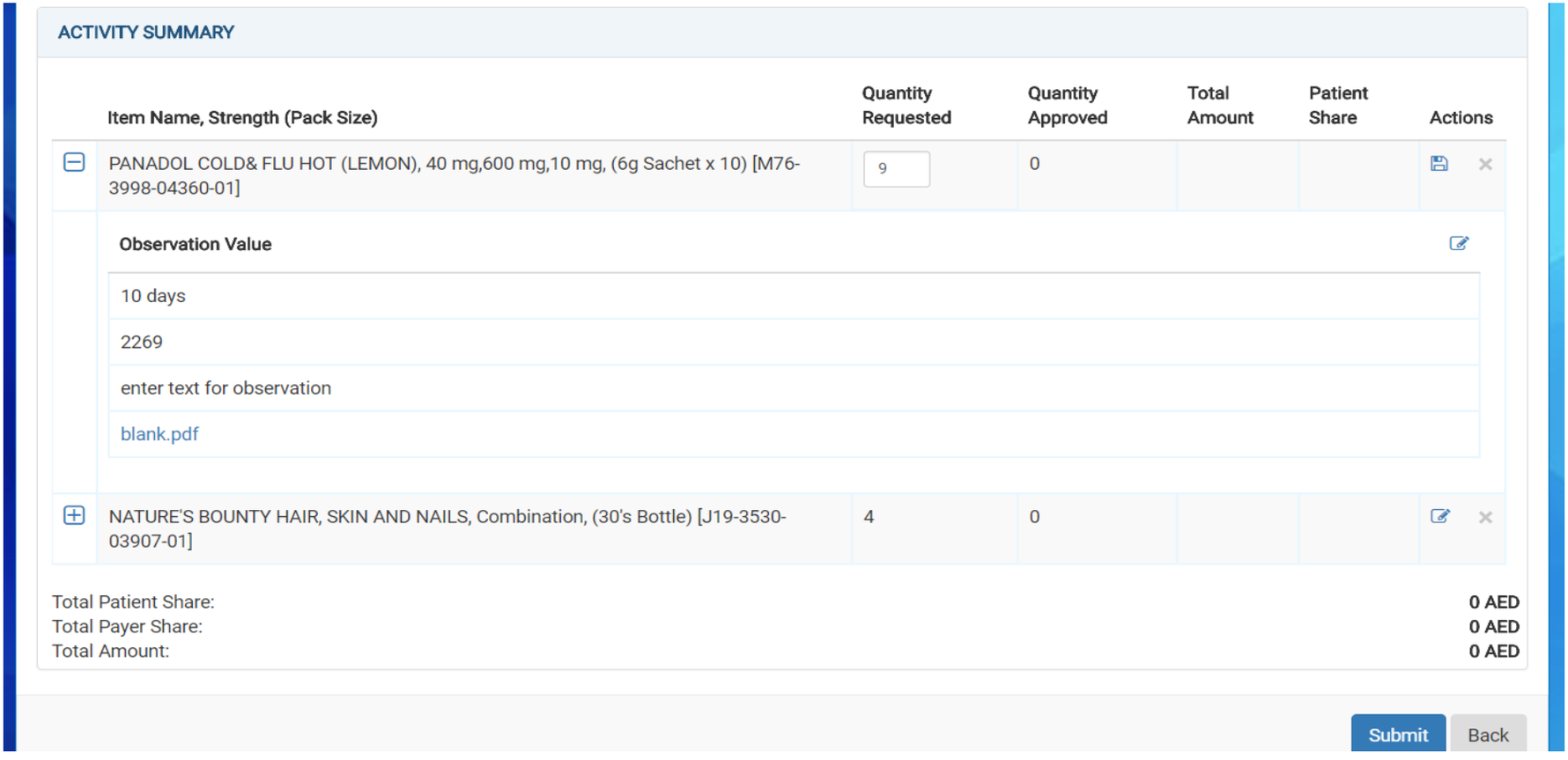
1. Select Type option 'Text' to enter a comment. Then click Add to save the comment.
2. Select Type option 'File'. This will show a file dialogue to select file from your computer/mobile. Then click Add to add the observation file.
3. Add options will appear in list and You can remove any of the (add option in step 1 & 2 above) by clicking the grey cross to delete an entry.
4. When finished adding the observations, click Save to attach observations to activity or click Close to continue without any observations.



9.5 Manage Activity and Observations

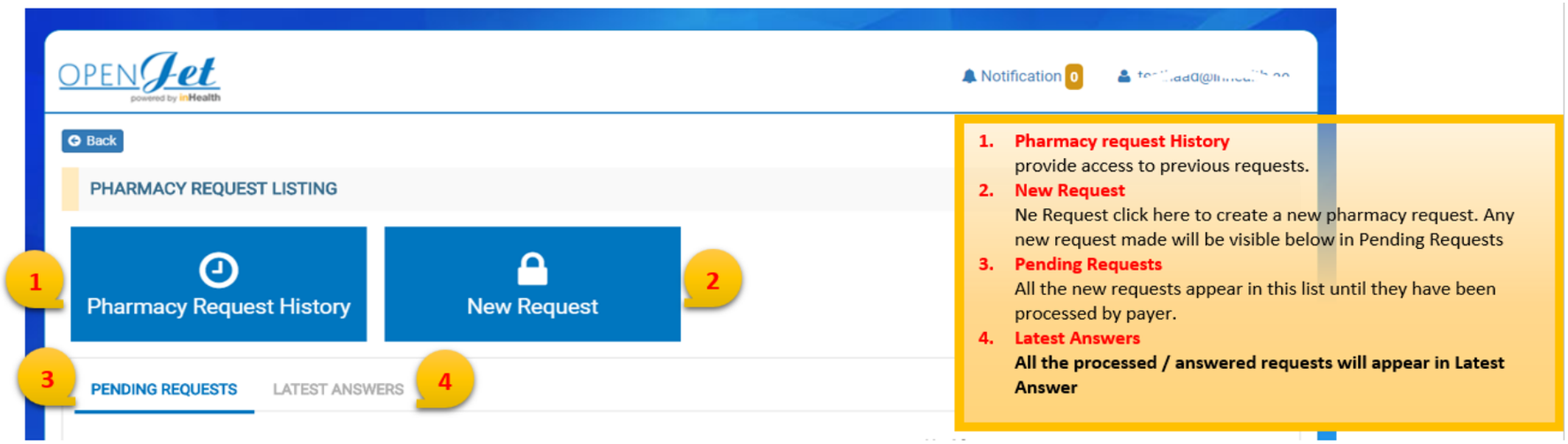
After adding the observation, notice the newly added observations being attached to the Activity Summary area.

1. Click on + icon before each activity name, to see any observations
2. Activity can be edited for Quantity Requested, change the quantity and click save icon in last column called Action.
3. Activity can also be deleted by clicking Delete icon in last column called Action of each activity.
4. Any added Observation(s) can be managed (edit/delete) by clicking on Edit icon of observation value line in Action column.
    a. Click on edit to open the observation popup and repeate steps given in section 1.4 to manage observations for this activitiy.

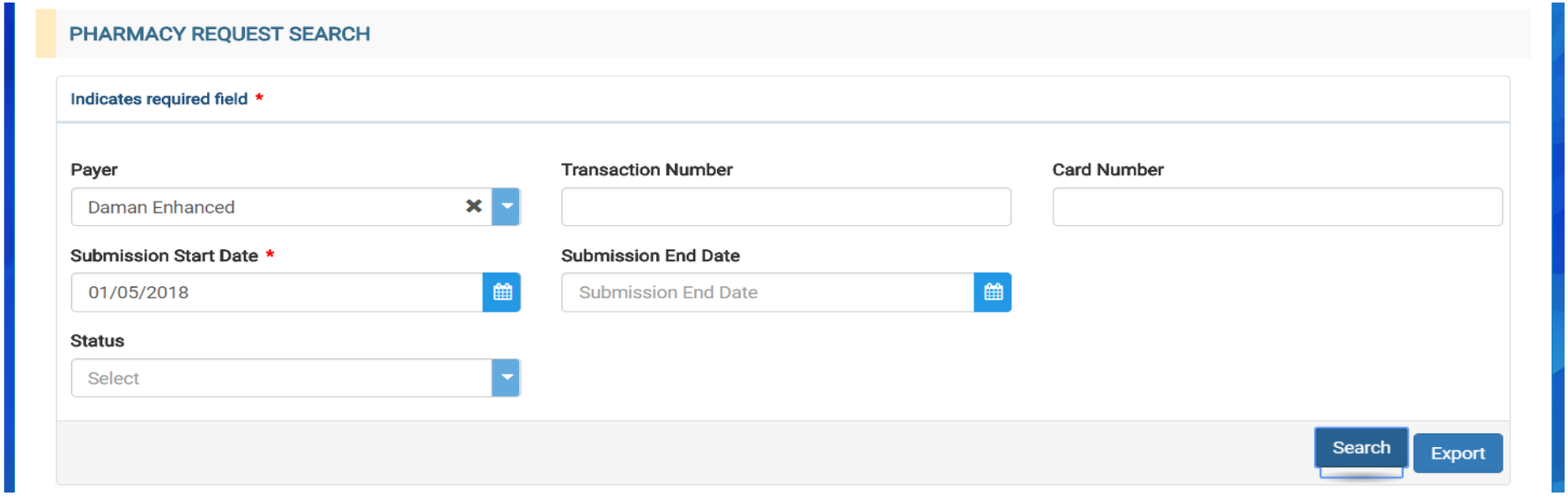


Click on Submit to save the prescription.

10 Pharmacy Request History

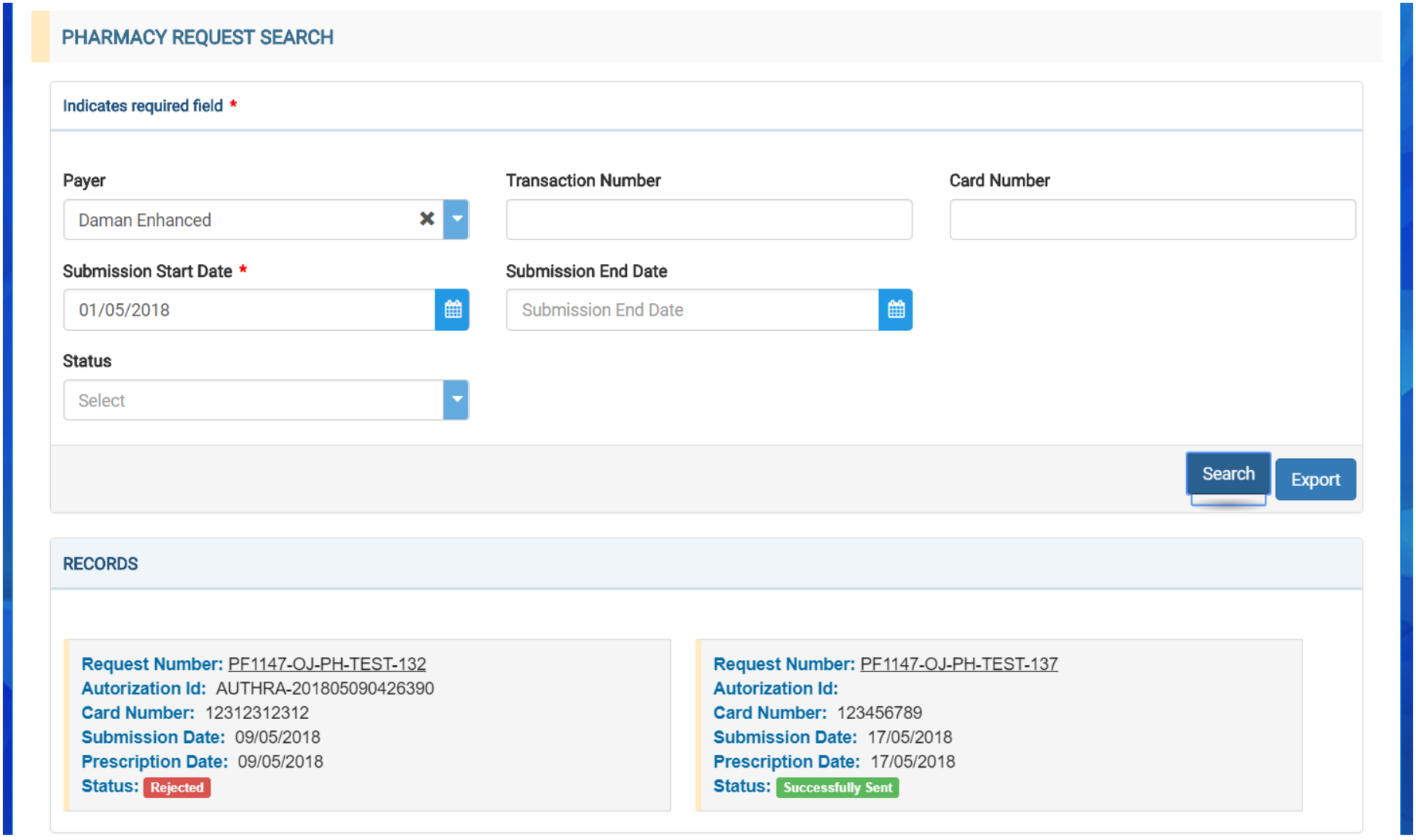


From pharmacy dashboard, click on Pharmacy request History as highlighted (1) above. Submission Start Date is mandatory. Click on Search to see



10.1 Search Pharmacy request History

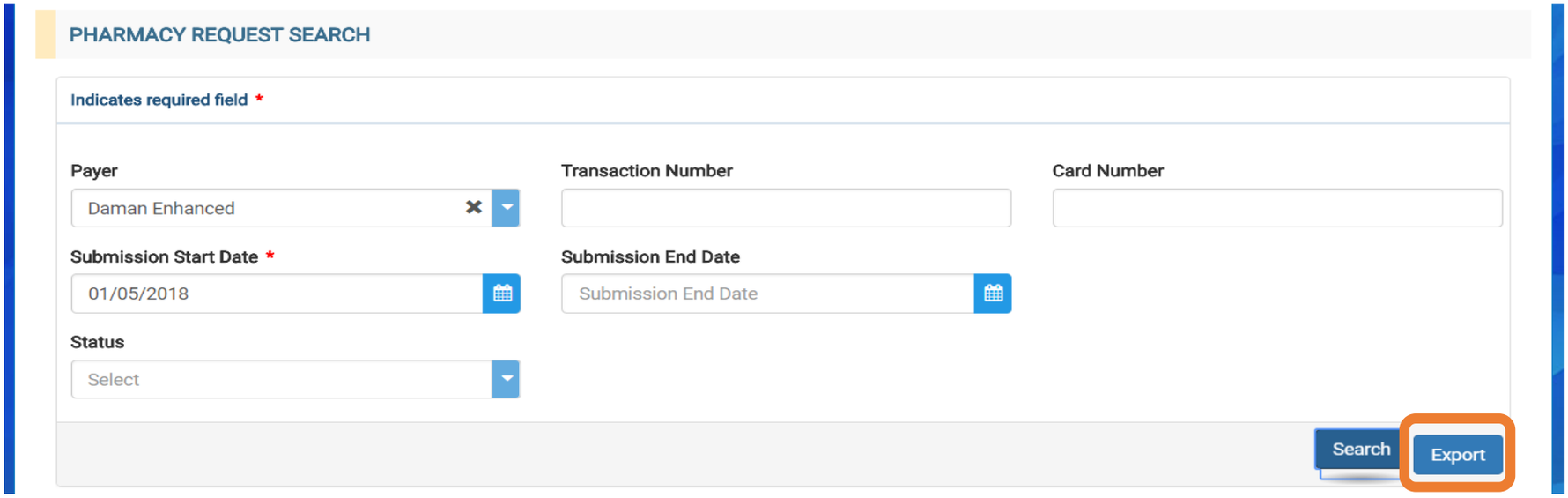
The Search Results will be displayed as below:



Every Request Number is a link to the detail page. Clicking the request number will display the request detail page as described in section 2.

10.2 Export Pharmacy request History

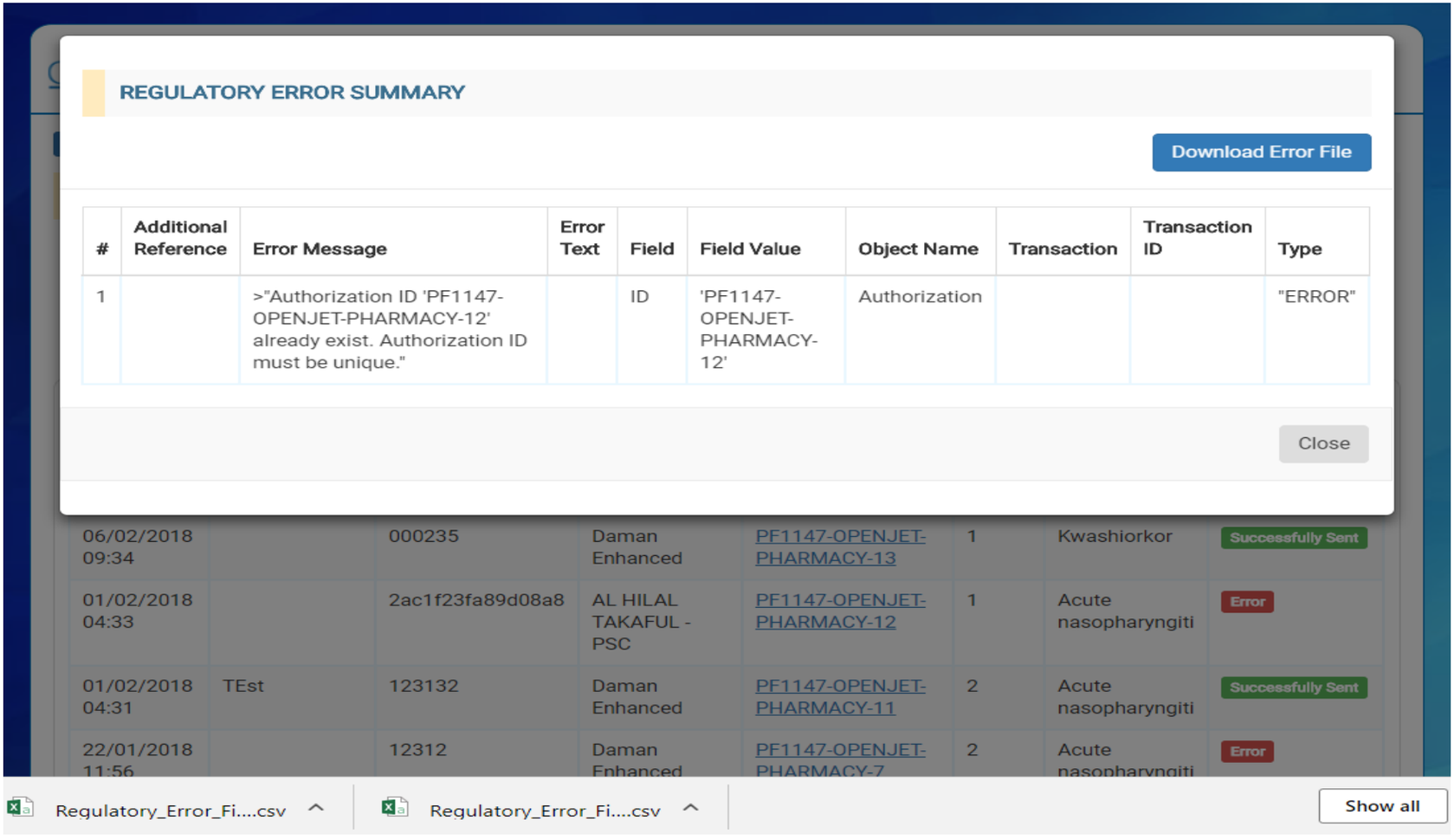
The export button will Export Requests data in Excel format after performing the same Search based upon criteria selected through form fields



11 Request Regulatory Errors

In case there are regulatory errors returned after submission of pharmacy request, the status of the request will be shown as Error with a link.

1. Click on Error status to view the errors in popup as shown below.
2. You can download the error file by clicking the Download Error File button given above the grid.

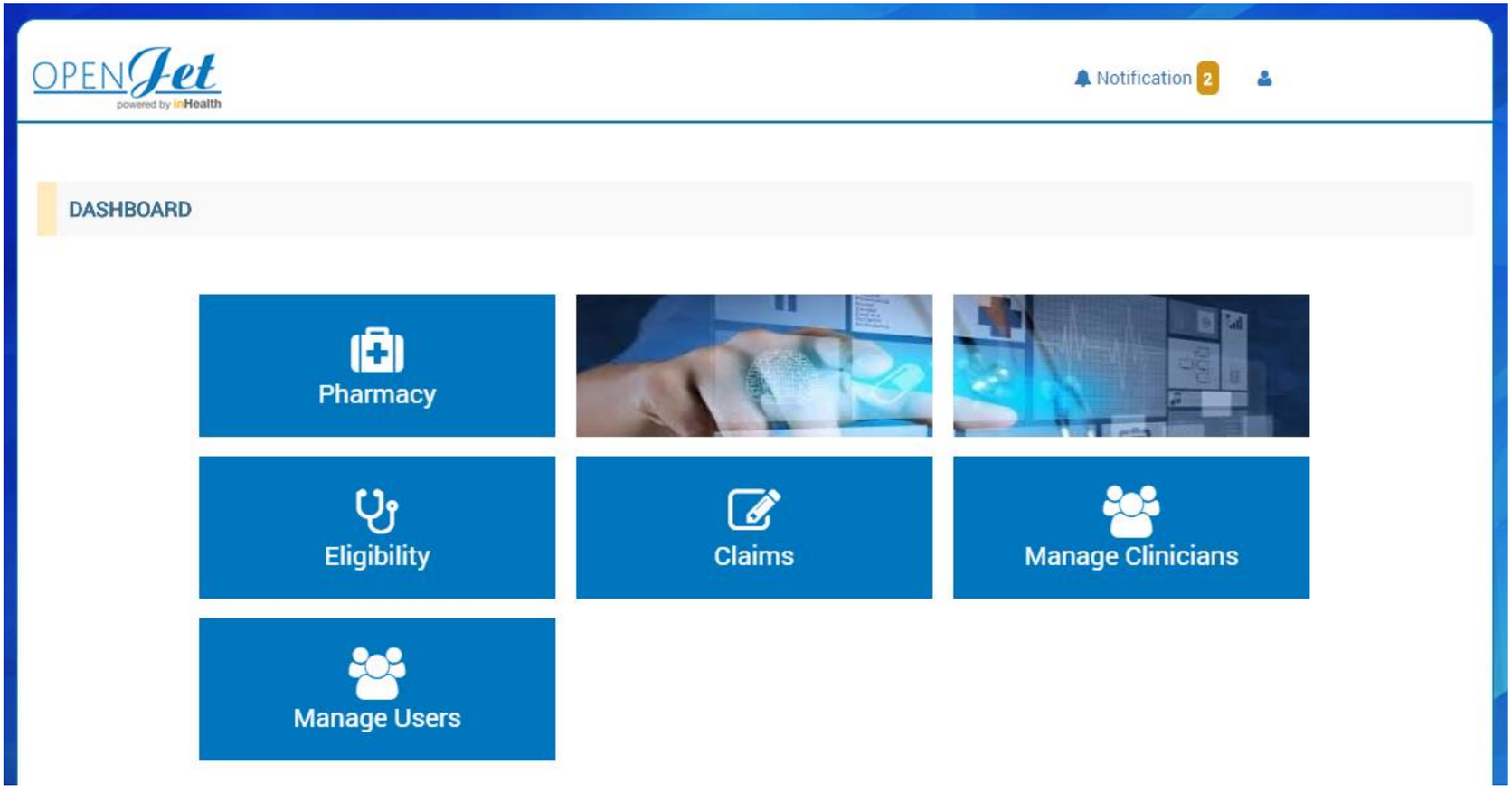


12 Eligibility

Dashboard

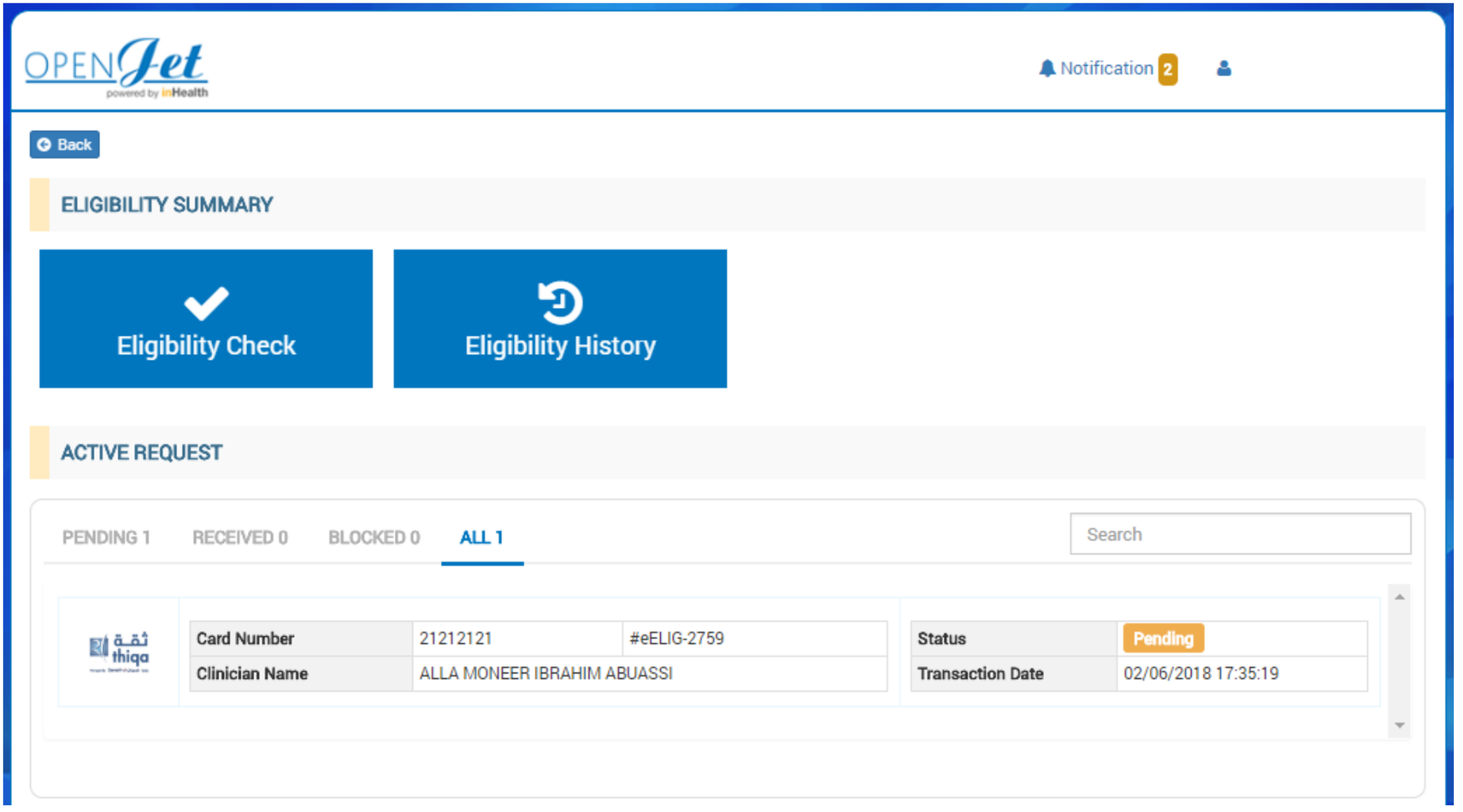
After successful login you may see different operations here depending upon your OPENJet roles.

You may click on Eligibility link to gain access to eligibility related operations.



