

User Manual

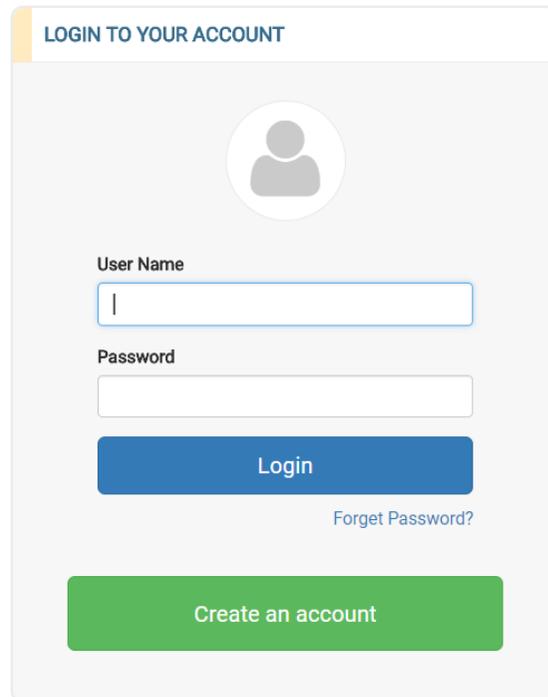
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1 New User Signup

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



LOGIN TO YOUR ACCOUNT



User Name

Password

Login

[Forgot Password?](#)

Create an account

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 *

Password *

Confirm Password *

First Name (As printed on Emirates ID) *

Last Name (As printed on Emirates ID) *

Emirates Id *

Provider Type *

REGULATORY DETAILS

Regulator *

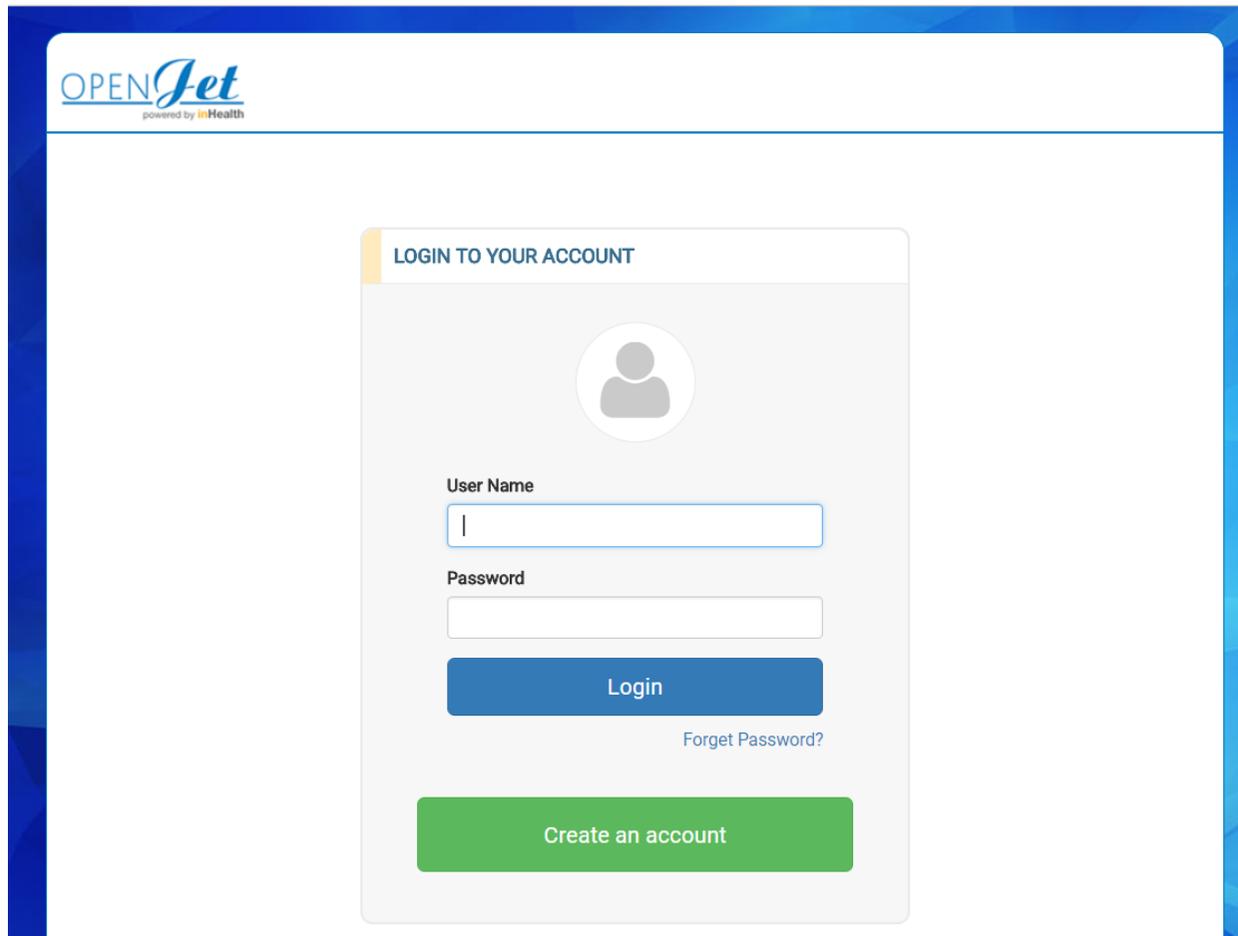
Facility License Number *

Regulator User Name *

Regulator Password *

2 Login

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

A screenshot of the OPENJet login interface. The page has a blue header with the OPENJet logo (powered by inHealth). The main content area is white and contains a central grey box titled "LOGIN TO YOUR ACCOUNT". Inside this box, there is a user icon, a "User Name" label above a text input field, a "Password" label above another text input field, a blue "Login" button, a "Forgot Password?" link, and a green "Create an account" button.

OPENJet
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LOGIN TO YOUR ACCOUNT

User Name

Password

Login

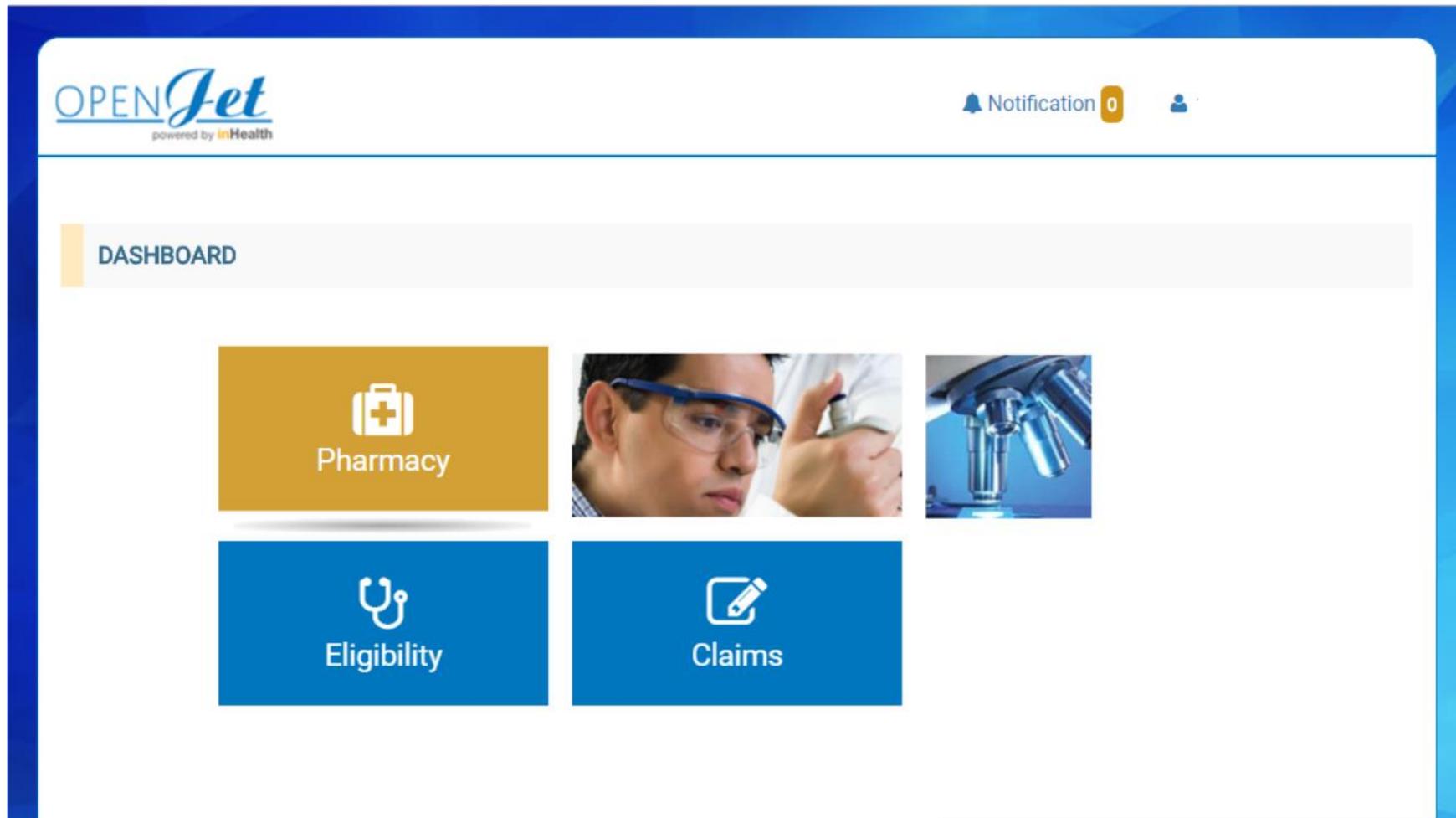
[Forgot Password?](#)

Create an account

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.



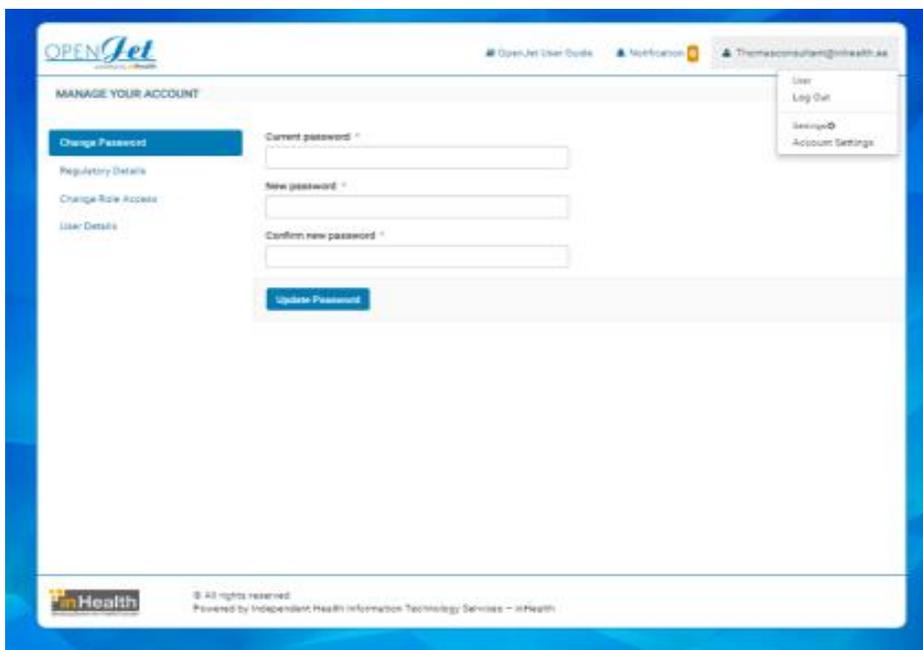
3 OpenJet User Account Settings:

OpenJet users can change their Account settings. Following are the steps to manage the account in the platform: 1

Step 1: Navigate to the following link [انتقل الى الرابط التالي https://openjet2.inhealth.ae](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 treated 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

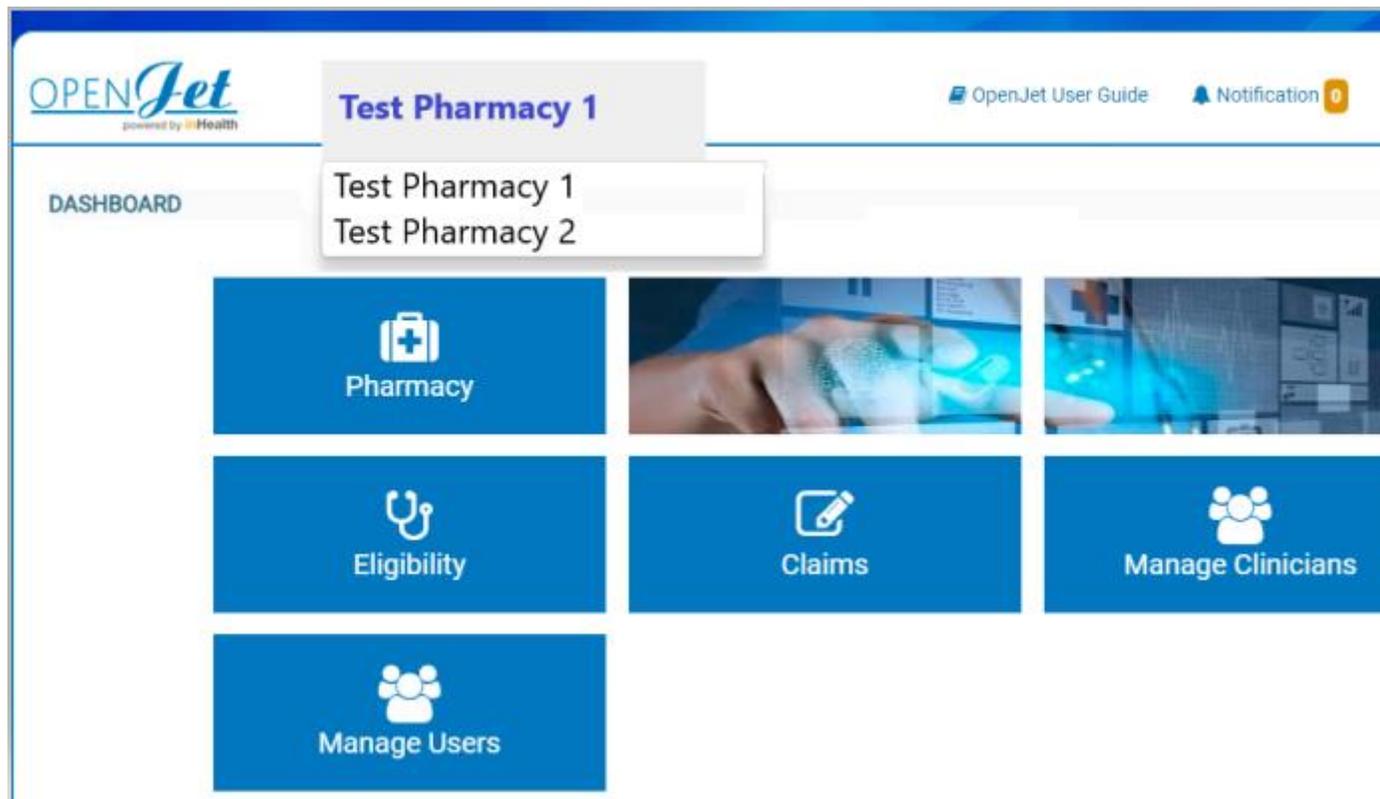
5 OpenJet User- Change Facility Settings:

OpenJet users can change the selected facility. Following are the steps to manage the account in the platform: 1

Step 1: Navigate to the following link [انتقل الى الرابط التالي https://openjet2.inhealth.ae](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:

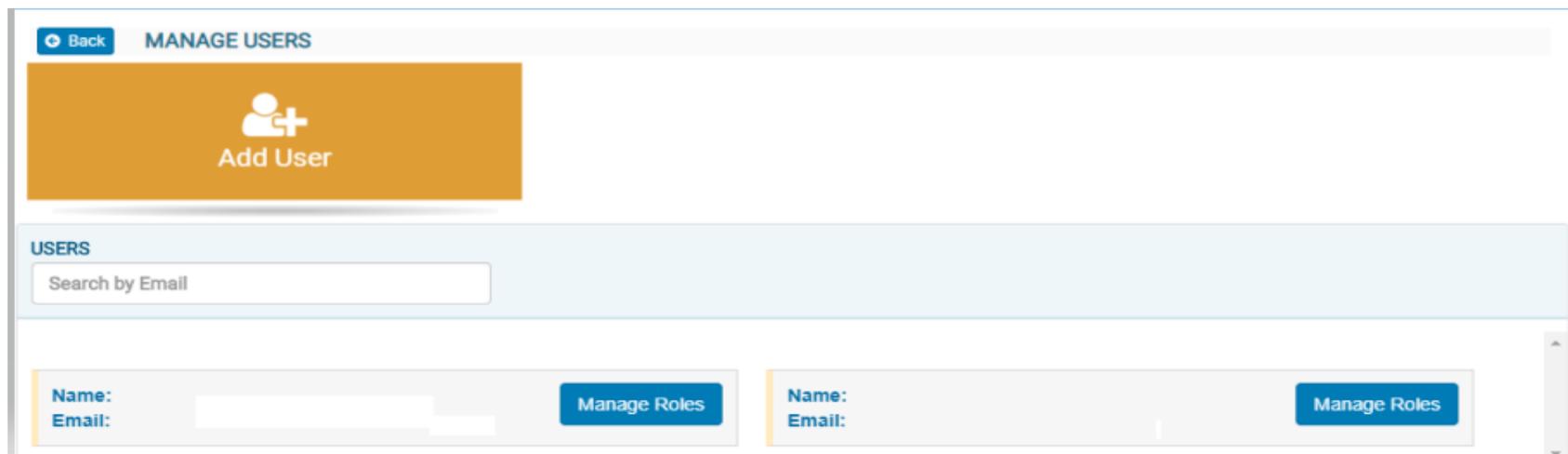
6.1 Manage Clinicians:

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

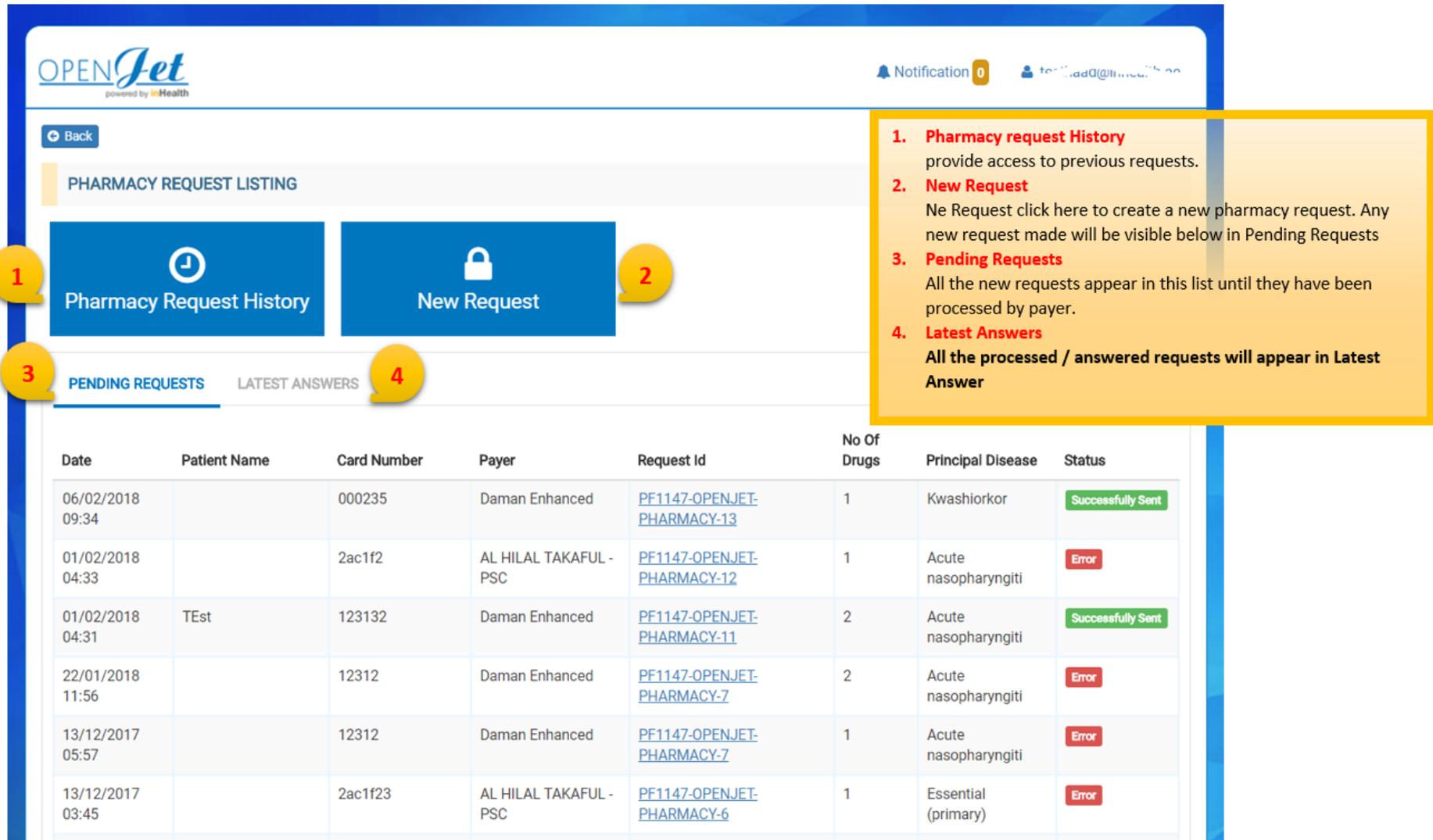
6.2 Manage Users:

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.



