



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

General Circular Number 2 of 2020 (GC 02-2020)

Subject of this General Circular	Roles & responsibilities: market participants
Applicability of this General Circular	This General Circular applies to all health insurance market participants providing health insurance products, health insurance services or healthcare services in the Kingdom of Saudi Arabia
Purpose of this General Circular	Explains the requirements of all market participants to adopt and participate in nphies onboarding, including specific roles and responsibilities of insurers, claims administrators and healthcare providers and the role of the single point of contact (to be known as the nphies Champion) at each market participant or group as well as the assignment of individual responsibilities
Publication date	
This document replaces	Not applicable
This document has been replaced by	Not applicable
Effective date of this General Circular	Immediately
Grace period for compliance	Provision of details of the nphies Champion : within 10 working days from the effective date of this notice Completion of the market survey: within one calendar month from the effective date of this notice

Objectives of this General Circular

- Introduce **nphies**
- To confirm the source of CCHI authorities
- To explain the requirement that all market participants adopt and participate in **nphies**
- To describe the specific roles and responsibilities of insurers, claims administrators and healthcare providers
- To explain the assignment of individual responsibilities at market participant organisations to ensure compliance and a smooth implementation
- To confirm the requirement for and the role of a Single Point of Contact at each market participant organization
- To remind healthcare providers of the requirement to participate in the market survey
- To advise the consequences of non-compliance

The name and logo of the **nphies** (National Platform for Health Information Exchange Services) is confirmed to be officially used for the Uniplat, which was introduced in the General Circular Number 1 of 2020 (GC 01-2020).

nphies name is inspired by the translation of the word in Arabic as the precious thing, as there is nothing more precious than human health and data related to human health. Nphies is also named after Ibn al Nafis who is mostly famous for being the first to describe the pulmonary circulation of the blood because of its importance and relationship with the medical data and information cycle.

The concept of the logo is inspired by the nervous system, which is the most important part of the body when it comes to connecting the different organs & transmitting signals. The logo takes the form of a nerve cell that is ready to perform its function in connecting, processing, storing & transmitting a wide array of information & orders in the same way Nphies platform functions to create & sustain huge medical databases for all patients in the Kingdom.

Council of Cooperative Health Insurance Authorities

The Cooperative Health Insurance Law has been issued by Royal Decree No. (M10) dated 01/05/1420/ 12 Aug 1999 and by Council of minister's Resolution No. 71 dated 27 Rabi' II 1420/ 9 Aug 1999

Its authorities are derived from the Implementing Regulation of the Cooperative Health Insurance Law Approved in Session (93) dated 11/3/1435H (12 January 2014) and approved by Ministerial Order (9/35/1/DH) dated 13/4/1435H (13 February 2014)

Roles and responsibilities of payers of health insurance

For the purpose of this section, it should be read as applying to insurance companies who process claims in-house and to third party administrators who process claims on behalf of other insurers.

- Once onboarded, payers must communicate with providers using only the **nphies** system or integrate directly with the solution.
- Payers will be prohibited from accepting paper-based or manual requests for pre-approvals, claims submissions and any other transactions that are mandated by CCHI to be processed electronically.
- The only exception to this will be for those providers who are not yet themselves onboarded. During this period payers will be able to continue to accept paper-based or manual transactions from providers who are not yet onboarded.
- Payers must adopt all technical and clinical standards mandated by CCHI and the National Health Information Centre (NHIC) which will be notified through a series of **Enabling Provisions Notices** including standard coding sets, transaction profiles, schema and minimum data sets.
- Payers will need to ensure that they have adequate staff of a sufficiently qualified and experienced level to be able to meet the demands of integration with and operation of **nphies**.
- Payers must ensure that appropriate staff attend the extensive and comprehensive training sessions that will be delivered to the market by way of training workshops and awareness communications.
- Payers will need to populate and maintain as up to date all registries as will be mandated by CCHI.
- Payers will be responsible for deducting from claim amounts the fees payable by providers in return for the **nphies** benefits and remitting these amounts to **nphies** in accordance with monthly statements. Where a payer does not deduct the provider fees it will remain liable to remit the amount to **nphies**.
- Payers will also be required to remit their own fees in respect of the **nphies** benefits.