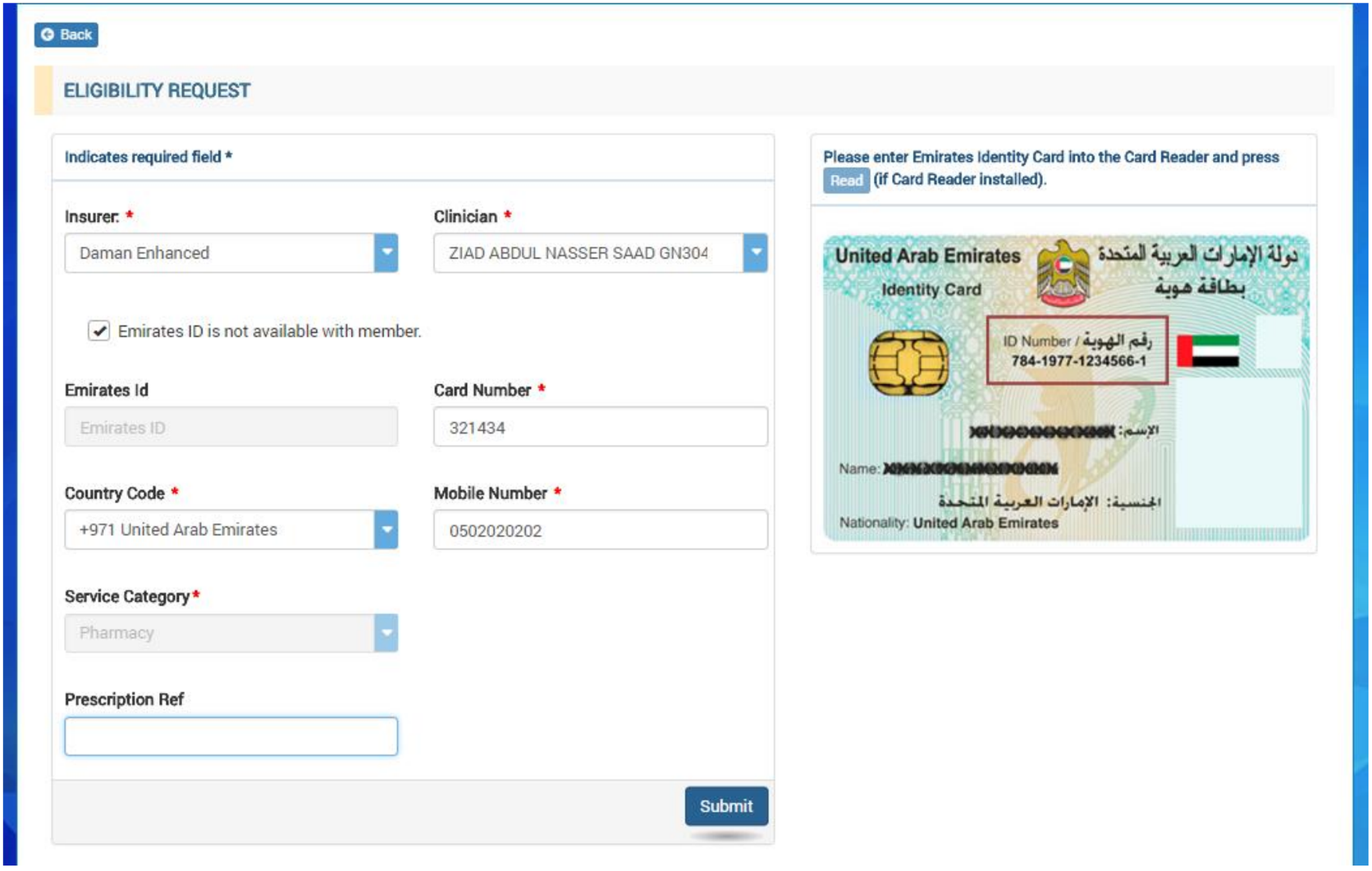
12.1 Eligibility Request Listing

Recent requests are listed on Eligibility Dashboard under the Active Request heading.



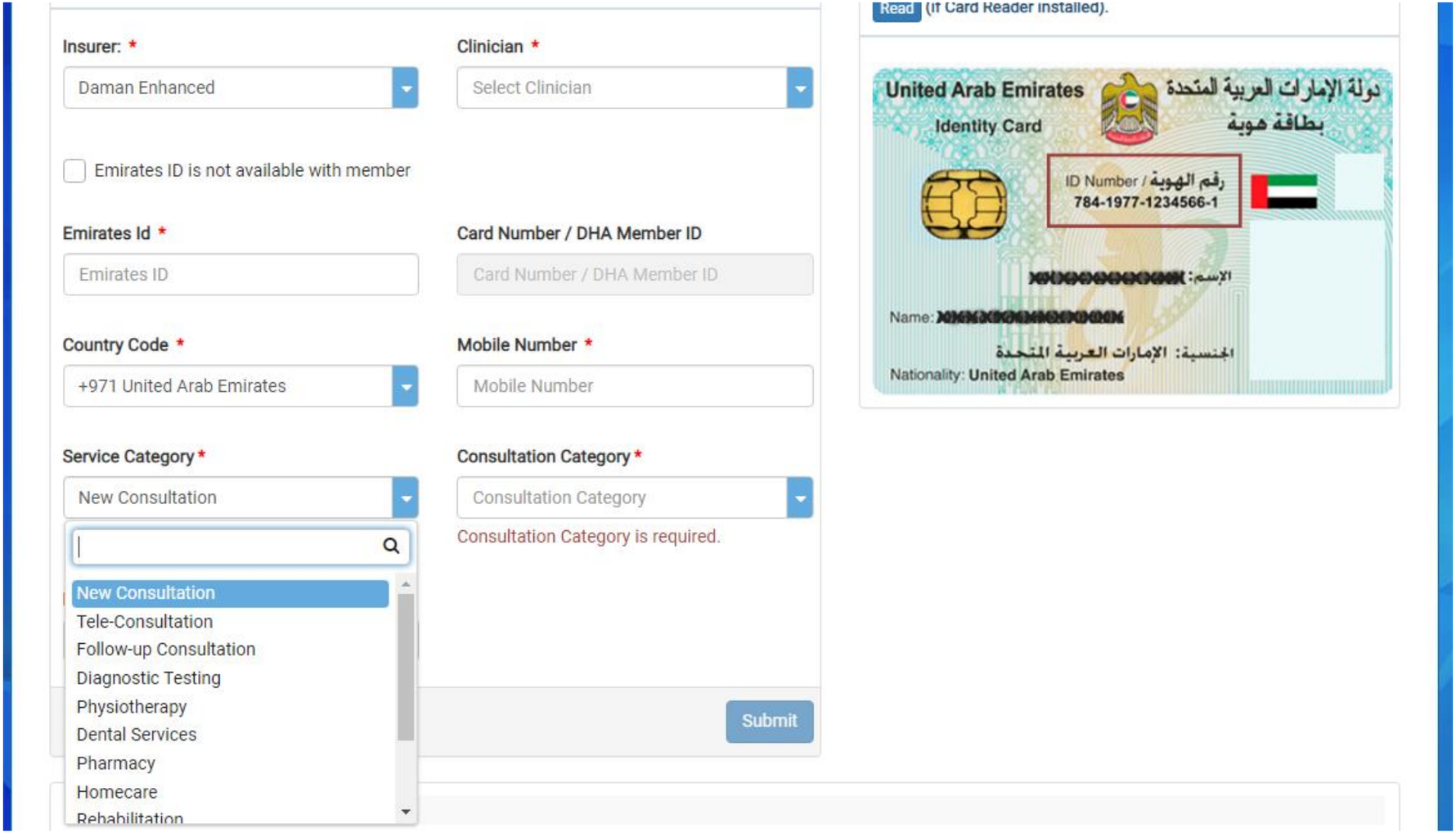
12.2 New Eligibility Request

Recent requests are listed on Eligibility Dashboard under the Active Request



12.2.1 Service Category

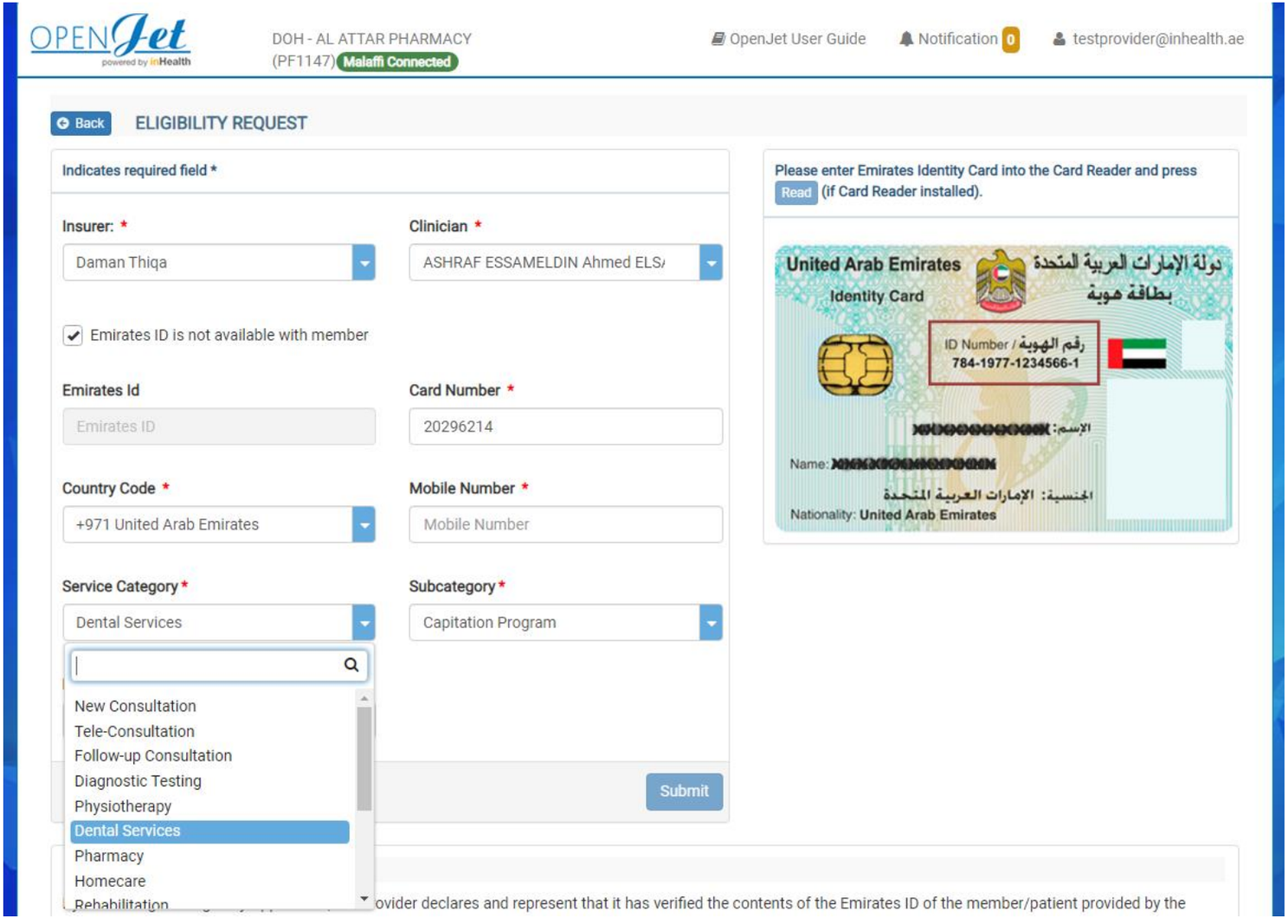
The service category needs to be selected in accordance to the type of visit

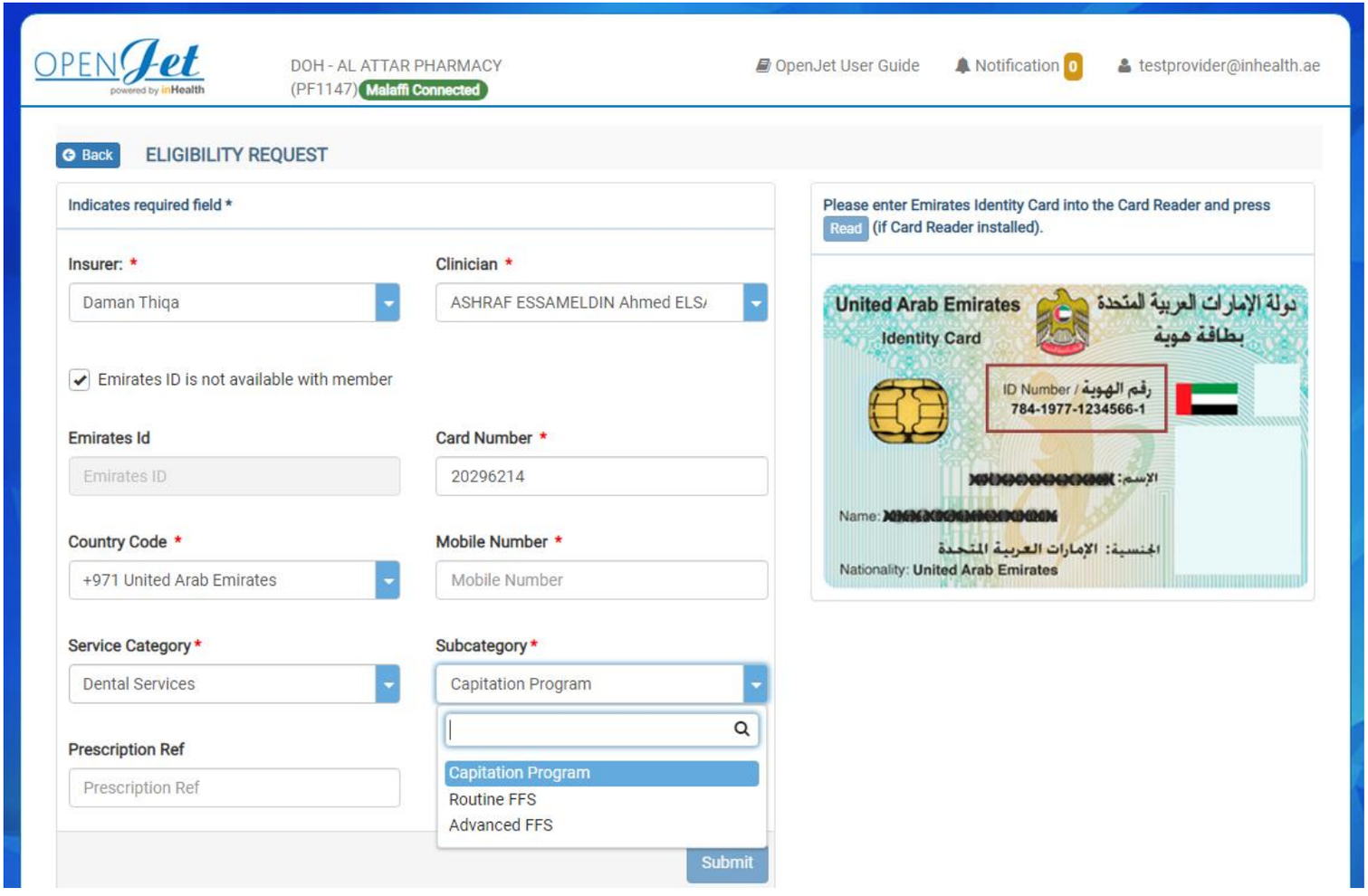


12.2.2 Service Sub-Category

For selected Service Categories it is necessary to select the type /subcategory to provide a specific understanding of the type of visit in order to enable utilization monitoring and gate-keeping management

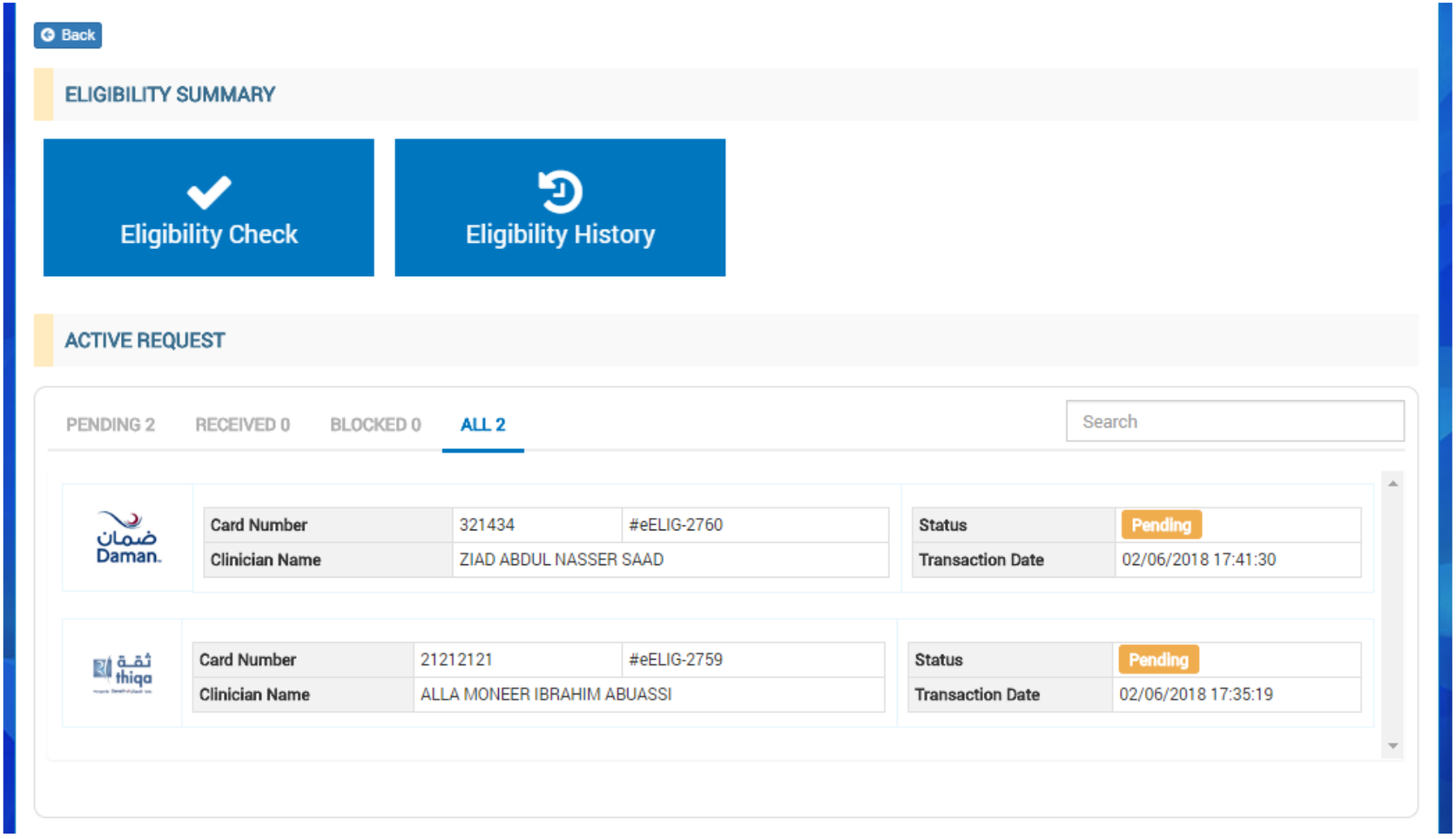
Service Category	New Consultation	Ultrasound	Dental Services
Sub-category	Elective	First Trimester	Dental Capitation
	Emergency	Second Trimester	Routine FFS
	Oncology	Third Trimester	Advanced FFS
	Referral		
	Screening		
	Vaccination		


OPENJet
powered by inHealth
DOH - AL ATTAR PHARMACY
(PF1147) Malaffi Connected
OpenJet User Guide
Notification 0
testprovider@inhealth.ae
Back
ELIGIBILITY REQUEST
Indicates required field *
Insurer: *
Daman Thiqa
Clinician *
ASHRAF ESSAMELDIN Ahmed ELS
Emirates ID is not available with member
Emirates Id
Emirates ID
Card Number *
20296214
Country Code *
+971 United Arab Emirates
Mobile Number *
Mobile Number
Service Category *
Dental Services
Subcategory *
Capitation Program
New Consultation
Tele-Consultation
Follow-up Consultation
Diagnostic Testing
Physiotherapy
Dental Services
Pharmacy
Homecare
Rehabilitation
Submit
Please enter Emirates Identity Card into the Card Reader and press Read (if Card Reader installed).
United Arab Emirates
Identity Card
دولة الإمارات العربية المتحدة
بطاقة هوية
ID Number / رقم الهوية
784-1977-1234566-1
الإسم:
Name:
الجنسية: الإمارات العربية المتحدة
Nationality: United Arab Emirates
ovider declares and represent that it has verified the contents of the Emirates ID of the member/patient provided by the

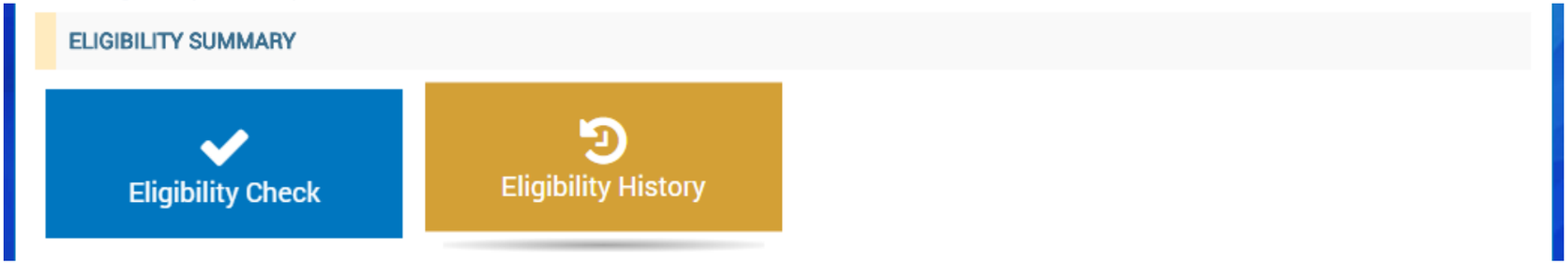


- Dental Capitation Program applies to Thiqa only
- For all visits related to general / routine dental services:
  - Providers participating in the Capitation Program should perform eligibility checks using the Dental Capitation sub-category
  - Other Providers not participating in the Capitation Program need to perform eligibility checks using “Routine FFS sub-category

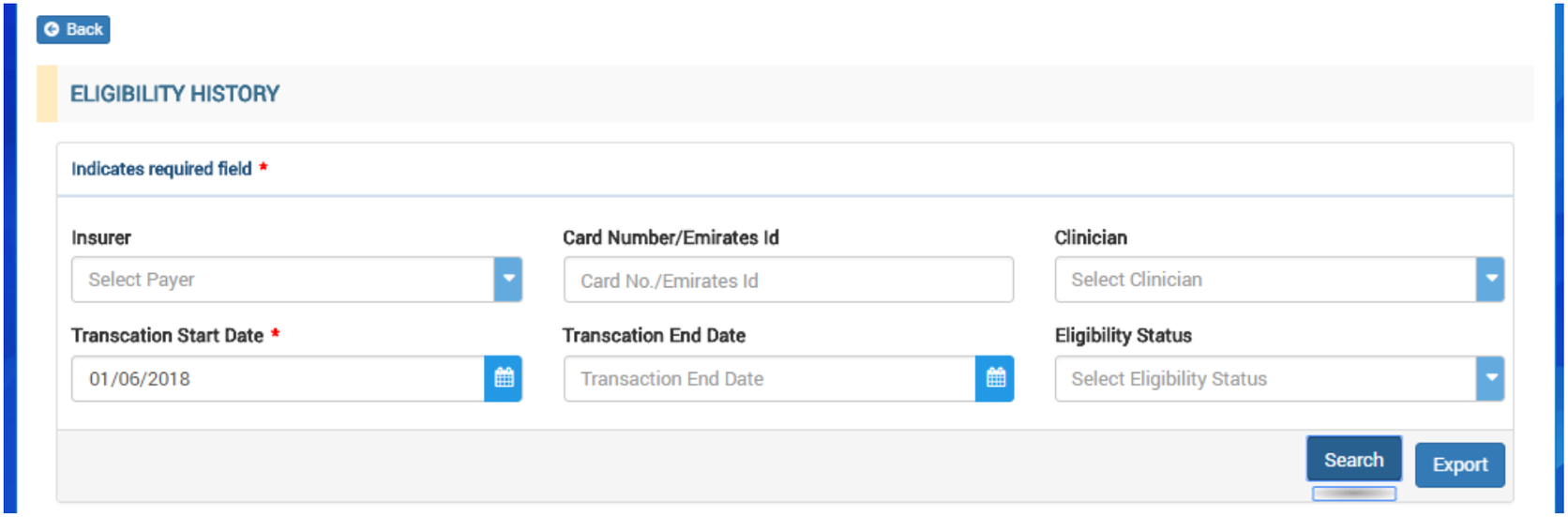
The newly added request will be available in Active Request Listing page as below.



12.3 Eligibility History

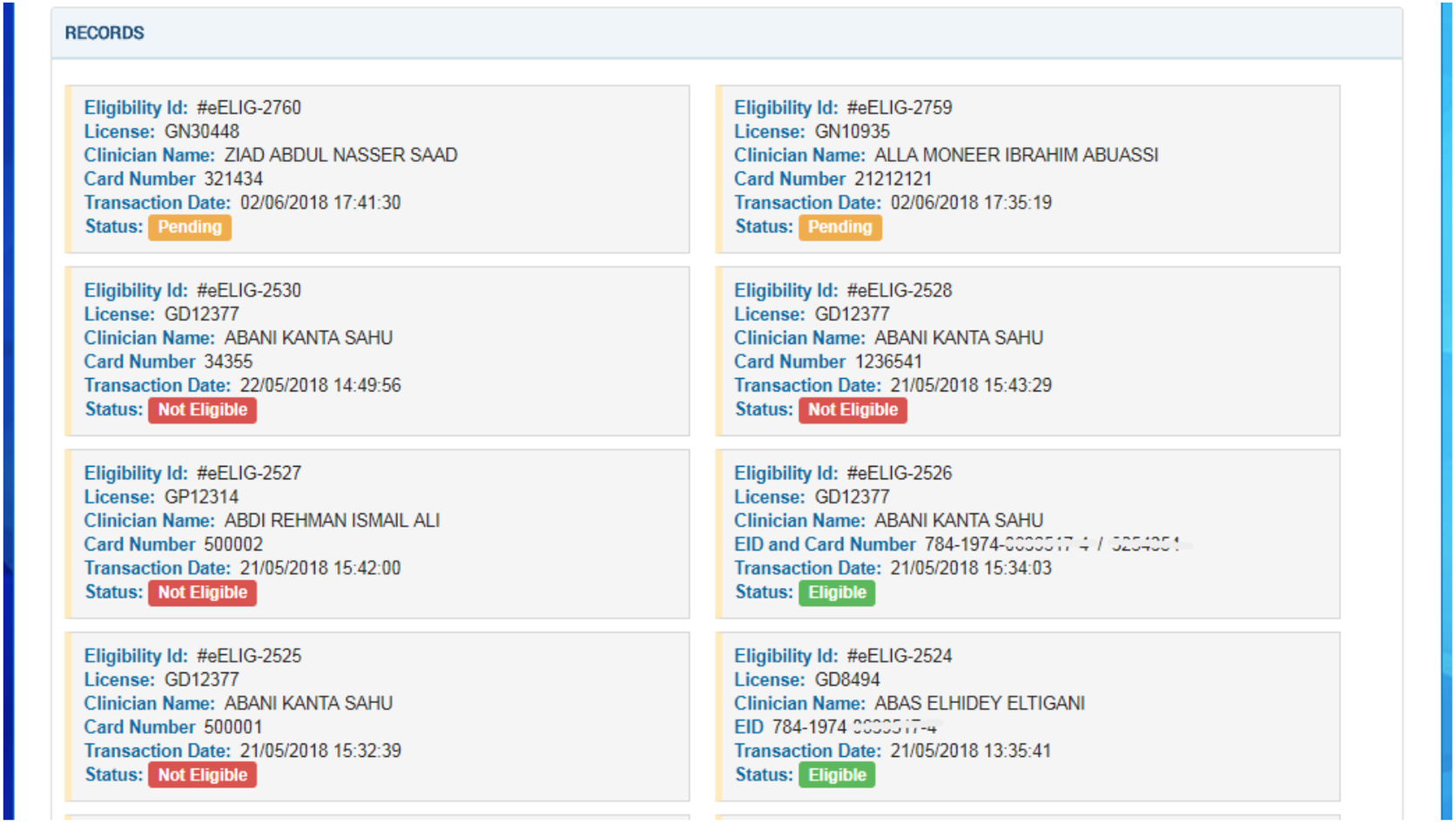


From eligibility request listing page above, Click on Eligibility History to gain access to eligiblity history requests search page.



User can Search requests by using the Insurer, Card Number/Emirates ID , Clinician, Transaction end date (i.e. Search requests To Date) and eligibility status. Transaction Start Date (i.e. search requests from date) is Mandatory and must be provided.