1 Pharmacy Request History

2 New Request

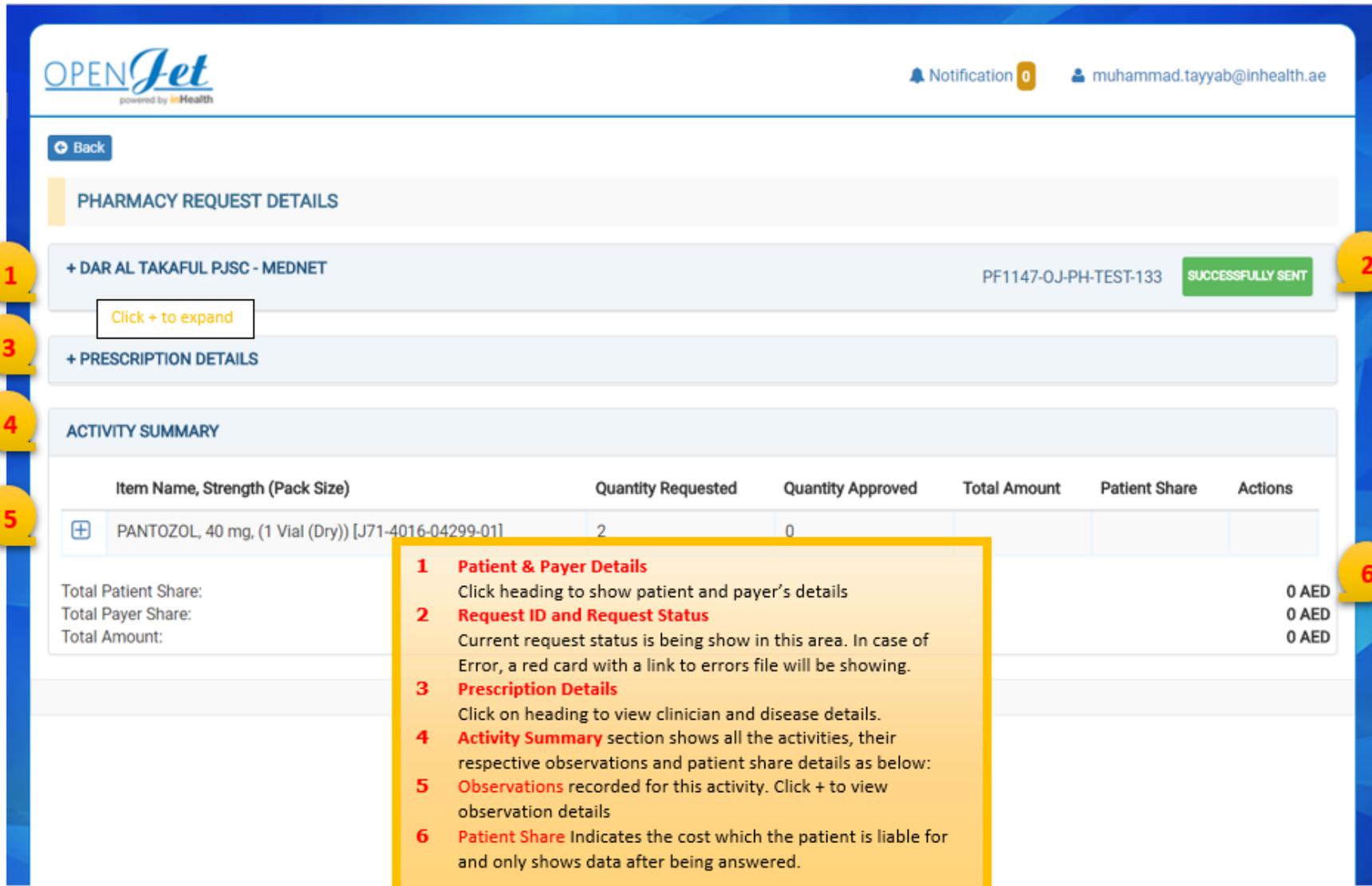
3 PENDING REQUESTS

4 LATEST ANSWERS

- 1. Pharmacy request History**
provide access to previous requests.
- 2. New Request**
New Request click here to create a new pharmacy request. Any new request made will be visible below in Pending Requests
- 3. Pending Requests**
All the new requests appear in this list until they have been processed by payer.
- 4. Latest Answers**
All the processed / answered requests will appear in Latest Answer

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



OPEN Jet powered by inHealth

Notification 0 | muhammad.tayyab@inhealth.ae

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PHARMACY REQUEST DETAILS

1 + DAR AL TAKAFUL PJSC - MEDNET PF1147-OJ-PH-TEST-133 2 SUCCESSFULLY SENT

Click + to expand

3 + PRESCRIPTION DETAILS

4 **ACTIVITY SUMMARY**

Item Name, Strength (Pack Size)	Quantity Requested	Quantity Approved	Total Amount	Patient Share	Actions
5 + PANTOZOL, 40 mg, (1 Vial (Dry)) [J71-4016-04299-01]	2	0			

6

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

- 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:



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PHARMACY REQUEST DETAILS

- DAR AL TAKAFUL PJSC - MEDNET PF1147-OJ-PH-TEST-133 SUCCESSFULLY SENT

Patient Name	Emirates ID: *	Card Number:	Mobile Number
<input type="text" value="AKBAR"/>	<input type="text" value="000-0000-0000000-0"/>	<input type="text" value="0971105"/>	<input type="text" value="Mobile Number"/>

- PRESCRIPTION DETAILS

Select Clinician: *	Secondary Disease:
<input type="text" value="MUHAMMAD SALEEM GP16453 Pharmacist 1"/>	<input type="text" value="Select Secondary Disease"/>
Primary Disease: *	Prescription Date: *
<input type="text" value="K27.0 Acute peptic ulcer, site unspecified, w"/>	<input type="text" value="09/05/2018"/>

ACTIVITY SUMMARY

Item Name, Strength (Pack Size)	Quantity Requested	Quantity Approved	Total Amount	Patient Share	Actions
<input type="checkbox"/> PANTOZOL, 40 mg, (1 Vial (Dry)) [J71-4016-04299-01]	2	0			

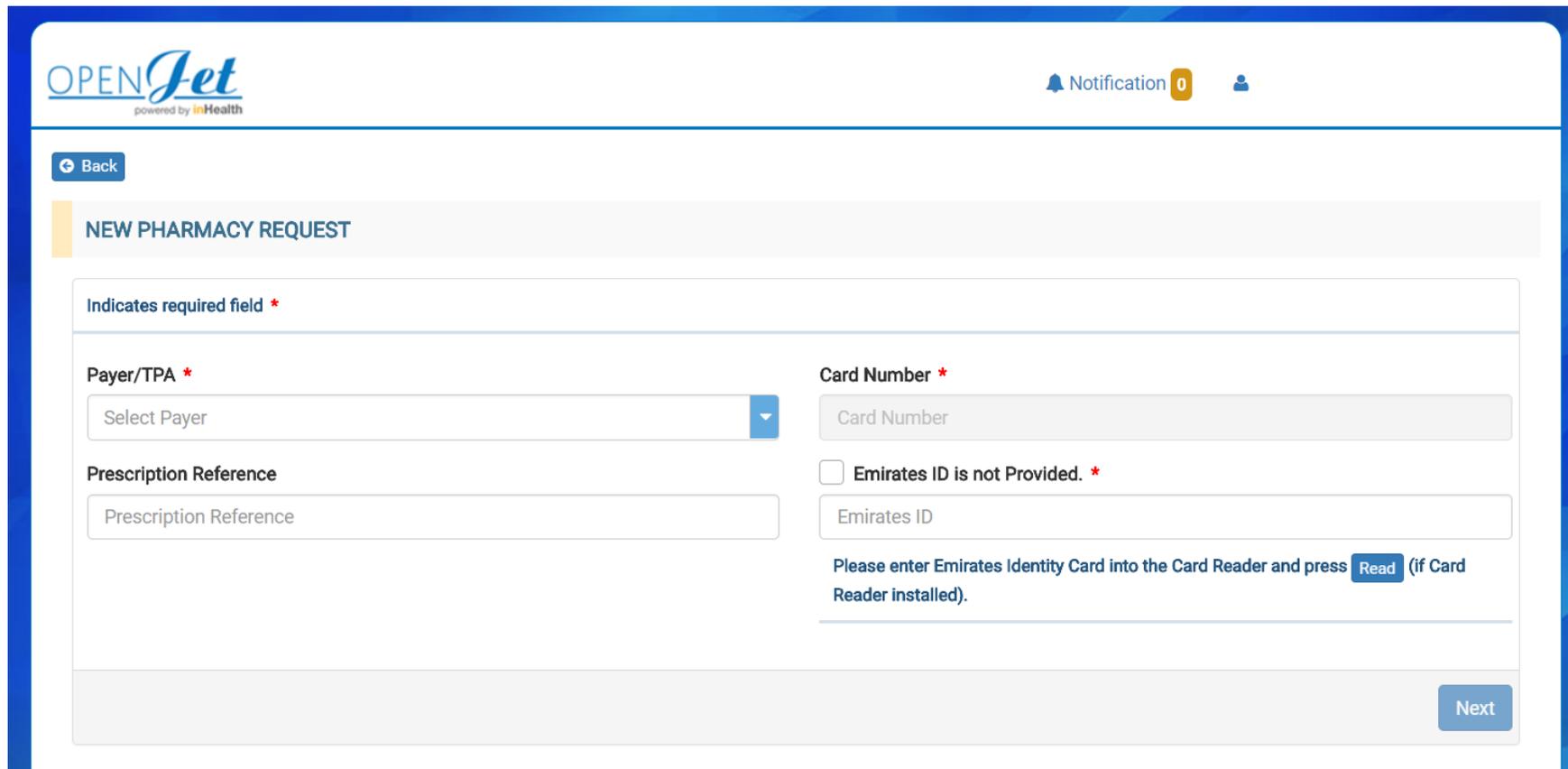
Total Patient Share:	0 AED
Total Payer Share:	0 AED
Total Amount:	0 AED

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:



The screenshot shows the 'NEW PHARMACY REQUEST' form in the OPEN Jet system. The form is titled 'NEW PHARMACY REQUEST' and includes a 'Back' button. It contains several fields and a 'Next' button. The fields are: 'Payer/TPA *' (a dropdown menu with 'Select Payer' selected), 'Card Number *' (a text input field), 'Prescription Reference' (a text input field), and 'Emirates ID is not Provided. *' (a checkbox). Below the 'Emirates ID is not Provided' checkbox is a text input field for 'Emirates ID'. A note below the 'Emirates ID' field reads: 'Please enter Emirates Identity Card into the Card Reader and press **Read** (if Card Reader installed)'. The 'Next' button is located at the bottom right of the form.

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.



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PHARMACY REQUEST DETAILS



Patient Name	Emirates ID: *	Card Number:	Mobile Number
<input type="text" value="Patient Name"/>	<input type="text" value="784-1986-22222222"/>	<input type="text" value="123456789"/>	<input type="text" value="+971-50-000-1000"/>

PRESCRIPTION DETAILS

Select Clinician: * <input type="text" value="AHMED MM ALDAM GD20607 GP Dentist"/>	Secondary Disease: <input type="text" value="Select Secondary Disease"/> <ul style="list-style-type: none"> ✖ Accidental puncture and laceration of a musculoskeletal structure during other procedure (M96.821) ✖ Allergy to existing dental restorative material (K08.55)
Primary Disease: * <input type="text" value="K02.3 Arrested dental caries"/>	Prescription Date: * <input type="text" value="17/05/2018"/>

ADD ACTIVITY

[COMMERCIALS](#) [CONSUMABLES](#)

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.

ADD ACTIVITY

COMMERCIALS
CONSUMABLES

Drug Name *

Quantity *

Treatment Duration *

Duration Type

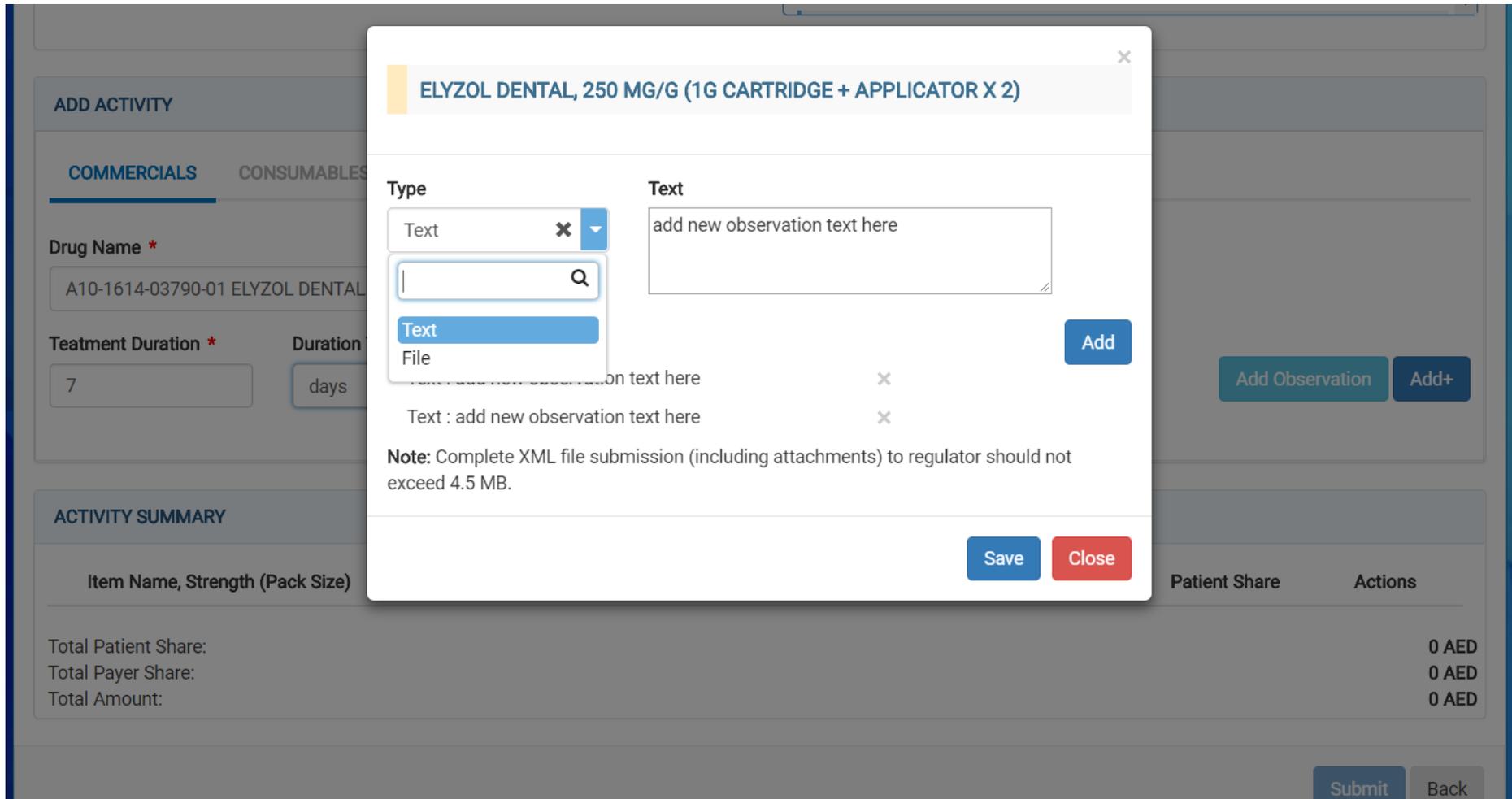
ACTIVITY SUMMARY

Item Name, Strength (Pack Size)	Quantity Requested	Quantity Approved	Total Amount	Patient Share	Actions
Total Patient Share:					0 AED
Total Payer Share:					0 AED
Total Amount:					0 AED

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 repeat steps given in section 1.4 to manage observations for this activity.

ACTIVITY SUMMARY

Item Name, Strength (Pack Size)	Quantity Requested	Quantity Approved	Total Amount	Patient Share	Actions
<div style="display: flex; align-items: center;"> - PANADOL COLD& FLU HOT (LEMON), 40 mg,600 mg,10 mg, (6g Sachet x 10) [M76-3998-04360-01] </div>	9	0			<div style="display: flex; align-items: center;"> 📄 ✕ </div>
<div style="border: 1px solid #ccc; padding: 5px;"> <p>Observation Value ✎</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">10 days</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">2269</div> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">enter text for observation</div> <div style="border: 1px solid #ccc; padding: 2px;">blank.pdf</div> </div>					
<div style="display: flex; align-items: center;"> + NATURE'S BOUNTY HAIR, SKIN AND NAILS, Combination, (30's Bottle) [J19-3530-03907-01] </div>	4	0			<div style="display: flex; align-items: center;"> ✎ ✕ </div>

Total Patient Share: 0 AED

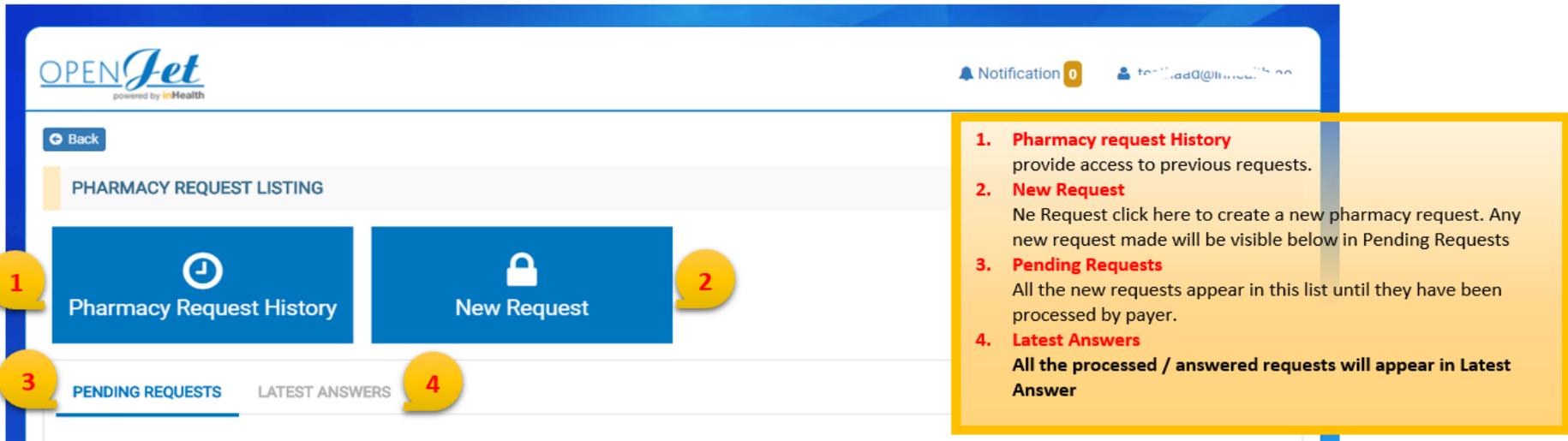
Total Payer Share: 0 AED

Total Amount: 0 AED

Submit
Back

Click on Submit to save the prescription.