Roles and responsibilities of insurance companies who fully outsource claims administration via TPA

- Each insurer remains responsible for ensuring that its contracted TPA(s) comply with all requirements of CCHI in relation to onboarding including but not limited to the collection and remittance to CCHI of fees for the **nphies** benefits.
- Each insurer will be jointly and severally responsible for any errors, omissions or non-compliance on the part of its contracted TPA(s).
- Each insurer must maintain a **nphies Champion** in the CCHI records.

Roles and responsibilities of healthcare providers including those who fully outsource claims management via RCM

- Once onboarded, providers must communicate with payers using only the **nphies** system or integrate directly with the solution.
- Providers will be prohibited from submitting paper-based or manual requests for pre-approvals, claims submissions and any other transactions that are mandated by CCHI to be processed electronically.
- The only exception to this will be for those providers who have not yet onboarded. During this period providers who have not onboarded will be able to continue to submit paper-based or manual transactions to payers.
- Providers must adopt all technical and clinical standards mandated by CCHI and the National Health Information Centre (NHIC) which will be notified through a series of **Enabling Provisions Notices** including standard coding sets, transaction profiles, schema and minimum data sets.
- Providers will need to ensure that they have adequate staff of a sufficiently qualified and experienced level to be able to meet the demands of integration with and operation of **nphies**.
- Providers must ensure that appropriate staff attend the extensive and comprehensive training sessions that will be delivered to the market by way of training workshops and awareness communications.
- Providers will need to populate and maintain as up to date all registries as are mandated by CCHI or other health regulators.
- Provider fees payable in return for the **nphies** benefits will be deducted by the payer from the claim amount and remitted by the payer on behalf of the provider to **nphies**.

Individual responsibilities: the nphies Champion

- Each market participant must nominate a Single Point of Contact to be known as the **nphies Champion** to be the person to whom CCHI and others involved in the administration of the **nphies** system will address all correspondence in relation to notices and circulars. Where a market participant is a branch of a larger group, the **nphies Champion** need be nominated only at the group level and not for every individual branch or subsidiary. The details must be uploaded at **within 10 business days of the effective date of this notice**.
- The assignment of **nphies Champion** form is accessible via this [link](#) or through CCHI website.
- Should the nominated Champion be temporarily unavailable for short periods he or she must ensure that incoming emails or messages are redirected or forwarded to a deputy.
- Should the entity wish to replace the current Champion it must confirm the new contact details within 24 hours of the change through **nphies** call center (920004299).
- The Champion must receive communications and deal with them promptly and in accordance with any deadlines for responses where required.
- Where the Champion represents a group of branches or subsidiary locations it is the responsibility of the Champion to ensure that communications are disseminated throughout the group

- The Champion must deal with each communication personally or forward it to an appropriate colleague within the company to be dealt with.
- The Champion retains responsibility for ensuring that communications received are acted upon promptly regardless if the communication is delegated to a colleague.
- All responses to CCHI requests must be routed back through or directly from the Champion.

Healthcare providers to complete the market survey

As detailed in Policy Directive **PD 01-2020** issued on 18 June 2020, all healthcare providers who have been requested to do so must complete this survey. The survey can be accessed at this [link](#).

Dealing with non-compliance

All market participants are advised that to maintain accreditation by CCHI they must comply with the electronic transactions' controls and requirements adopted by the Council including those related to **nphies**. This include:

- Nominating a **nphies Champion** within 10 working days from the release of this provision.
- Completing the market survey (for those who have not done so) within 1 calendar month from the release of this provision.

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