On applying the search filters, eligibility requests will appear as below. You can click on request card to see the eligibility request response/



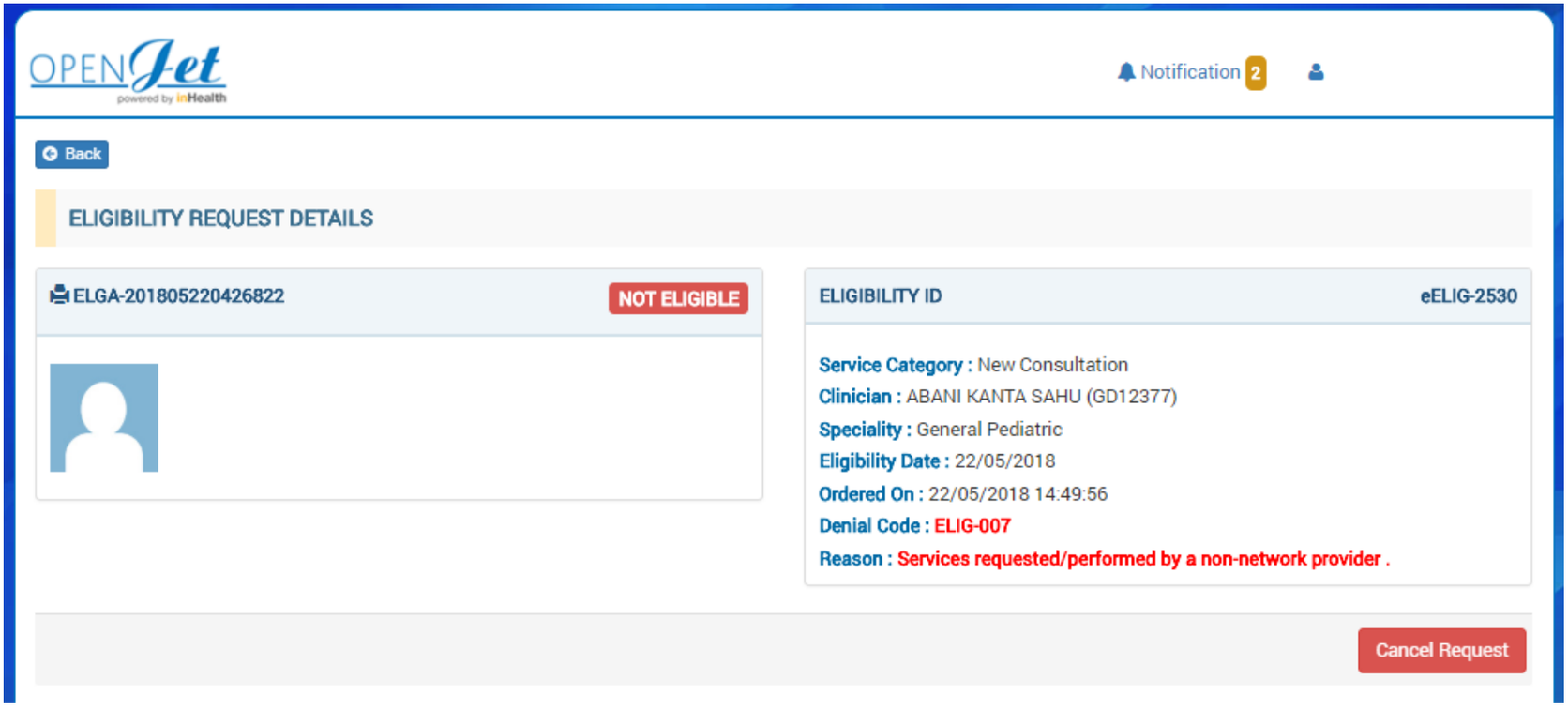
12.4 Eligibility Request Detail

All the eligibility request details are displayed here as well as payer response if it has been received.

12.5 Not Eligible Response

If the payer response has been received Not Eligible, then following information will be displayed

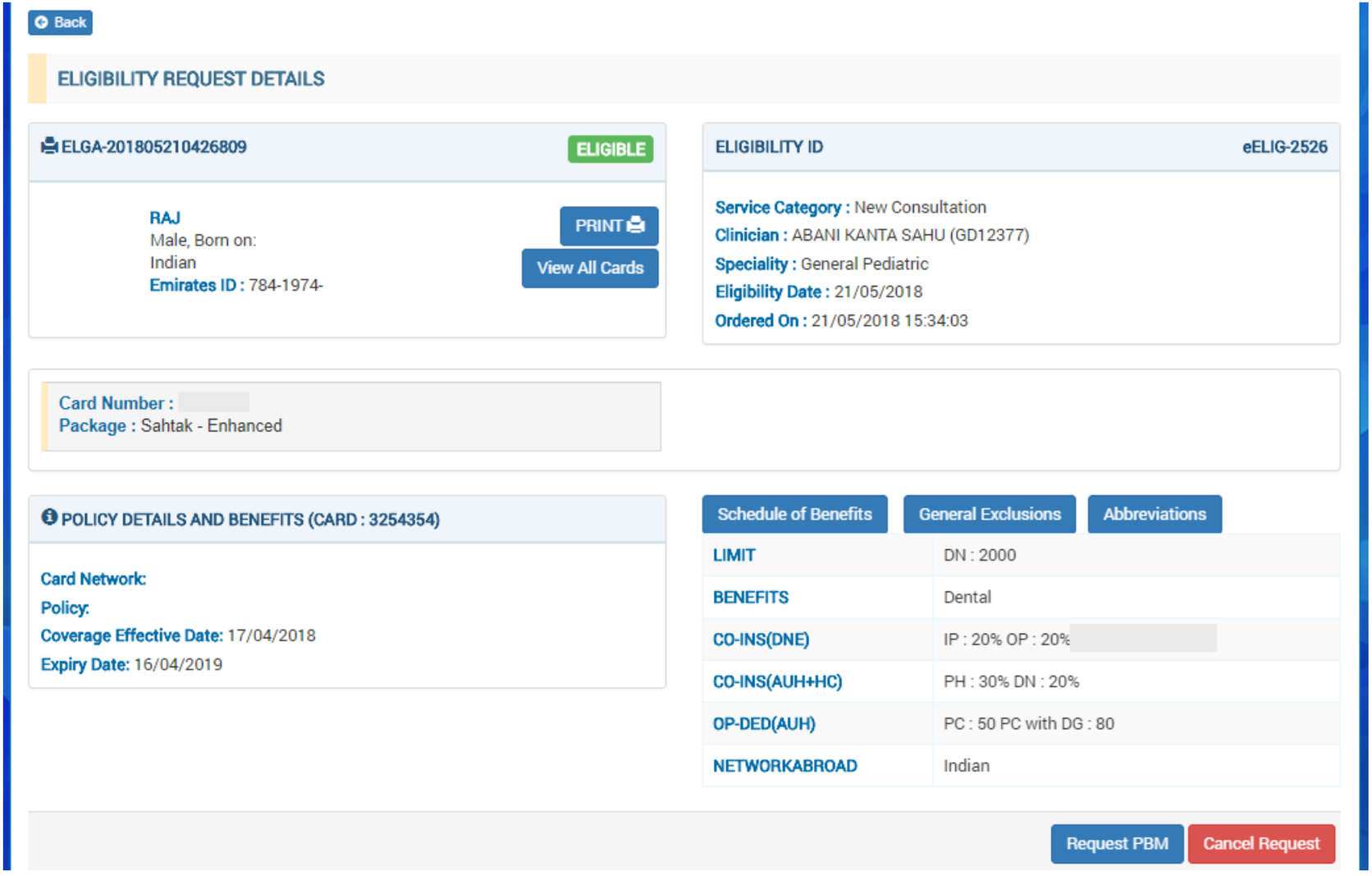
- Denial Code
- Reason



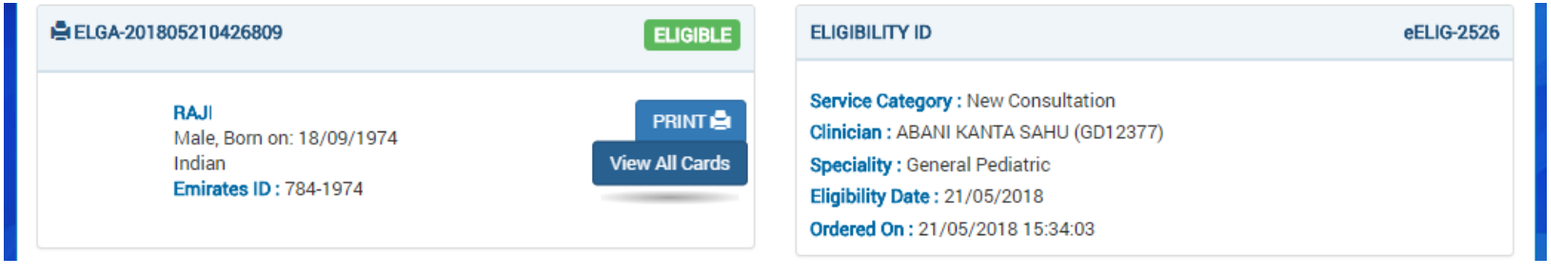
12.6 Eligible Response

If the payer response is positive on an eligibility request, the status of request will be Eligible and following details will be shown on page.

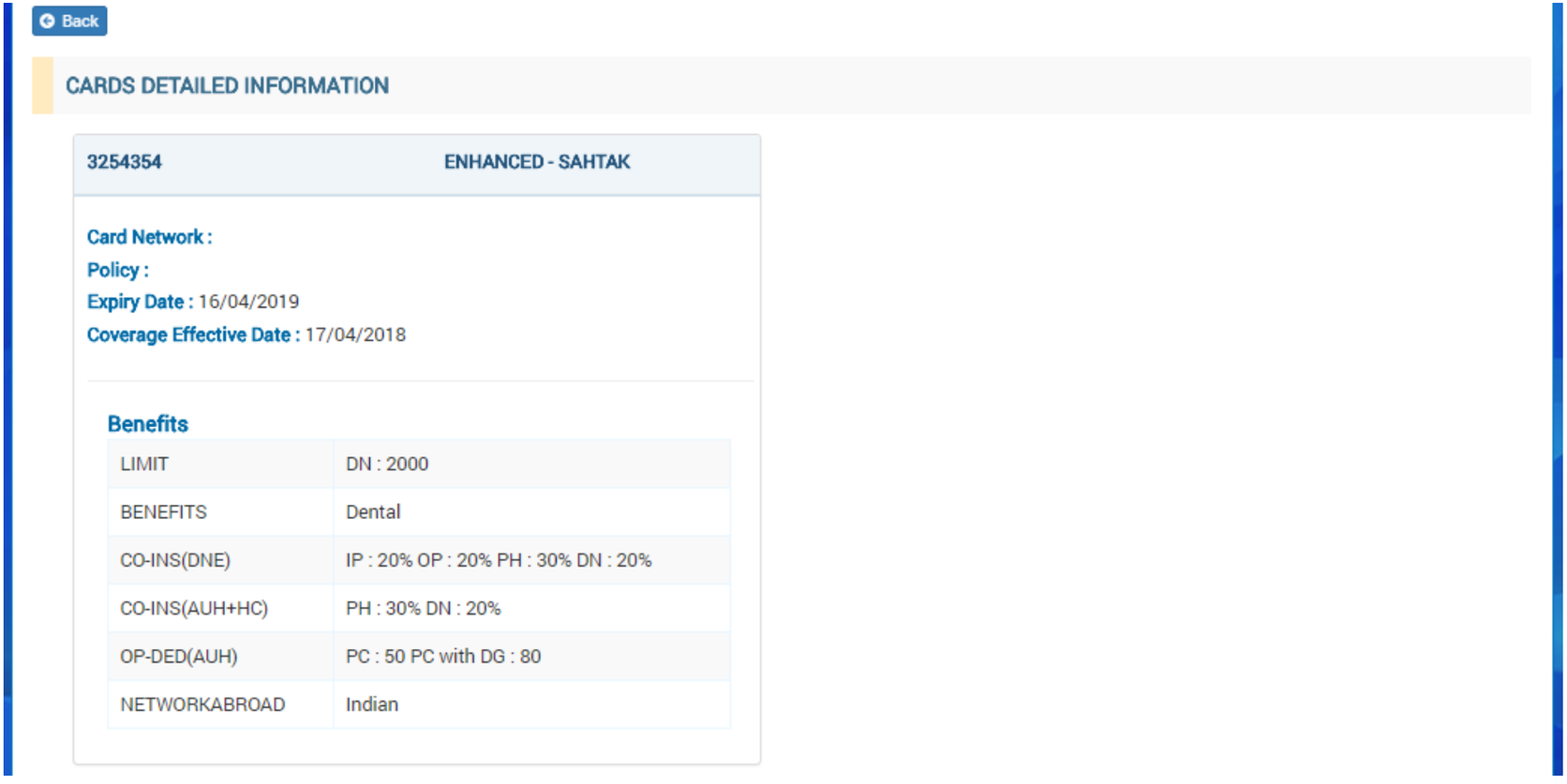
This page provides details of patient, patient's card, clinician, eligibility response and policy details.



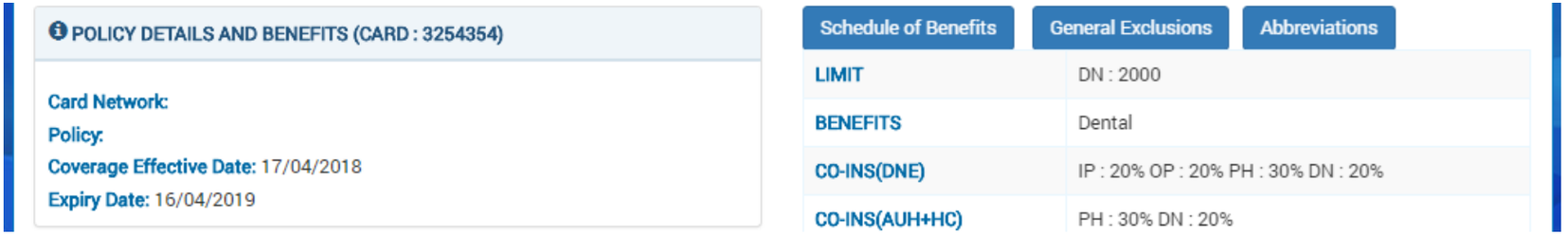
The patient information block shows the patient details as well as button to Print the details.



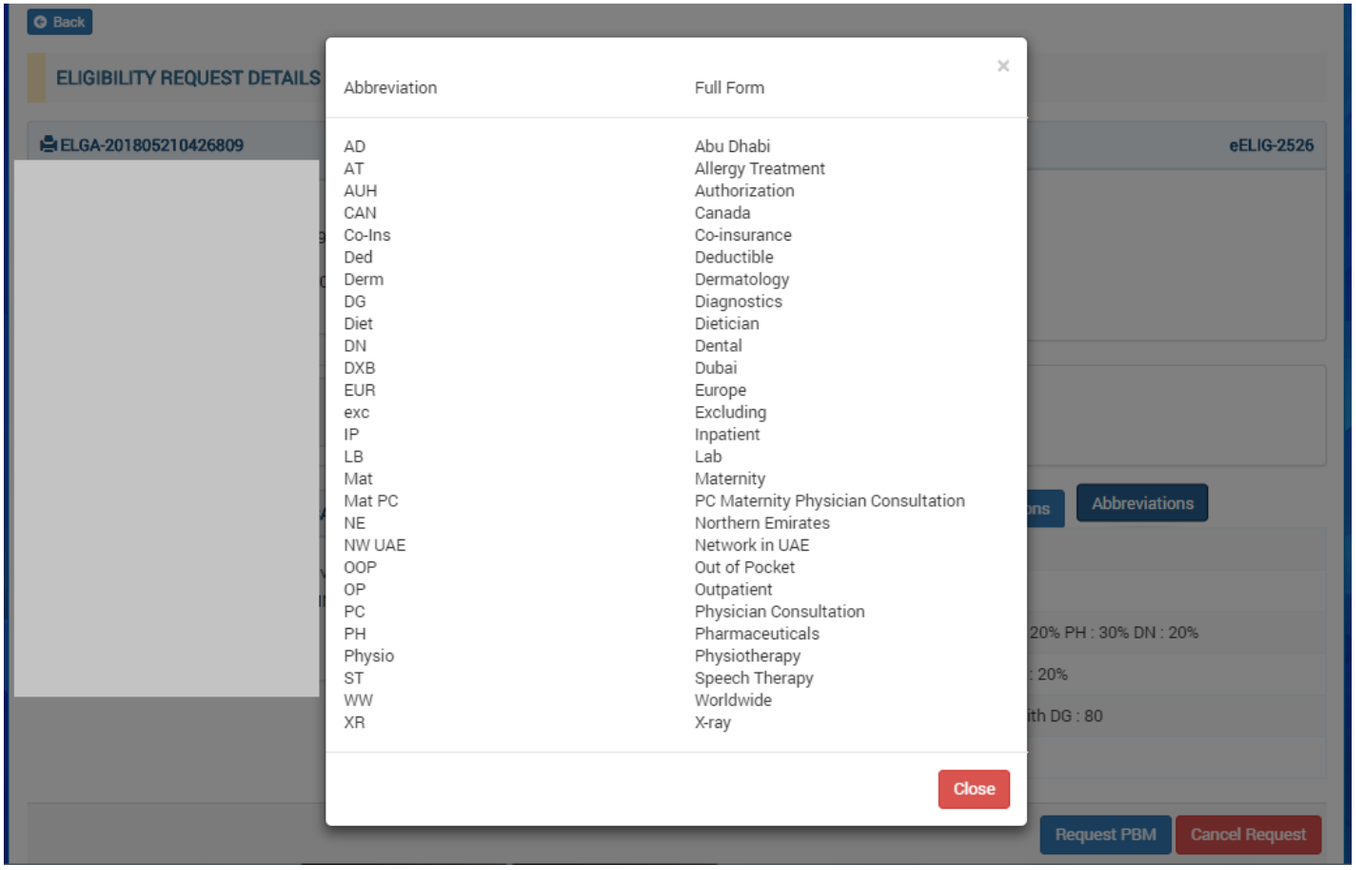
You can view all the associated cards of patient by clicking on View All Cards in patient block. The following page 'CARDS DETAILED INFORMATION' will appear with Card basic details as well as Benefits associated.



You can view Schedule of Benefits, General Exclusions and Abbreviation by clicking on respective button.

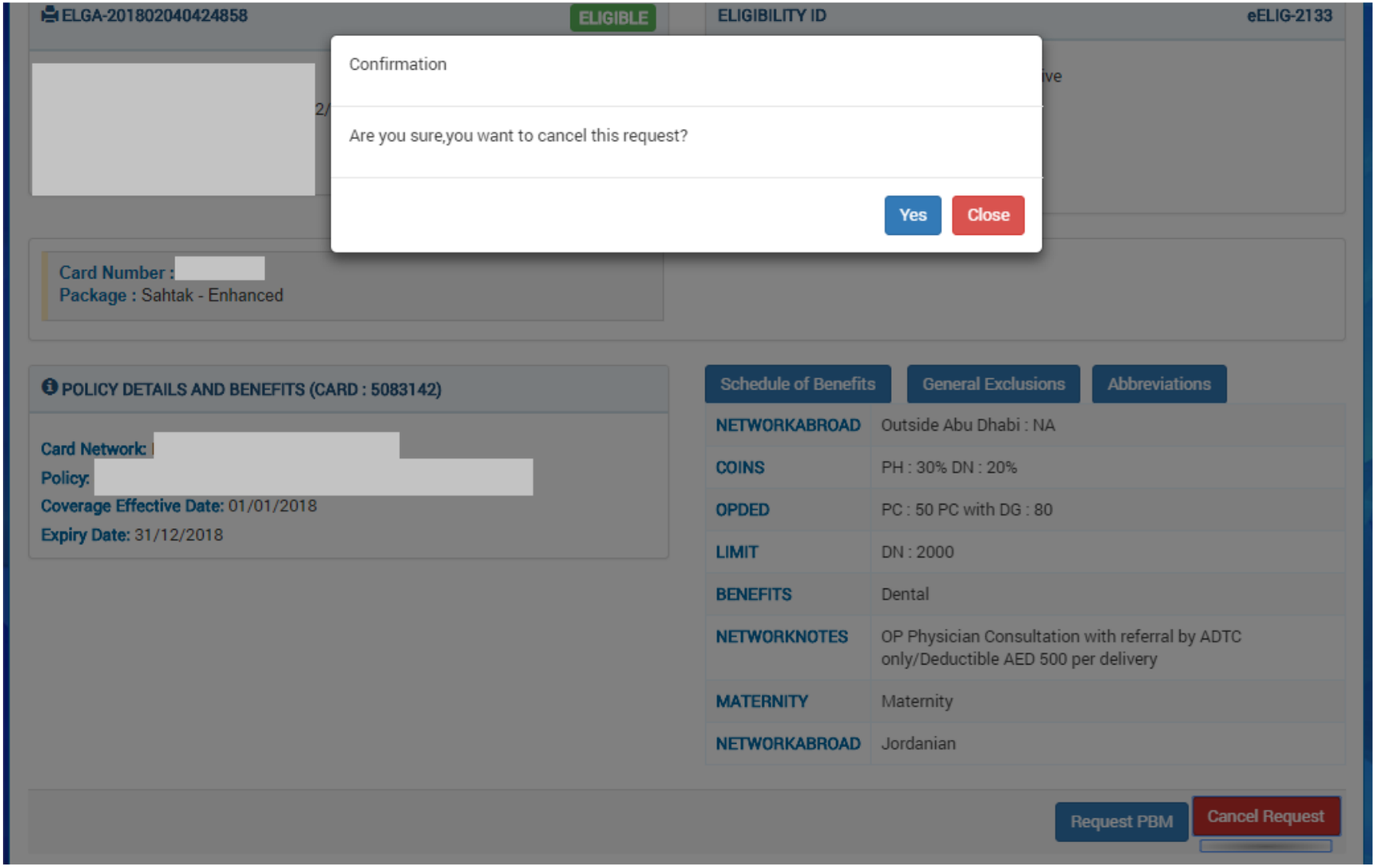


Click on Abbreviation to show the list of Abbreviation and their full form.



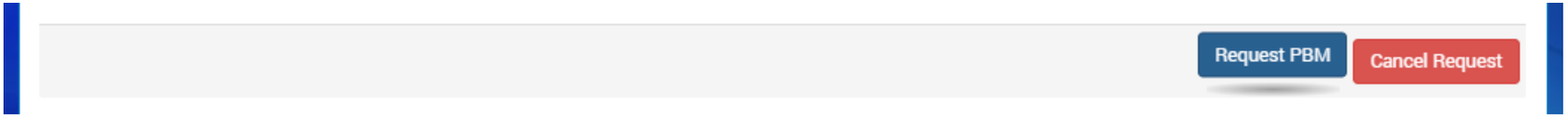
12.6.1 Cancel Eligibility Request

You can choose to cancel an eligibility request by clicking on Cancel Button given on bottom of Eligibility Request Details page given above in section 7.4.2 of this manual. A confirmation popup will appear which can be closed by clicking the Close button. Click on Yes to cancel the eligibility request and use will be redirected back to the Eligibility Active Requests listing page.

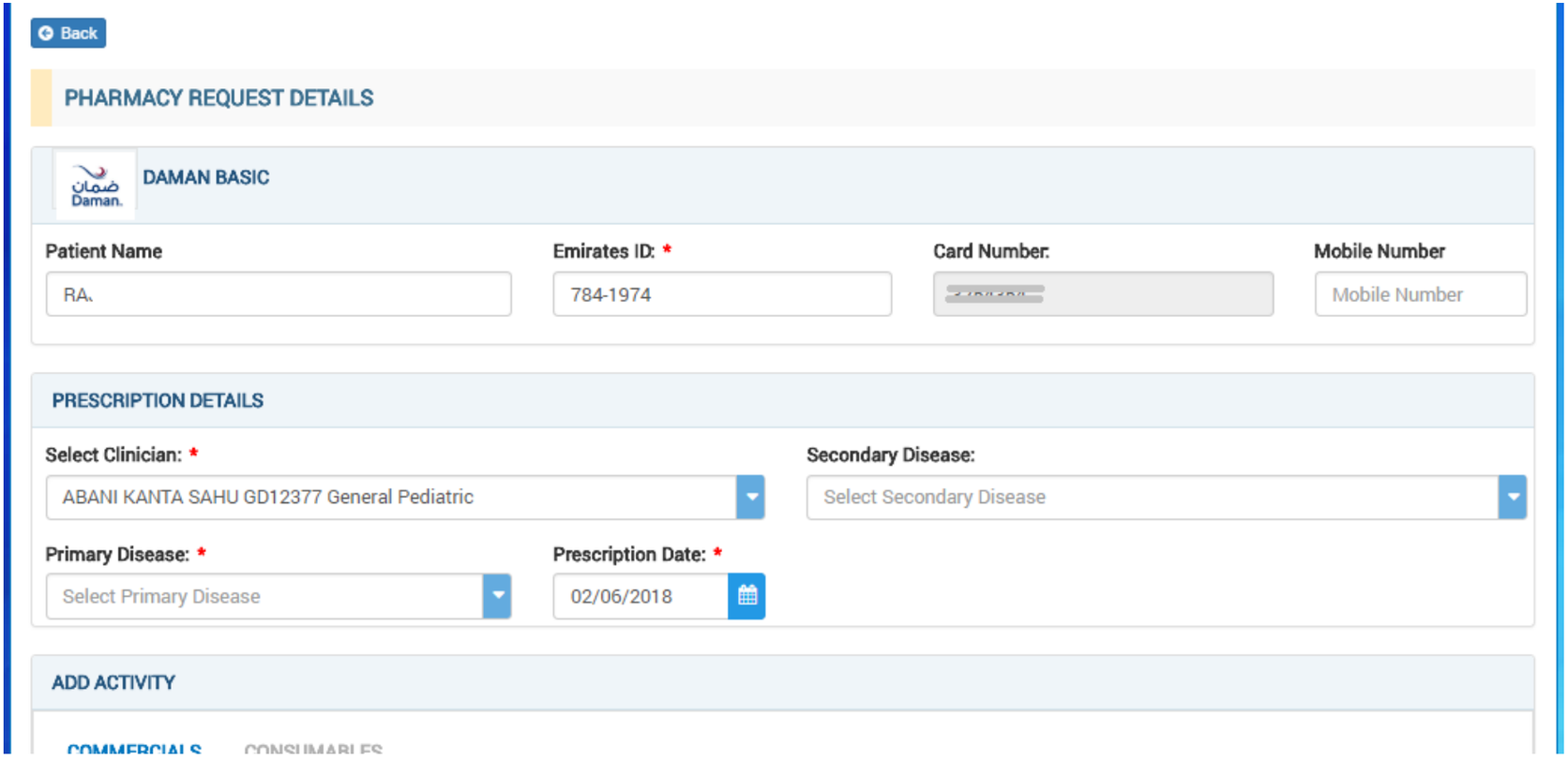


12.6.2 Request PBM

In case the Eligibility Request has been approved by the payer, user will find the following buttons on footer of Eligibility Request Detail page as depicted in section 7.4.1. above.

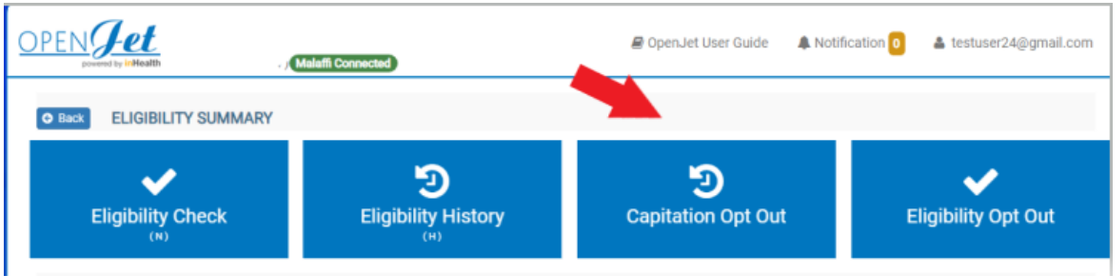


Clicking on Request PBM button, you will automatically redirect to New Pharmacy Request page with all the basic information of the patient pre-filled. Please refer to section 3. Pharmacy Request detail of this manual for more details about this section.