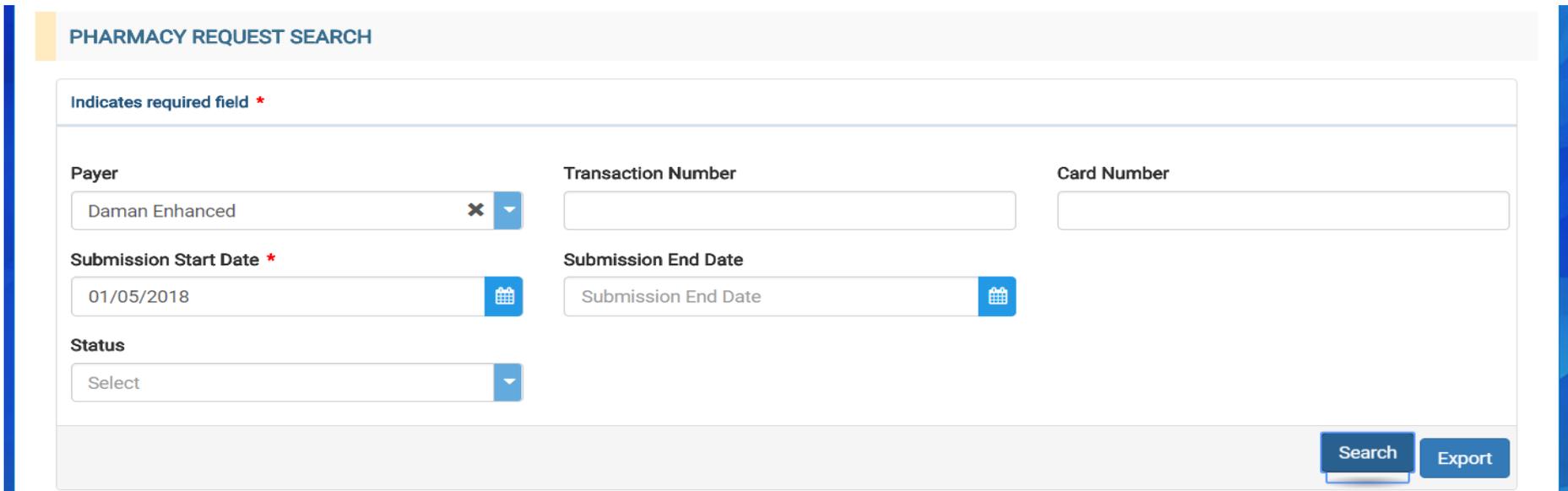
10 Pharmacy Request History



The screenshot shows the 'PHARMACY REQUEST LISTING' dashboard. It features a 'Back' button, a 'Pharmacy Request History' button (callout 1), and a 'New Request' button (callout 2). Below these are tabs for 'PENDING REQUESTS' (callout 3) and 'LATEST ANSWERS' (callout 4). A yellow text box on the right provides the following details:

- 1. Pharmacy request History**
provide access to previous requests.
- 2. New Request**
New Request click here to create a new pharmacy request. Any new request made will be visible below in Pending Requests
- 3. Pending Requests**
All the new requests appear in this list until they have been processed by payer.
- 4. Latest Answers**
All the processed / answered requests will appear in Latest Answer

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



The screenshot shows the 'PHARMACY REQUEST SEARCH' form. It includes the following fields:

- Payer:** A dropdown menu with 'Daman Enhanced' selected.
- Transaction Number:** An empty text input field.
- Card Number:** An empty text input field.
- Submission Start Date:** A date picker with '01/05/2018' selected.
- Submission End Date:** A date picker with 'Submission End Date' selected.
- Status:** A dropdown menu with 'Select' selected.

At the bottom right, there are 'Search' and 'Export' buttons.

10.1 Search Pharmacy request History

The Search Results will be displayed as below:

PHARMACY REQUEST SEARCH

Indicates required field *

Payer Daman Enhanced <input type="text"/>	Transaction Number <input type="text"/>	Card Number <input type="text"/>
Submission Start Date * 01/05/2018 <input type="text"/>	Submission End Date Submission End Date <input type="text"/>	
Status Select <input type="text"/>		

RECORDS

Request Number: PF1147-OJ-PH-TEST-132 Authorization Id: AUTHRA-201805090426390 Card Number: 12312312312 Submission Date: 09/05/2018 Prescription Date: 09/05/2018 Status: Rejected	Request Number: PF1147-OJ-PH-TEST-137 Authorization Id: Card Number: 123456789 Submission Date: 17/05/2018 Prescription Date: 17/05/2018 Status: Successfully Sent
--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

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

PHARMACY REQUEST SEARCH

Indicates required field *

Payer Daman Enhanced <input type="text"/>	Transaction Number <input type="text"/>	Card Number <input type="text"/>
Submission Start Date * 01/05/2018 <input type="text"/>	Submission End Date Submission End Date <input type="text"/>	
Status Select <input type="text"/>		

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.

REGULATORY ERROR SUMMARY
Download Error File

#	Additional Reference	Error Message	Error Text	Field	Field Value	Object Name	Transaction	Transaction ID	Type
1		>"Authorization ID 'PF1147-OPENJET-PHARMACY-12' already exist. Authorization ID must be unique."		ID	'PF1147-OPENJET-PHARMACY-12'	Authorization			"ERROR"

Close

06/02/2018 09:34		000235	Daman Enhanced	PF1147-OPENJET-PHARMACY-13	1	Kwashiorkor	Successfully Sent
01/02/2018 04:33		2ac1f23fa89d08a8	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

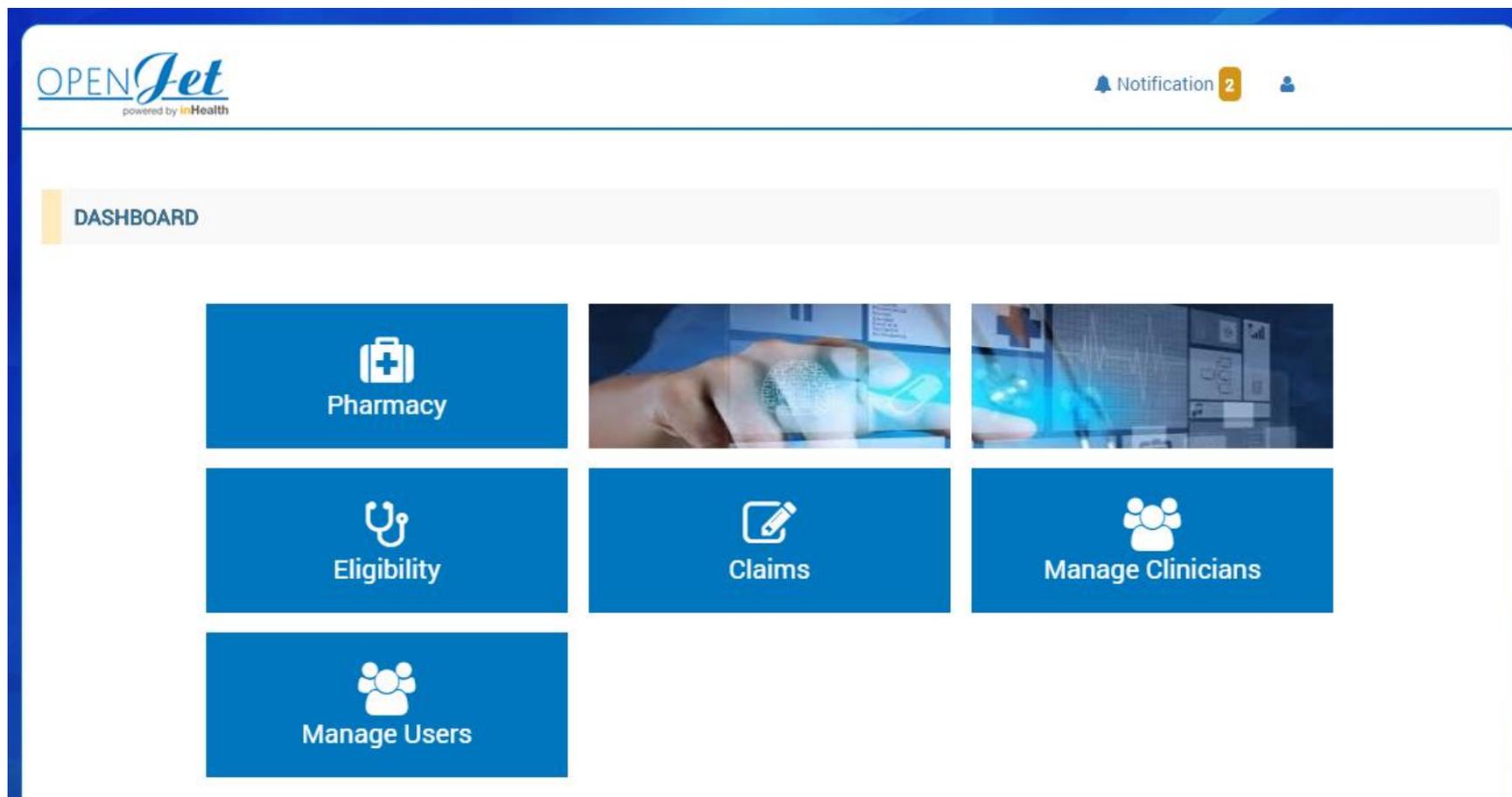
Show all

12 Eligibility

Dashboard

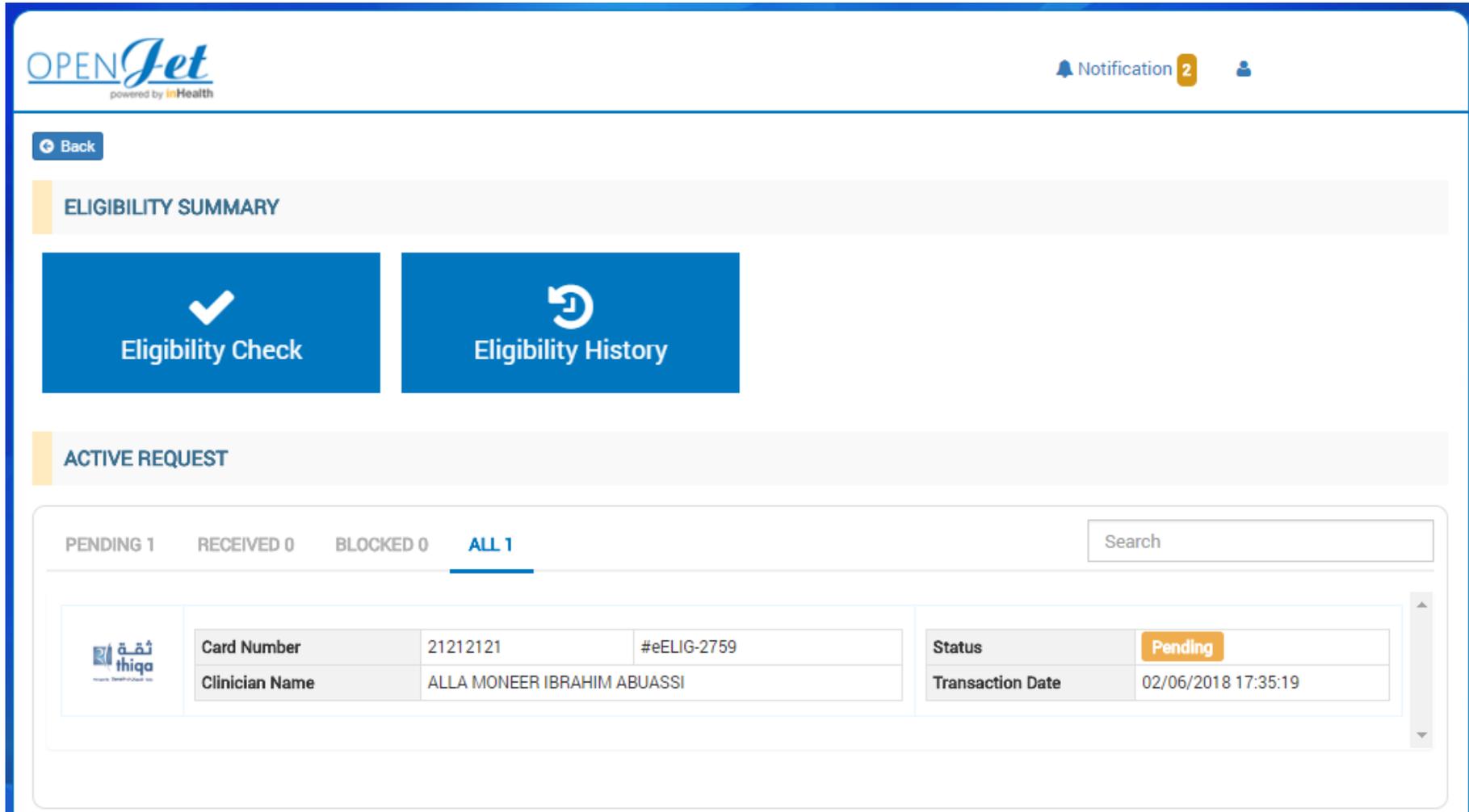
After successful login you may see different operations here depending upon your OPENJet roles.

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.



The screenshot shows the 'OPEN Jet' interface with a navigation bar at the top. On the right, there is a notification bell icon with a '2' and a user profile icon. Below the navigation bar is a 'Back' button. The main content area is titled 'ELIGIBILITY SUMMARY' and contains two large blue buttons: 'Eligibility Check' with a checkmark icon and 'Eligibility History' with a refresh icon. Below this is the 'ACTIVE REQUEST' section, which includes a filter bar with 'PENDING 1', 'RECEIVED 0', 'BLOCKED 0', and 'ALL 1'. A search box is located to the right of the filter bar. The main data area displays a table with a logo on the left and two columns of details. The first column contains 'Card Number' (21212121) and '#eELIG-2759'. The second column contains 'Status' (Pending) and 'Transaction Date' (02/06/2018 17:35:19). The 'Clinician Name' is listed as 'ALLA MONEER IBRAHIM ABUASSI'.

12.2 New Eligibility Request

Recent requests are listed on Eligibility Dashboard under the Active Request

Back

ELIGIBILITY REQUEST

Indicates required field *

<p>Insurer. *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Daman Enhanced</div> <p><input checked="" type="checkbox"/> Emirates ID is not available with member.</p> <p>Emirates Id</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Emirates ID</div> <p>Country Code *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">+971 United Arab Emirates</div> <p>Service Category *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Pharmacy</div> <p>Prescription Ref</p> <div style="border: 1px solid #ccc; height: 20px; margin-bottom: 5px;"></div>	<p>Clinician *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">ZIAD ABDUL NASSER SAAD GN304</div> <p>Card Number *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">321434</div> <p>Mobile Number *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">0502020202</div>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Submit

Please enter Emirates Identity Card into the Card Reader and press Read (if Card Reader installed).



12.2.1 Service Category

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

Insurer: *

Daman Enhanced

Emirates ID is not available with member

Emirates Id *

Emirates ID

Country Code *

+971 United Arab Emirates

Service Category *

New Consultation

- New Consultation
- Tele-Consultation
- Follow-up Consultation
- Diagnostic Testing
- Physiotherapy
- Dental Services
- Pharmacy
- Homecare
- Rehabilitation

Clinician *

Select Clinician

Card Number / DHA Member ID

Card Number / DHA Member ID

Mobile Number *

Mobile Number

Consultation Category *

Consultation Category

Consultation Category is required.

Submit

Read (If Card Reader installed).



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		

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).



Provider declares and represent that it has verified the contents of the Emirates ID of the member/patient provided by the



DOH - AL ATTAR PHARMACY
(PF1147) Malaffi Connected

[OpenJet User Guide](#)
 [Notification](#) 0
 testprovider@inhealth.ae

[Back](#) **ELIGIBILITY REQUEST**

Indicates required field *

<p>Insurer: *</p> <p>Daman Thiqa</p> <p><input checked="" type="checkbox"/> Emirates ID is not available with member</p> <p>Emirates Id</p> <p>Emirates ID</p> <p>Country Code *</p> <p>+971 United Arab Emirates</p> <p>Service Category *</p> <p>Dental Services</p> <p>Prescription Ref</p> <p>Prescription Ref</p>	<p>Clinician *</p> <p>ASHRAF ESSAMELDIN Ahmed ELS/</p> <p>Card Number *</p> <p>20296214</p> <p>Mobile Number *</p> <p>Mobile Number</p> <p>Subcategory *</p> <p>Capitation Program</p> <p>Capitation Program Routine FFS Advanced FFS</p> <p style="text-align: right;">Submit</p>
-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Please enter Emirates Identity Card into the Card Reader and press [Read](#) (if Card Reader installed).



- 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.

[Back](#)

ELIGIBILITY SUMMARY



Eligibility Check



Eligibility History

ACTIVE REQUEST

PENDING 2 RECEIVED 0 BLOCKED 0 **ALL 2**

	Card Number	321434	#eELIG-2760	Status	Pending
	Clinician Name	ZIAD ABDUL NASSER SAAD		Transaction Date	02/06/2018 17:41:30
	Card Number	21212121	#eELIG-2759	Status	Pending
	Clinician Name	ALLA MONEER IBRAHIM ABUASSI		Transaction Date	02/06/2018 17:35:19

12.3 Eligibility History

ELIGIBILITY SUMMARY



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

[Back](#)

ELIGIBILITY HISTORY

Indicates required field *

Insurer

Select Payer

Card Number/Emirates Id

Card No./Emirates Id

Clinician

Select Clinician

Transaction Start Date *

01/06/2018

Transaction End Date

Transaction End Date

Eligibility Status

Select Eligibility Status

Search

Export

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/

RECORDS

Eligibility Id: #eELIG-2760
 License: GN30448
 Clinician Name: ZIAD ABDUL NASSER SAAD
 Card Number 321434
 Transaction Date: 02/06/2018 17:41:30
 Status: **Pending**

Eligibility Id: #eELIG-2759
 License: GN10935
 Clinician Name: ALLA MONEER IBRAHIM ABUASSI
 Card Number 21212121
 Transaction Date: 02/06/2018 17:35:19
 Status: **Pending**

Eligibility Id: #eELIG-2530
 License: GD12377
 Clinician Name: ABANI KANTA SAHU
 Card Number 34355
 Transaction Date: 22/05/2018 14:49:56
 Status: **Not Eligible**

Eligibility Id: #eELIG-2528
 License: GD12377
 Clinician Name: ABANI KANTA SAHU
 Card Number 1236541
 Transaction Date: 21/05/2018 15:43:29
 Status: **Not Eligible**

Eligibility Id: #eELIG-2527
 License: GP12314
 Clinician Name: ABDI REHMAN ISMAIL ALI
 Card Number 500002
 Transaction Date: 21/05/2018 15:42:00
 Status: **Not Eligible**

Eligibility Id: #eELIG-2526
 License: GD12377
 Clinician Name: ABANI KANTA SAHU
 EID and Card Number 784-1974-0000017-4 / 3254351
 Transaction Date: 21/05/2018 15:34:03
 Status: **Eligible**

Eligibility Id: #eELIG-2525
 License: GD12377
 Clinician Name: ABANI KANTA SAHU
 Card Number 500001
 Transaction Date: 21/05/2018 15:32:39
 Status: **Not Eligible**

Eligibility Id: #eELIG-2524
 License: GD8494
 Clinician Name: ABAS ELHIDEY ELTIGANI
 EID 784-1974 0000017-4
 Transaction Date: 21/05/2018 13:35:41
 Status: **Eligible**

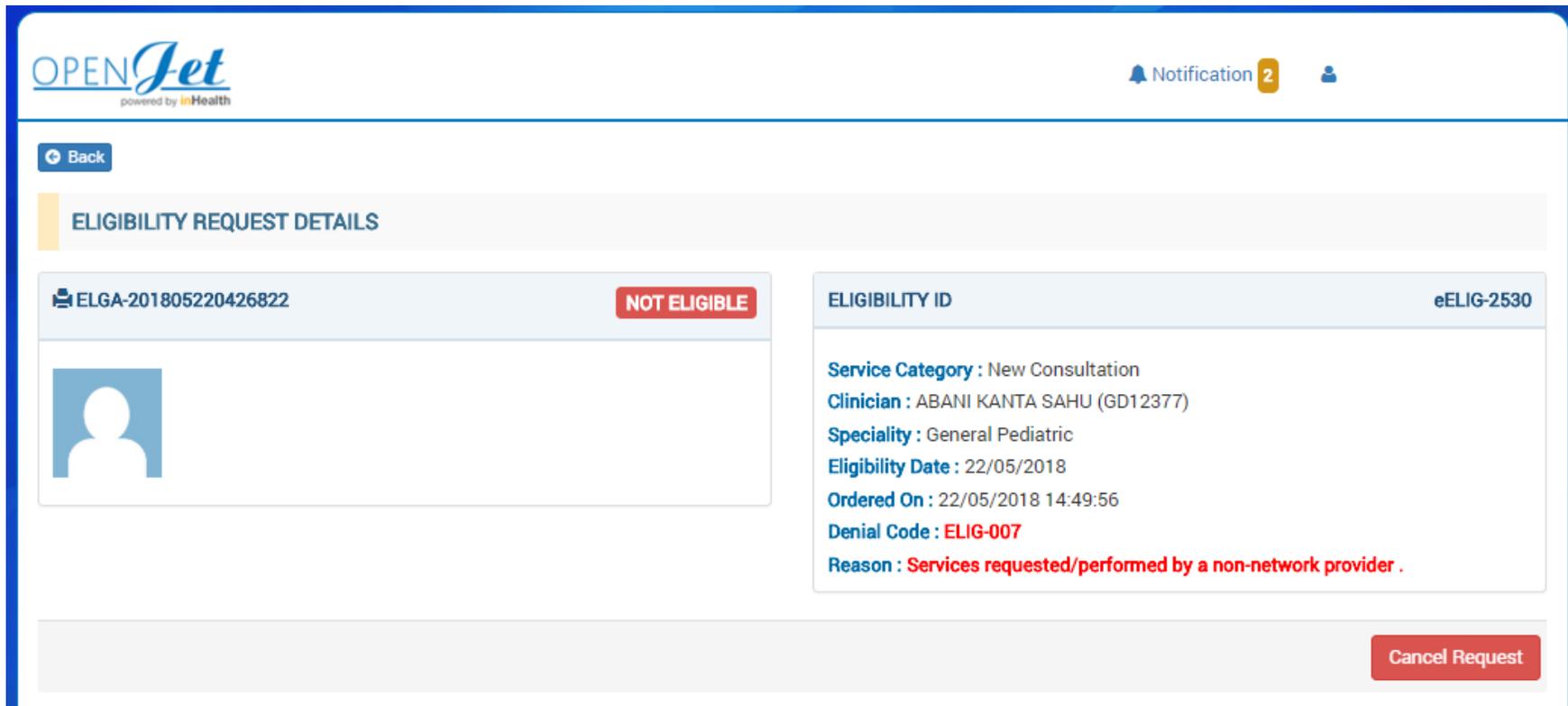
12.4 Eligibility Request Detail

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



The screenshot displays the 'OPEN Jet' interface, powered by inHealth. The page title is 'ELIGIBILITY REQUEST DETAILS'. A 'Back' button is visible in the top left. The main content area shows a request ID 'ELGA-201805220426822' with a red 'NOT ELIGIBLE' status. Below the ID is a placeholder for a user profile picture. To the right, the 'ELIGIBILITY ID' is 'eELIG-2530'. The details section lists: Service Category: New Consultation; Clinician: ABANI KANTA SAHU (GD12377); Speciality: General Pediatric; Eligibility Date: 22/05/2018; Ordered On: 22/05/2018 14:49:56; Denial Code: ELIG-007; Reason: Services requested/performed by a non-network provider. A 'Cancel Request' button is located at the bottom right.

