

**Enabling Provisions Notice pursuant to the implementation of the
National Platform for Health Information Exchange Services (NPHIES)
Policy Directive Number 3 of 2020 (PD 03-2020)**

Subject of this Policy Directive	NPHIES fees
Applicability of this Policy Directive	This Policy Directive applies to all health insurance market participants providing health insurance services, or healthcare services, in the Kingdom of Saudi Arabia.
Purpose of this Policy Directive	This Policy Directive states the fee structure of using NPHIES platform being the only way to communicate between Payers and Providers for health insurance related transactions. It informs market participants as to what transactions are included, the role of nphies operator and the fee structure.
Publication date	12 Nov 2020
This document replaces	Not applicable
This document has been replaced by	Not applicable
Effective date of this Policy Directive	12 Nov 2020
Grace period for compliance	Not applicable

Objectives of this Policy Directive:

- To introduce Sehati for Information Technology Services LLC (“Sehati”) and describe its role as a developer and operator of the systems to deliver Electronic Health Insurance and Health Information Exchange Services, together known as **NPHIES**.
- To detail the fees for the use of the platform.
- To confirm which transactions are subject to this Policy Directive.

Introducing nphies Service Provider (Sehati for Information Technology Services LLC)

Sehati is a limited liability company established in 2014 in the Kingdom of Saudi Arabia. Sehati works on delivering and managing **NPHIES** in coordination with CCHI and NHIC.

For the use of **NPHIES**, each health insurance market participant will be required to read and accept **NPHIES** terms and conditions, which will describe the roles and responsibilities of each party to use the platform. The insurance market participant (or whomever authorized on behalf); will electronically accept the terms and conditions during the registration into **NPHIES**.

Transaction fees structure:

The fee structure is 2% of the individual claim amount, which consists of the following:

- Payer share 1% of the individual claim amount.
- Provider share 1% of the individual claim amount.

The fee structure is based on the claim value of each claim as follow:

- 1- The fees will be collected by Sehati on behalf of CCHI.
- 2- The fees will be remitted to Sehati by payers as follow:
 - Insurance company is going to pay its rate.
 - Insurance company is going to deduct the provider's share of the fee from the claim payment.

A separate provision will be released in the near future to communicate further details on this matter (Effective dates, implementation details).

Transactions that must be communicated using NPHIES platform:

The following are the health insurance related transactions that must be communicated through the electronic system:

- Eligibility Request.
- Eligibility Response.
- Pre-authorization Request.
- Pre-authorization Response.
- Claim Request.
- Claim Response.
- Remittance.

A complete list can be found in Enabling Provisions Notice ([TU 02-2020](#)).

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