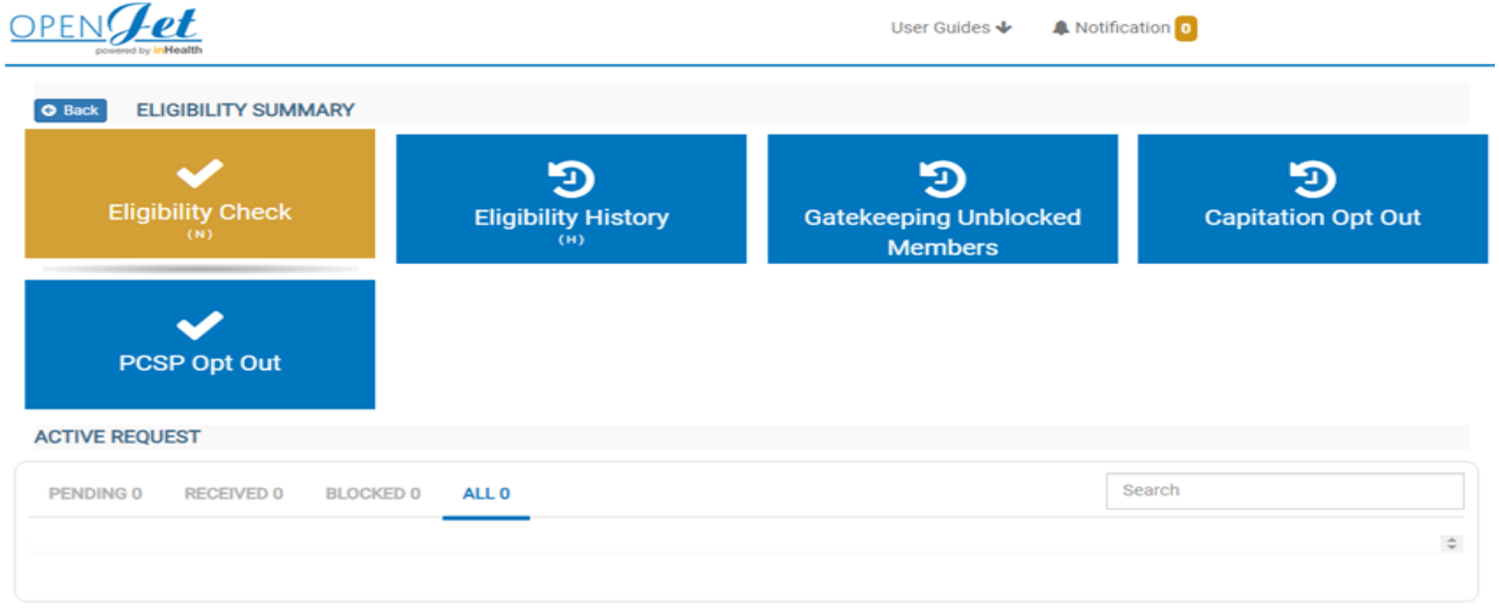
12.7 OPT OUT

Various gatekeeping programs are managed via the OpenJet Eligibility and selected providers with relevant roles and permissions have the ability to release a member from such programs , where applicable by using the OPT OUT modules.



12.8 PCSP / IFHAS Eligibility Submission

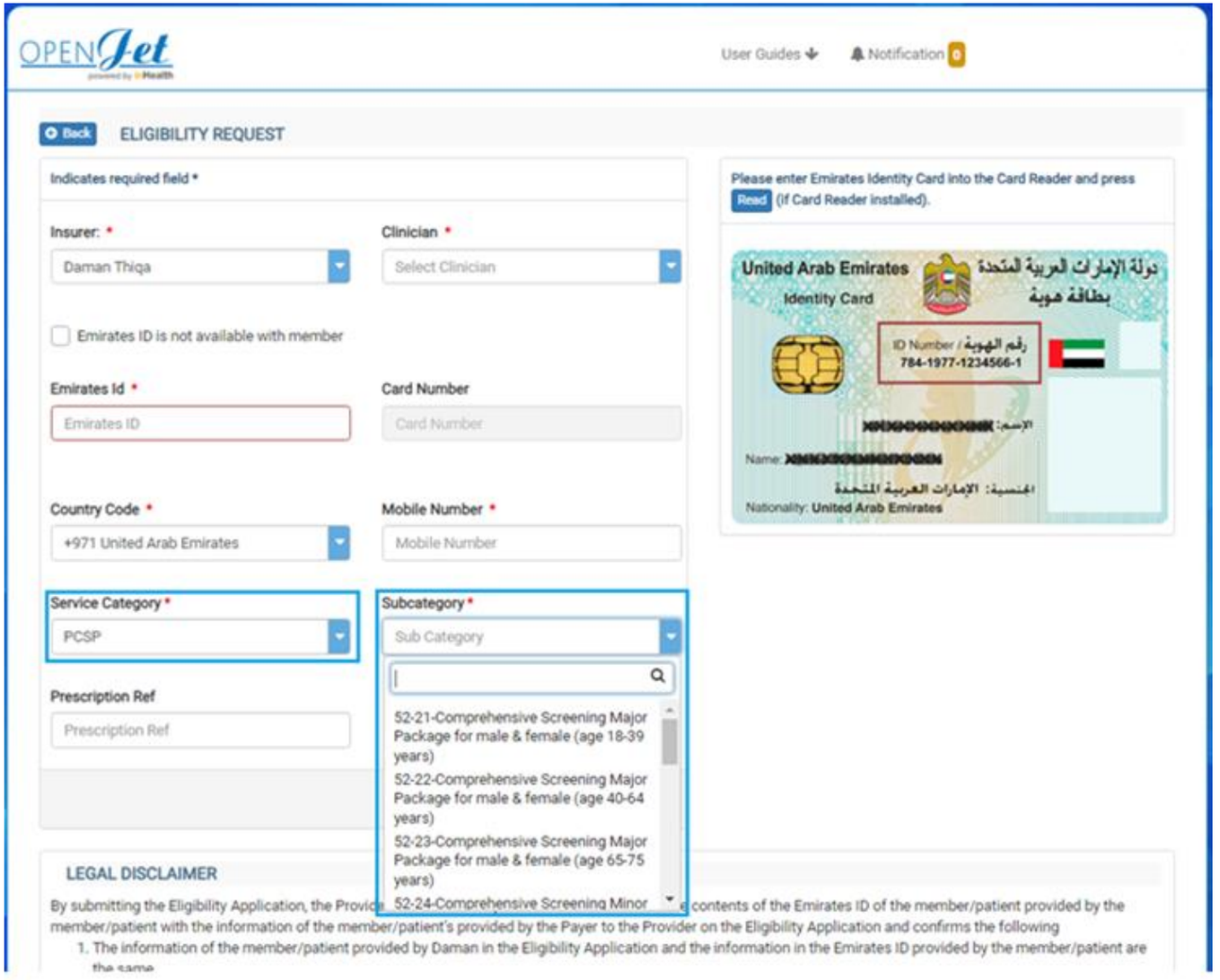
- In Eligibility Module, select **Eligibility Check**



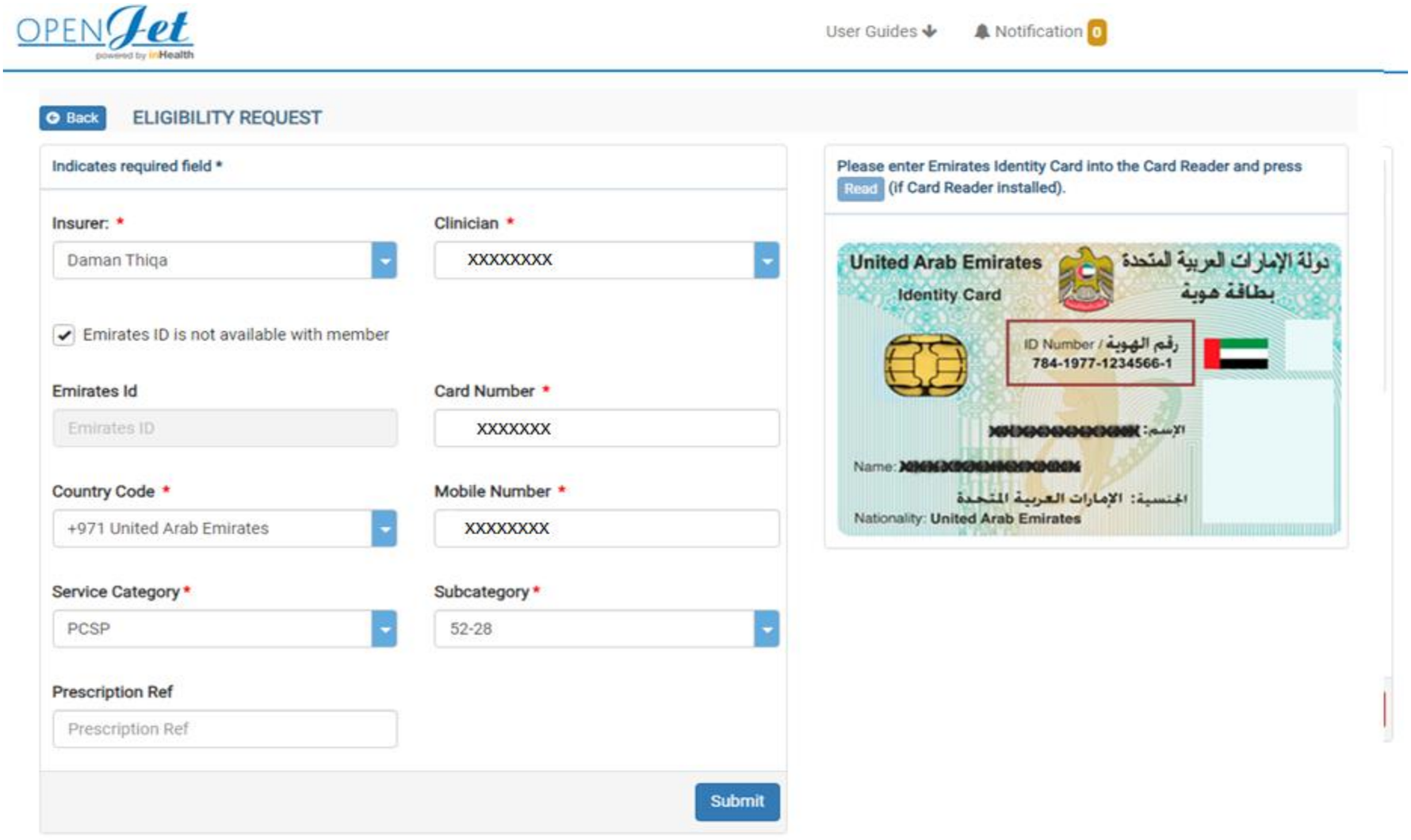
- You will be routed to **Eligibility Request**

- Select Thiqa as Insurer
- PCSP service is only applicable to Thiqa.
- Fill the required fields in the Eligibility request page

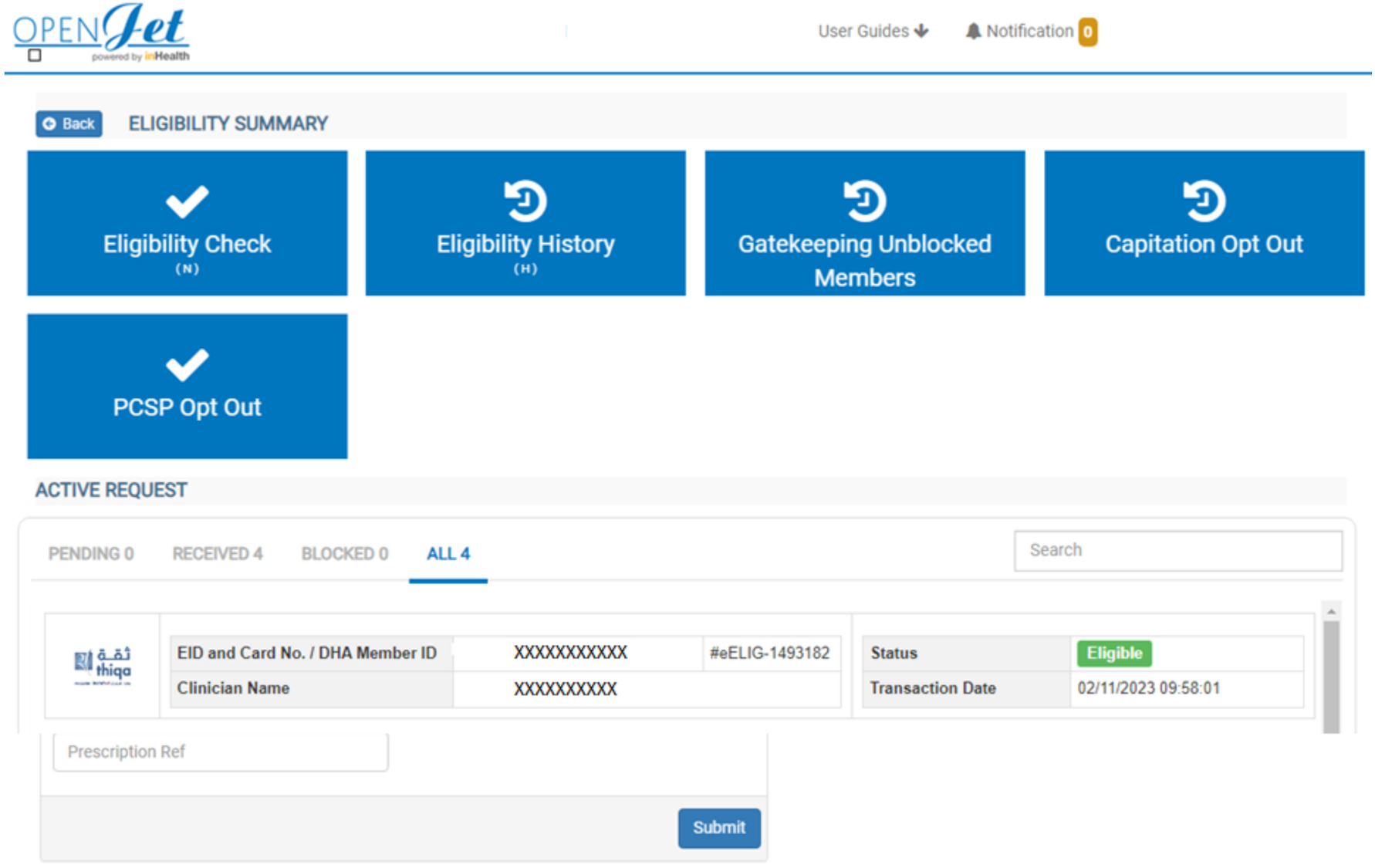
- Select PCSP in the Service Category and choose the corresponding **Subcategory.**
- Subcategory LOV contains all the PCSP service codes and its description.



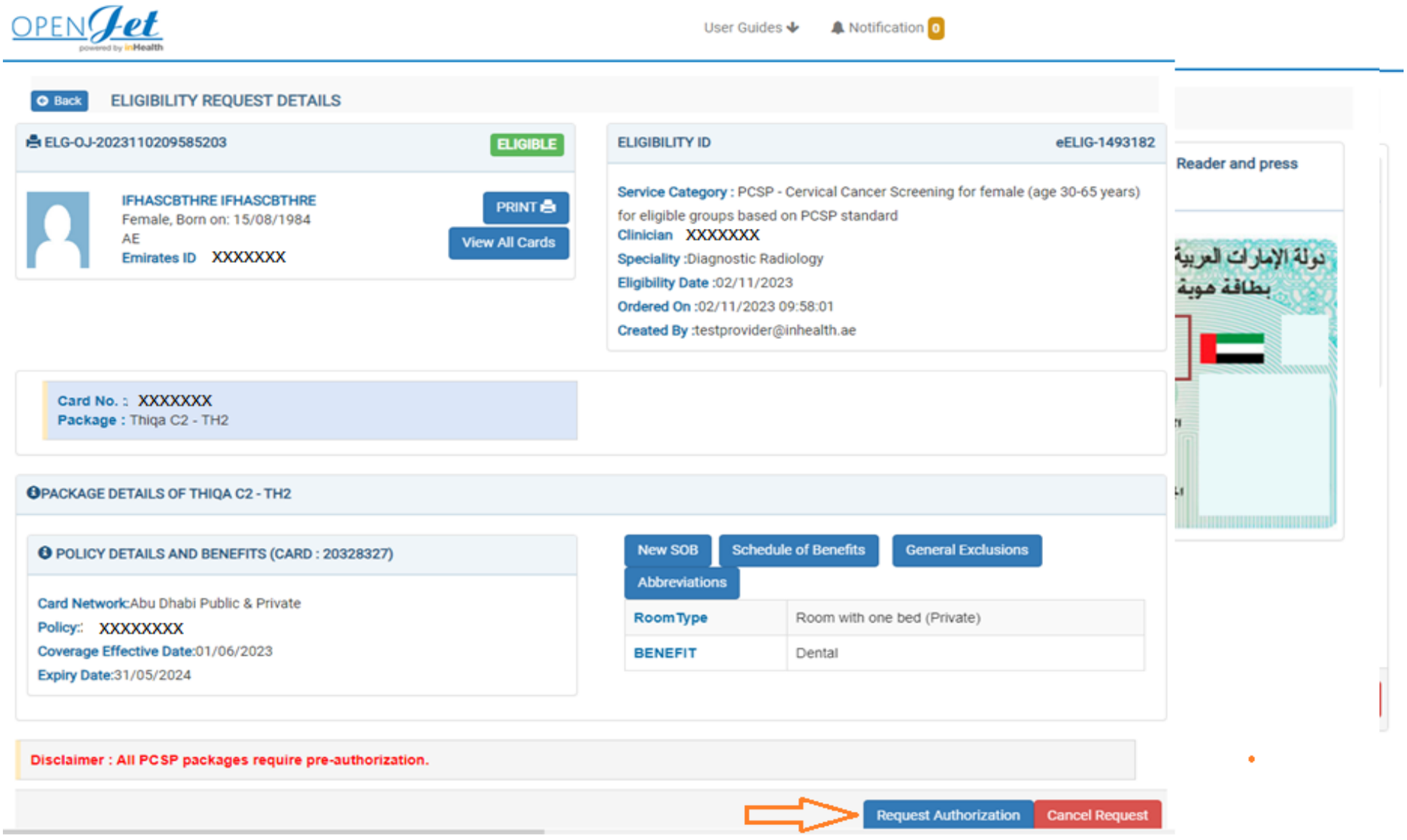
- Once fields are filled and requested Subcategory is selected, then clin **Submit**.



- Eligibility Response will be displayed in the **Eligibility Summary** page.

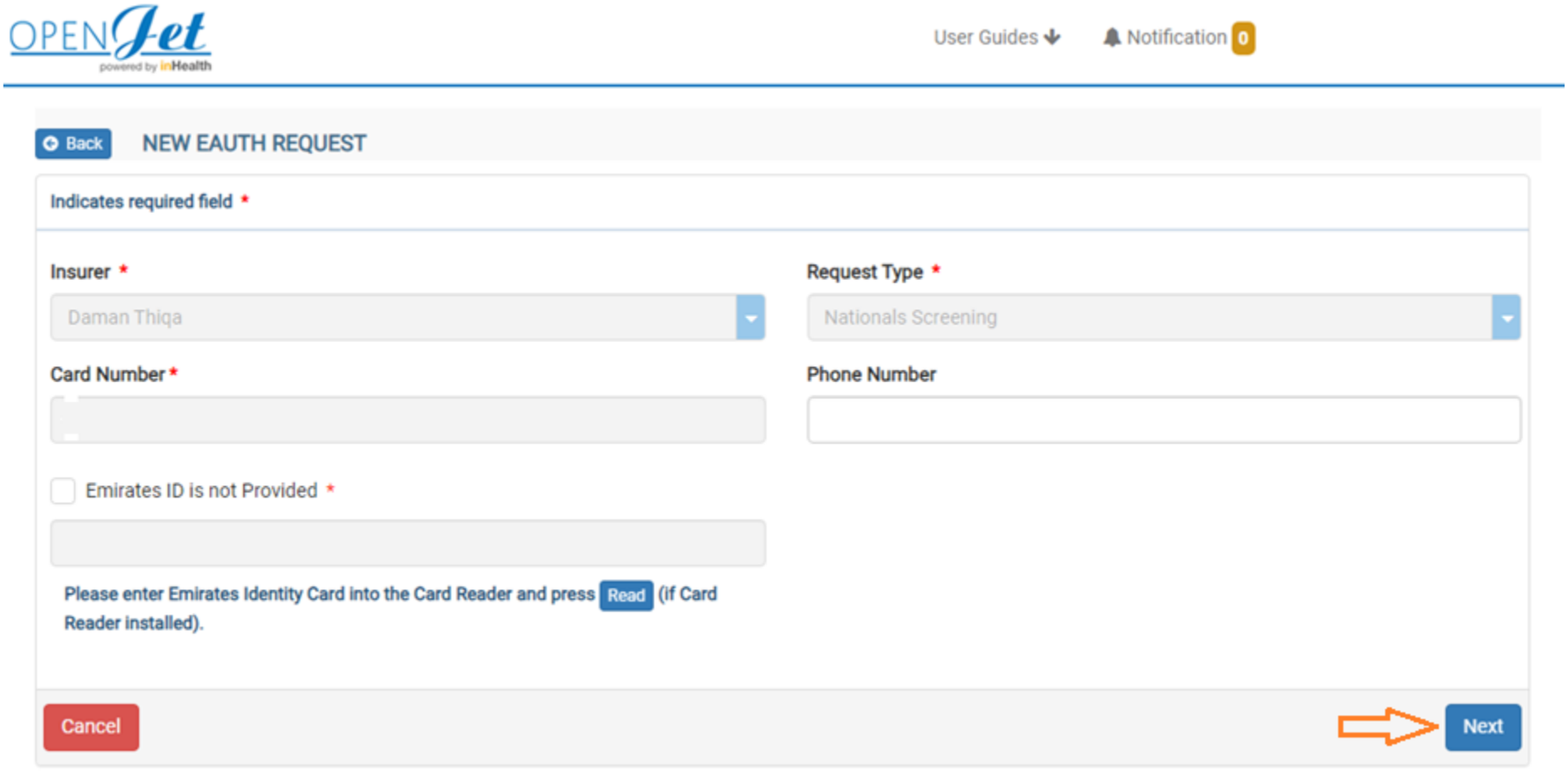


- From **Eligibility Request Details**, you can:
  - "Cancel" the Eligibility request OR
  - "Request Authorization"

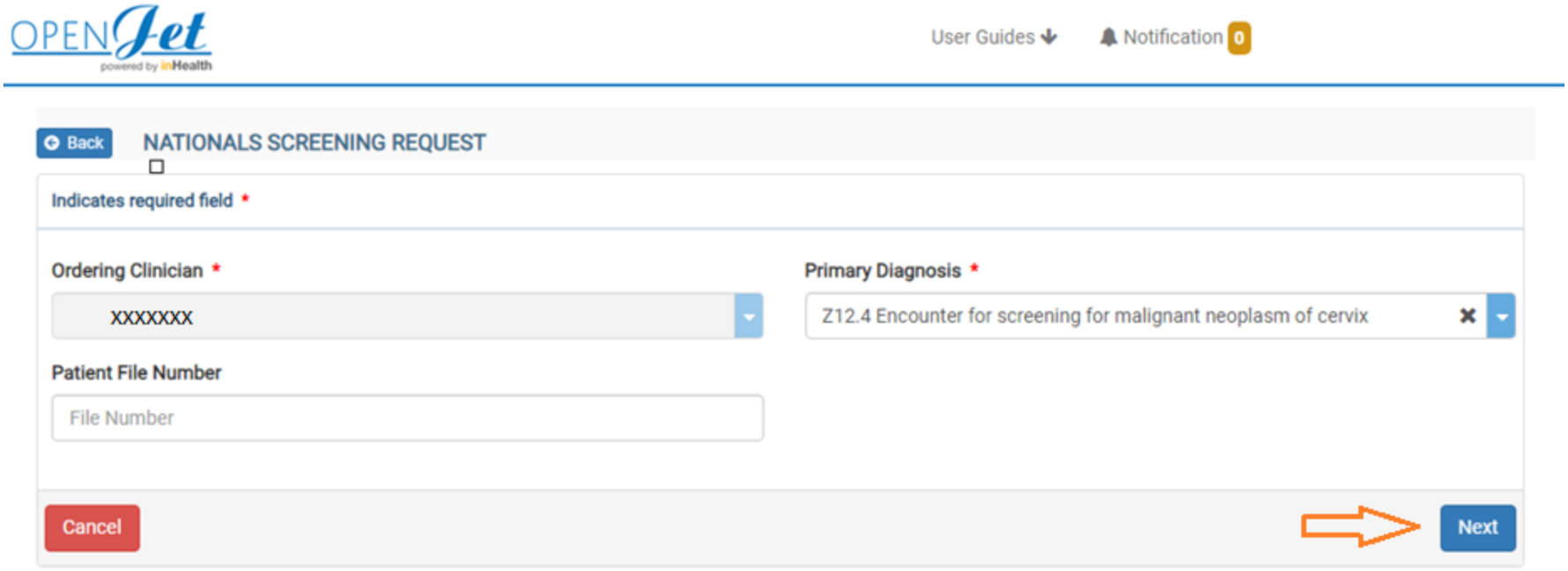


12.9 PCSP / IFHAS Pre-Authorization Request

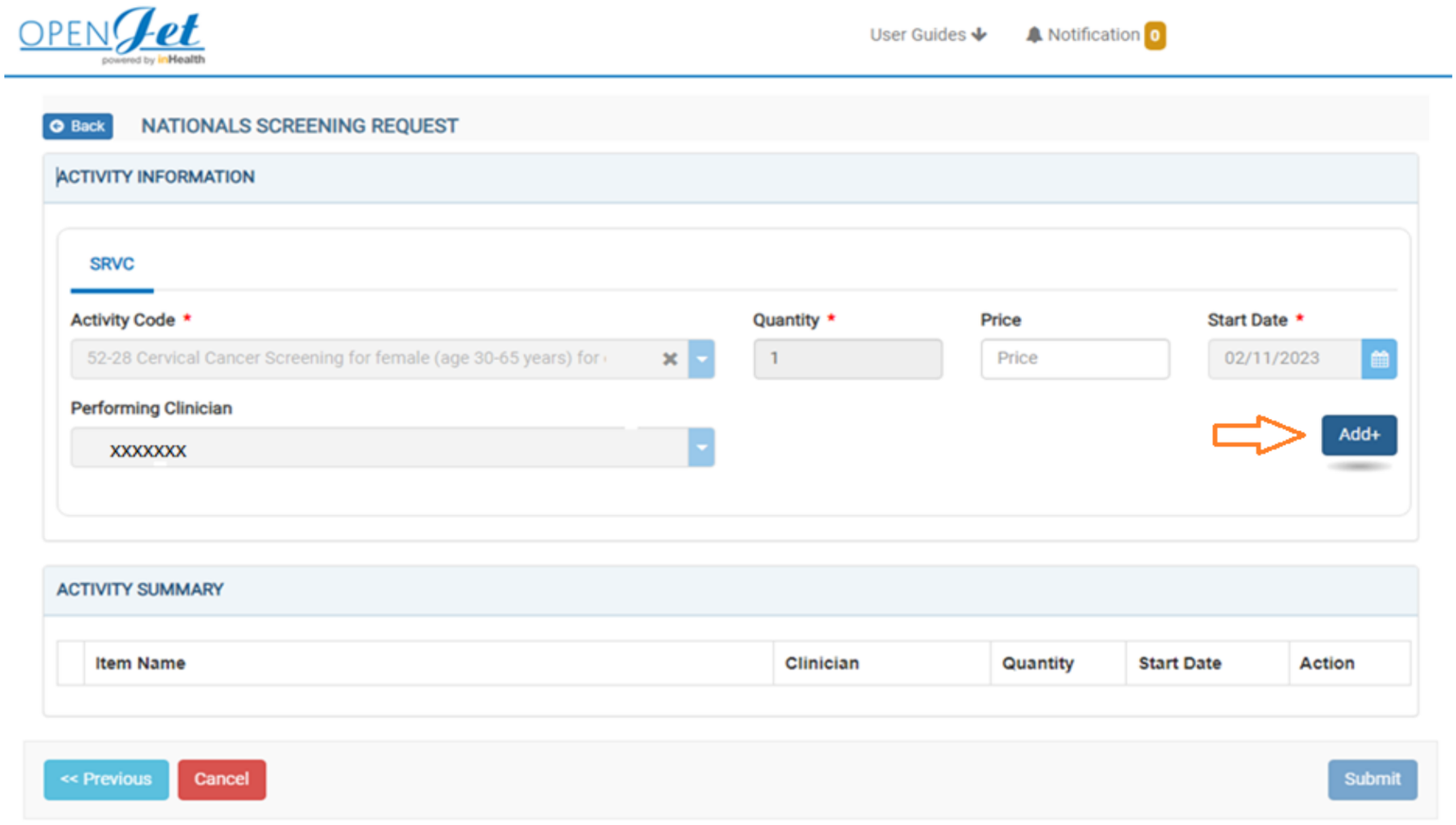
- "Request Authorization" will route you to **New Eauth Request** page, Click **Next** to proceed.