ELIGIBILITY ID	eELIG-2530
Service Category :	New Consultation
Clinician :	ABANI KANTA SAHU (GD12377)
Speciality :	General Pediatric
Eligibility Date :	22/05/2018
Ordered On :	22/05/2018 14:49:56
Denial Code :	ELIG-007
Reason :	Services requested/performed by a non-network provider .

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.

← Back

ELIGIBILITY REQUEST DETAILS

ELGA-201805210426809
ELIGIBLE

RAJ
Male, Born on:
Indian
Emirates ID : 784-1974-

PRINT
View All Cards

ELIGIBILITY ID eELIG-2526

Service Category : New Consultation
Clinician : ABANI KANTA SAHU (GD12377)
Speciality : General Pediatric
Eligibility Date : 21/05/2018
Ordered On : 21/05/2018 15:34:03

Card Number :
Package : Sahtak - Enhanced

POLICY DETAILS AND BENEFITS (CARD : 3254354)

Card Network:
Policy:
Coverage Effective Date: 17/04/2018
Expiry Date: 16/04/2019

Schedule of Benefits	General Exclusions	Abbreviations
LIMIT	DN : 2000	
BENEFITS	Dental	
CO-INS(DNE)	IP : 20% OP : 20%	
CO-INS(AUH+HC)	PH : 30% DN : 20%	
OP-DED(AUH)	PC : 50 PC with DG : 80	
NETWORKABROAD	Indian	

Request PBM
Cancel Request

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

 ELGA-201805210426809 ELIGIBLE	ELIGIBILITY ID eELIG-2526
<p>RAJI Male, Born on: 18/09/1974 Indian Emirates ID : 784-1974</p> <div style="text-align: right;"> PRINT  View All Cards </div>	<p>Service Category : New Consultation Clinician : ABANI KANTA SAHU (GD12377) Speciality : General Pediatric Eligibility Date : 21/05/2018 Ordered On : 21/05/2018 15:34:03</p>

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.

Back

CARDS DETAILED INFORMATION

3254354	ENHANCED - SAHTAK												
<p>Card Network :</p> <p>Policy :</p> <p>Expiry Date : 16/04/2019</p> <p>Coverage Effective Date : 17/04/2018</p>													
<p>Benefits</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">LIMIT</td> <td>DN : 2000</td> </tr> <tr> <td>BENEFITS</td> <td>Dental</td> </tr> <tr> <td>CO-INS(DNE)</td> <td>IP : 20% OP : 20% PH : 30% DN : 20%</td> </tr> <tr> <td>CO-INS(AUH+HC)</td> <td>PH : 30% DN : 20%</td> </tr> <tr> <td>OP-DED(AUH)</td> <td>PC : 50 PC with DG : 80</td> </tr> <tr> <td>NETWORKABROAD</td> <td>Indian</td> </tr> </table>		LIMIT	DN : 2000	BENEFITS	Dental	CO-INS(DNE)	IP : 20% OP : 20% PH : 30% DN : 20%	CO-INS(AUH+HC)	PH : 30% DN : 20%	OP-DED(AUH)	PC : 50 PC with DG : 80	NETWORKABROAD	Indian
LIMIT	DN : 2000												
BENEFITS	Dental												
CO-INS(DNE)	IP : 20% OP : 20% PH : 30% DN : 20%												
CO-INS(AUH+HC)	PH : 30% DN : 20%												
OP-DED(AUH)	PC : 50 PC with DG : 80												
NETWORKABROAD	Indian												

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

i **POLICY DETAILS AND BENEFITS (CARD : 3254354)**

Card Network:

Policy:

Coverage Effective Date: 17/04/2018

Expiry Date: 16/04/2019

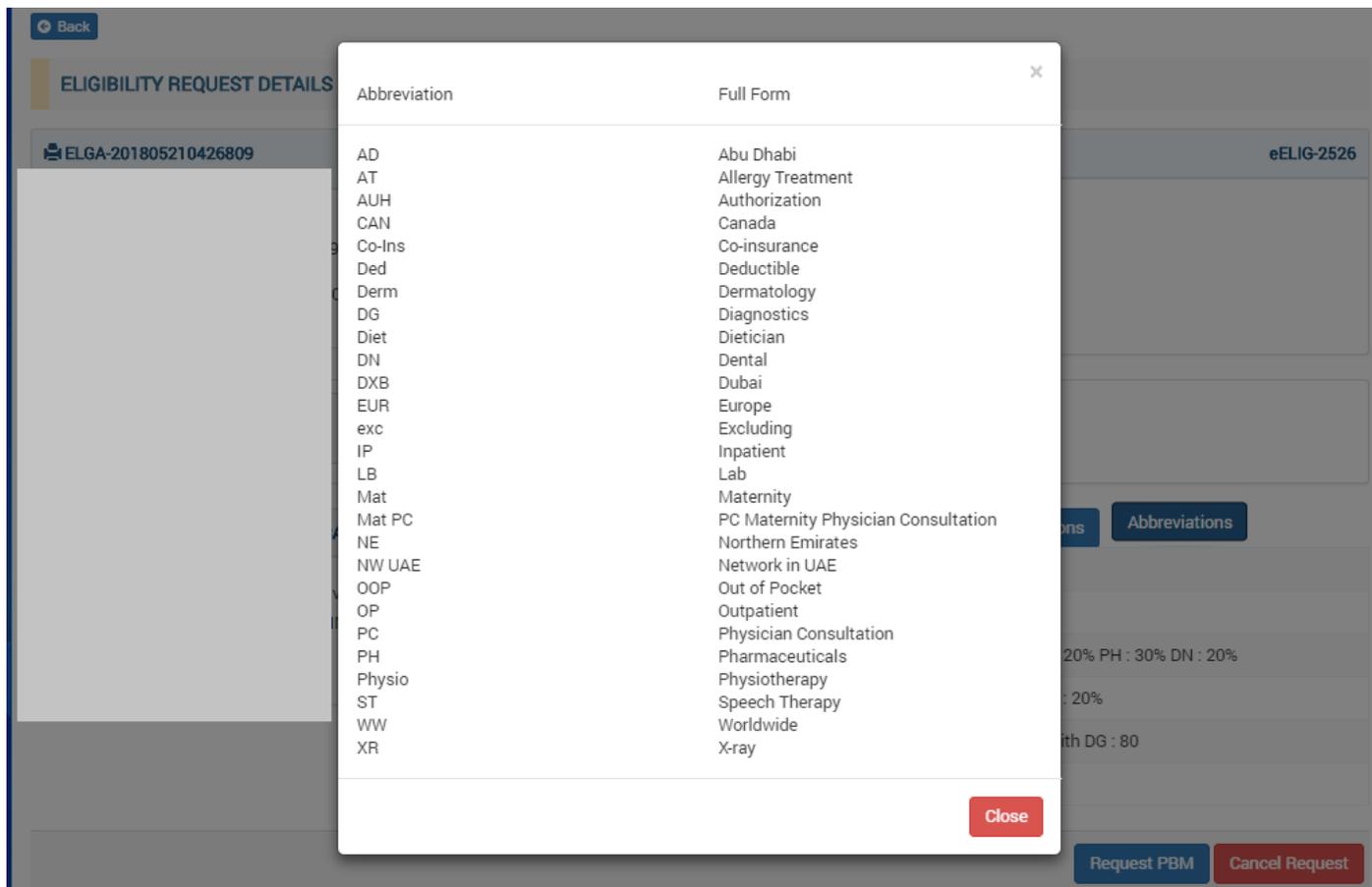
Schedule of Benefits

General Exclusions

Abbreviations

LIMIT	DN : 2000
BENEFITS	Dental
CO-INS(DNE)	IP : 20% OP : 20% PH : 30% DN : 20%
CO-INS(AUH+HC)	PH : 30% DN : 20%

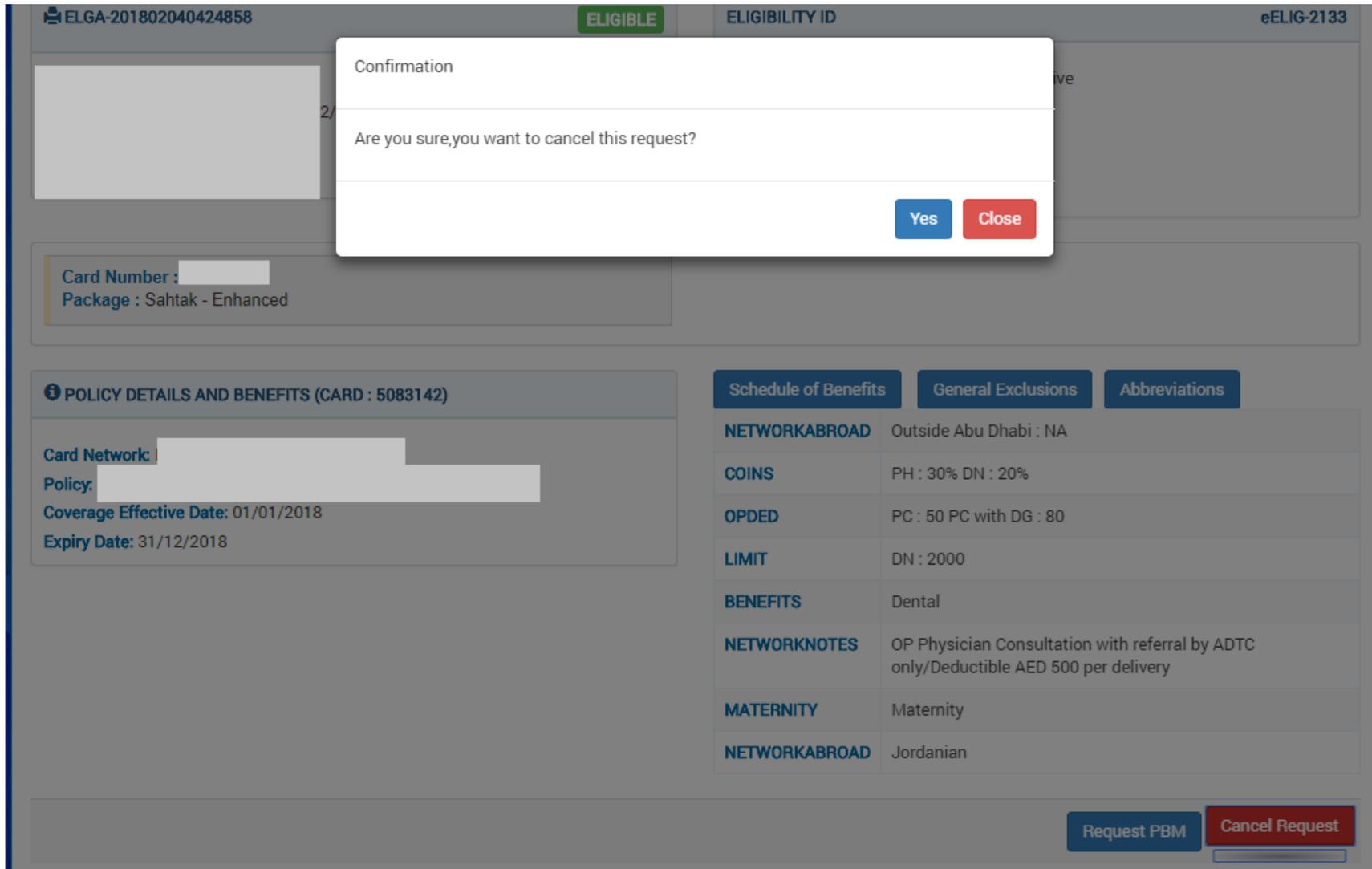
Click on Abbreviation to show the list of Abbreviation and their full form.



Abbreviation	Full Form
AD	Abu Dhabi
AT	Allergy Treatment
AUH	Authorization
CAN	Canada
Co-Ins	Co-insurance
Ded	Deductible
Derm	Dermatology
DG	Diagnostics
Diet	Dietician
DN	Dental
DXB	Dubai
EUR	Europe
exc	Excluding
IP	Inpatient
LB	Lab
Mat	Maternity
Mat PC	PC Maternity Physician Consultation
NE	Northern Emirates
NW UAE	Network in UAE
OOP	Out of Pocket
OP	Outpatient
PC	Physician Consultation
PH	Pharmaceuticals
Physio	Physiotherapy
ST	Speech Therapy
WW	Worldwide
XR	X-ray

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.



The screenshot shows the 'ELIGIBLE' status page for an eligibility request with ID 'eELIG-2133'. A confirmation popup is displayed in the center, asking 'Are you sure, you want to cancel this request?' with 'Yes' and 'Close' buttons. The background page shows policy details and a table of benefits.

Confirmation

Are you sure, you want to cancel this request?

Yes Close

POLICY DETAILS AND BENEFITS (CARD : 5083142)

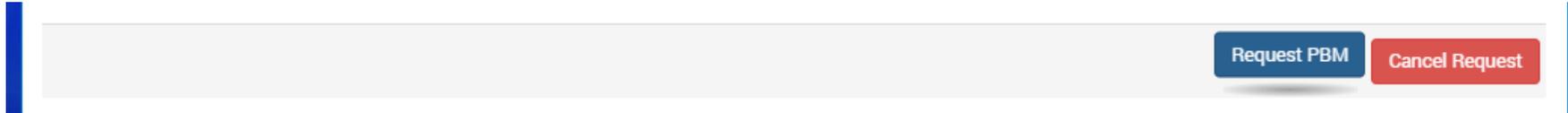
Card Network: [Redacted]
 Policy: [Redacted]
 Coverage Effective Date: 01/01/2018
 Expiry Date: 31/12/2018

	Schedule of Benefits	General Exclusions	Abbreviations
NETWORKABROAD	Outside Abu Dhabi : NA		
COINS	PH : 30% DN : 20%		
OPDED	PC : 50 PC with DG : 80		
LIMIT	DN : 2000		
BENEFITS	Dental		
NETWORKNOTES	OP Physician Consultation with referral by ADTC only/Deductible AED 500 per delivery		
MATERNITY	Maternity		
NETWORKABROAD	Jordanian		

Request PBM Cancel Request

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.

← Back

PHARMACY REQUEST DETAILS

DAMAN BASIC

Patient Name	Emirates ID: *	Card Number:	Mobile Number
<input type="text" value="RA."/>	<input type="text" value="784-1974"/>	<input type="text" value="XXXXXXXXXX"/>	<input type="text" value="Mobile Number"/>

PRESCRIPTION DETAILS

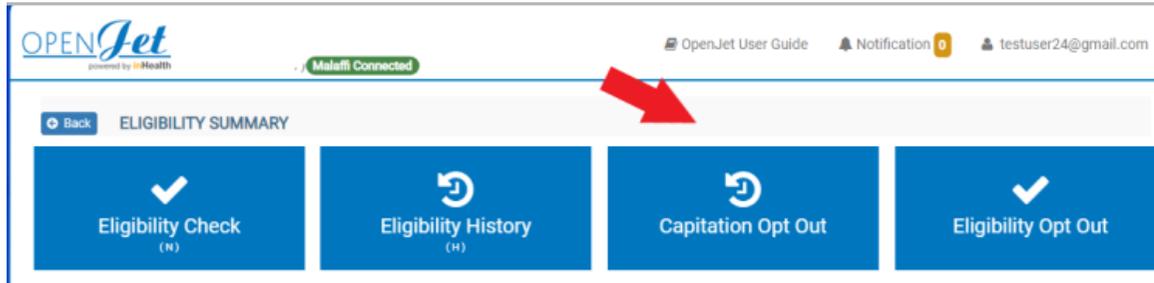
Select Clinician: *	Secondary Disease:
<input type="text" value="ABANI KANTA SAHU GD12377 General Pediatric"/>	<input type="text" value="Select Secondary Disease"/>
Primary Disease: *	Prescription Date: *
<input type="text" value="Select Primary Disease"/>	<input type="text" value="02/06/2018"/>

ADD ACTIVITY

COMMERCIALS
CONSUMABLES

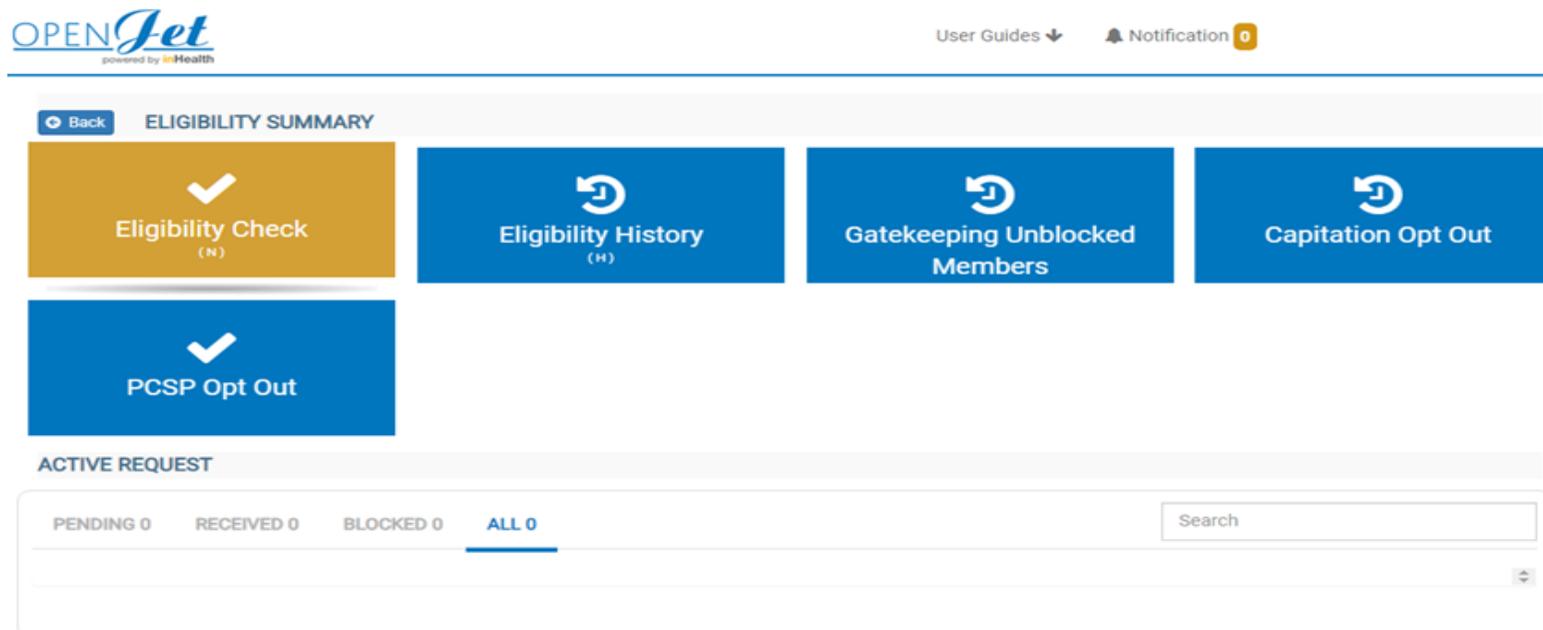
12.7 OPT OUT

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.

