



Cost Data Collection Technical FAQ

Refer to the primary document:

Cost Data Collection Technical Document

Abu Dhabi Clinical Costing Road Map Implementation Project

Submission Year 2 (SY2)

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Technical Queries – Methodology

Claim ID vs Encounter

*Imaging, laboratory, and pharmacy, etc. produce separate claims for the same encounter.
Do we merge claims in this case?*

Please do not merge claims. Submit costs individually for each claim ID (split the encounter to match with individual claim).

If multiple encounters are included in one Claim, roll these details up under one encounter.

How do we proceed in outlier cases such as no Claim ID or multiple encounters per claim?

Where no Claim ID exists populates the ClaimID field with a unique, distinct identifier. It is your responsibility to ensure there are no conflicts with existing ClaimIDs

When you have multiple claims for the same encounter, report each Claim ID as a separate line.

Refer to the details in the Reconciliation Report for handling more complicated matches.

Diagnosis and Procedure Selection

Will the fields for Diagnosis Code and Procedure Code be set to Primary only?

It is important to understand the difference between Code and Type.

Diagnosis Type and Procedure Type may either be Primary or Secondary, however it is expected the vast majority of cases the Procedure and Diagnosis will be Primary.

When declaring Diagnosis Type and Procedure Type, these are declared in relation to the Encounter

Diagnosis Code and Procedure Code should comply with ICD-10 standards. Please ensure your Diagnosis and Procedure codes are accurately captured.

How do we choose which is the Primary Code on a claim (especially for Outpatient Service)? Is it ok to randomize the selection?

For the procedure, it is only applicable (to be reported) for the patients who had theatre flag as “yes”. Procedure is not required for the patients who did not attend any theatre (OR, cath lab, Interventional radiology etc.).

Diagnostics should be reported for all the claims. We are expecting that the providers will report the primary diagnosis for the patient as reported in claim.

I have multiple procedures per claim

Roll the costs up for the claim and choose one as Primary. For some code cases such as Dental, there are codes that detail the Procedure performed on increasing numbers of teeth.

Alternatively, you may denote your multiple Procedure Type as Secondary and split the Costs for the same Claim, though this is not mandatory.

Uninsured/Self-Paying Patient

Do we need to submit Costing data for patients that do not have or do not use their insurance?

Any Claim that incurs a cost, either directly or indirectly, should be included in your submission.

Technical Queries - Submission

Below is a summary of common technical queries received via the Clinical Costing Technical Questions Survey.

File Submission

We understand that Shafafiya will receive the file and generate unique transaction id. How will we get this transaction id?

Refer to the section in this document *Submission end-to-end process flow*. The transaction id will only be reported if errors are identified with your submission.

What value is required in the Disposition Flag when submitting to the Live? The only one that is shown currently is PTE_SUBMIT

Set disposition flag to PRODUCTION for production submissions. DoH Clinical Costing team will notify providers when the environment/APIs become available.

The File Size of our data is over 6MB

It is recommended to split your data into 5MB batches, taking care not to duplicate entries. Candidate ways to split the data could be by month, quarter and facility.

Can I submit more than one Claim per File?

Yes. We suggest a maximum 2,000 records per XML file as this complies with the maximum file size. Dependent on your client-side software, this number may need reducing so your internal systems can hand the transaction load. Try reducing the batch size to find out what works best for your team - some providers found success when they reduced to 200 or even 100, but found they could optimally submit multiple files in parallel

My submission was rejected by Shafafiya

First, read and understand the error message you received from Shafafiya. Review your file to ensure it complies with the guidelines and contains all requested fields.

The majority of issues occur because the fields are not present or a field is not correctly formatted. After reviewing and amending all these, submit your file(s) again to Shafafiya.

Issue: The Transaction Date Header is in the future

Solution: Update the tags in your file to be prior to the current date & time

Issue: The Transaction Date Header is in the past

Solution: Update the tags in your file to be prior to the current date & time, ensuring they are current (i.e. today)

Common solutions to "Unknown Error" (-4)

Issue: You are trying to submit Production Data in PTE, or vice-versa

Solution: Update the tags in your file. Ensure you are using the PTE login or Production login for the appropriate post service.

Issue: Your Client-side software cannot handle as many transactions as Shafafiya allows

Solution: Reduce the number of Claims Per file

If you are unable to interpret the error messages successfully, and have confirmed you are providing all requested fields, please email Shafafiya Support

shafafiyasupport@doh.gov.ae for assistance and cc dohclinicalcosting@doh.gov.ae

Resubmissions

Will Correction type Resubmission override the complete submission as the number of encounters could be different?

The Resubmission is attached to the Claim ID. If for example you only have 50 claims out of 20,000 to resubmit, you need only resubmit data for those claims. If you submit 19,950 extra claims data (duplicate), they should also be flagged as resubmission. Refer to the Technical Document Folder for a sample XML with Resubmission Tags

Would it be a batch process, likewise the DOH team will provide data dump in excel and which specific fields, just Request ID and comment as to what corrections to be made?

Shafafiya will perform an initial check on the upload status and provide a timely response on any non-compliant submissions.

As a secondary check, The DOH Clinical Costing team will review your submissions for data accuracy and may request a resubmission.

Within how many days will we have to resubmit, any time frame?

The submission period is 1 May to 31 May 2026. You may resubmit your data as many times as necessary during this period. Your data should be ready upon production opening.

How do I access the Public Test Environment?

Please refer to the following link for further information:

<https://www.doh.gov.ae/en/Shafafiya/dictionary/public-test-environment>

Please fully read the contents of the above link as there is vital information. You should coordinate with your technical teams on steps you are unfamiliar with.