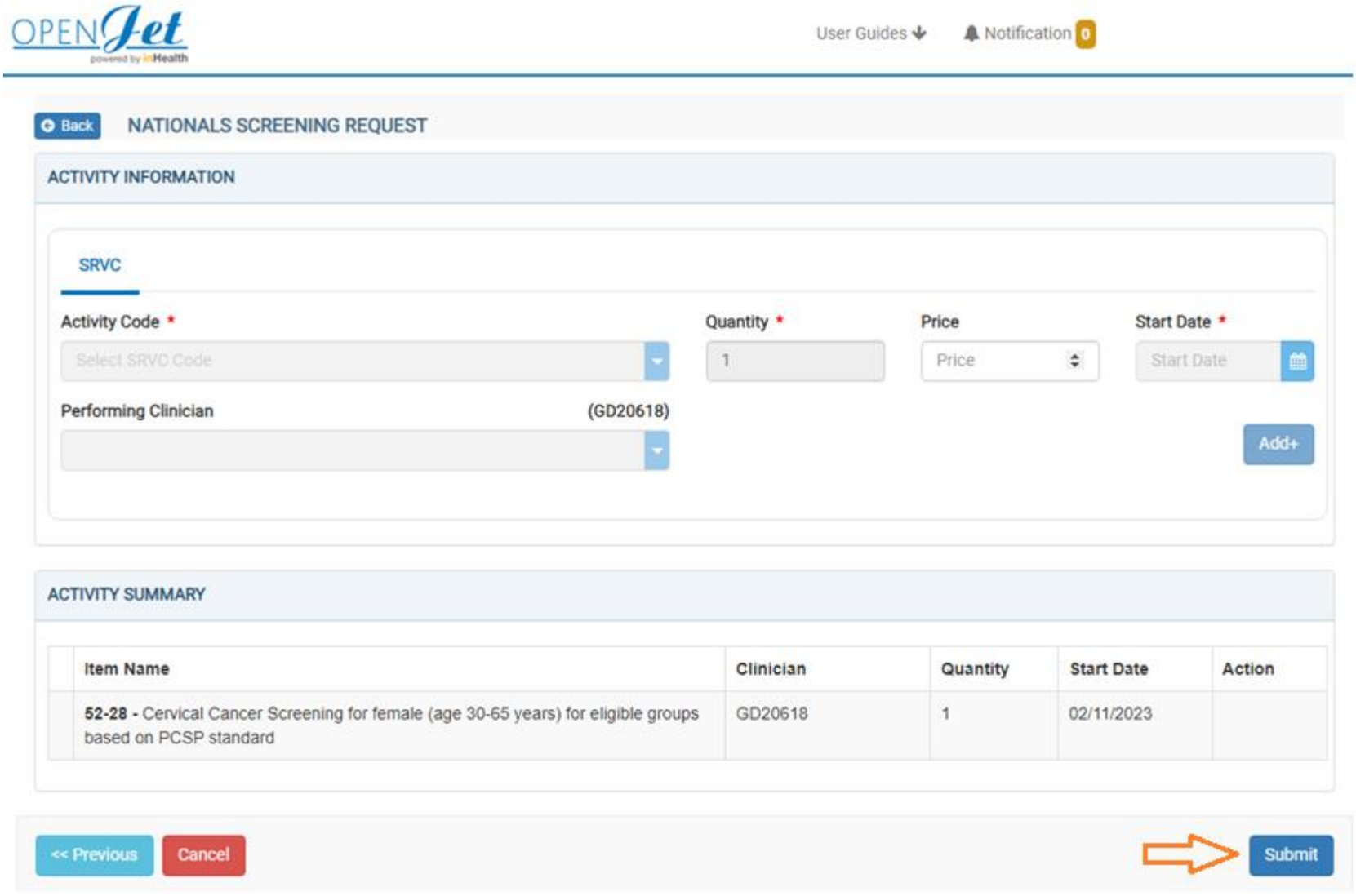
- You will be routed to **National Screening Request** page,
- Clinician ID will be auto populated with the same clinician ID, as the selected in the Eligibility request.
- Diagnosis is pre-populated.
- Click **Next** to proceed.



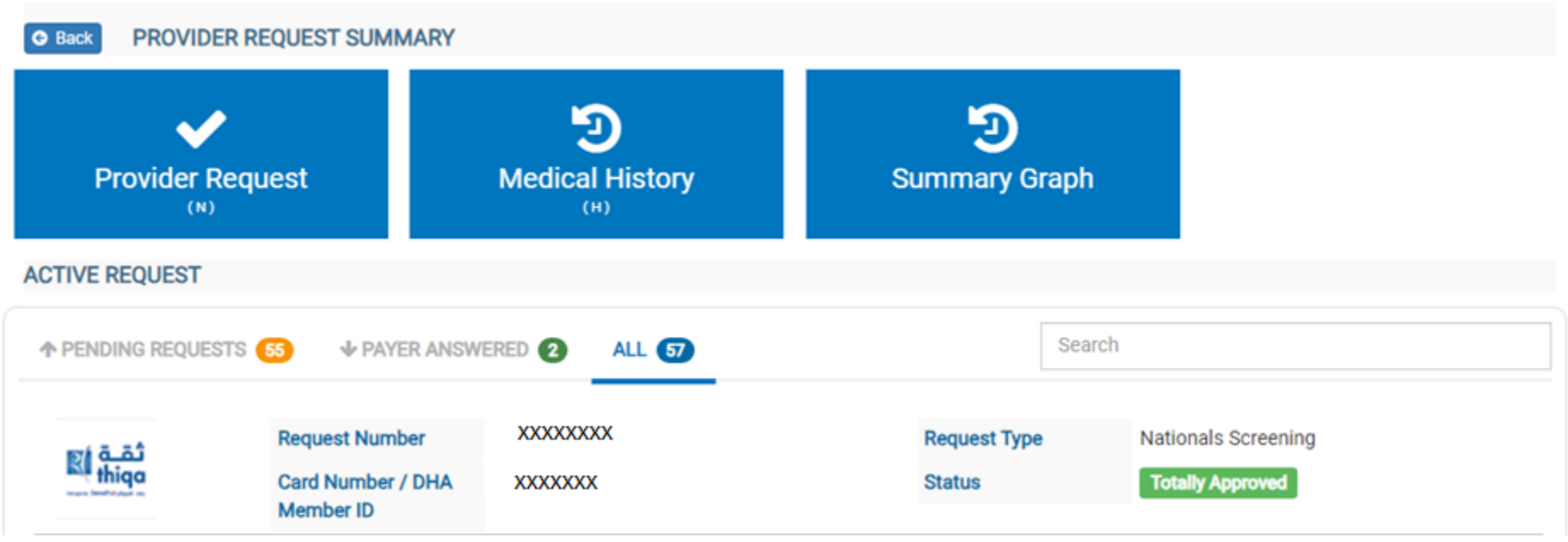
- You will be routed to the **Activity Information** which displays the selected activity code as per Eligibility request.
- Start Date is not editable and is equal to current date – Backdated submissions are not accepted.
- Click **Add+** to proceed.



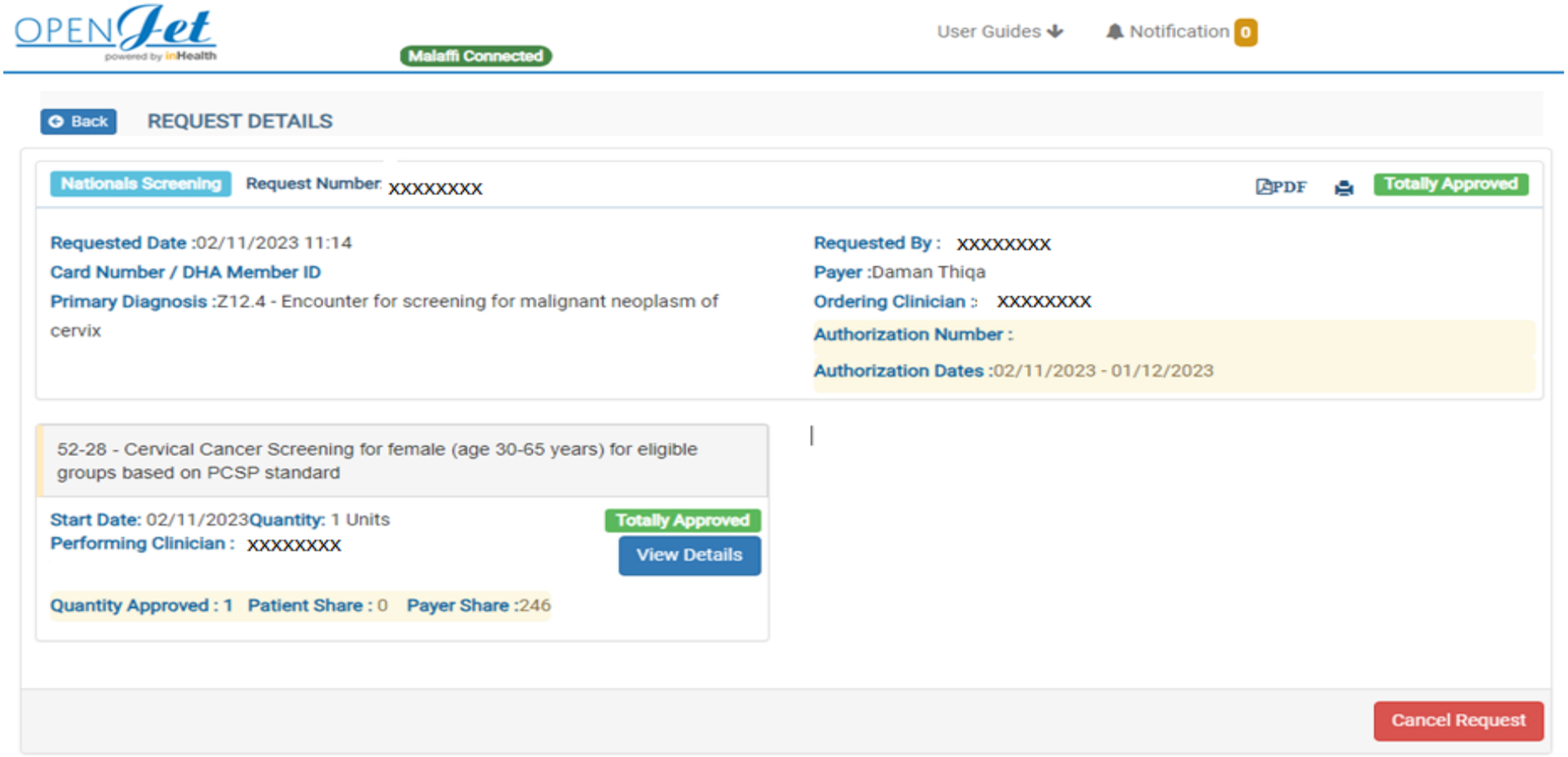
- Then click **Submit** to confirm and to send your request.



- Response will be available in the E-Authorization module – **Provider Request**.



- In the **Request Details** page you can view the pre-authorization details
- **Cancellation** option is enabled
    - In cases that authorization is not done and needs re-approval, please cancel the current request and retrigger Authorization request from the Eligibility Response at a later date, if needed.
    - If PCSP Eligibility is obtained but the screening is not done, proceed with Cancellation of the Eligibility request.
- Resubmission is not enabled for PCSP screening, if needed, proceed to Cancel the first request and trigger a new request



13 Claims

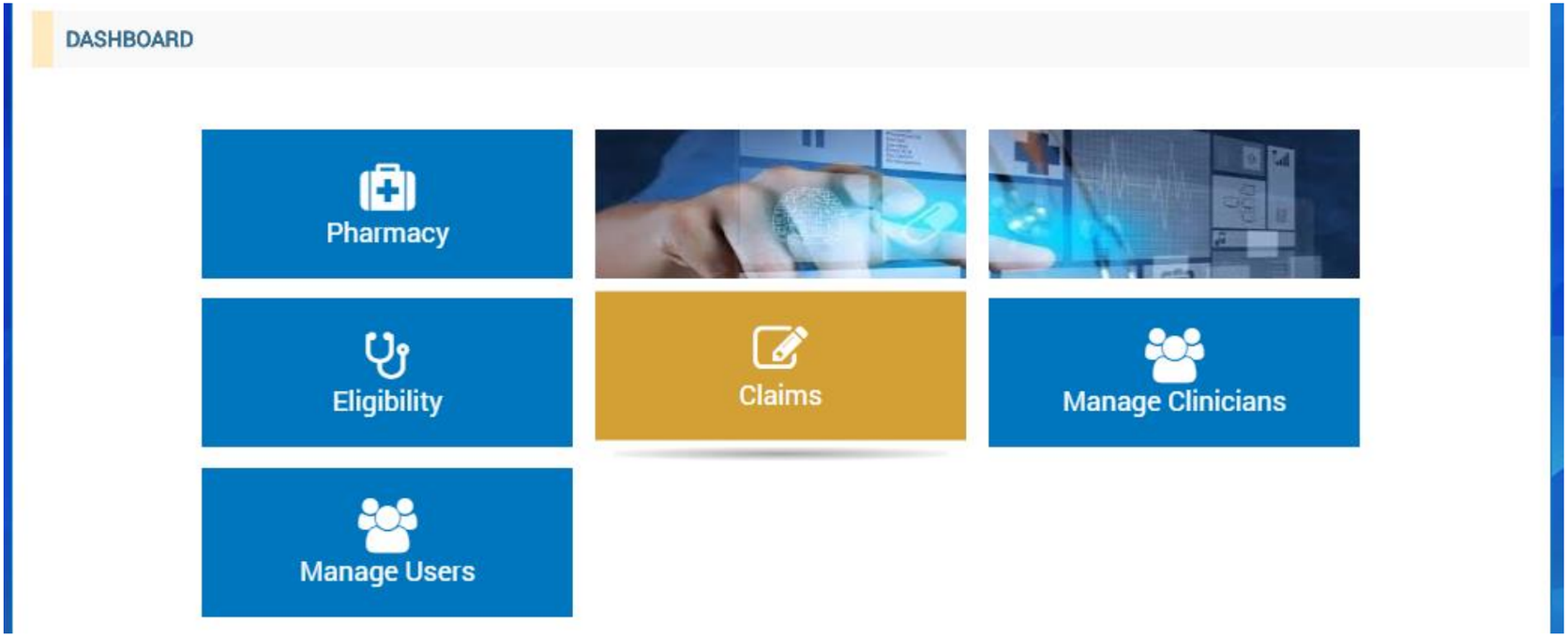
Pharmacy claims provide comprehensive tools to raise claims directly to the Payer. This option is only for use after authorization downtime has been announces by the Payer.

N.B. A claim cannot be sent to the Payer with an authorization first except during periods of downtime announced by the Payer.

Dashboard

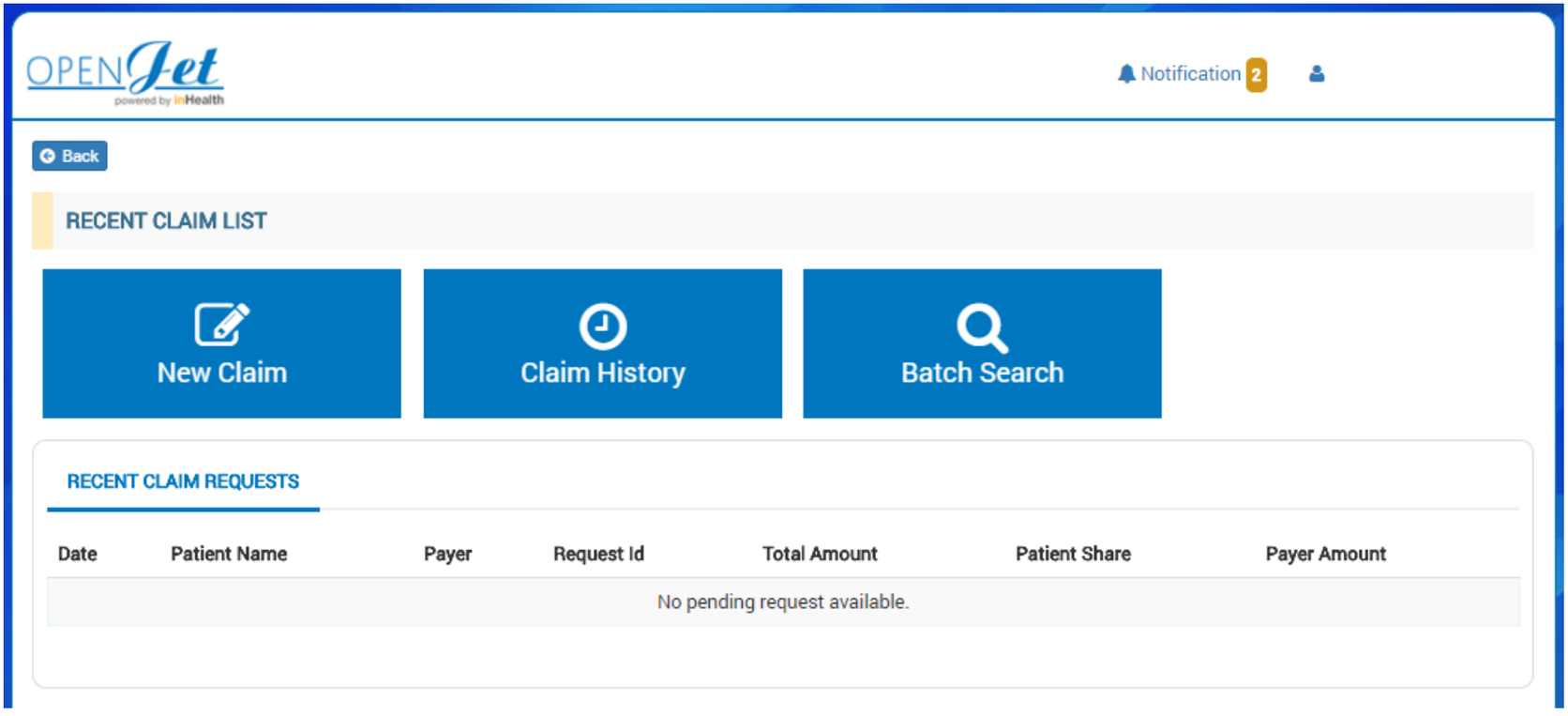
After successful login you may see different operations here depending upon your OPENJet roles.

You may click on Claims link to gain access to claim related operations.



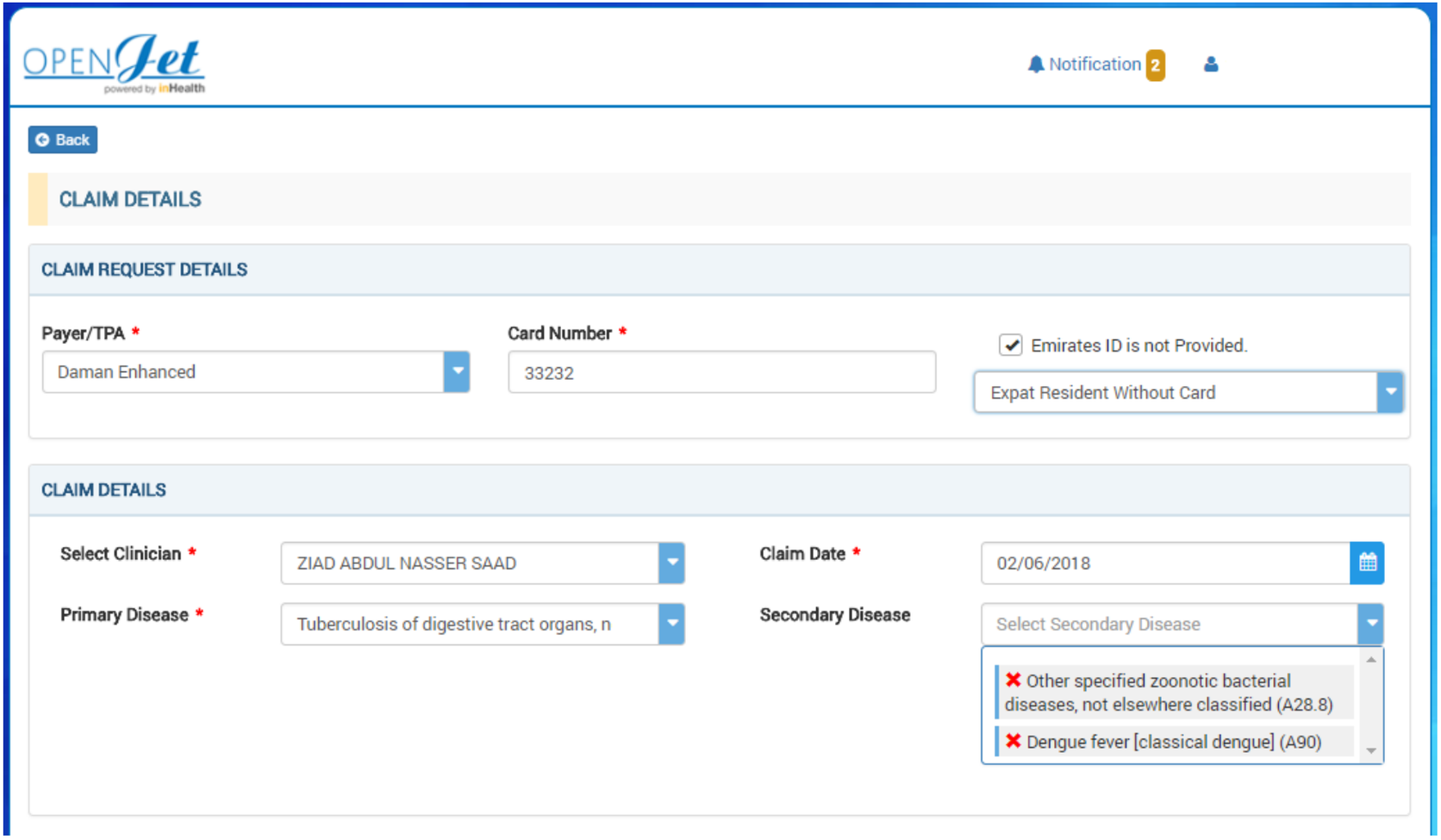
13.1 Recent Claim Requests

Recent requests are listed on this page along with button to Create New Claim, View Claims History and perform a Batch Search.



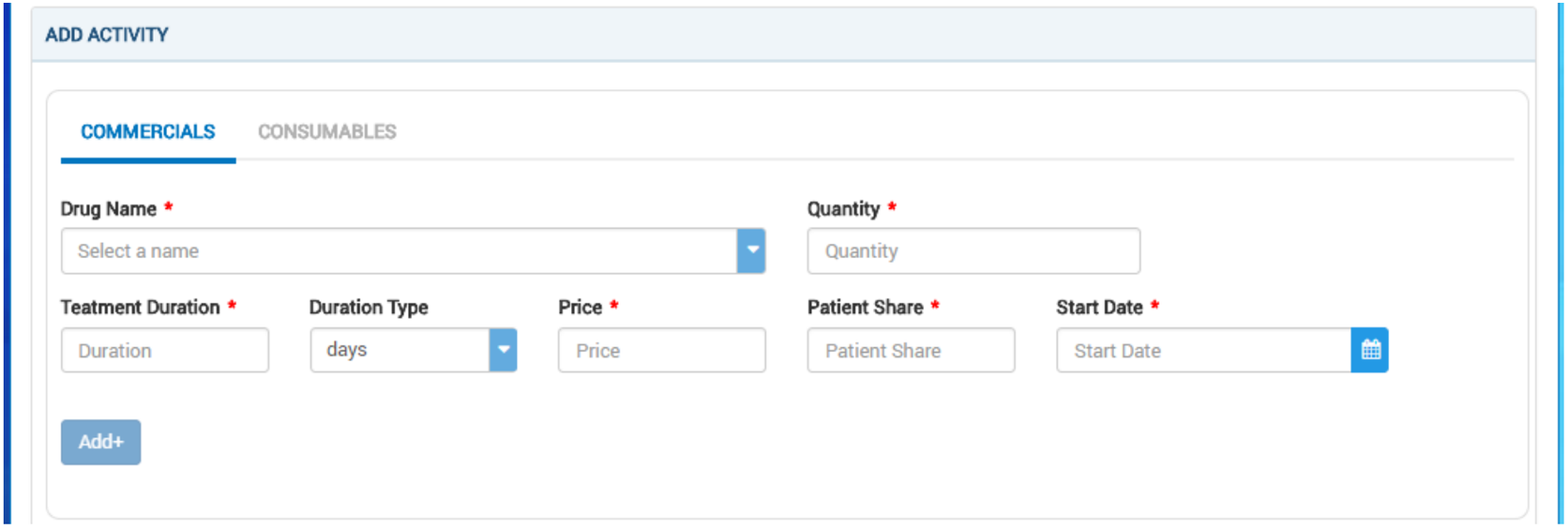
13.2 New Claim Request

Start new claim request by entering the payer, card/Emirates ID and claim details such as clinician, diseases and claim date as below. By entering the mandatory fields in this section, you will be available to submit the request. Also, you can also add optional Activity Details as given below.

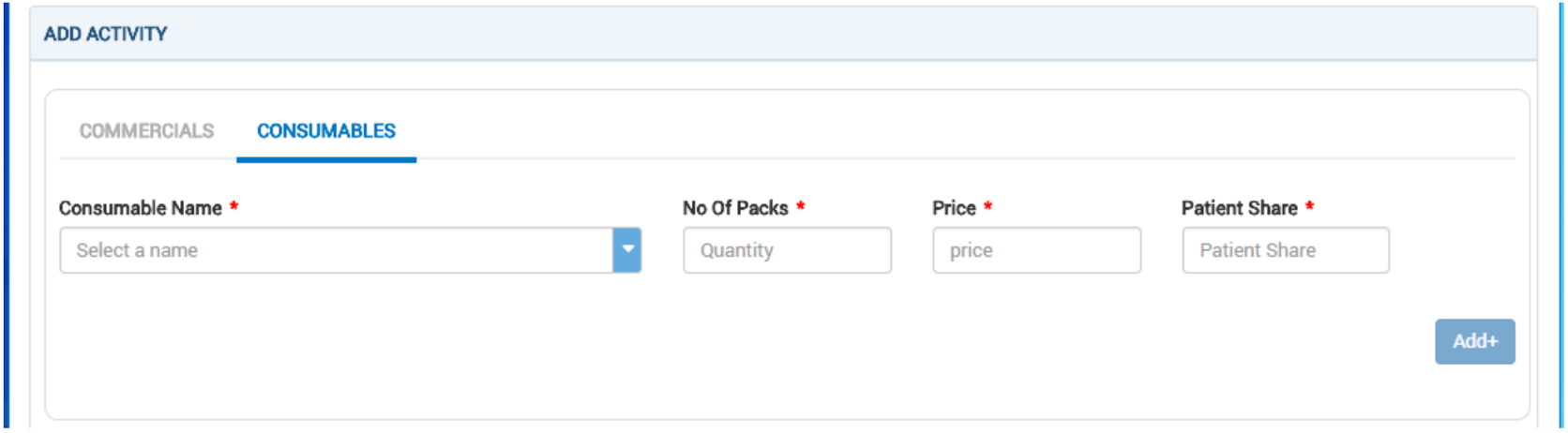


Add Activities

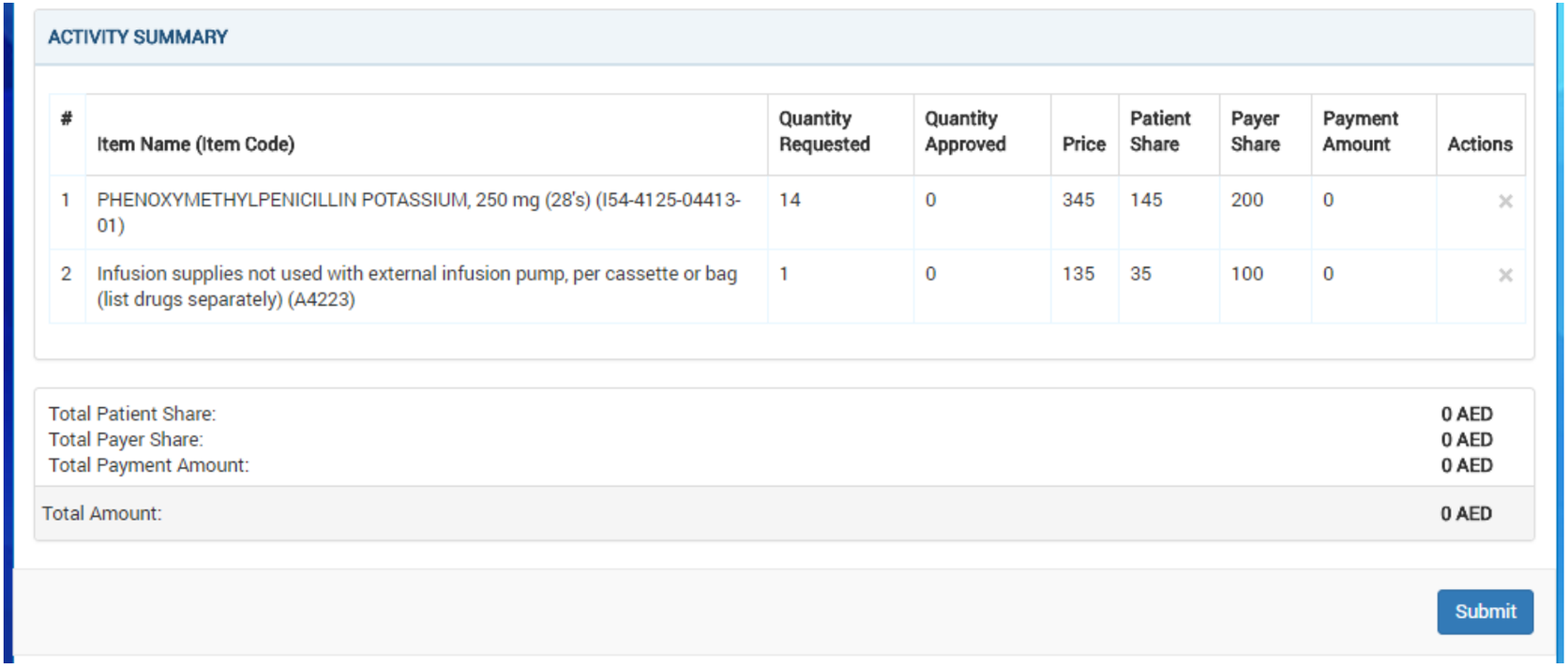
Add Commercials in first tab.