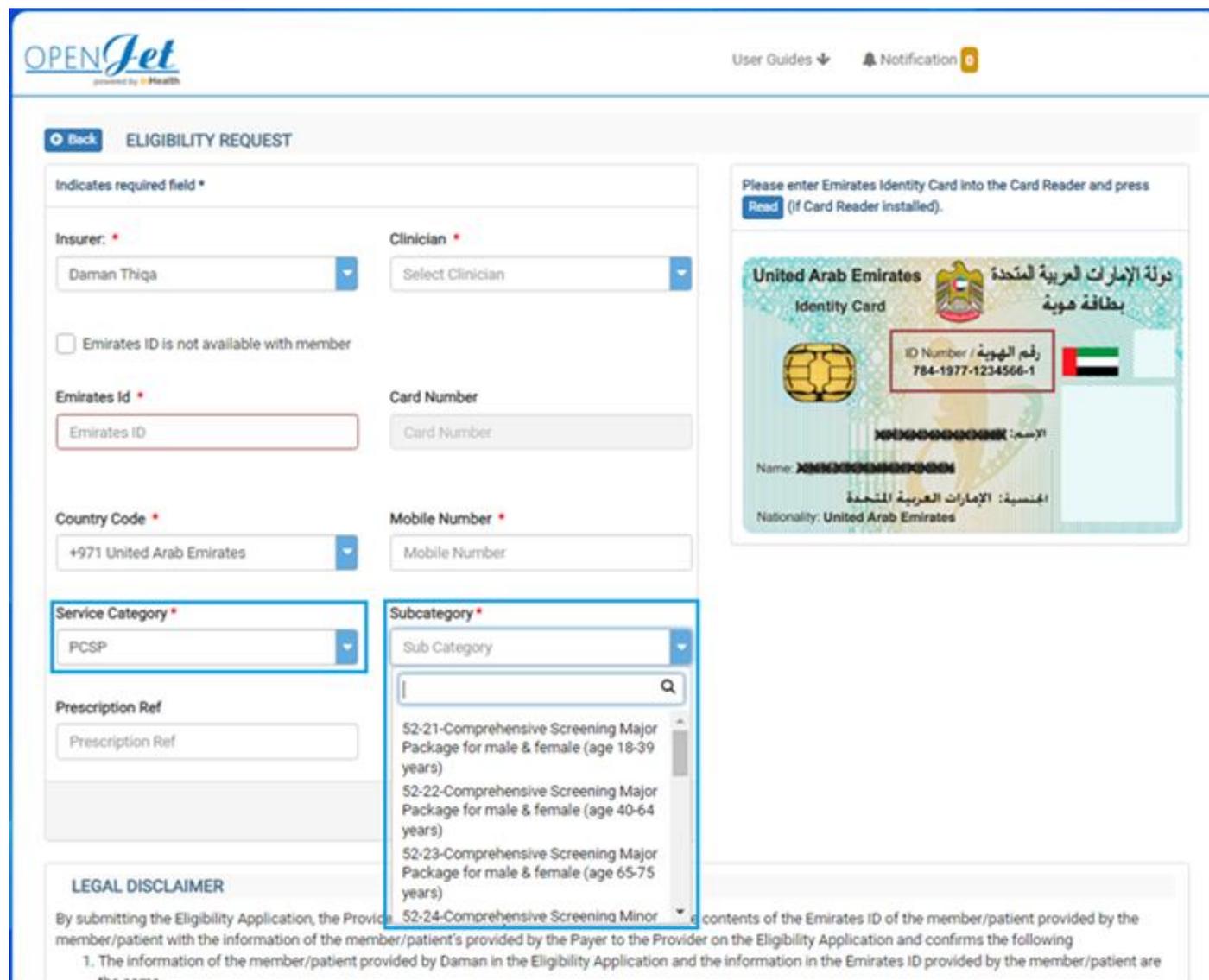


12.8 PCSP / IFHAS Eligibility Submission

- 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.



OPEN Jet
powered by inHealth

User Guides ▾ Notification 0

ELIGIBILITY REQUEST

Indicates required field *

Insurer: *
Daman Thiqa

Clinician *
Select Clinician

Emirates ID is not available with member

Emirates Id *
Emirates ID

Card Number
Card Number

Country Code *
+971 United Arab Emirates

Mobile Number *
Mobile Number

Service Category *
PCSP

Subcategory *
Sub Category

Prescription Ref
Prescription Ref

LEGAL DISCLAIMER

By submitting the Eligibility Application, the Provider confirms the contents of the Emirates ID of the member/patient provided by the member/patient with the information of the member/patient's provided by the Payer to the Provider on the Eligibility Application and confirms the following

1. The information of the member/patient provided by Daman in the Eligibility Application and the information in the Emirates ID provided by the member/patient are the same

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

Back ELIGIBILITY REQUEST

Indicates required field *

<p>Insurer: *</p> <input type="text" value="Daman Thiqa"/>	<p>Clinician *</p> <input type="text" value="XXXXXXXX"/>
<input checked="" type="checkbox"/> Emirates ID is not available with member	
<p>Emirates Id</p> <input type="text" value="Emirates ID"/>	<p>Card Number *</p> <input type="text" value="XXXXXXXX"/>
<p>Country Code *</p> <input type="text" value="+971 United Arab Emirates"/>	<p>Mobile Number *</p> <input type="text" value="XXXXXXXX"/>
<p>Service Category *</p> <input type="text" value="PCSP"/>	<p>Subcategory *</p> <input type="text" value="52-28"/>
<p>Prescription Ref</p> <input type="text" value="Prescription Ref"/>	

Submit



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

[Back](#) ELIGIBILITY SUMMARY



Eligibility Check
(N)



Eligibility History
(H)



Gatekeeping Unblocked Members



Capitation Opt Out



PCSP Opt Out

ACTIVE REQUEST

PENDING 0
RECEIVED 4
BLOCKED 0
ALL 4

	EID and Card No. / DHA Member ID	XXXXXXXXXX	#eELIG-1493182	Status	Eligible
	Clinician Name	XXXXXXXXXX		Transaction Date	02/11/2023 09:58:01

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

 Back
ELIGIBILITY REQUEST DETAILS

 ELG-OJ-2023110209585203 ELIGIBLE



IFHASCBTHRE IFHASCBTHRE
 Female, Born on: 15/08/1984
 AE
 Emirates ID XXXXXXX

PRINT 

View All Cards

ELIGIBILITY ID eELIG-1493182

Service Category : PCSP - Cervical Cancer Screening for female (age 30-65 years) for eligible groups based on PCSP standard

Clinician : XXXXXXX

Speciality : Diagnostic Radiology

Eligibility Date : 02/11/2023

Ordered On : 02/11/2023 09:58:01

Created By : testprovider@inhealth.ae

Card No. : XXXXXXX

Package : Thiqa C2 - TH2

PACKAGE DETAILS OF THIQA C2 - TH2

POLICY DETAILS AND BENEFITS (CARD : 20328327)

Card Network: Abu Dhabi Public & Private

Policy: XXXXXXX

Coverage Effective Date: 01/06/2023

Expiry Date: 31/05/2024

New SOB
Schedule of Benefits
General Exclusions

Abbreviations

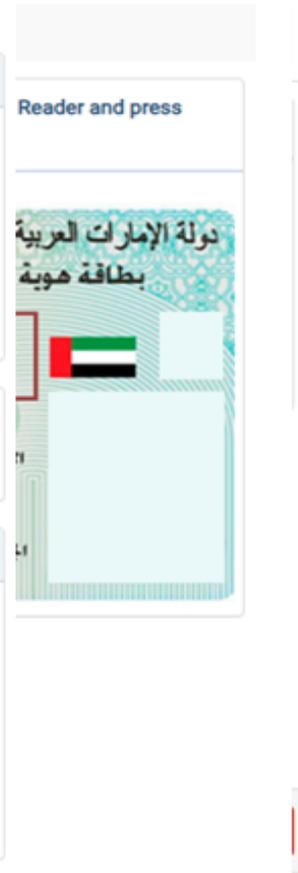
Room Type	Room with one bed (Private)
BENEFIT	Dental

Disclaimer : All PCSP packages require pre-authorization.

➔

Request Authorization

Cancel Request



12.9 PCSP / IFHAS Pre-Authorization Request

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

[Back](#) NEW EAUTH REQUEST

Indicates required field *

Insurer *

Daman Thiqa

Request Type *

Nationals Screening

Card Number *

Phone Number

Emirates ID is not Provided *

Please enter Emirates Identity Card into the Card Reader and press [Read](#) (if Card Reader installed).

Cancel



Next

- 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.

[Back](#) NATIONALS SCREENING REQUEST

Indicates required field *

Ordering Clinician *	Primary Diagnosis *
XXXXXXXX	Z12.4 Encounter for screening for malignant neoplasm of cervix ✕

Patient File Number

File Number

[Cancel](#)  [Next](#)

- 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.

[Back](#)

NATIONALS SCREENING REQUEST

ACTIVITY INFORMATION

SRVC

Activity Code *

52-28 Cervical Cancer Screening for female (age 30-65 years) for

Quantity *

1

Price

Price

Start Date *

02/11/2023

Performing Clinician

XXXXXXX



Add+

ACTIVITY SUMMARY

Item Name	Clinician	Quantity	Start Date	Action
-----------	-----------	----------	------------	--------

<< Previous

Cancel

Submit

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

[Back](#) NATIONALS SCREENING REQUEST

ACTIVITY INFORMATION

SRVC

Activity Code *

Quantity *

Price

Start Date *

Performing Clinician

(GD20618)

Add+

ACTIVITY SUMMARY

Item Name	Clinician	Quantity	Start Date	Action
52-28 - Cervical Cancer Screening for female (age 30-65 years) for eligible groups based on PCSP standard	GD20618	1	02/11/2023	

<< Previous

Cancel



Submit

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

← Back
PROVIDER REQUEST SUMMARY



Provider Request

(N)



Medical History

(H)



Summary Graph

ACTIVE REQUEST

↑ PENDING REQUESTS 55
↓ PAYER ANSWERED 2
ALL 57

	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #f0f0f0; padding: 2px 5px;">Request Number</td> <td style="padding: 2px 5px;">XXXXXXXX</td> </tr> <tr> <td style="background-color: #f0f0f0; padding: 2px 5px;">Card Number / DHA Member ID</td> <td style="padding: 2px 5px;">XXXXXXXX</td> </tr> </table>	Request Number	XXXXXXXX	Card Number / DHA Member ID	XXXXXXXX	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #f0f0f0; padding: 2px 5px;">Request Type</td> <td style="padding: 2px 5px;">Nationals Screening</td> </tr> <tr> <td style="background-color: #f0f0f0; padding: 2px 5px;">Status</td> <td style="padding: 2px 5px; text-align: center;">Totally Approved</td> </tr> </table>	Request Type	Nationals Screening	Status	Totally Approved
Request Number	XXXXXXXX									
Card Number / DHA Member ID	XXXXXXXX									
Request Type	Nationals Screening									
Status	Totally Approved									

- 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

⏪ Back
REQUEST DETAILS

Nationals Screening
Request Number: XXXXXXXXX

PDF Print Totally Approved

Requested Date :02/11/2023 11:14

Card Number / DHA Member ID

Primary Diagnosis :Z12.4 - Encounter for screening for malignant neoplasm of cervix

Requested By : XXXXXXXXX

Payer :Daman Thiqa

Ordering Clinician : XXXXXXXXX

Authorization Number :

Authorization Dates :02/11/2023 - 01/12/2023

52-28 - Cervical Cancer Screening for female (age 30-65 years) for eligible groups based on PCSP standard

Start Date: 02/11/2023 **Quantity**: 1 Units Totally Approved

Performing Clinician : XXXXXXXXX View Details

Quantity Approved : 1 **Patient Share** : 0 **Payer Share** :246

Cancel Request

13 Claims

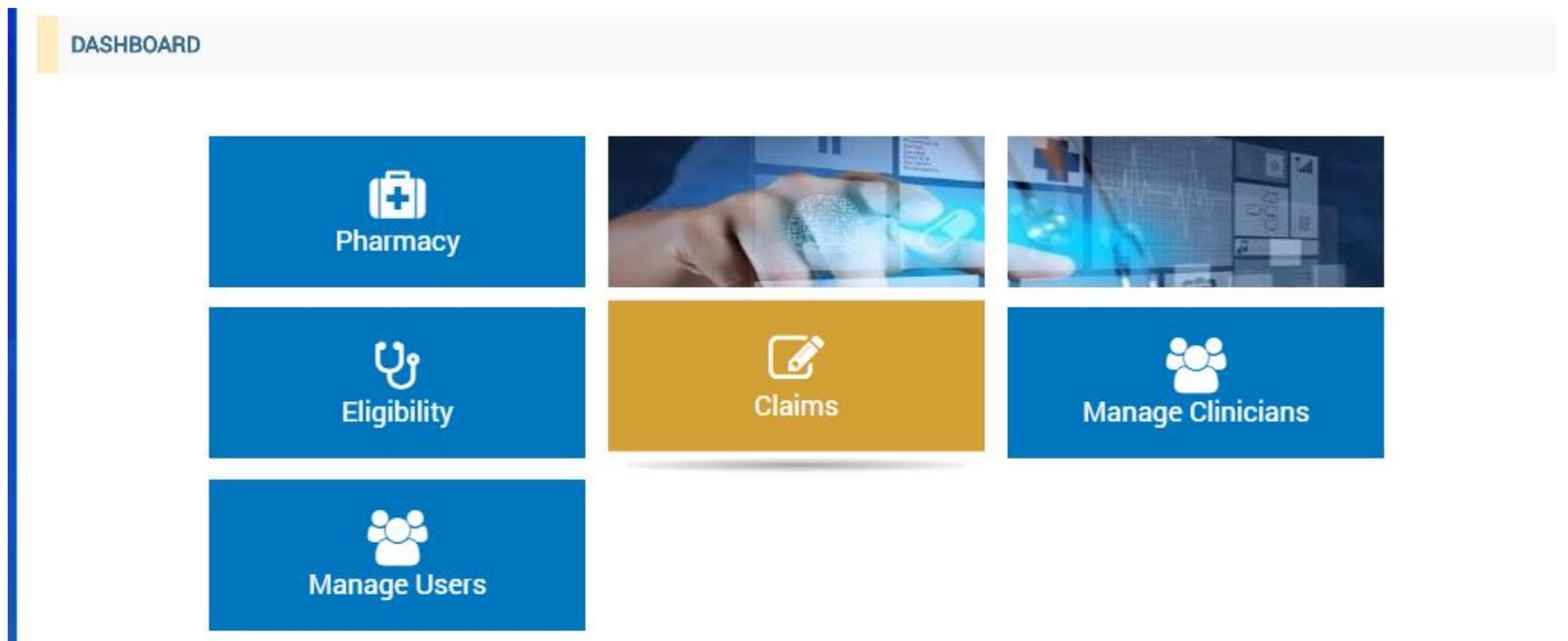
Pharmacy claims provide comprehensive tools to raise claims directly to the Payer. This option is only for use after authorization downtime has been announced by the Payer.

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

Dashboard

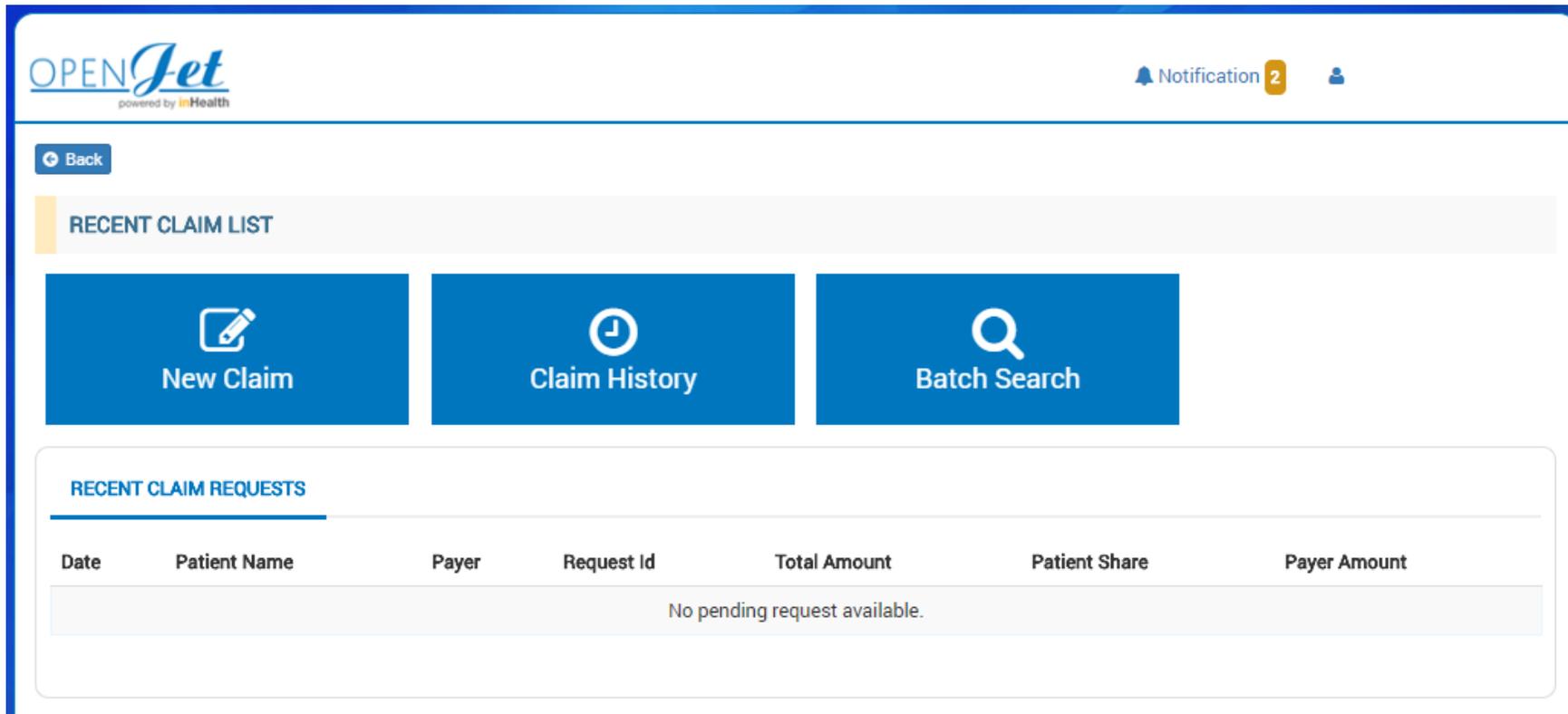
After successful login you may see different operations here depending upon your OPENJet roles.

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.



The screenshot shows the OPEN Jet interface. At the top left is the logo "OPEN Jet powered by inHealth". At the top right, there is a notification bell icon with the text "Notification 2" and a user profile icon. Below the header is a "Back" button. The main section is titled "RECENT CLAIM LIST" and contains three blue buttons: "New Claim" (with a pencil icon), "Claim History" (with a clock icon), and "Batch Search" (with a magnifying glass icon). Below these buttons is a section titled "RECENT CLAIM REQUESTS" which contains a table with the following columns: Date, Patient Name, Payer, Request Id, Total Amount, Patient Share, and Payer Amount. The table is currently empty, displaying the message "No pending request available."

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.



Notification 2


← Back

CLAIM DETAILS

CLAIM REQUEST DETAILS

Payer/TPA * <input type="text" value="Daman Enhanced"/>	Card Number * <input type="text" value="33232"/>	<input checked="" type="checkbox"/> Emirates ID is not Provided. <input type="text" value="Expat Resident Without Card"/>
-------------------------------------------------------------------	------------------------------------------------------------	------------------------------------------------------------------------------------------------------------------------------

CLAIM DETAILS

Select Clinician * <input type="text" value="ZIAD ABDUL NASSER SAAD"/>	Claim Date * <input type="text" value="02/06/2018"/>	
Primary Disease * <input type="text" value="Tuberculosis of digestive tract organs, n"/>	Secondary Disease <input type="text" value="Select Secondary Disease"/>	<div style="border: 1px solid #007bff; padding: 5px; margin-top: 5px;"> <ul style="list-style-type: none"> <li style="padding: 2px 5px;">✖ Other specified zoonotic bacterial diseases, not elsewhere classified (A28.8) <li style="padding: 2px 5px;">✖ Dengue fever [classical dengue] (A90) </div>

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) (I54-41 25-0441 3-01)	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

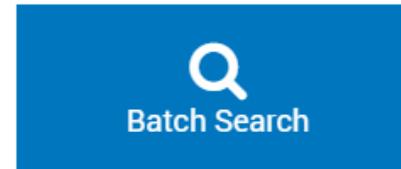
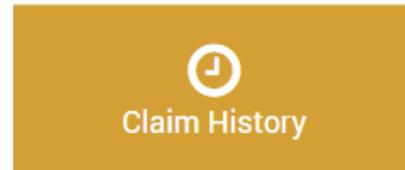
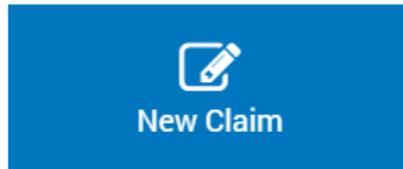
Click on submit to save and send the new claim request. Upon Submit, user will be redirected to claims dashboard page with newly added request

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

RECENT CLAIM LIST



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

CLAIM SEARCH

Indicates required field *

Payer

Select Payer

Batch Number

0

Card Number

Submission Start Date*

Submission Start Date

Submission End Date

Submission End Date

Status

Select

Search

Export

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.

