

Application Guideline

Health Insurance Renewal Update for DMCC Member Companies Employees

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Introduction

A DMCC licensed company must ensure that its employees hold a valid health insurance at all times.

DMCC requires the member companies to submit a valid health insurance for employees at the time of new visa issuance and renewal. The validity of health insurance is one year whereas the visa validity is for three years. In order to comply with the UAE law, DMCC introduced this mandatory service request to ensure that member companies update the health insurance policy for all employees as and when it expires.

Service to Select on Portal

This is a system generated service request. All health insurance expiring in next three months and already expired will be displayed under 'My Actions' section of DMCC Member Portal.

Important Notes

- This service is not chargeable.
- A new service request will be created for individual employees and will be displayed under 'My Actions'.
- The system will auto generate a service request three months in advance to ensure that the company is notified of the employee's health insurance expiry on time.
- Member companies can either select their own insurance provider or select DMCC preferred Health Insurance partner, Insure Direct (Jardine Lloyd Thompson).
- Using this service request, member companies can either update the insurance details or apply for new insurance details through DMCC preferred insurance partner.

Steps

Step 1: Click 'View All' adjacent to 'My Actions' section on the DMCC member portal.

Step 2: Click 'Search by Category' and select 'Expired Health Insurance Details'. The list of 'Health Insurance Update Service Requests' will be displayed. In the 'Action Details' column, the names of the employees with expired health insurance will be reflected with the date of expiry.

Step 3: Select 'Update Now' if the company has acquired the health insurance for the employee from the 'Required Action' column. If the company has not yet acquired the new

health insurance for the employee and would like to apply for it through the DMCC preferred insurance partner, they may select 'Apply for New'.

Step 4: Receive a notification confirming the contact details of the insurance partner if the company opts for 'Apply for New'. Member companies must update the details once the insurance is applied.

Step 5: Enter the new health insurance details for the employee when opted for 'Update Now' such as:

- The Health Insurance Provider,
- The Health Insurance Membership Number,
- The Health Insurance Expiry Date, and
- The Health Insurance Policy Number.

Step 6: Update the mobile number under 'Send SMS to Mobile'.

Step 7: Save the service request, upload the health insurance card copy under 'SR Documents' and submit the service request.

Step 8: Receive a notification confirming that the details have been updated.

Requirements

To be uploaded on the member portal.

Documents	Remarks
Health Insurance Card Copy	Upload the card copy provided by the health insurance provider.

Output

- DMCC receives the updated health insurance details for the active employees.

Further Information

- Visit our website at www.dmcc.ae.
- Contact us at 600 54 DMCC (600 54 3622) or +971 4 424 9600.