Add Consumables in second tab



The next section on new Claim request page, Activity Summary will show recorded Commercials and/or Consumables.



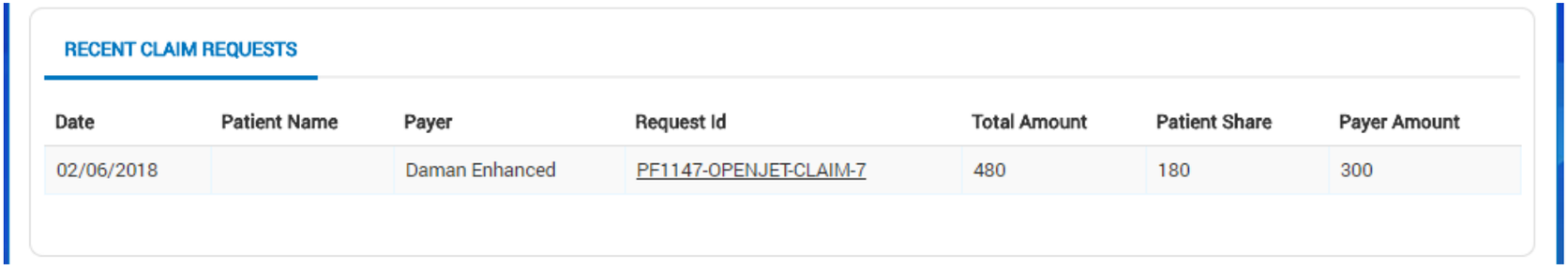
ACTIVITY SUMMARY

#	Item Name (Item Code)	Quantity Requested	Quantity Approved	Price	Patient Share	Payer Share	Payment Amount	Actions
1	PHENOXYMETHYLPENICILLIN POTASSIUM, 250 mg (28's) (I54-4125-04413-01)	14	0	345	145	200	0	×
2	Infusion supplies not used with external infusion pump, per cassette or bag (list drugs separately) (A4223)	1	0	135	35	100	0	×

Total Patient Share:	0 AED
Total Payer Share:	0 AED
Total Payment Amount:	0 AED
Total Amount:	0 AED

Submit

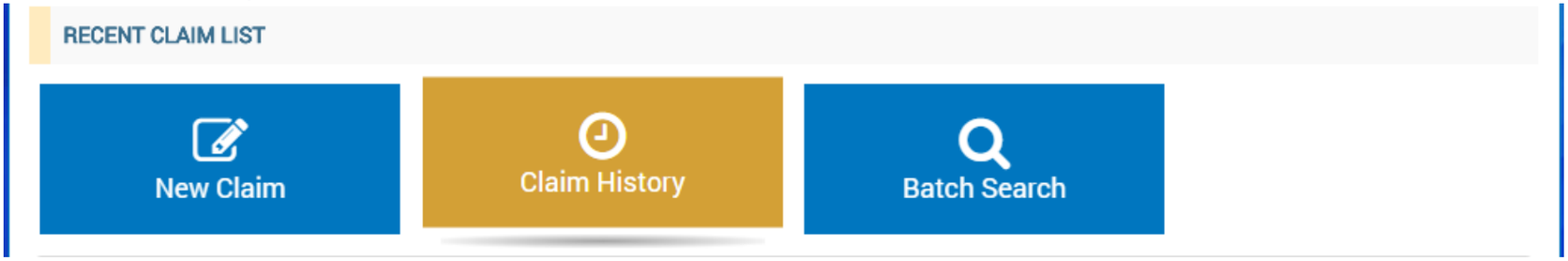
Click on submit to save and send the new claim request. Upon Submit, user will be redirected to claims dashboard page with newly added request



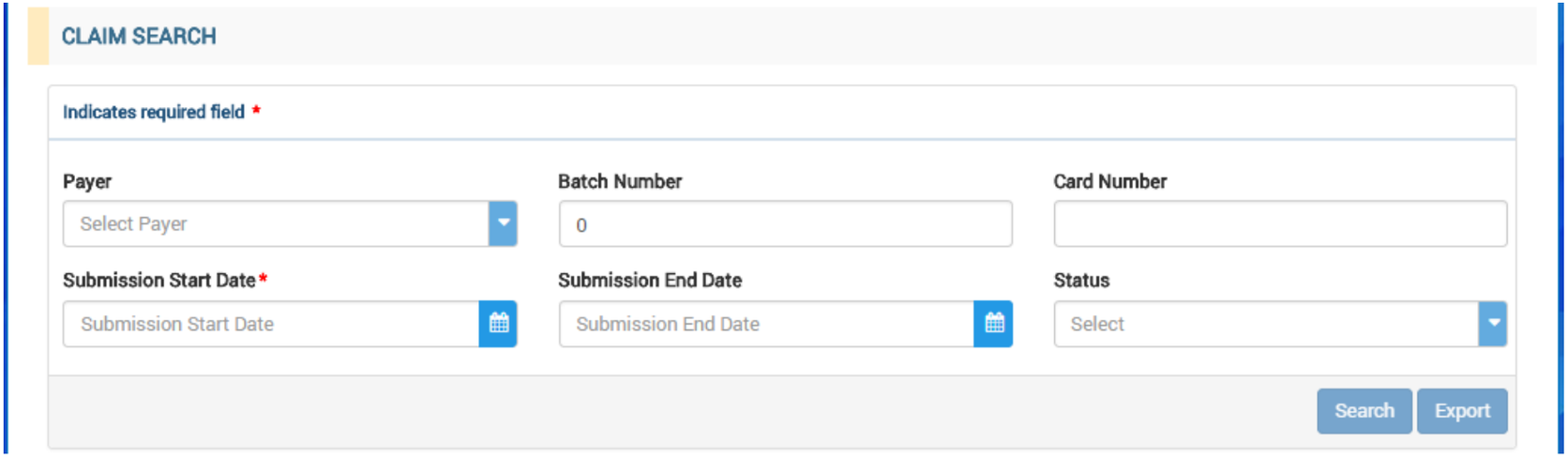
RECENT CLAIM REQUESTS

Date	Patient Name	Payer	Request Id	Total Amount	Patient Share	Payer Amount
02/06/2018		Daman Enhanced	PF1147-OPENJET-CLAIM-7	480	180	300

13.3 Claim History

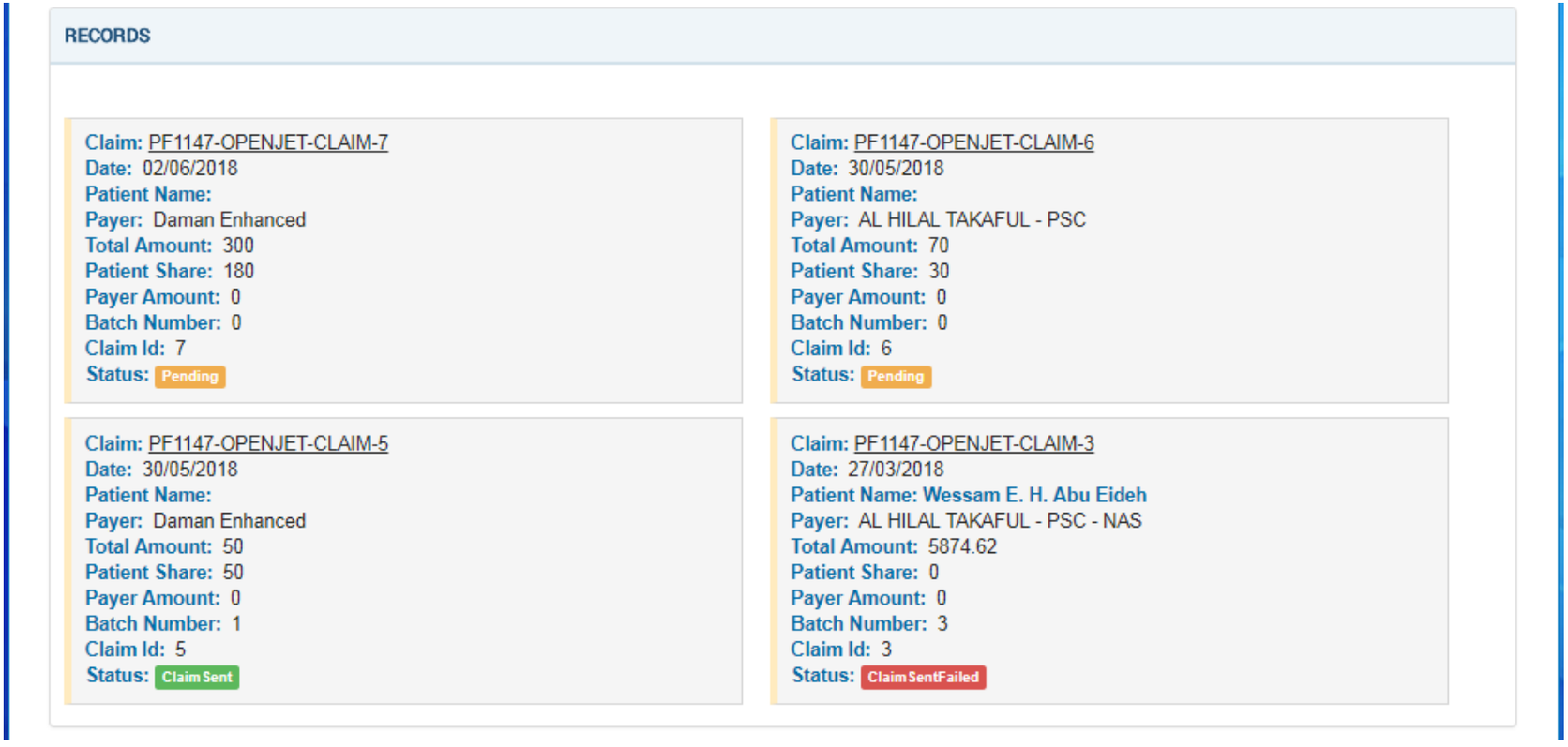


From Recent Claim Requests listing page above, Click on Eligibility History to gain access to eligiblity history requests search page.



User can Search requests by using the Payer, Card Number, Submission end date (i.e. Search requests To Date) and status. Submission Start Date (i.e. search requests from date) is Mandatory and must be provided.

On applying the search filters, claim requests will appear as below. You can click on request card to see the claim request details.

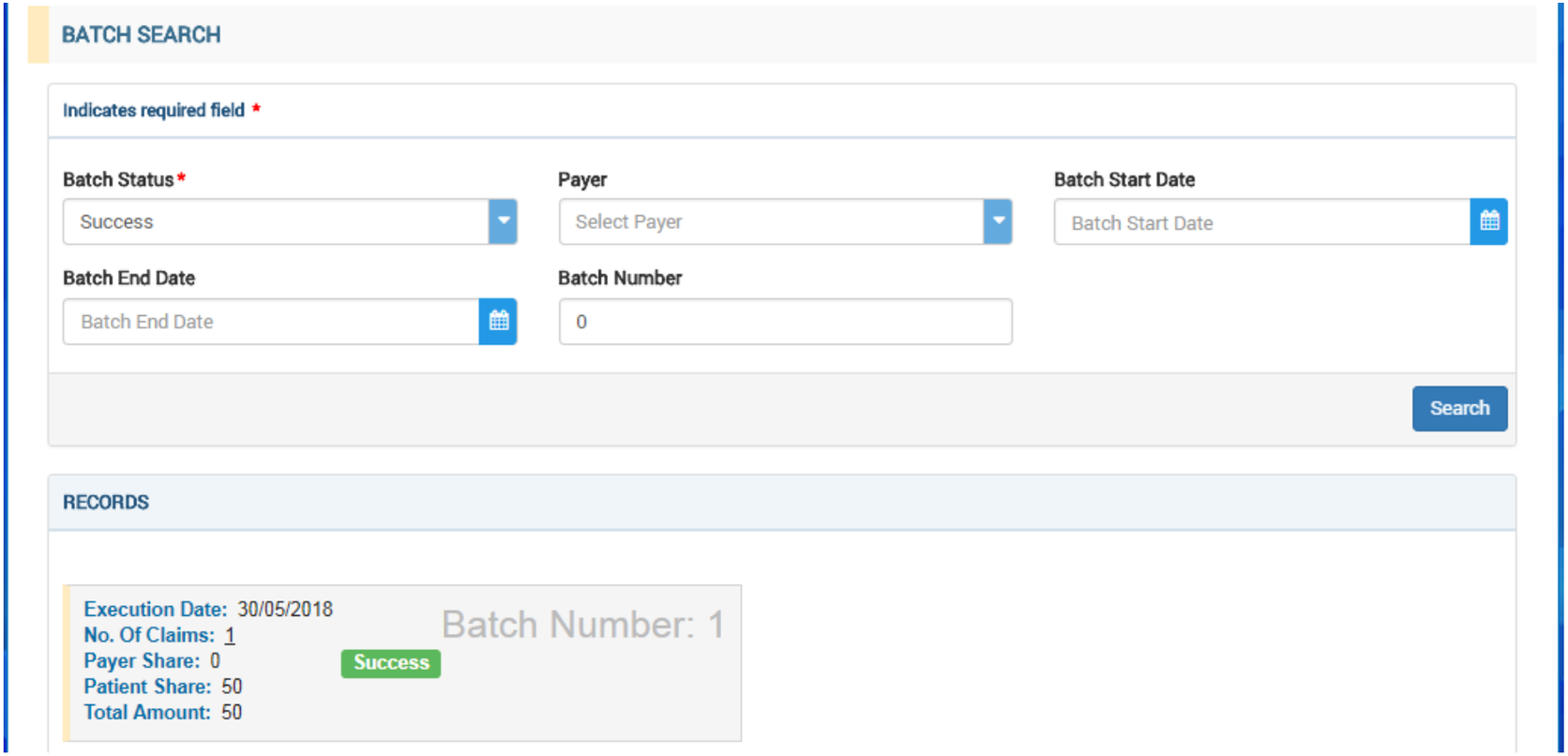


Click on any claim request card to view claim details.

13.4 Batch Search

Pharmacy claims are automatically submitted in batches. These can be sarched also. A batch bundles the claims requests and can be viewed through Batch Search Page. On search, the batches will show the details including No. Of Claims.

Click on No Of Claims in batch details to view all the claims.



If a batch has status “Failed”, the error details can be seen in the same way as for Pharmacy requests explained in section 6.

In this case the issue should be resolved by the pharmacy and the retry batch option selected.

Execution Date: 07/06/2018
No. Of Claims: 1
Payer Share: 120
Patient Share: 180
Total Amount: 300
Retry Batch

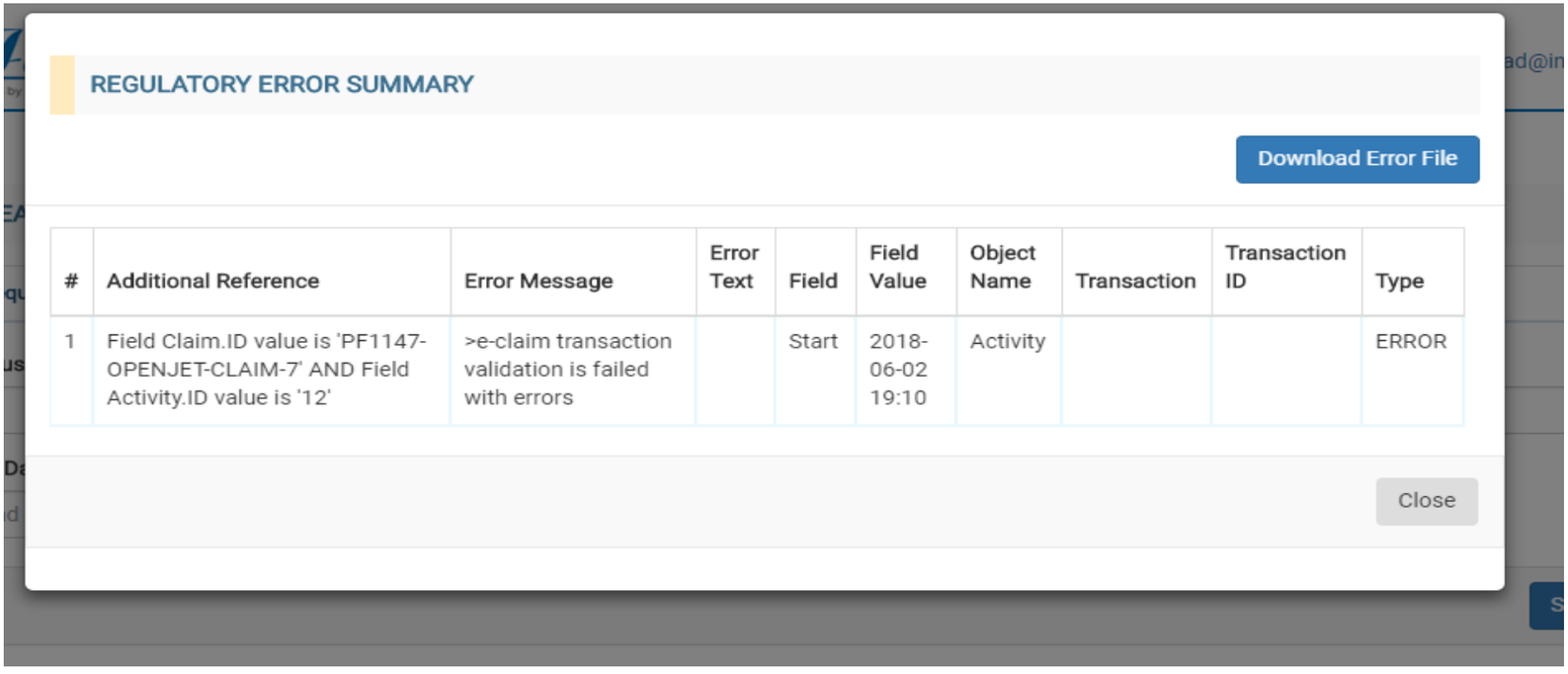
Batch Number: 4
Failed

Execution Date: 30/05/2018
No. Of Claims: 1
Payer Share: 5874.62
Patient Share: 0
Total Amount: 5874.62
Retry Batch

Batch Number: 3
Failed

Execution Date: 30/05/2018
No. Of Claims: 2
Payer Share: 117944
Patient Share: 0
Total Amount: 117944
Retry Batch

Batch Number: 2
Failed



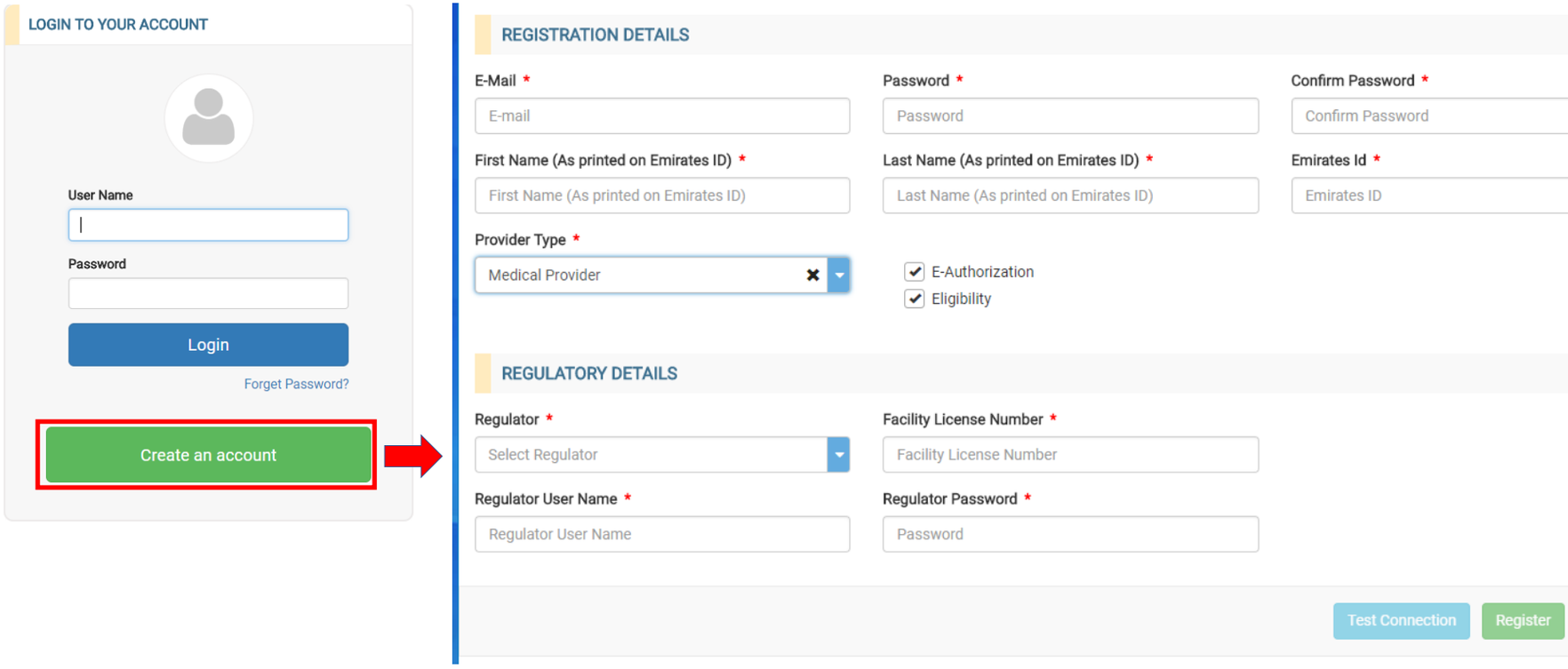
14 E-Authorization

E-Authorization provide comprehensive tools to raise provider requests directly to the Payer. The provider request can be initiated after approved eligibility or can be a new request without any eligibility.

14.1 New Provider Signup

On login page, Click on Create new Account for new provider user signup. Here you must select Provider Type as 'Medical provider' and select roles.

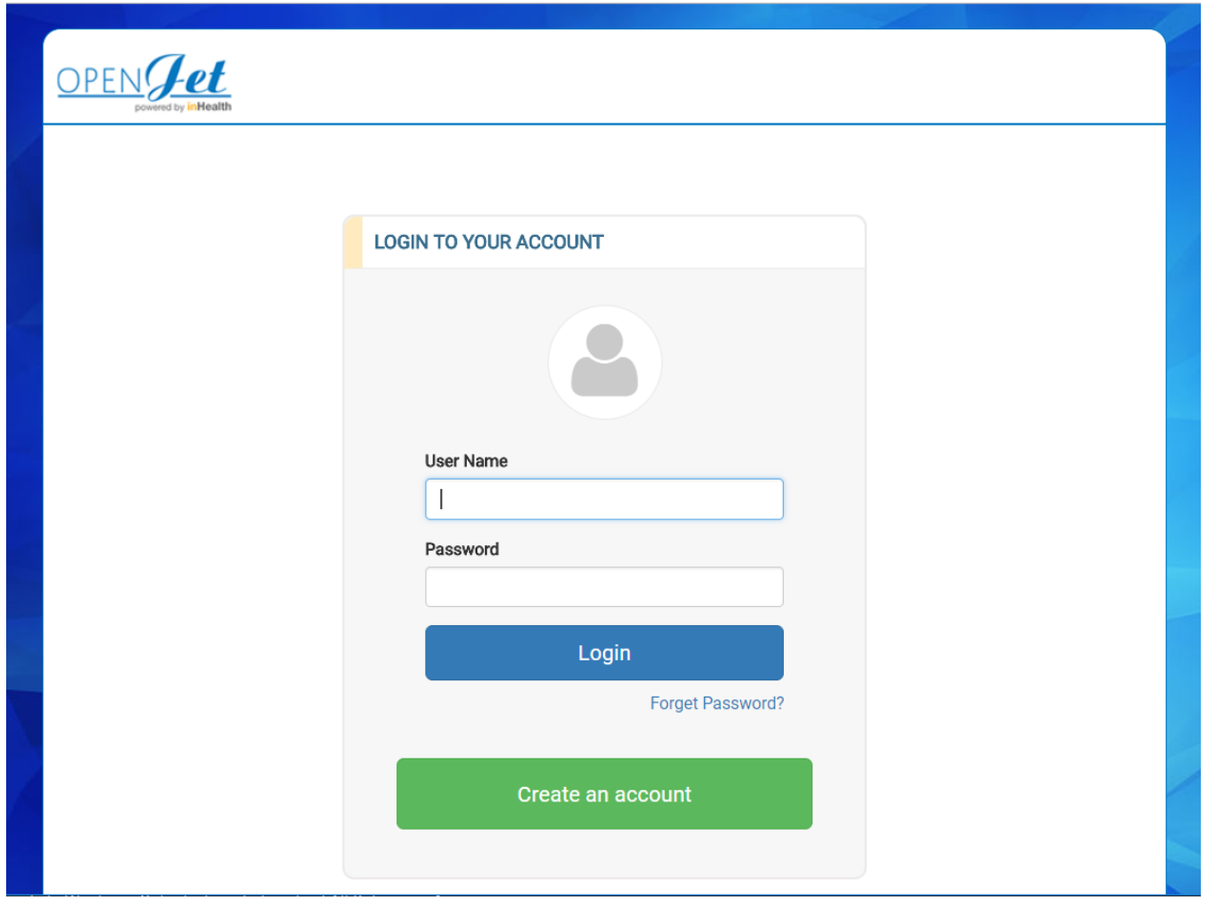
Enter details as below. Select the type of provider. You must also provide regulator credentials for verification purposes. Click on test Connection to make sure the credentials you provided are correct. The system will only allow correct regulators credentials for new accounts.