RECORDS

Claim: [PF1147-OPENJET-CLAIM-7](#)

Date: 02/06/2018

Patient Name:

Payer: Daman Enhanced

Total Amount: 300

Patient Share: 180

Payer Amount: 0

Batch Number: 0

Claim Id: 7

Status: Pending

Claim: [PF1147-OPENJET-CLAIM-6](#)

Date: 30/05/2018

Patient Name:

Payer: AL HILAL TAKAFUL - PSC

Total Amount: 70

Patient Share: 30

Payer Amount: 0

Batch Number: 0

Claim Id: 6

Status: Pending

Claim: [PF1147-OPENJET-CLAIM-5](#)

Date: 30/05/2018

Patient Name:

Payer: Daman Enhanced

Total Amount: 50

Patient Share: 50

Payer Amount: 0

Batch Number: 1

Claim Id: 5

Status: Claim Sent

Claim: [PF1147-OPENJET-CLAIM-3](#)

Date: 27/03/2018

Patient Name: Wessam E. H. Abu Eideh

Payer: AL HILAL TAKAFUL - PSC - NAS

Total Amount: 5874.62

Patient Share: 0

Payer Amount: 0

Batch Number: 3

Claim Id: 3

Status: ClaimSentFailed

Click on any claim request card to view claim details.

13.4 Batch Search

Pharmacy claims are automatically submitted in batches. These can be searched 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.

BATCH SEARCH

Indicates required field *

Batch Status * Success	Payer Select Payer	Batch Start Date Batch Start Date
Batch End Date Batch End Date	Batch Number 0	

Search

RECORDS

Execution Date: 30/05/2018
No. Of Claims: 1
Payer Share: 0
Patient Share: 50
Total Amount: 50

Batch Number: 1

Success

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 **Batch Number:** 4

No. Of Claims: 1 **Failed**

Payer Share: 120

Patient Share: 180

Total Amount: 300

[Retry Batch](#)

Execution Date: 30/05/2018 **Batch Number:** 3

No. Of Claims: 1 **Failed**

Payer Share: 5874.62

Patient Share: 0

Total Amount: 5874.62

[Retry Batch](#)

Execution Date: 30/05/2018 **Batch Number:** 2

No. Of Claims: 2 **Failed**

Payer Share: 117944

Patient Share: 0

Total Amount: 117944

[Retry Batch](#)

REGULATORY ERROR SUMMARY [Download Error File](#)

#	Additional Reference	Error Message	Error Text	Field	Field Value	Object Name	Transaction	Transaction ID	Type
1	Field Claim.ID value is 'PF1147-OPENJET-CLAIM-7' AND Field Activity.ID value is '12'	>e-claim transaction validation is failed with errors		Start	2018-06-02 19:10	Activity			ERROR

[Close](#)

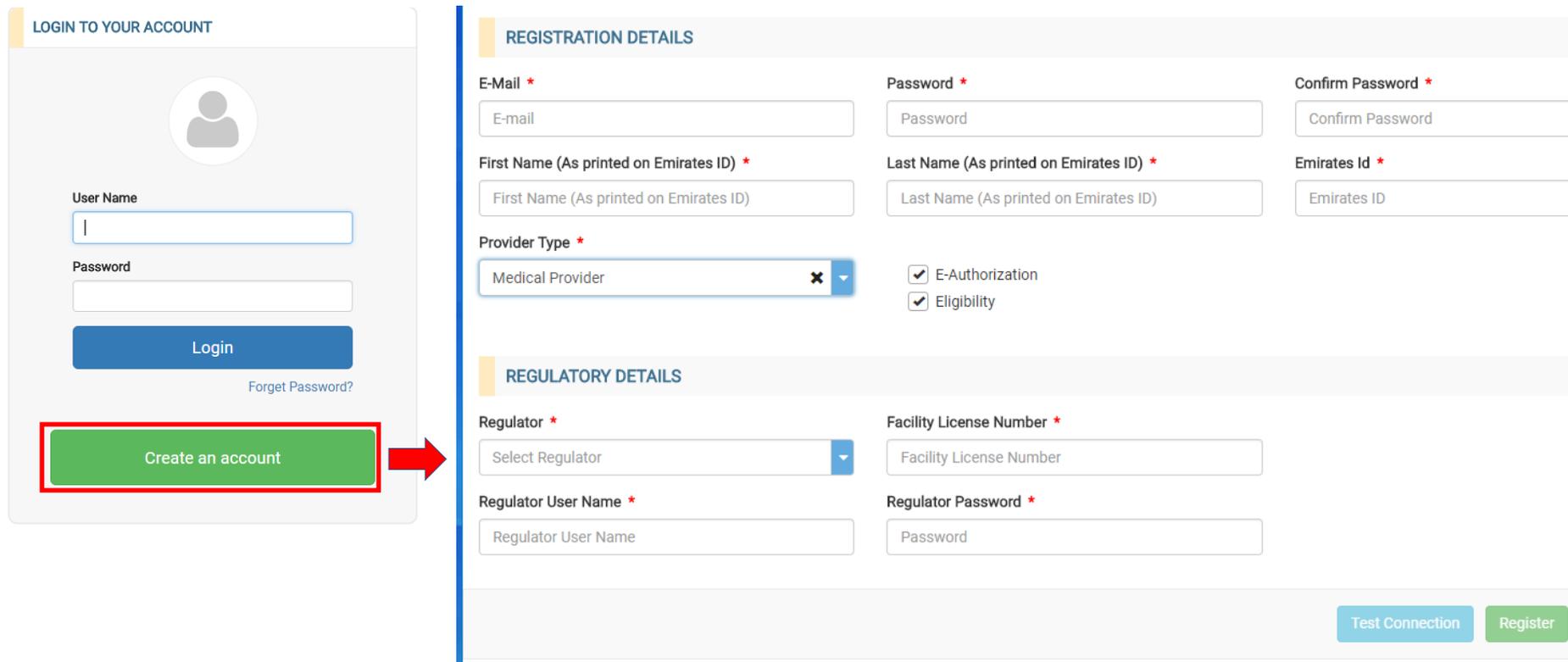
14 E-Authorization

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.

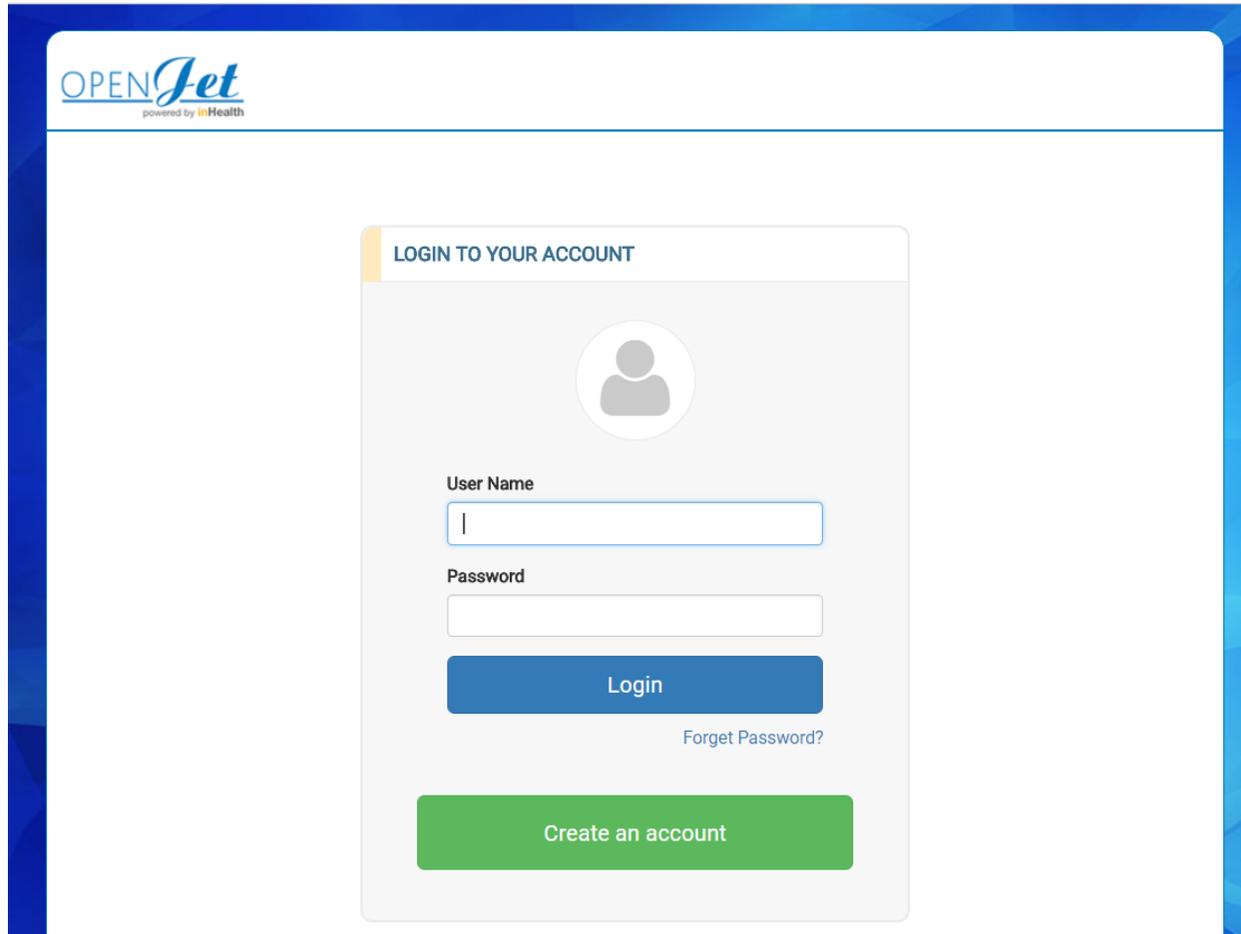


The screenshot displays the user registration process. On the left, the 'LOGIN TO YOUR ACCOUNT' panel includes fields for 'User Name' and 'Password', a 'Login' button, and a 'Create an account' button highlighted with a red box. A red arrow points from this button to the 'REGISTRATION DETAILS' section. This section contains fields for 'E-Mail', 'Password', 'Confirm Password', 'First Name (As printed on Emirates ID)', 'Last Name (As printed on Emirates ID)', and 'Emirates Id'. The 'Provider Type' dropdown is set to 'Medical Provider', and checkboxes for 'E-Authorization' and 'Eligibility' are checked. Below this is the 'REGULATORY DETAILS' section with fields for 'Regulator', 'Facility License Number', 'Regulator User Name', and 'Regulator Password'. At the bottom right, there are 'Test Connection' and 'Register' buttons.

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.

A screenshot of the OPENJet login interface. At the top left, the OPENJet logo is displayed with the text "powered by inHealth" below it. The main content area is titled "LOGIN TO YOUR ACCOUNT" and features a user icon placeholder. Below the icon are two input fields: "User Name" and "Password". A blue "Login" button is positioned below the password field, with a "Forgot Password?" link to its right. At the bottom of the form is a green "Create an account" button.

OPENJet
powered by inHealth

LOGIN TO YOUR ACCOUNT

User Name

Password

Login

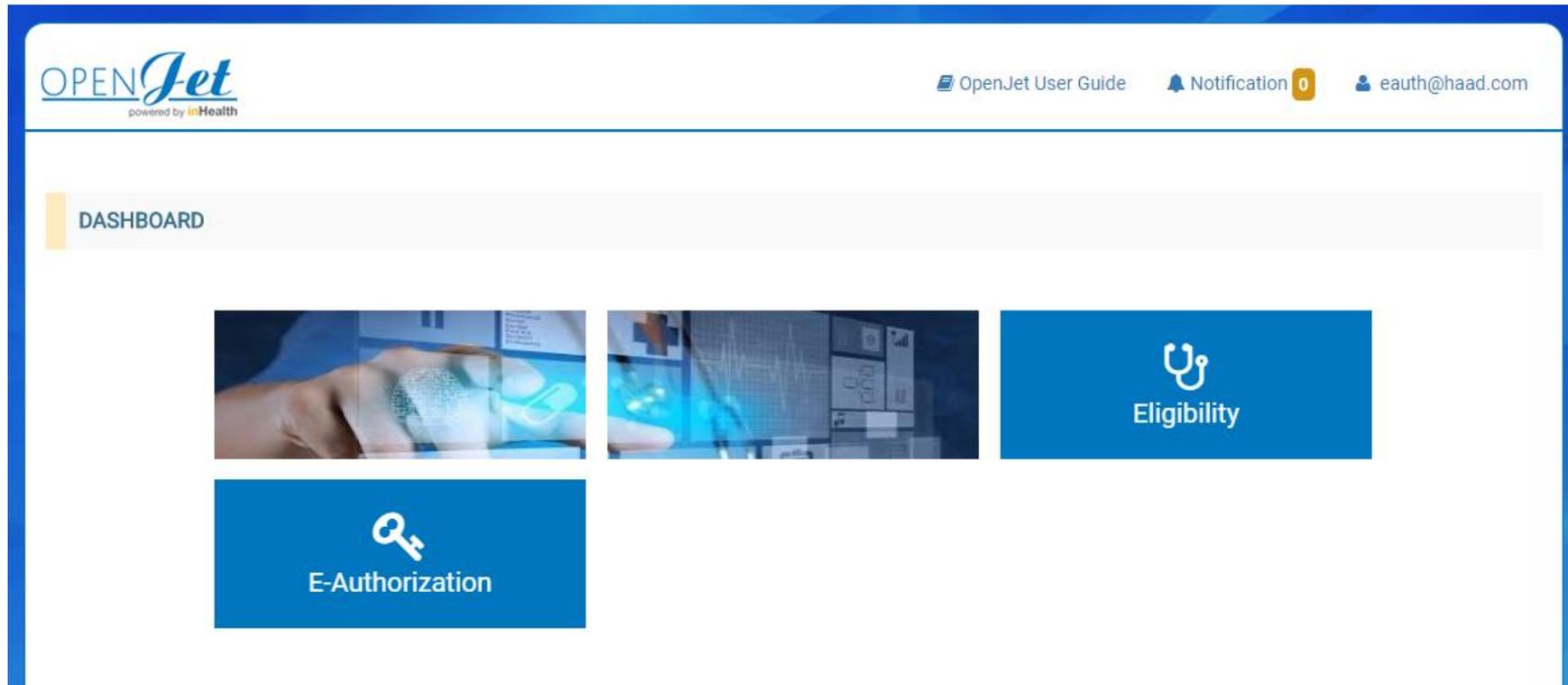
[Forgot Password?](#)

Create an account

Dashboard

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

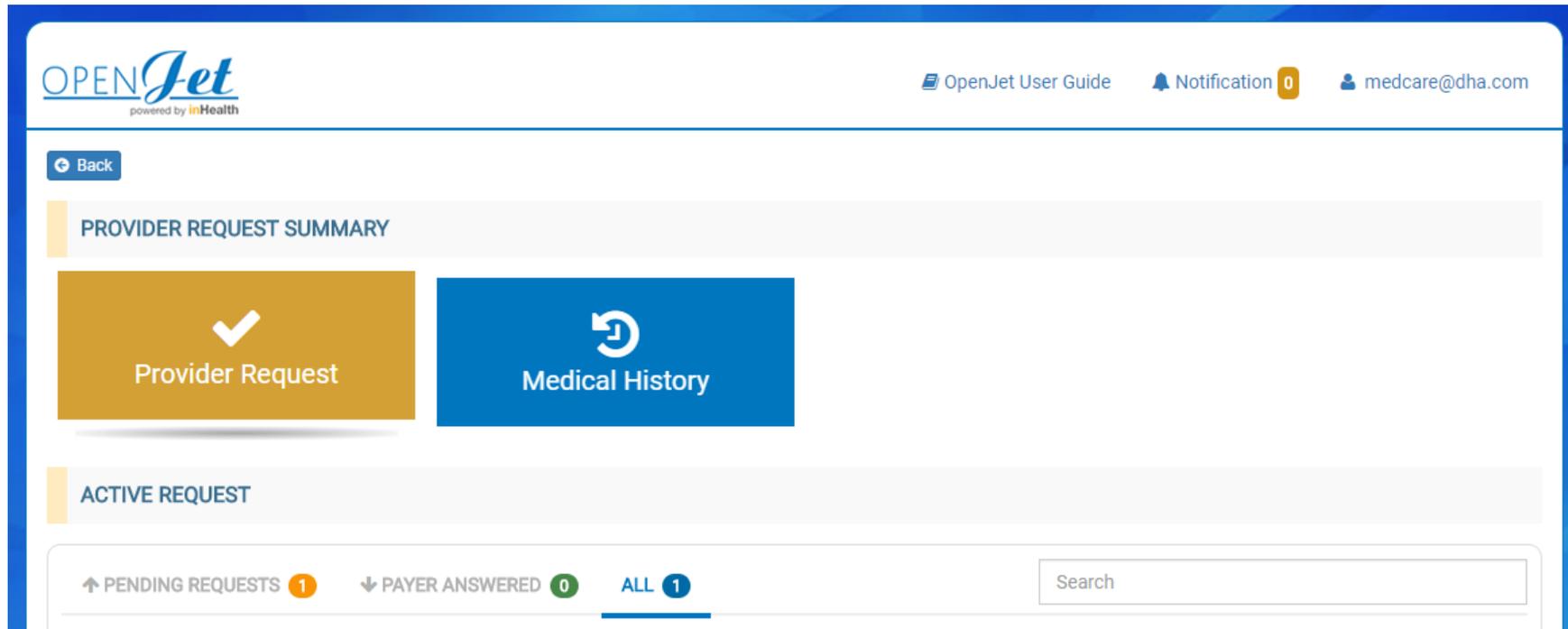
Provider user may click on E-Authorization link to gain access to provider request operations.



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:



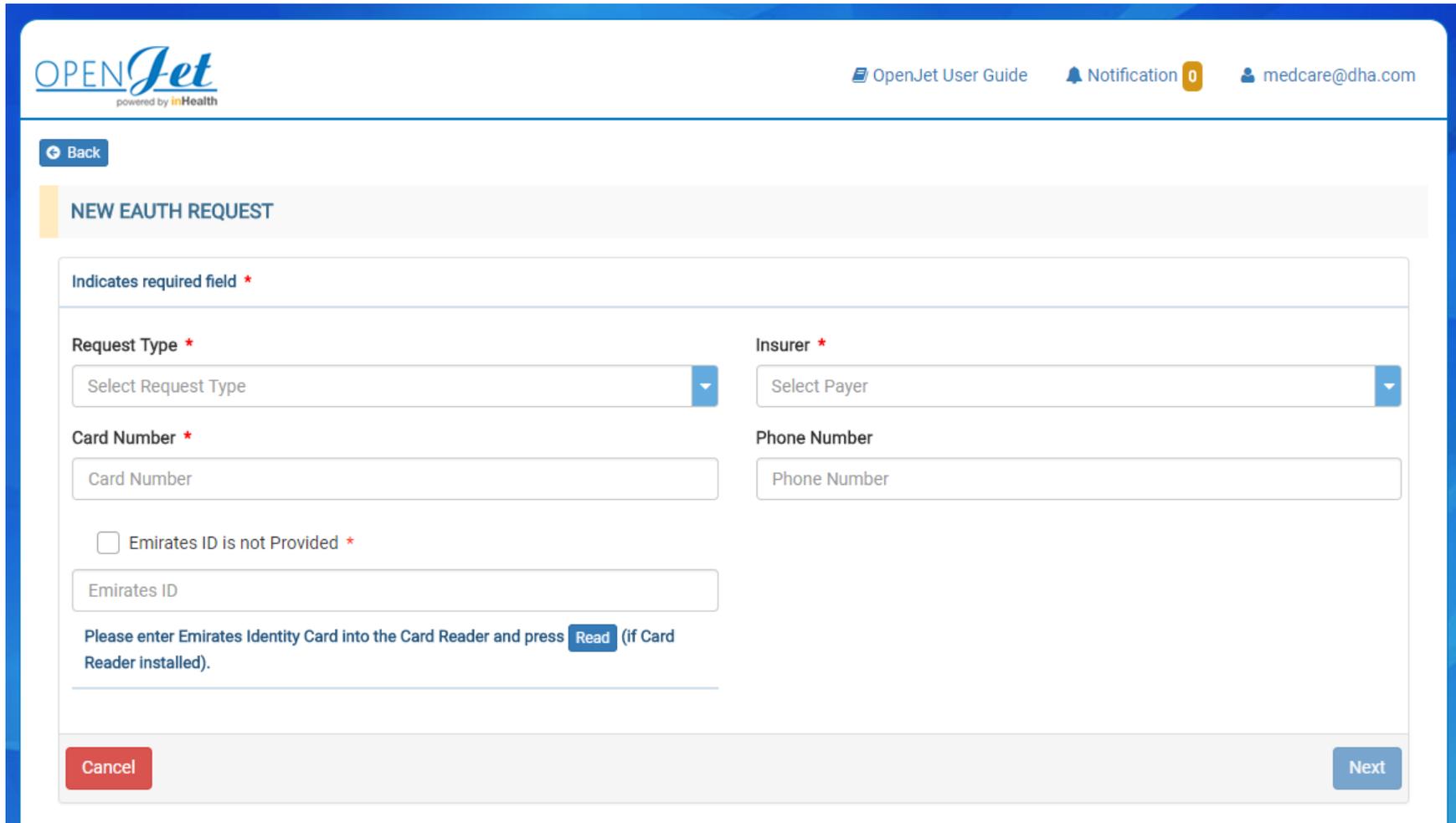
This will take you to a series of three steps to successfully create and submit your provider requests, as given below:

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.

