

**Enabling Provisions Notice pursuant to the implementation of the
National Platform for Health Information Exchange Services (NPHIES)**

General Circular Number 3 of 2020 (GC 03-2020)

Subject of this General Circular	Governance: monitoring and compliance
Applicability of this General Circular	This General Circular applies to all health insurance market participants providing health insurance services or healthcare services in the Kingdom of Saudi Arabia.
Purpose of this General Circular	Explains the processes to be adopted by CCHI to monitor compliance with the requirements of NPHIES and the responsibilities of market participants to comply.
Publication date	09 November 2020
This document replaces	Not applicable
This document has been replaced by	Not applicable
Effective date of this General Circular	Immediately upon publication
Grace period for compliance	Not applicable

Objectives of this General Circular:

- To explain monitoring processes to be used by CCHI.
- To describe the responsibilities of health insurance market participants to comply.

Monitoring processes to be used:

As NPHIES is an electronic platform for the exchange of information and transactions, clearly the main monitoring process will be to review such exchange of information and transactions for example, to ensure, the correct coding is being adopted, the errors are being minimised and that turnaround times of services provided are being adhered to as per CCHI regulations.

CCHI will also check that its mandated technical and clinical standards are being used. In some cases, if such standards are not used in transactions, business and validation rules will not allow the transaction to proceed.

CCHI will also mine the claims data to identify outliers that indicate potential fraud, waste or abuse of the system by payers, providers or insured members.

Monitoring of conformity to the KPIs that will be published will also take place to identify sub-standard performance and determine remedial action to be undertaken. It is expected that monitoring will commence on 1 January 2021.

In addition to monitoring the data and information flows in the system, CCHI will also apply manual monitoring processes such as requests for data and other records, audits and inspections.

Responsibilities of health insurance market participants to comply:

NPHIES will become the only means of communication between payers and providers in respect of health insurance transactions. Therefore, any market participant who does not onboard to the platform will be excluded from transacting health insurance business. This could result in applying penalties and sanctions in respect with CCHI regulations and its policies..

The detailed general responsibilities of payers and providers for participation in **nphies** are covered in General Circular (**GC 02-2020**).

For the purpose of this Enabling Provisions Notice, the following compliance requirements apply to payers and providers:

1. To act upon all updates and circulars of a technical nature as required in timeframes as specified.
2. To adopt and keep updated all standards of clinical and billing nature mandated by CCHI to be used in transactions.
3. To ensure that all transactions mandated by CCHI are carried out using the platform.
4. To conform to all instructions and requests from CCHI in relation to the use of the platform.
5. To maintain the necessary measures in relation to data security, privacy and accessibility to the platform.

For any enquiries related to this provision, please send an e-mail to the following address: Onboarding@cchi.gov.sa or contact **NPHIES** call center: 920004299