Choose 'Medical Provider' in provider type with at least E-Authorization role checked

14.2 E-Authorization Login

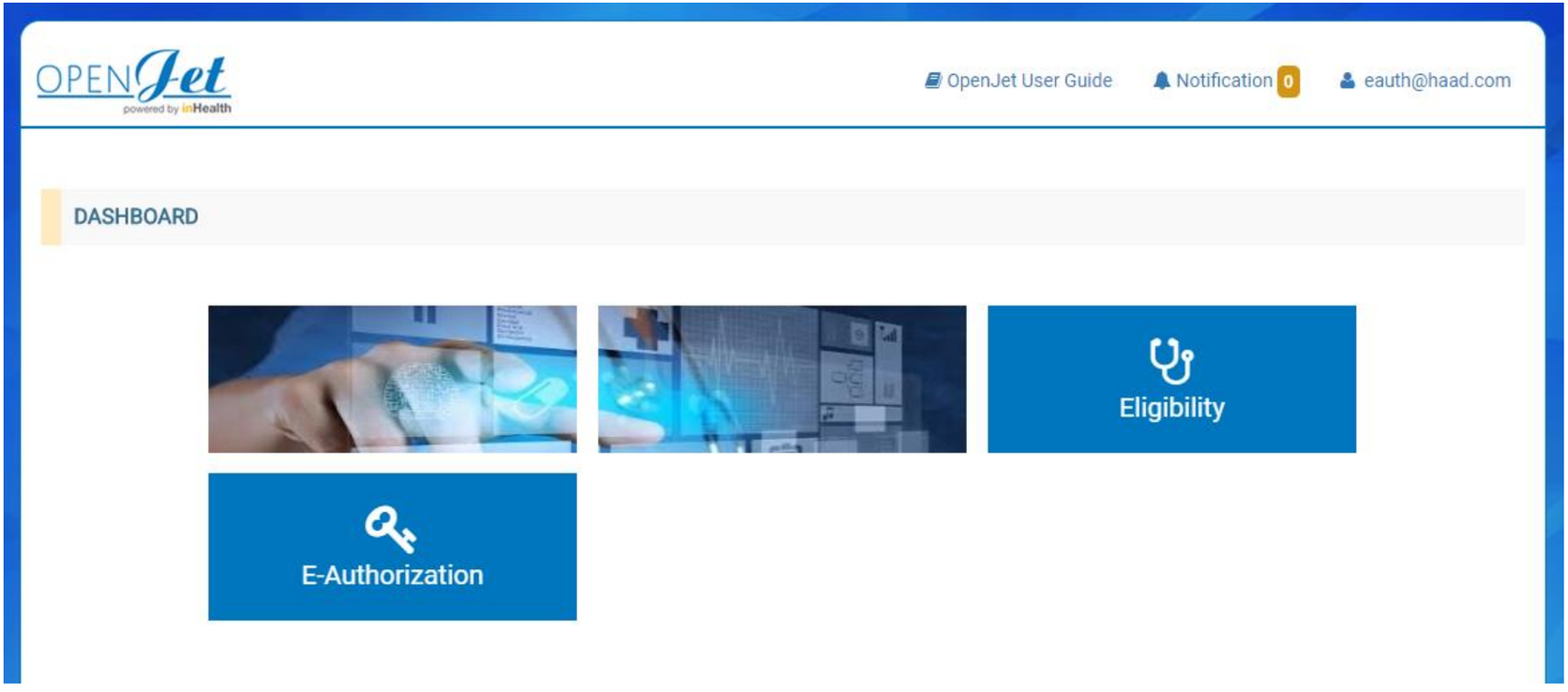
Enter your provider username and password to gain access to secured provider functions in OPENJet v2.



Dashboard

After successful login you may see different operations depending upon your OPENJet roles.

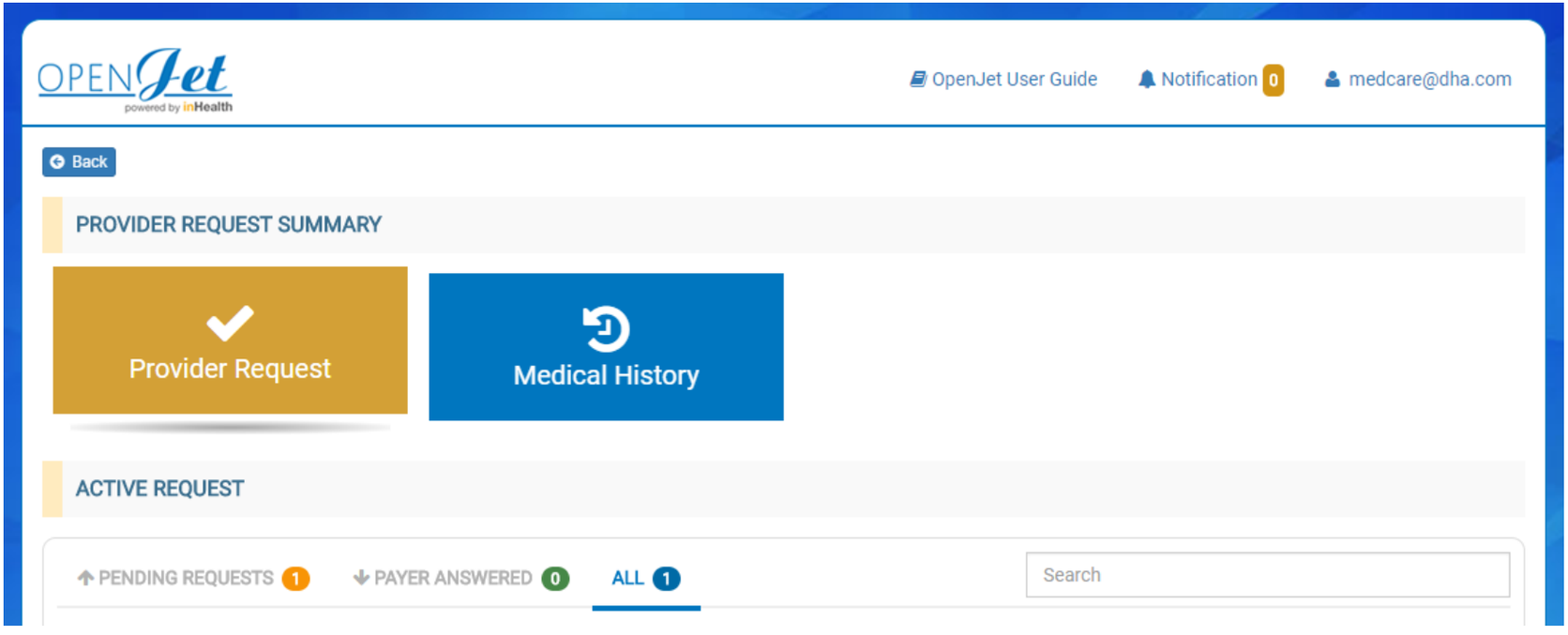
Provider user may click on E-Authorization link to gain access to provider request operations.



Different modules may appear depending upon assigned roles of logged in user

14.3 New Provider Requests

On the Recent requests dashboard, please find the button called Provider Request as given below:



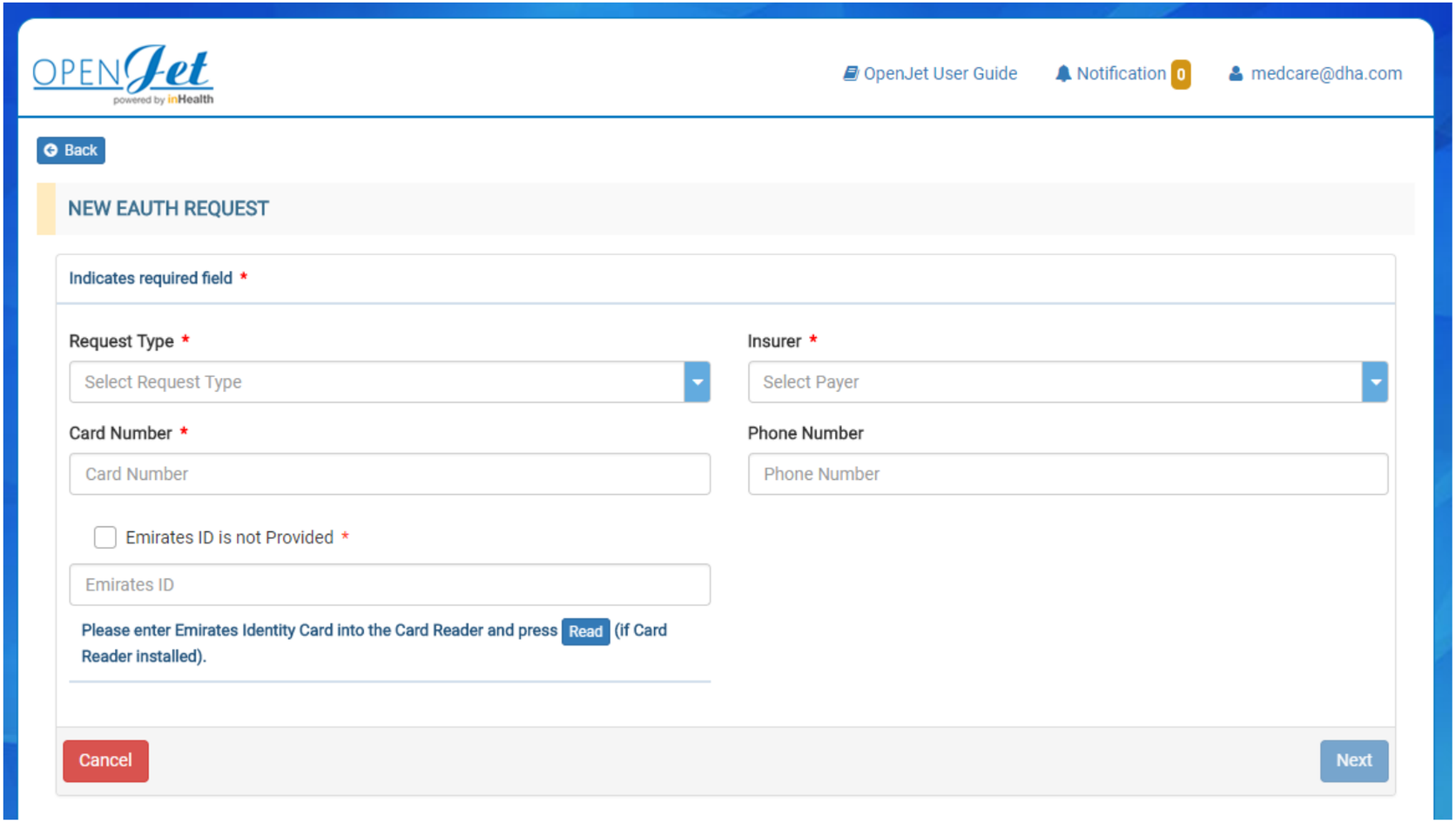
This will take you to a series of three steps to successfully create and submit your provider requests, as given below:

1. Select Request Type, Payer and Patient identity
2. Select clinician and Diagnosis
3. Add activities and record any observation

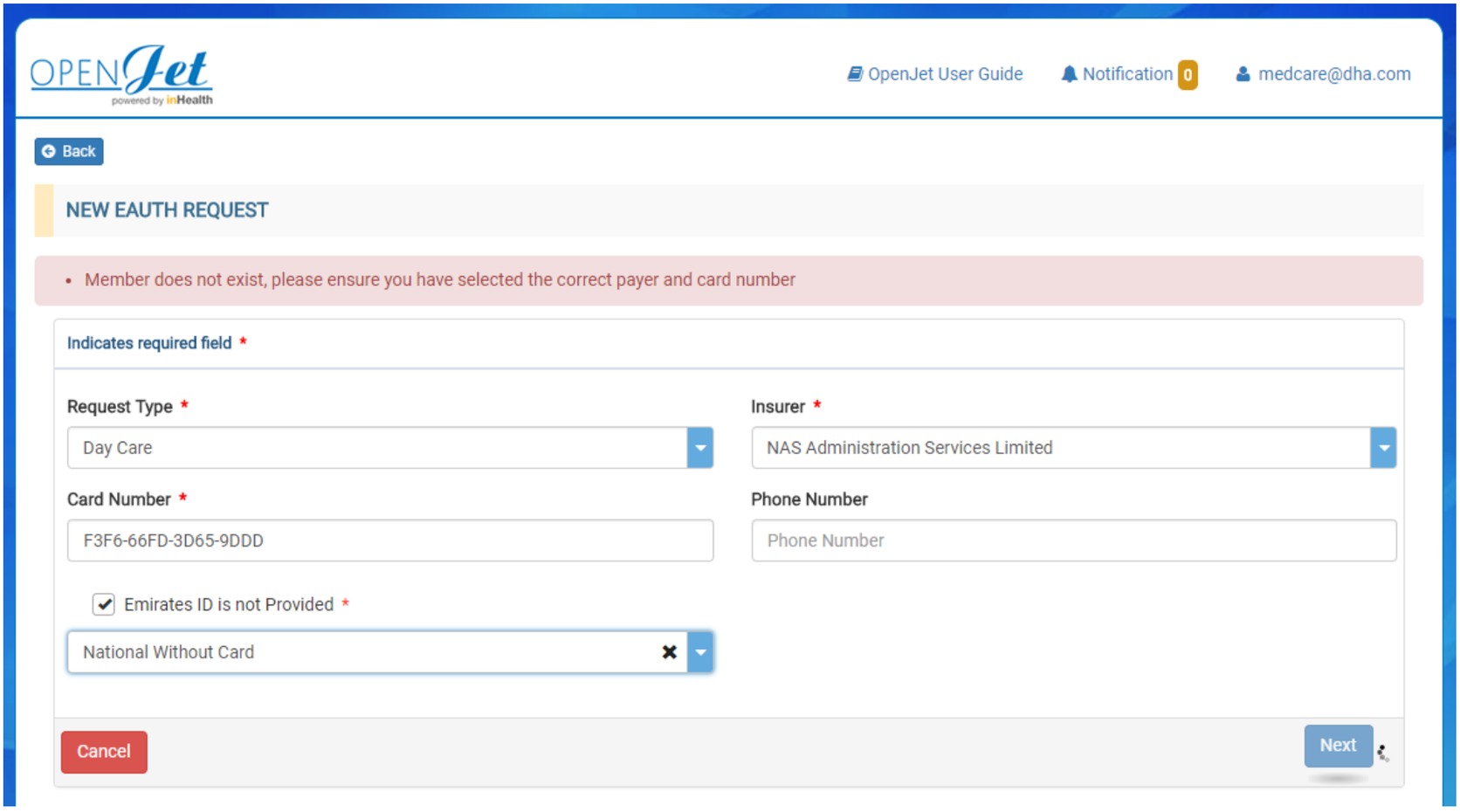
Provider request collects data in three different forms.

14.3.1 Request Type and Patient Identity

Start new request with Request Type selection. This will make all the subsequent processes in step 2 & 3 aligned as per this selected request type.



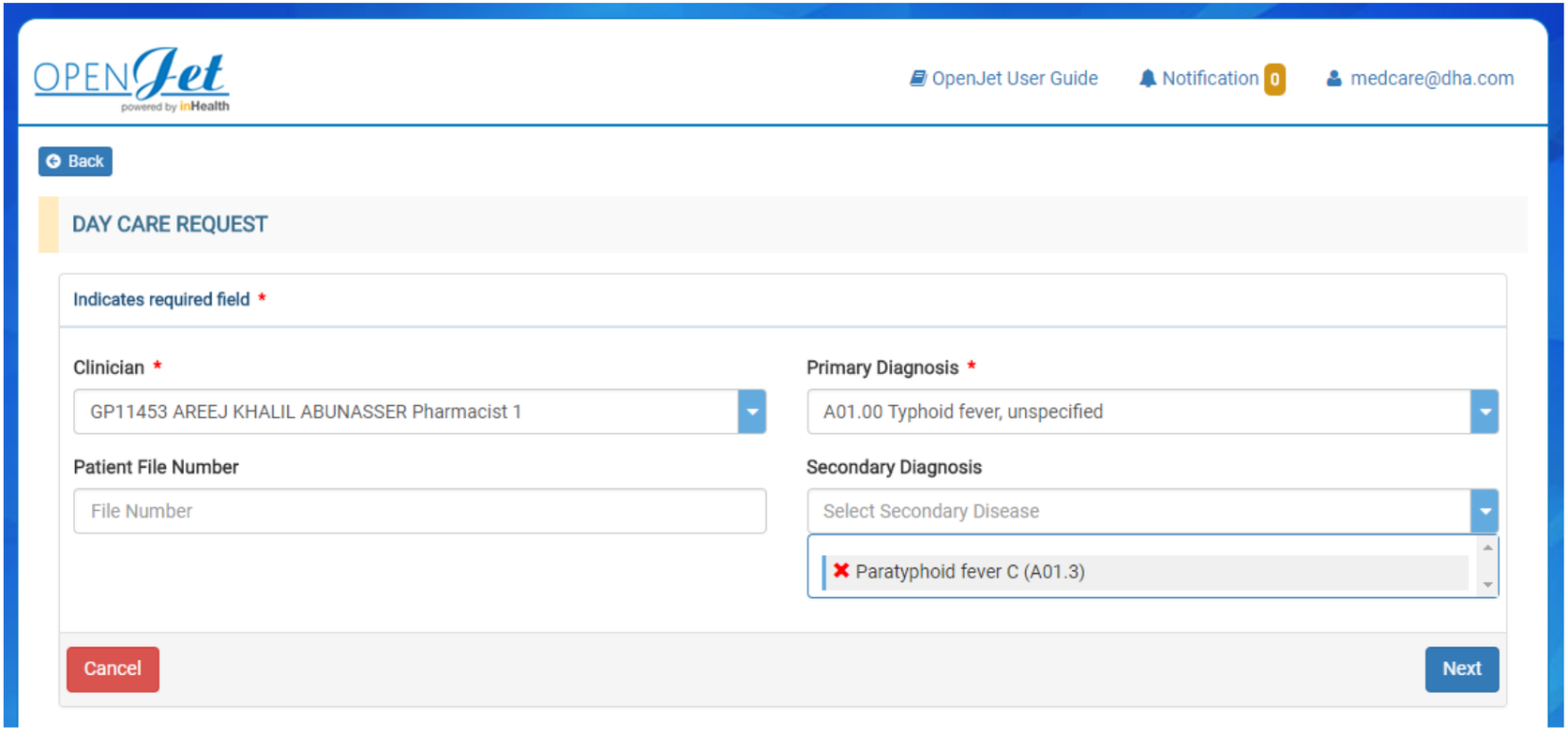
In case if the member has some NAS Insurer, the system will validate the member card number. Please contact insurer in case if you see any validation message as shown below:



NAS members will be verified against their provided card number

14.3.2 Record Clinician & Diagnosis

Second step of New Provider Request require Clinician and Diagnosis details to be entered. Secondary Diagnosis is optional and may contain more than one selected diagnosis which can be removed any time before request submission.



Based upon the request type selected in first step, some new mandatory fields may appear on this page. For instance, all In-Patient requests require 'Admission Date' to be selected while Referral Requests type will need a 'Referral Facility' to be selected on this page.

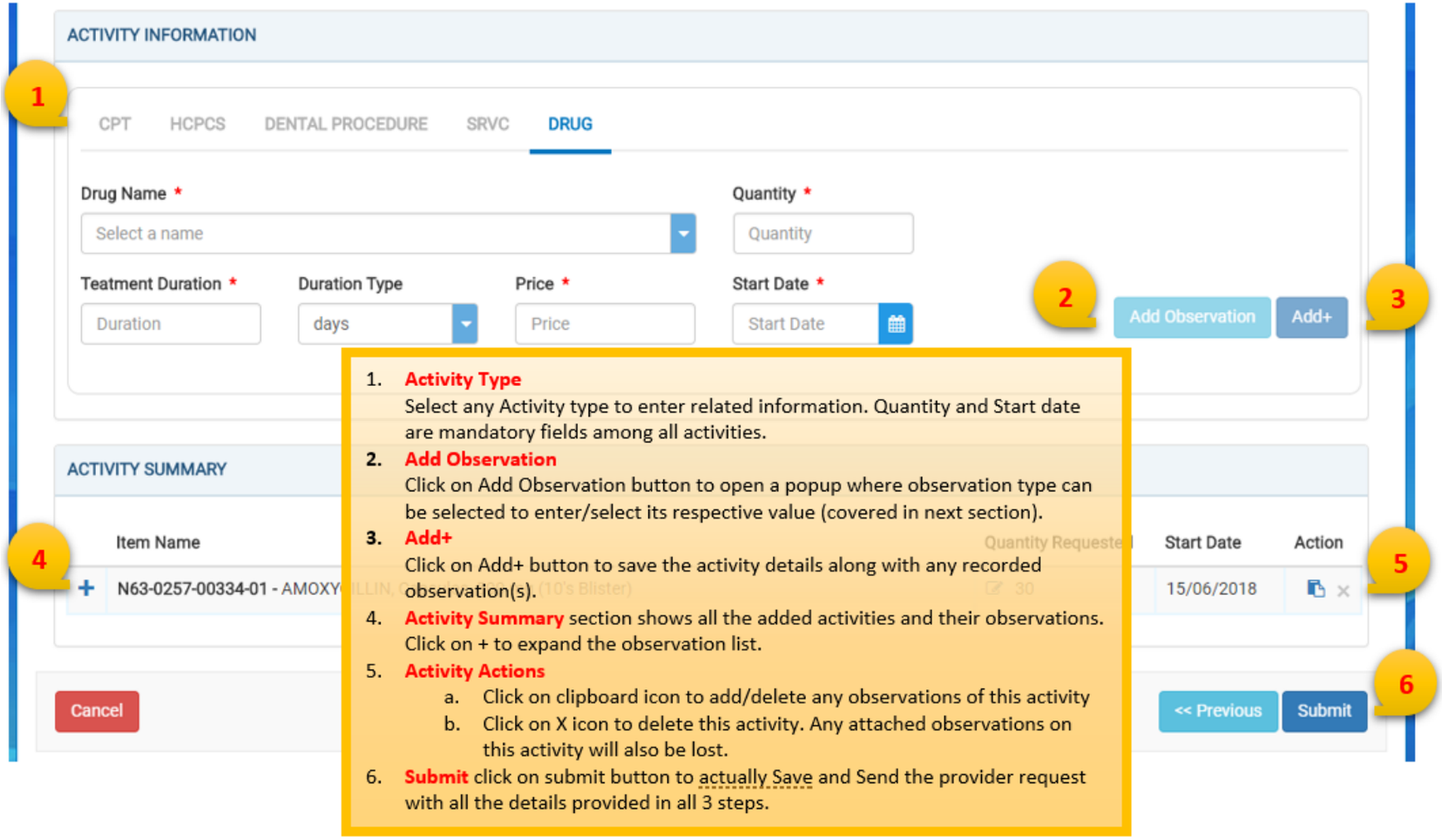
Clicking the Cancel button will remove any entered details on this provider request, clear the forms and go back to request listing dashboard.

Click Next button to record the entered information and show last step of provider request.

Varying request types may show different controls on this page and must be provided with correct values.

14.3.3 Record Activities and Observations

Last step of new provider request addresses activities and their observation data.



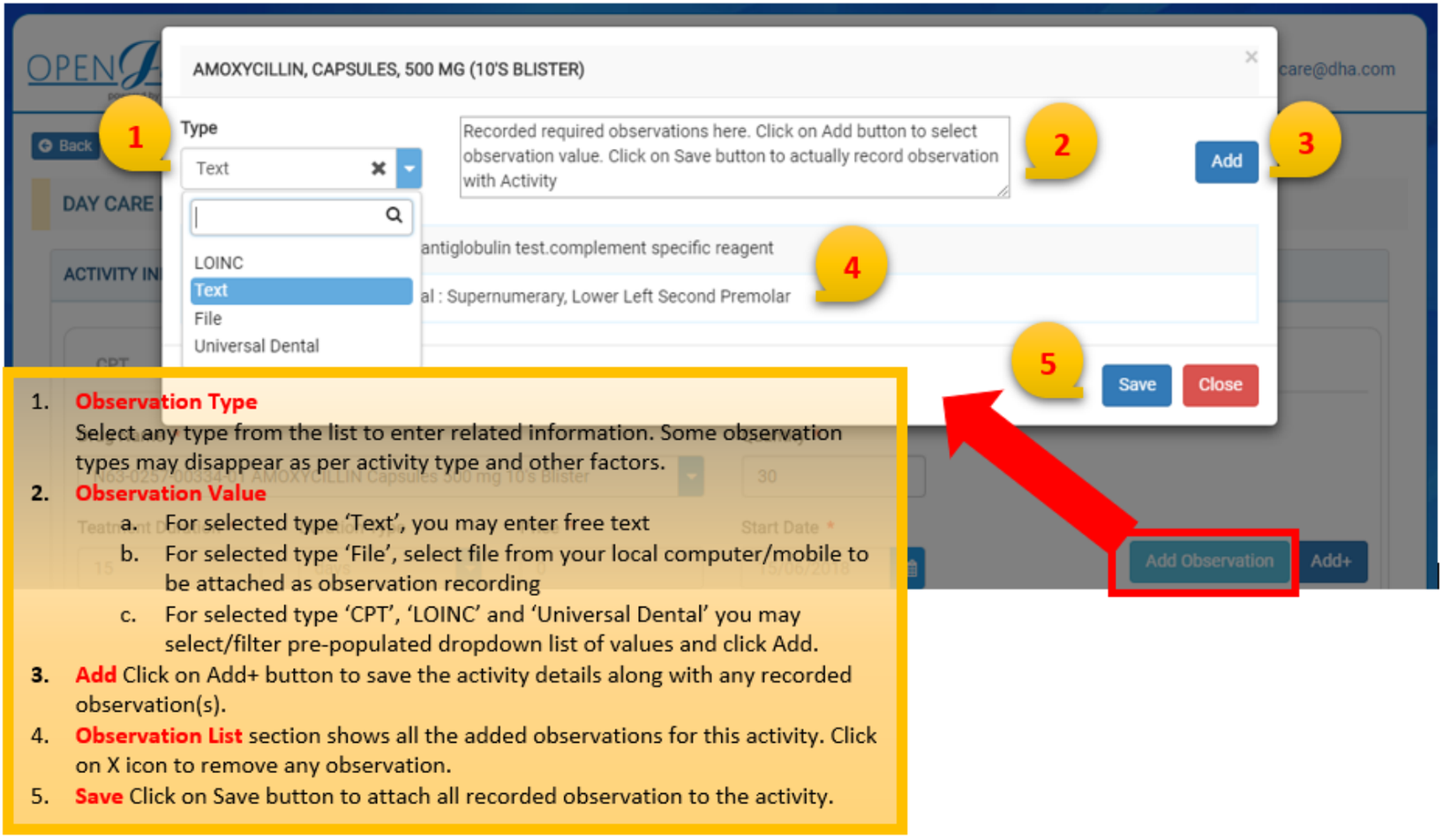
At least one activity is mandatory per provider request. However, an activity may or may not have any observation recorded. Any recorded activity will appear in panel below called ACTIVITY SUMMARY.

Click on Submit button at the end of the page to save the entered data and send the request to regulator (selected in in step # 1).

Activity and overall request details will not be saved permanently until Submit button is pressed.