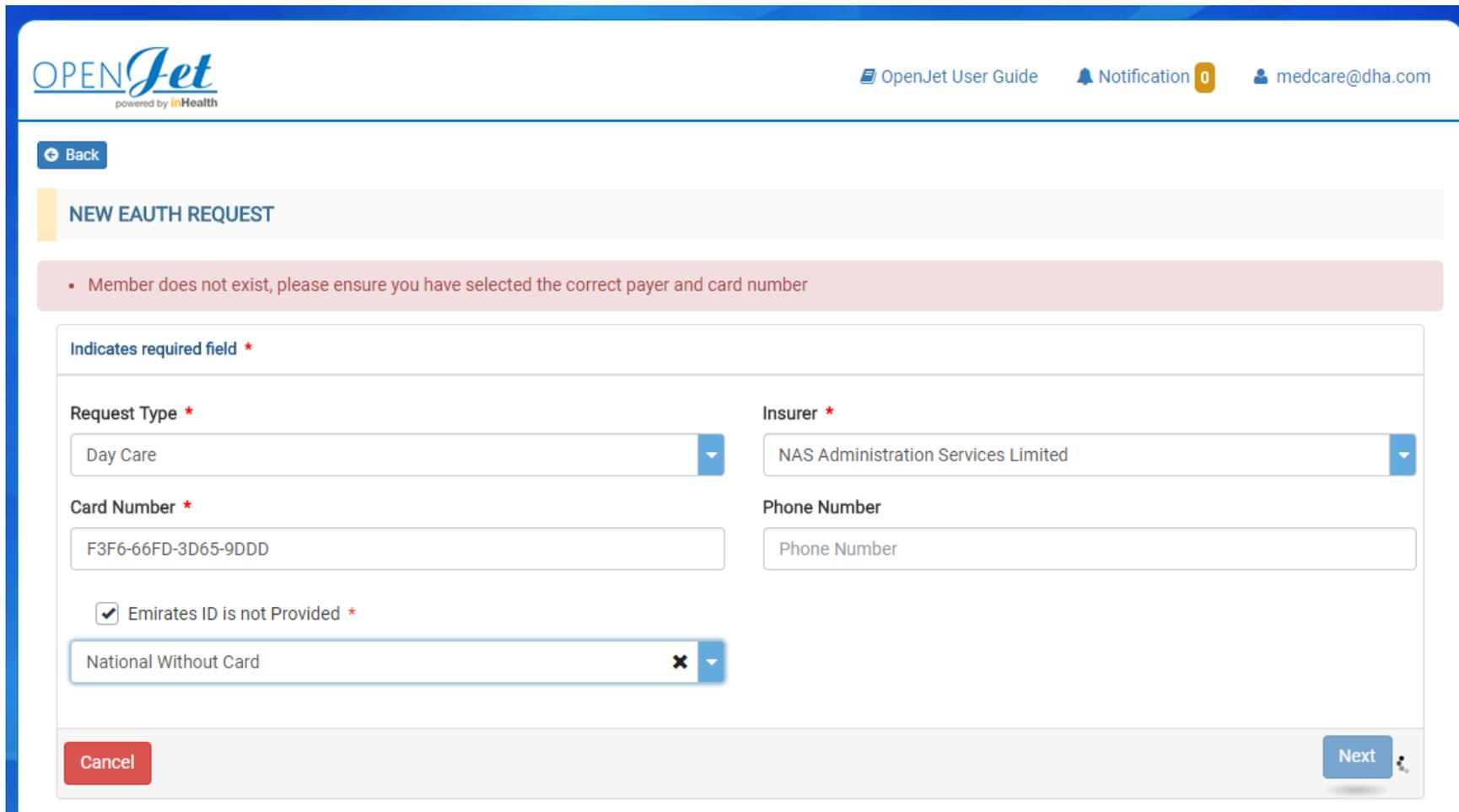
14.3.1 Request Type and Patient Identity

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.



The screenshot shows the 'NEW EAUTH REQUEST' form in the OPEN Jet application. The form is titled 'NEW EAUTH REQUEST' and includes a 'Back' button. It contains several required fields marked with a red asterisk: 'Request Type' (a dropdown menu with 'Select Request Type'), 'Insurer' (a dropdown menu with 'Select Payer'), 'Card Number' (a text input field), and 'Phone Number' (a text input field). There is also an unchecked checkbox for 'Emirates ID is not Provided' and an 'Emirates ID' text input field. A note at the bottom of the form reads: 'Please enter Emirates Identity Card into the Card Reader and press **Read** (if Card Reader installed)'. The form has 'Cancel' and 'Next' buttons at the bottom.

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:

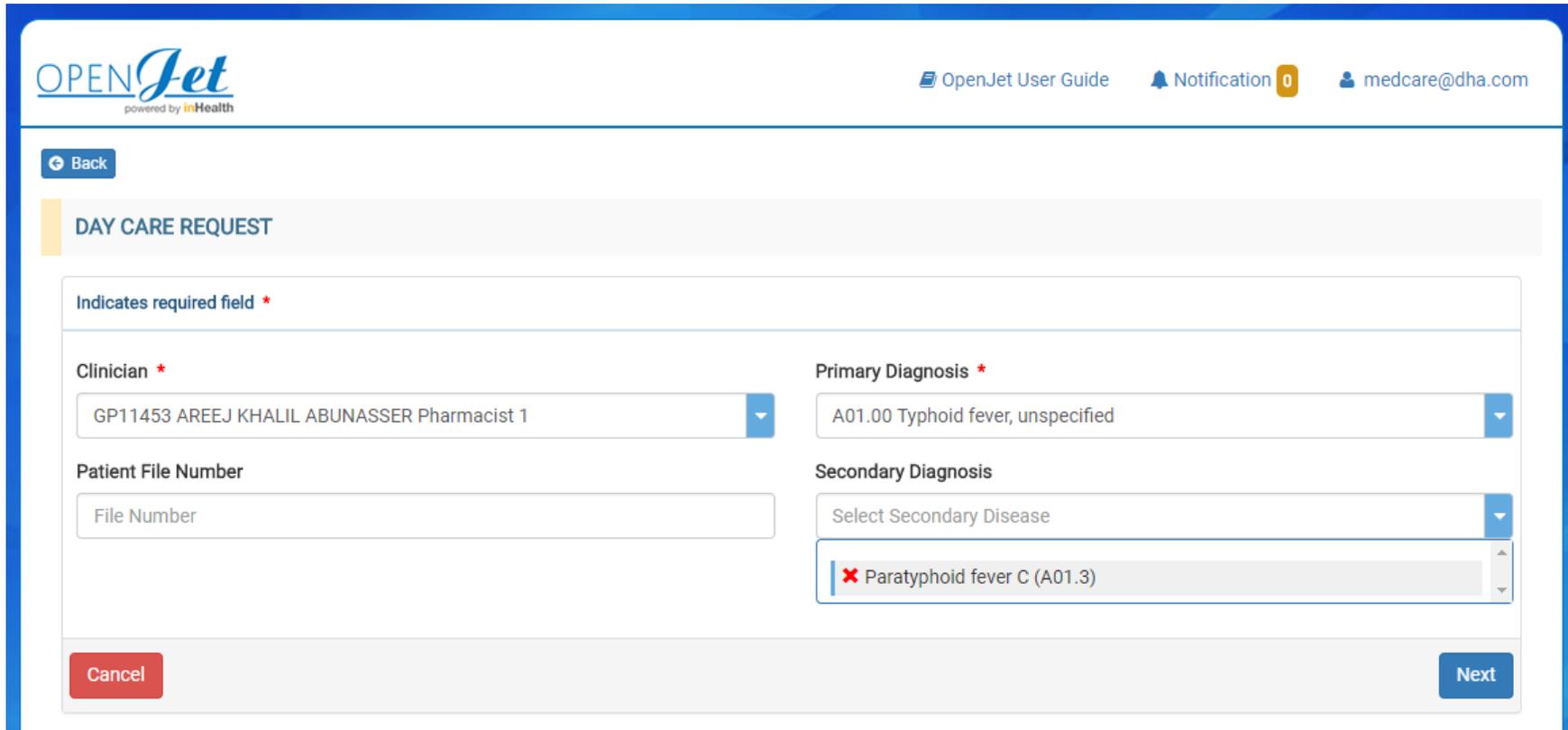


The screenshot shows the OPEN Jet user interface. At the top left is the logo 'OPEN Jet powered by inHealth'. At the top right are links for 'OpenJet User Guide', a 'Notification' bell icon with a '0' badge, and the email 'medcare@dha.com'. Below the header is a 'Back' button. The main heading is 'NEW EAUTH REQUEST'. A red error message states: 'Member does not exist, please ensure you have selected the correct payer and card number'. The form contains several fields: 'Request Type' (Day Care), 'Insurer' (NAS Administration Services Limited), 'Card Number' (F3F6-66FD-3D65-9DDD), 'Phone Number' (empty), and a checked checkbox for 'Emirates ID is not Provided'. Below the checkbox is a dropdown menu with 'National Without Card' selected. At the bottom left is a 'Cancel' button and at the bottom right is a 'Next' button.

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.



OPEN Jet
powered by inHealth

OpenJet User Guide Notification 0 medcare@dha.com

Back

DAY CARE REQUEST

Indicates required field *

Clinician *
GP11453 AREEJ KHALIL ABUNASSER Pharmacist 1

Patient File Number
File Number

Primary Diagnosis *
A01.00 Typhoid fever, unspecified

Secondary Diagnosis
Select Secondary Disease
✖ Paratyphoid fever C (A01.3)

Cancel Next

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.

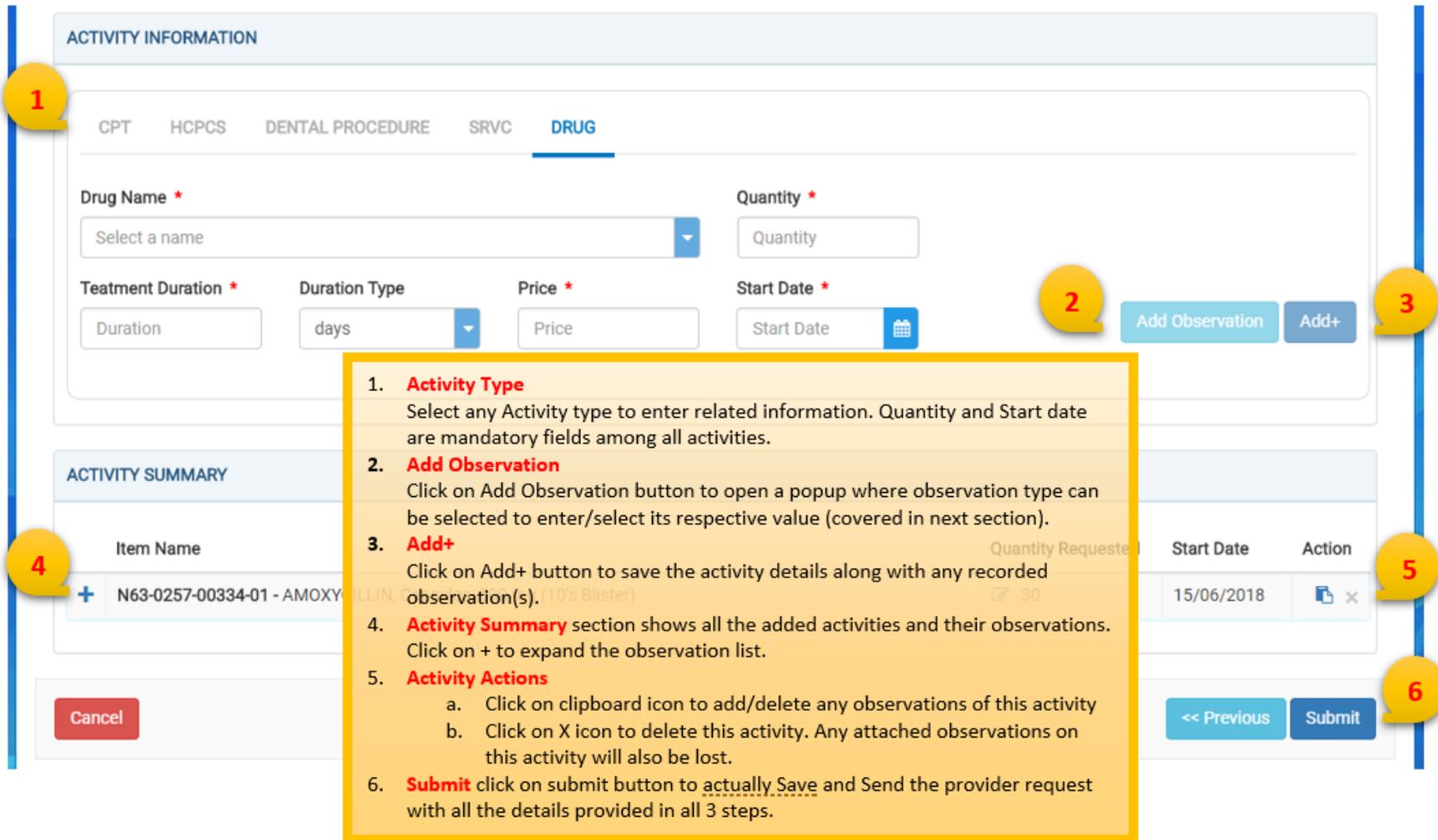
Clicking the Cancel button will remove any entered details on this provider request, clear the forms and go back to request listing dashboard.

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.



ACTIVITY INFORMATION

CPT HCPCS DENTAL PROCEDURE SRVC **DRUG**

Drug Name * Quantity *

Treatment Duration * Duration Type Price * Start Date *

ACTIVITY SUMMARY

Item Name	Quantity Requested	Start Date	Action
+ N63-0257-00334-01 - AMOXYCILLIN, (10's Blister)	12 30	15/06/2018	

Cancel << Previous Submit

- Activity Type**
Select any Activity type to enter related information. Quantity and Start date are mandatory fields among all activities.
- Add Observation**
Click on Add Observation button to open a popup where observation type can be selected to enter/select its respective value (covered in next section).
- Add+**
Click on Add+ button to save the activity details along with any recorded observation(s).
- Activity Summary** section shows all the added activities and their observations. Click on + to expand the observation list.
- Activity Actions**
 - Click on clipboard icon to add/delete any observations of this activity
 - Click on X icon to delete this activity. Any attached observations on this activity will also be lost.
- Submit** click on submit button to actually Save and Send the provider request with all the details provided in all 3 steps.

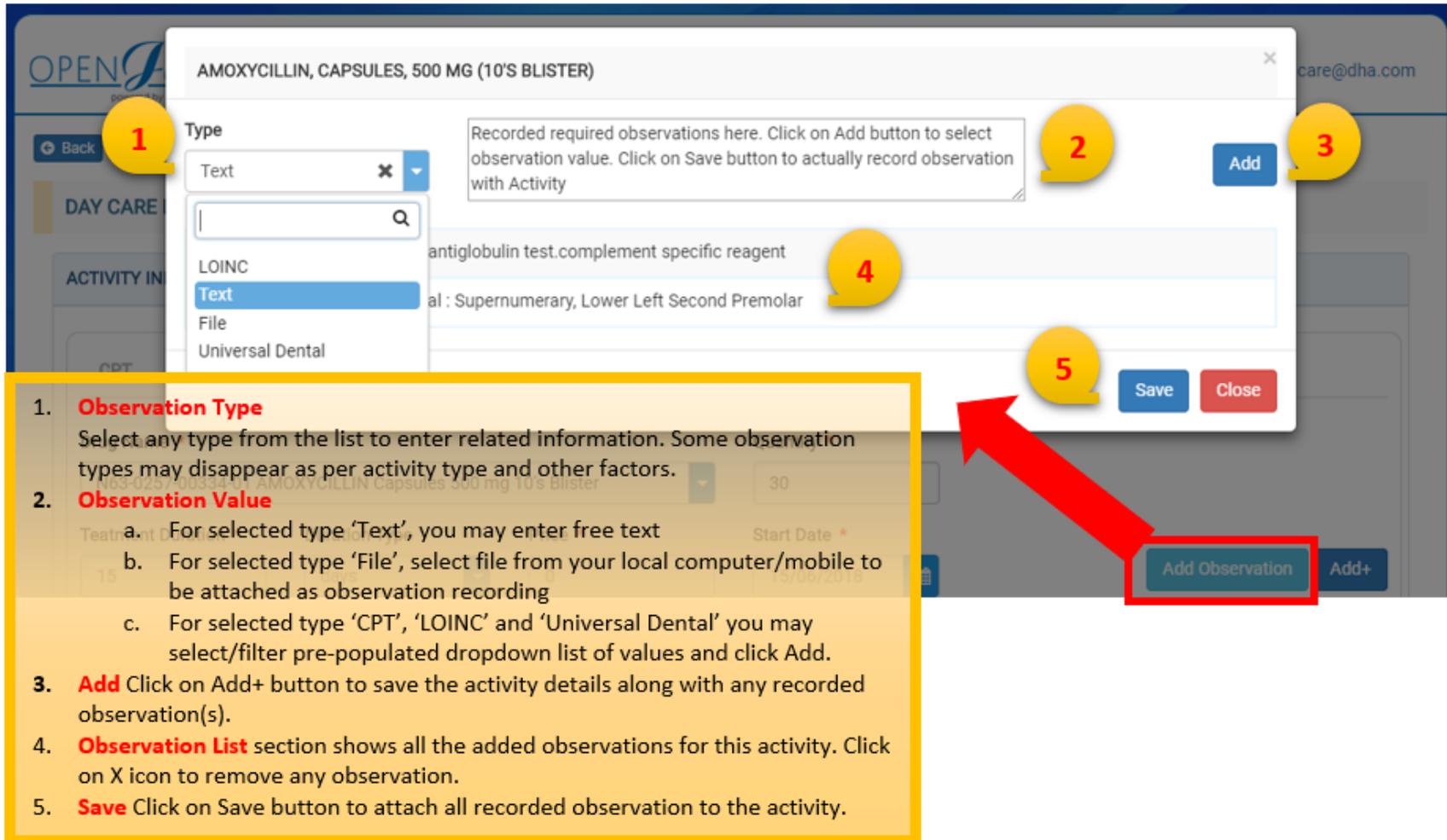
At least one activity is mandatory per provider request. However, an activity may or may not have any observation recorded. Any recorded activity will appear in panel below called ACTIVITY SUMMARY.

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.