Following Activities are supported in provider request, and their visibility on this page depends on the request type selected in first step:

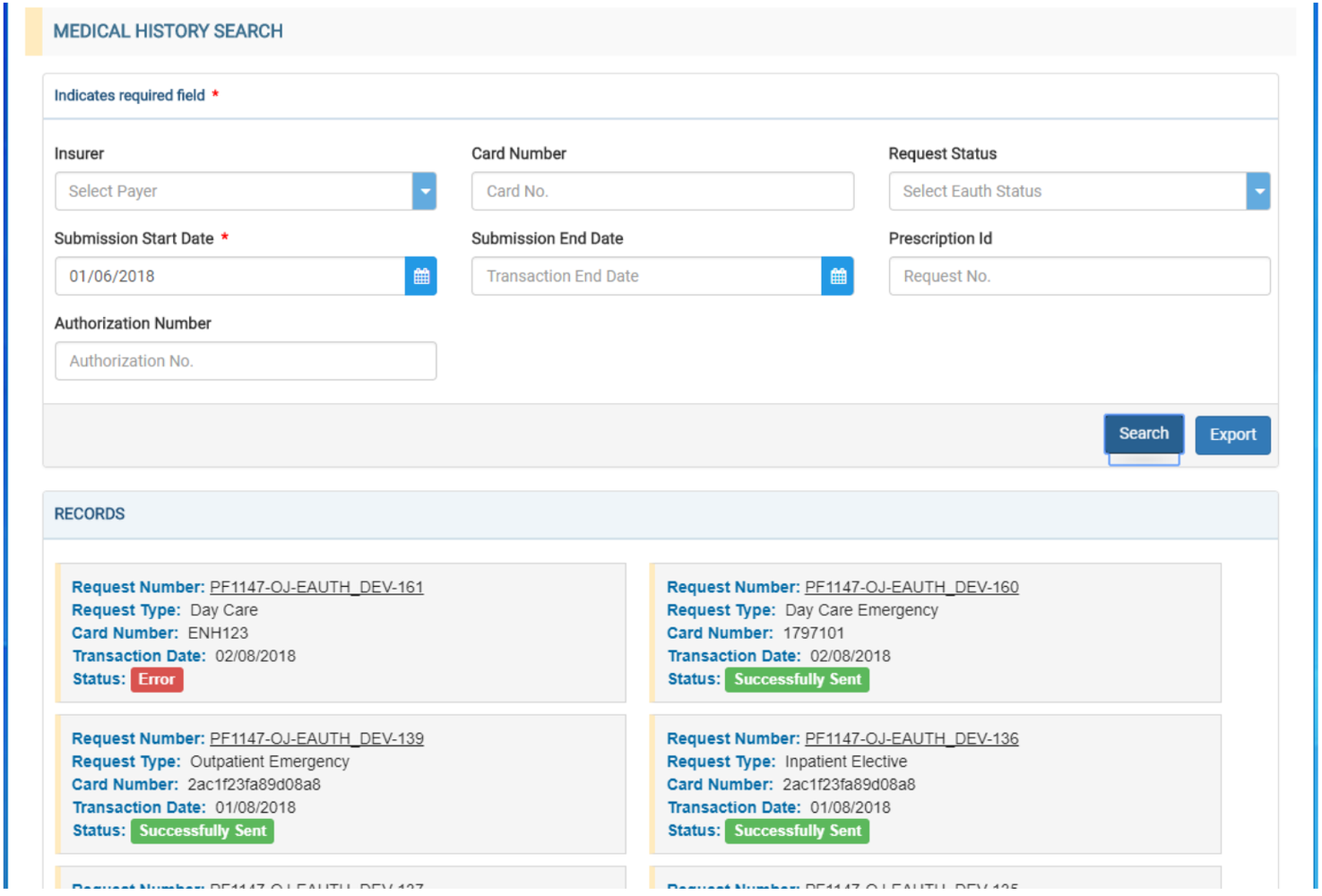
1. CPT
2. HCPCS
3. Dental Procedure
4. SRVC
5. DRUG
6. DRG



1. **Observation Type**
   Select any type from the list to enter related information. Some observation types may disappear as per activity type and other factors.
2. **Observation Value**
   a. For selected type 'Text', you may enter free text
   b. For selected type 'File', select file from your local computer/mobile to be attached as observation recording
   c. For selected type 'CPT', 'LOINC' and 'Universal Dental' you may select/filter pre-populated dropdown list of values and click Add.
3. **Add** Click on Add+ button to save the activity details along with any recorded observation(s).
4. **Observation List** section shows all the added observations for this activity. Click on X icon to remove any observation.
5. **Save** Click on Save button to attach all recorded observation to the activity.

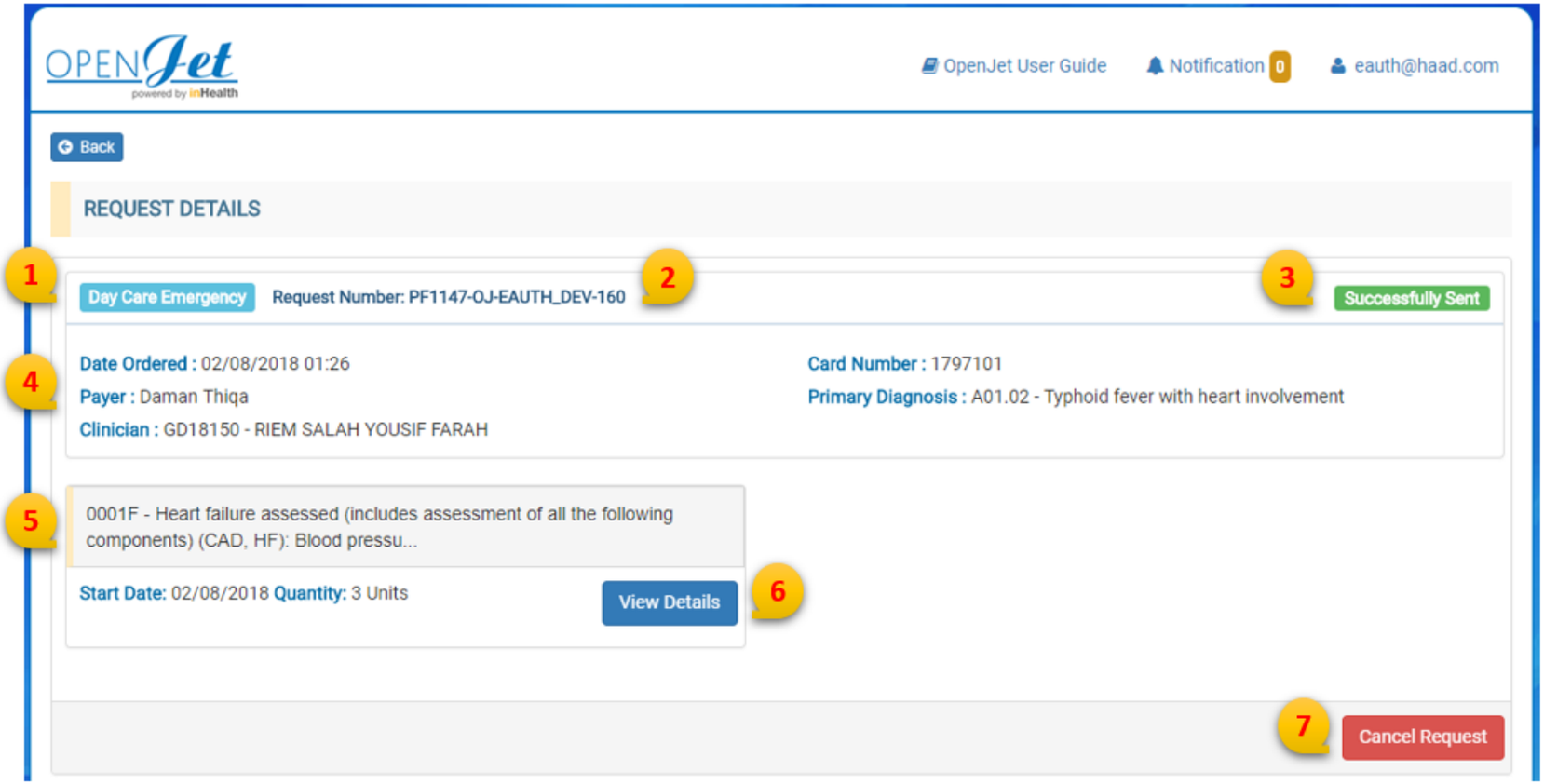
14.4 Medical History

All the submitted requests can be viewed through medical history page search features. Provider Requests can be filtered using a variety of fields. However, Submission start date is only mandatory field among all. Clicking on Search button will show all filtered results below in a grid. Click on any Request Number of filtered search results to view the request details. Click on Export button to export results into an excel file.



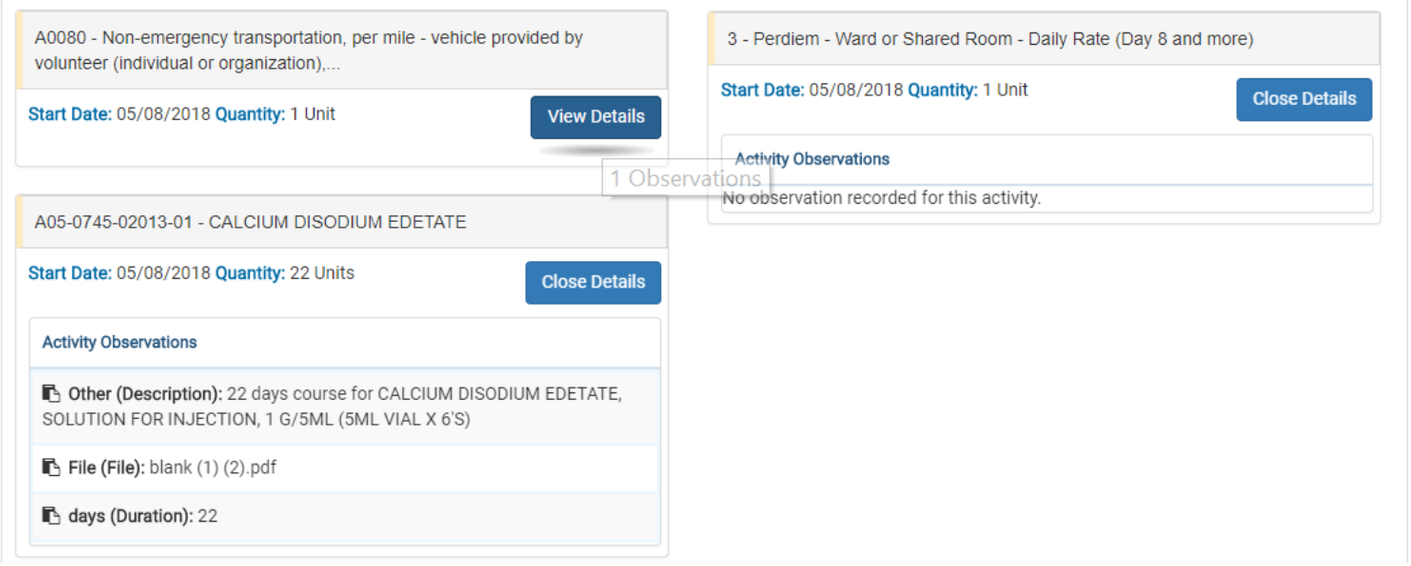
14.5 Provider Request Detail Page

The Request details page display different information as per the request status. A typical Pending Request may look like given below:



1. Displays Request Type
2. Request Number is show, typically the auto-generated Prescription Id
3. Status of the request
4. Request details (as entered on page 1 and page 2 of New Request) covering payer, clinician, diagnosis and member details.

5. Activities recorded for this request in this area. Typically, two columns of activities may span several rows depending on number of activities recorded for this request.
6. Recorded Observations of this activity (if any) can be viewed clicking on View detail button and hide back using the same button.



   a. Activity name is displayed in heading. If it exceeds specific number of characters, the rest will be replaced with '…'and will show complete activity text once clicking on View Detail.
   b. Activity Observation are shown starting with a clipboard icon
7. Request can be cancelled by clicking on Cancel Request button. This will notify the Issuer of cancellation and no further operation can be performed on this request. This area will display further controls as per the request status.

14.6 Provider Request Statuses

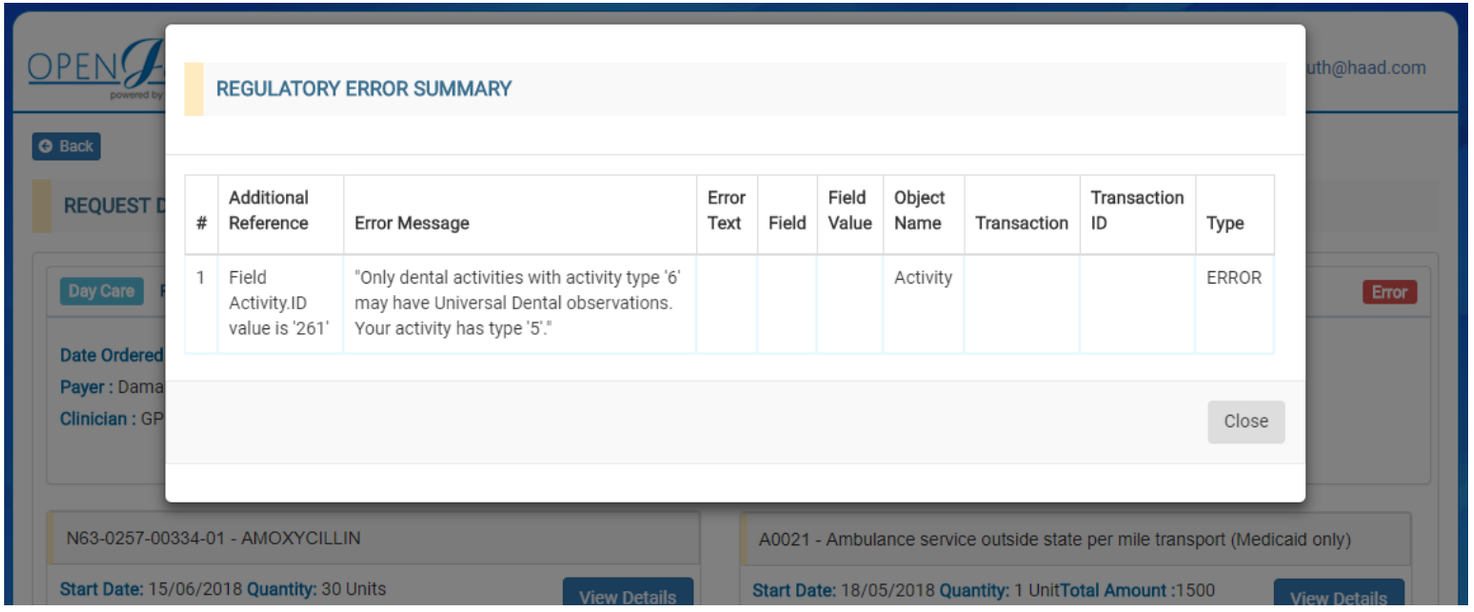
14.6.1 Successfully Sent

- New provider request is generated and submitted in this stage.
- The request has not been processed by regulator at any level so far.
- No further action can be taken on sent request except cancellation.

14.6.2 Error

- If the newly sent request fails to fulfil any preliminary criteria by regulator, an error response will be sent immediately.
- In most case, this is automatic response after validating all the request details against a set of rules.
- A Retry Button is available on request detail page (section 10.7) .

- Click on Error status in red colour on top right of request detail page to show errors details in pop up like this



14.6.3 *Rejected*

- The request details were closely investigated by insurer but found some discrepancy which caused the rejection of the request.
- Typically, a denial code is sent by payer and shown on request detail page.
- Each activity may carry different denial code.
- Complaint and Resubmit request buttons are show for further operations if required.

14.6.4 *Totally Approved*

- The request is approved by the insurer and will show status 'Totally Approved' on request detail page.
- Complaint and Resubmit request buttons are show for further operations if required.

14.6.5 *Partially Approved*

- Same as Totally Approved except that approved quantity will be different than requested.

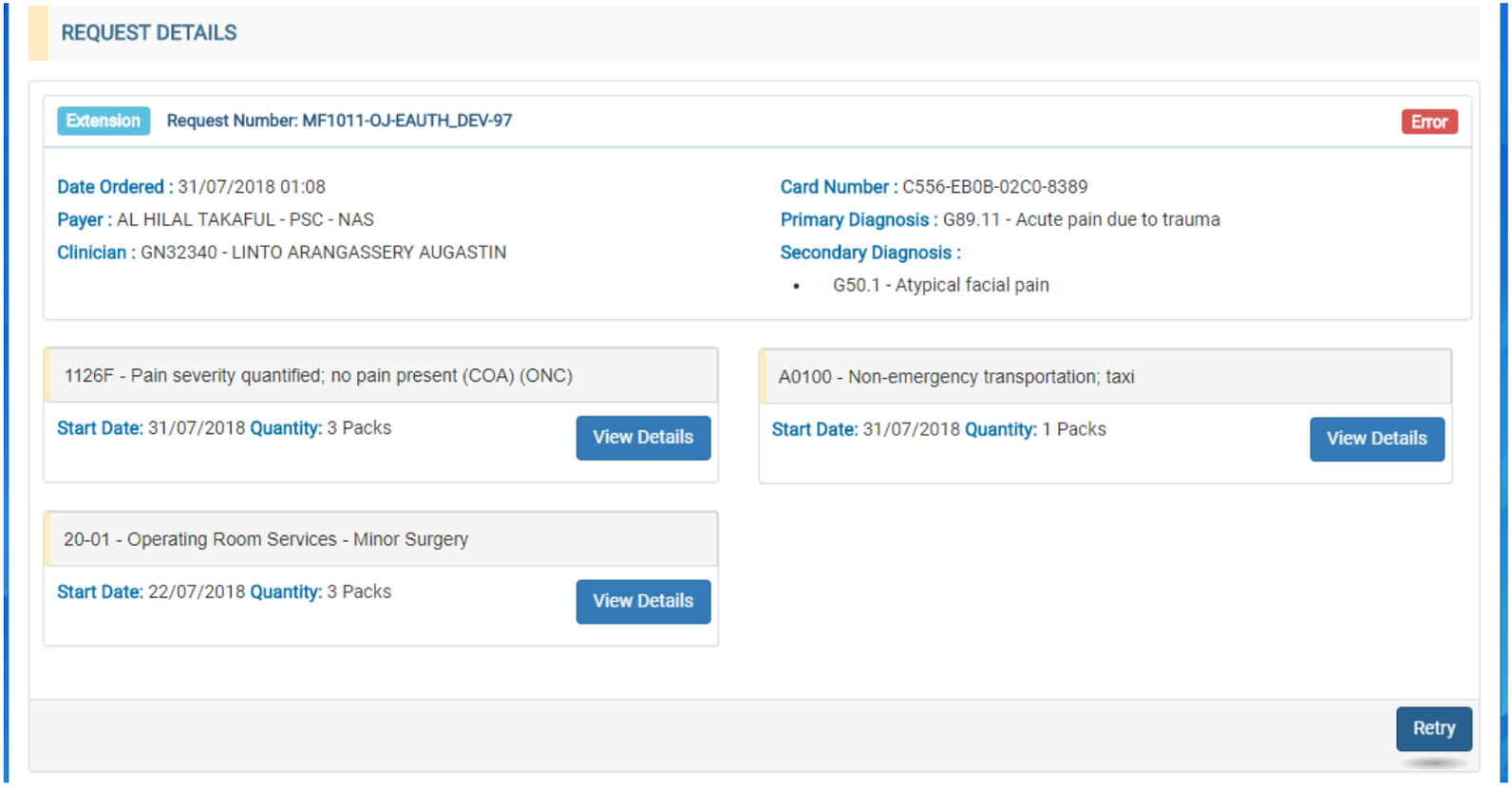
Rejected, Totally and Partially Approved requests will display Authorization number, permitted dates and Payer Comments (if any)

only Answered requests (10.6.3, 10.6.4, 10.6.5) are eligible for Resubmission and Complaint

14.7 Retry Provider Request

If the submitted request failed to pass any pre-defined criteria by regulator, it will be returned immediately and will be available in OpenJet with a new status 'Error'. As we see in section 10.6.2 above, clicking on request status will open any regulatory error returned along with request. At the same time, a retry button will be available at the end of the request details page.

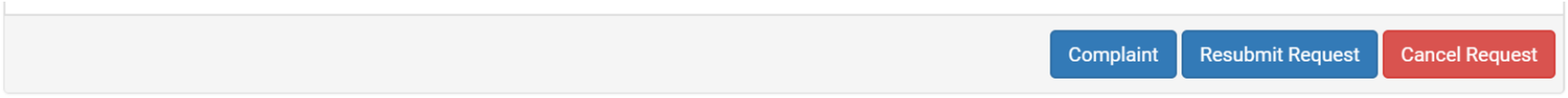
Click on retry button to go through request 2nd (clinician/diagnoses) and 3rd page (activity/observation) with the same functionality as described in section 10.3 for creating a new request.



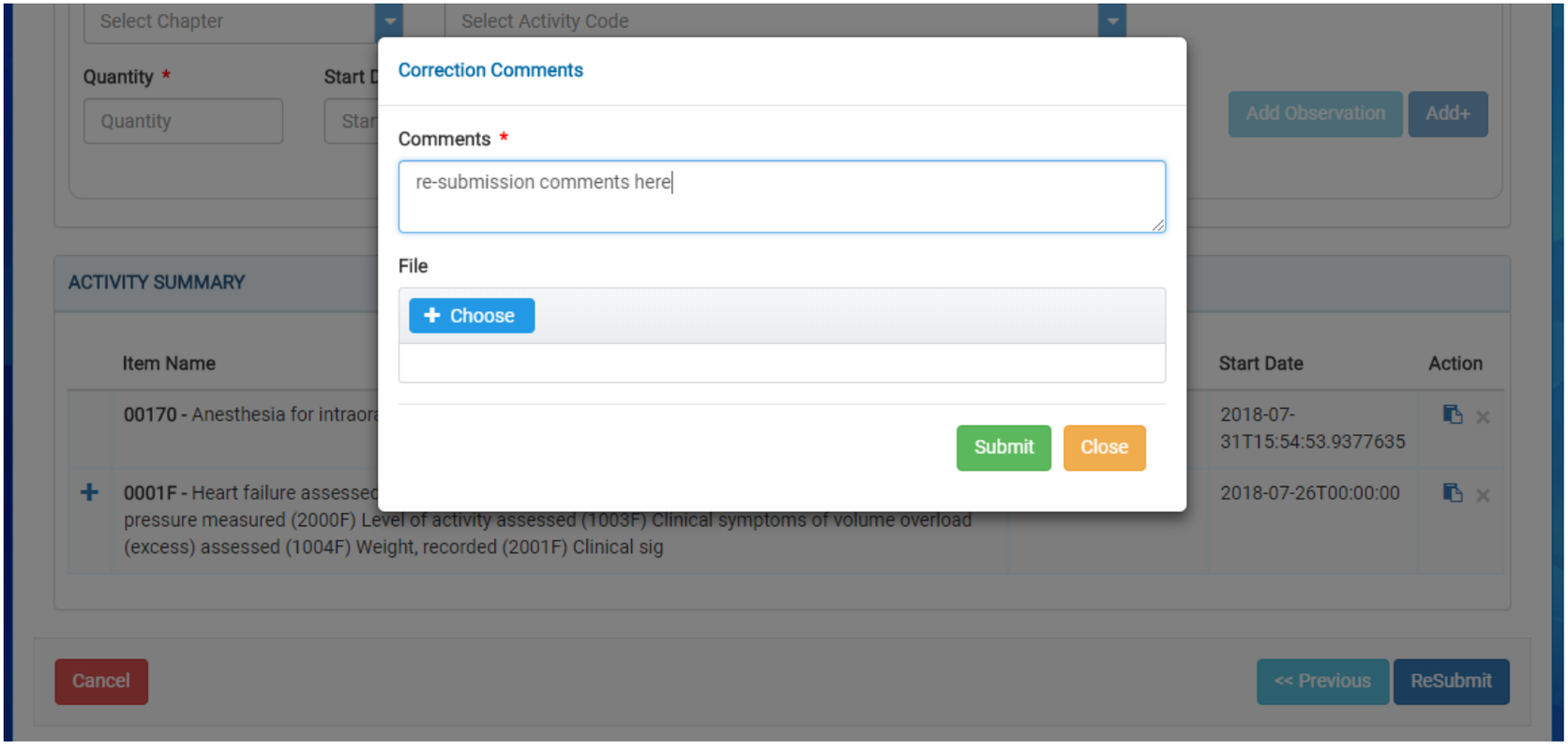
Retry is possible every time regulator returns an error against a submitted request.

14.8 Resubmit Provider Request

On every answered request from regulator, Resubmit Request button will be enabled to resubmit the request with same Prescription Id.



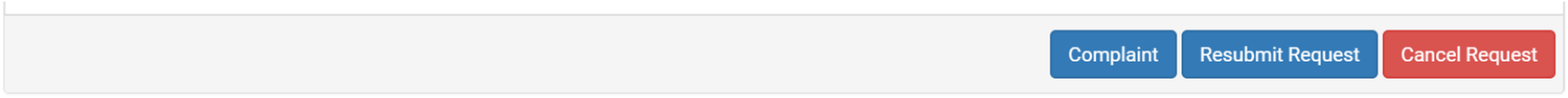
For re-submission/correction, click on Resubmit Request button to go through same request pages i.e. 2nd (clinician/diagnoses) and 3rd page (activity/observation) with the same functionality as described in section 10.3 for creating a new request but with already recorded data. However, unlike retry, the submit button on 3rd page will open the pop up for recording the mandatory comments and any optional attachment.



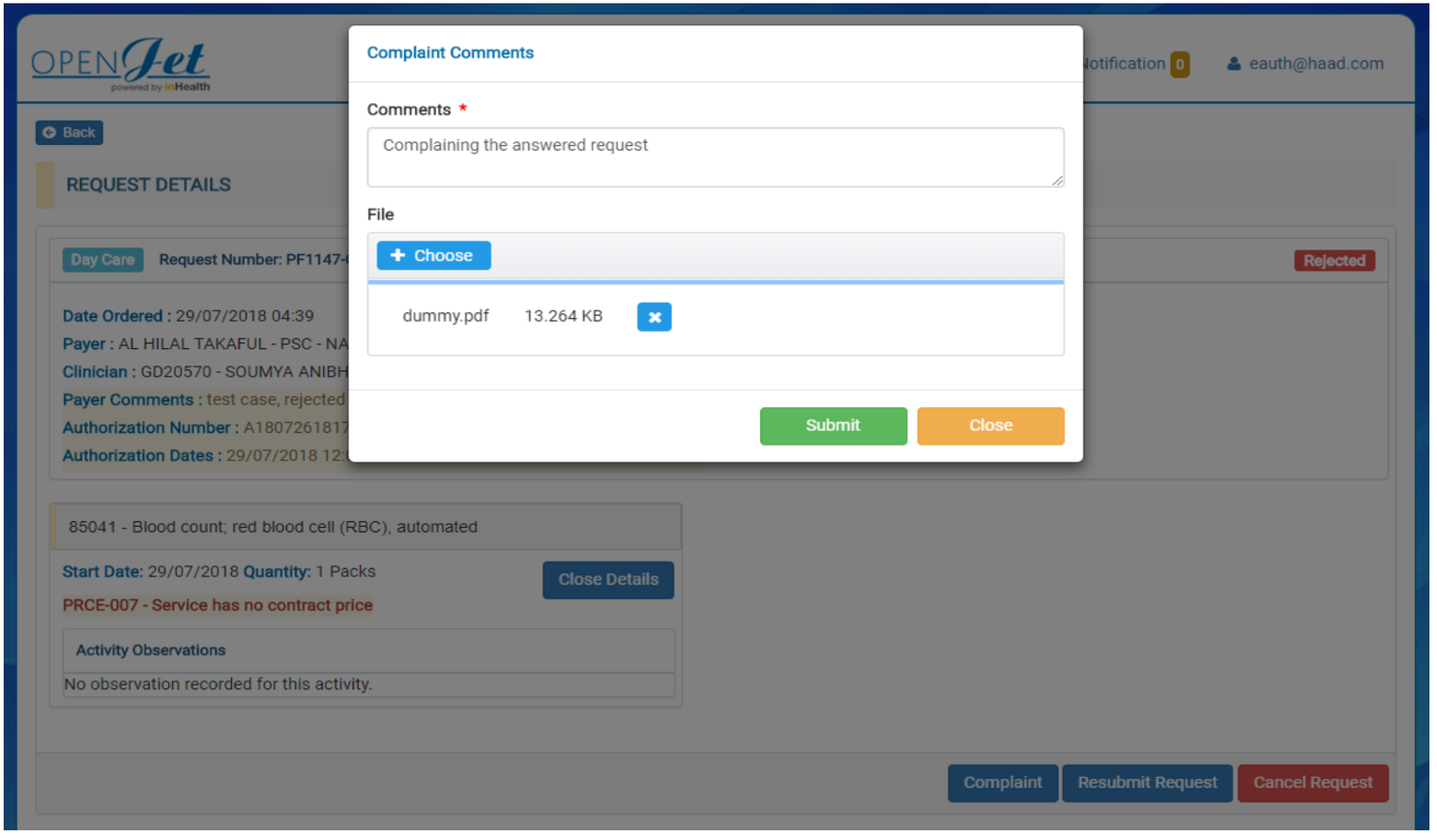
Any correction/updates in answered provider request are possible using Resubmit Request feature.

14.9 Complaint on Provider Request

On every answered request from regulator, Complaint button will be enabled to send a complaint against the same request using same Prescription Id.



Clicking on Complaint Button will open the pop up for recording the mandatory complaint comments and any optional attachment.



Retry is also possible every time regulator returns an error against a resubmission and complaint request.

15 Card Reader Setup

Please visit https://openjet2.inhealth.ae/cardreaderguide.pdf for details on how to install and configure the reader