MEDICAL HISTORY SEARCH

Indicates required field *

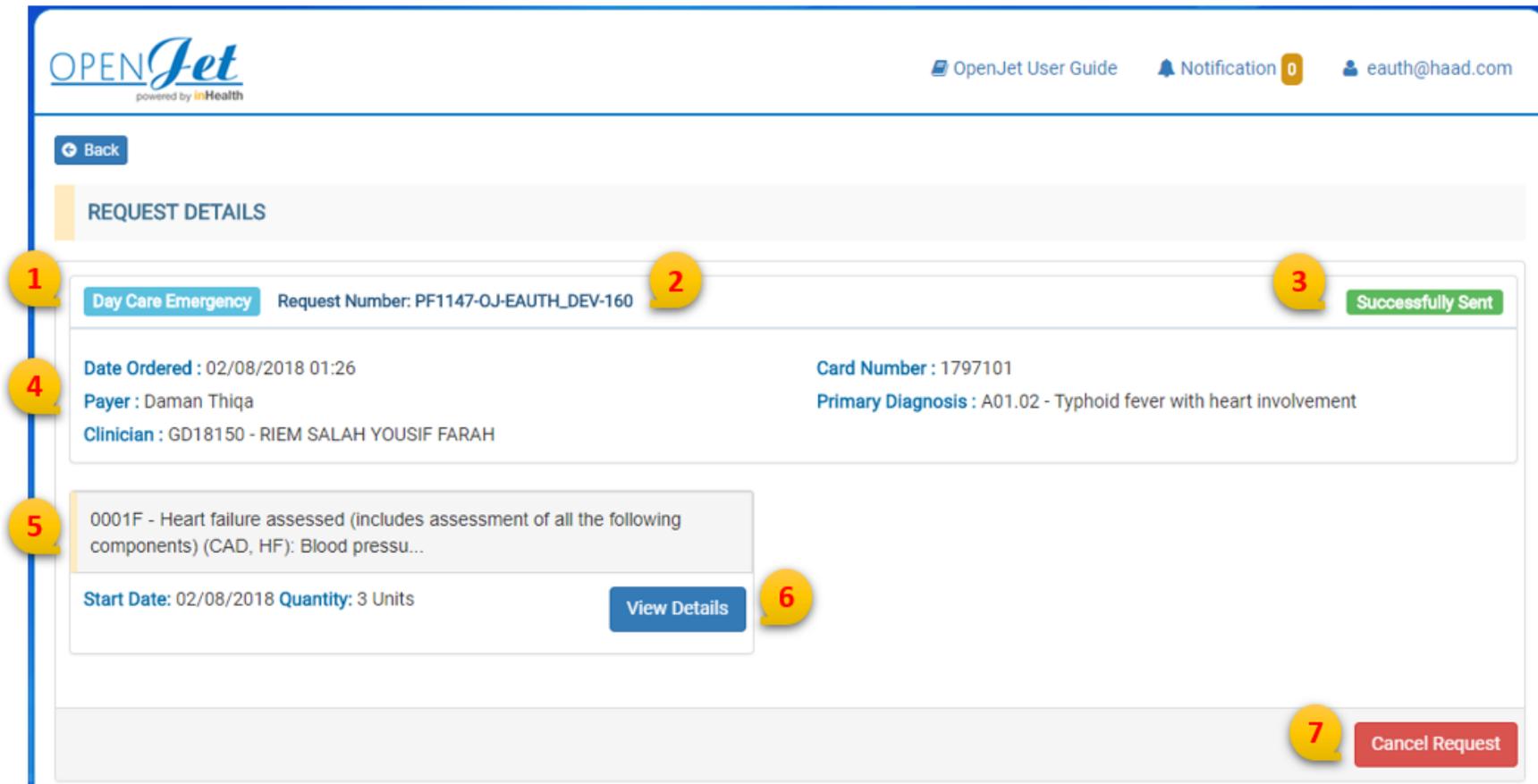
Insurer <input type="text" value="Select Payer"/>	Card Number <input type="text" value="Card No."/>	Request Status <input type="text" value="Select Eauth Status"/>
Submission Start Date * <input type="text" value="01/06/2018"/>	Submission End Date <input type="text" value="Transaction End Date"/>	Prescription Id <input type="text" value="Request No."/>
Authorization Number <input type="text" value="Authorization No."/>		

RECORDS

<p>Request Number: PF1147-OJ-EAUTH_DEV-161 Request Type: Day Care Card Number: ENH123 Transaction Date: 02/08/2018 Status: Error</p>	<p>Request Number: PF1147-OJ-EAUTH_DEV-160 Request Type: Day Care Emergency Card Number: 1797101 Transaction Date: 02/08/2018 Status: Successfully Sent</p>
<p>Request Number: PF1147-OJ-EAUTH_DEV-139 Request Type: Outpatient Emergency Card Number: 2ac1f23fa89d08a8 Transaction Date: 01/08/2018 Status: Successfully Sent</p>	<p>Request Number: PF1147-OJ-EAUTH_DEV-136 Request Type: Inpatient Elective Card Number: 2ac1f23fa89d08a8 Transaction Date: 01/08/2018 Status: Successfully Sent</p>

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:

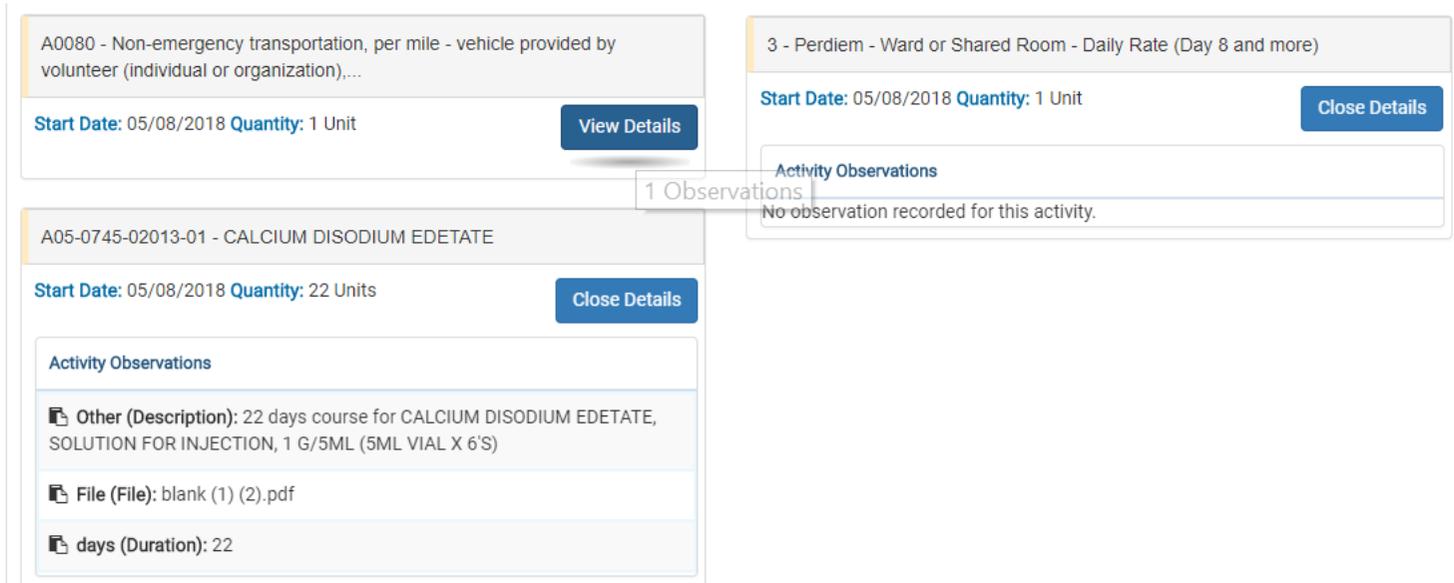


The screenshot displays the 'REQUEST DETAILS' page in the OpenJet system. At the top, there is a navigation bar with the OpenJet logo, a user guide link, a notification bell with a '0' count, and the user email 'eauth@haad.com'. Below the navigation bar is a 'Back' button. The main content area is titled 'REQUEST DETAILS' and contains the following information:

- 1**: Request Type: Day Care Emergency
- 2**: Request Number: PF1147-OJ-EAUTH_DEV-160
- 3**: Status: Successfully Sent
- 4**: Request details including:
 - Date Ordered: 02/08/2018 01:26
 - Payer: Daman Thiqa
 - Clinician: GD18150 - RIEM SALAH YOUSIF FARAH
 - Card Number: 1797101
 - Primary Diagnosis: A01.02 - Typhoid fever with heart involvement
- 5**: Medication details: 0001F - Heart failure assessed (includes assessment of all the following components) (CAD, HF): Blood pressu...
- 6**: Start Date: 02/08/2018 Quantity: 3 Units
- 6**: View Details button
- 7**: Cancel Request button

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.



The screenshot displays two activity cards side-by-side. The left card is for 'A0080 - Non-emergency transportation, per mile - vehicle provided by volunteer (individual or organization),...' with a 'View Details' button. The right card is for '3 - Perdiem - Ward or Shared Room - Daily Rate (Day 8 and more)' with a 'Close Details' button. Below the right card, an 'Activity Observations' section shows '1 Observations' and 'No observation recorded for this activity.' The bottom card, 'A05-0745-02013-01 - CALCIUM DISODIUM EDETATE', has a 'Close Details' button and an 'Activity Observations' section containing three items: 'Other (Description): 22 days course for CALCIUM DISODIUM EDETATE, SOLUTION FOR INJECTION, 1 G/5ML (5ML VIAL X 6'S)', 'File (File): blank (1) (2).pdf', and 'days (Duration): 22'.

- 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

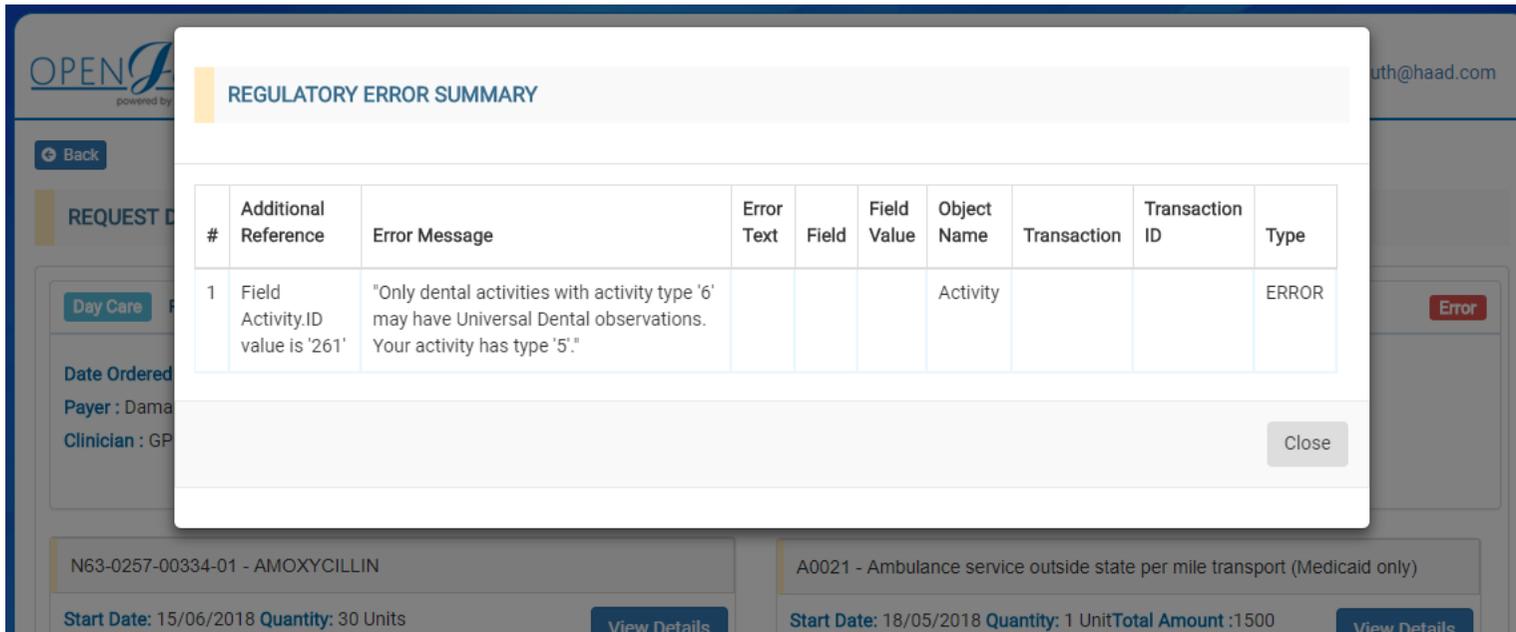
14.6.1 Successfully Sent

- 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.

REQUEST DETAILS

Extension
Request Number: MF1011-OJ-EAUTH_DEV-97
Error

Date Ordered : 31/07/2018 01:08

Payer : AL HILAL TAKAFUL - PSC - NAS

Clinician : GN32340 - LINTO ARANGASSERY AUGASTIN

Card Number : C556-EB0B-02C0-8389

Primary Diagnosis : G89.11 - Acute pain due to trauma

Secondary Diagnosis :

- G50.1 - Atypical facial pain

1126F - Pain severity quantified; no pain present (COA) (ONC)

Start Date: 31/07/2018 **Quantity:** 3 Packs

[View Details](#)

A0100 - Non-emergency transportation; taxi

Start Date: 31/07/2018 **Quantity:** 1 Packs

[View Details](#)

20-01 - Operating Room Services - Minor Surgery

Start Date: 22/07/2018 **Quantity:** 3 Packs

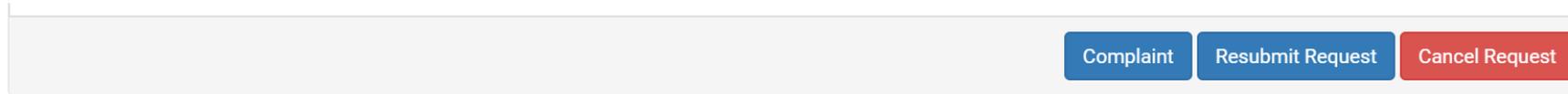
[View Details](#)

[Retry](#)

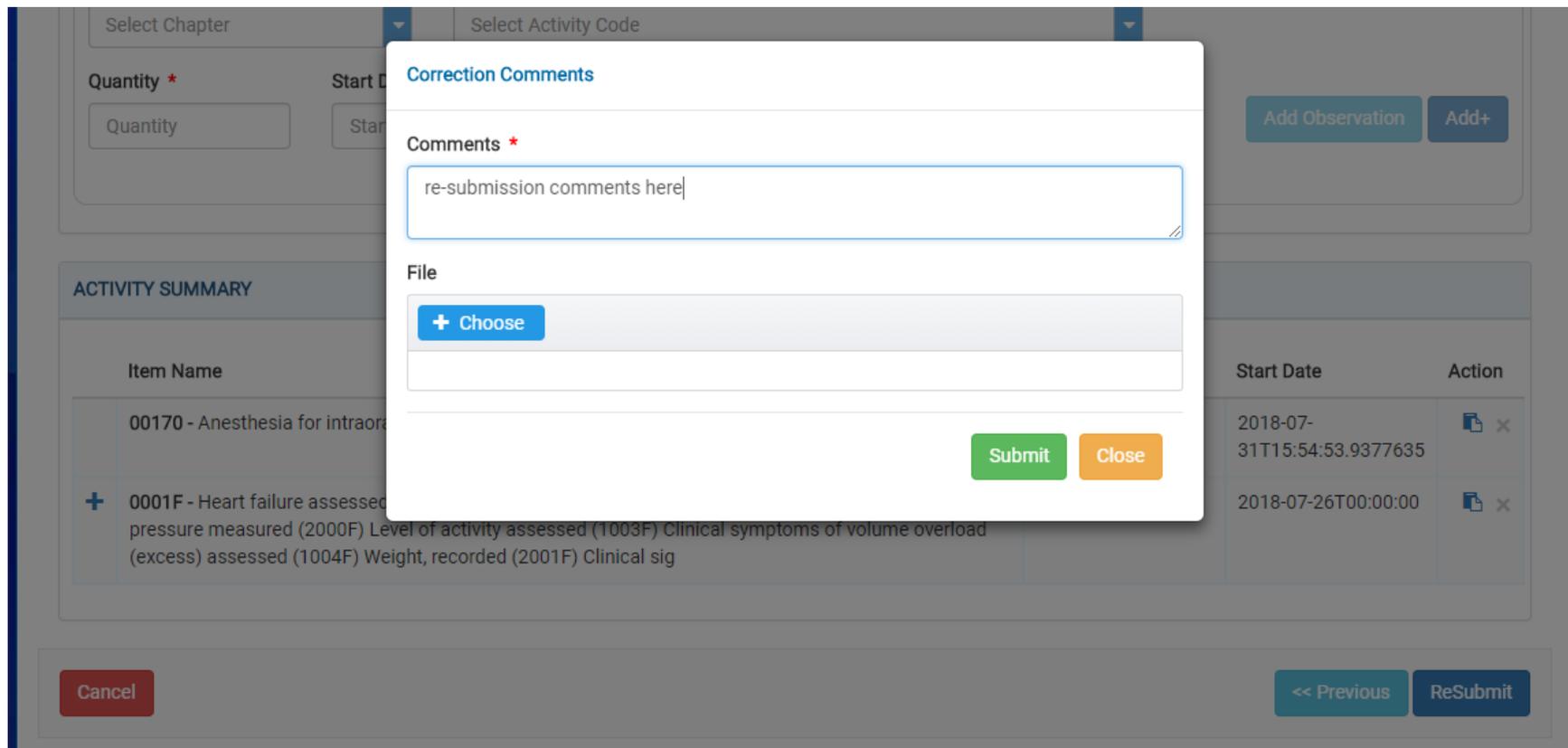
Retry is possible every time regulator returns an error against a submitted request.

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.



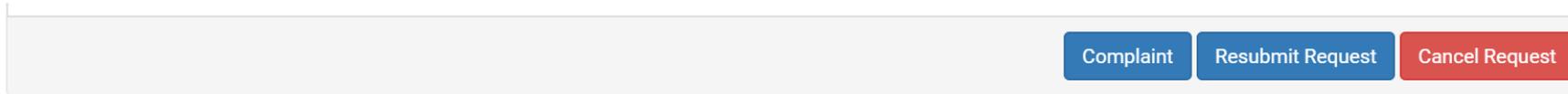
For re-submission/correction, click on Resubmit Request button to go through same request pages i.e. 2nd (clinician/diagnoses) and 3rd page (activity/observation) with the same functionality as described in section 10.3 for creating a new request but with already recorded data. However, unlike retry,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



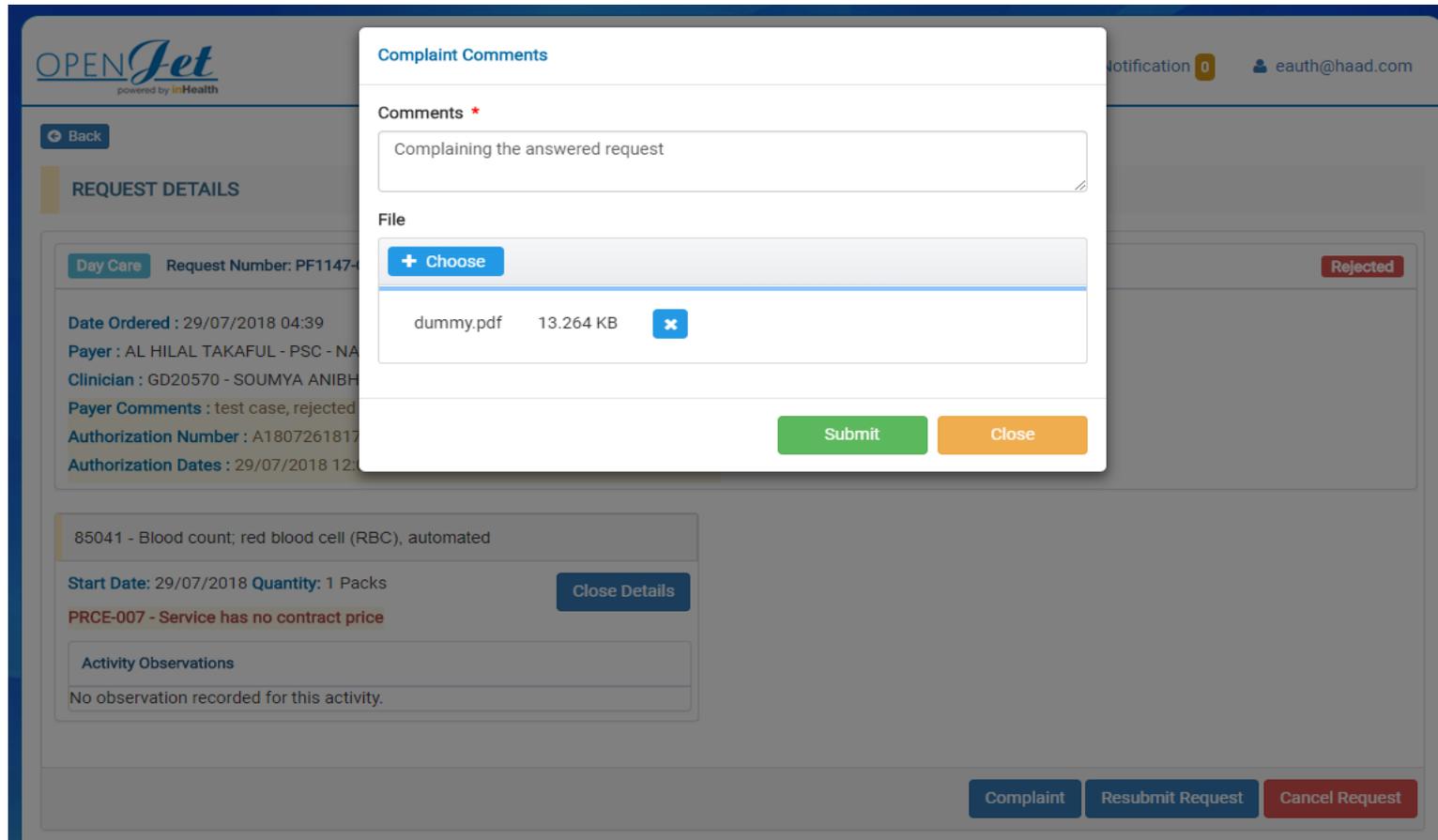
Any correction/updates in answered provider request are possible using Resubmit Request feature.

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