



*(Production) Connecting to Shafafiya
WebServices Guide*

**Abu Dhabi Clinical Costing Road
Map Implementation Project 2025**

Document Version 1.0


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Overview

The Department of Health Clinical Costing Team and Shafafiya team have received numerous requests for technical assistance with regards to the Cost Submission Process. This document is intended to be referred to as a guide to those unfamiliar with the Shafafiya submission system and its related processes. All Providers should ensure they are familiar with the content of this document.

Please ensure your XML format is in strict compliance with the format provided in the technical document, or refer to Appendix A or B for further samples.

DOH - Technical Document Clinical Costing Submission		
Name ↑ ↓		Modified ↓
 Clinical Costing Road Map_Cost Data Collection Technical Document - Public_Final 1...		May 12

If you are unable to locate in the above folder that has previously been shared with your key contact address, please follow the link below to access the technical document:

<https://www.doh.gov.ae/-/media/Feature/shafifiya/Costing/Cost-Data-Collection-Technical.ashx>

Please read the below for advice on known issues:

- Certain providers who made early submission tests mistakenly added secondary diagnosis into the XML. Please note that only need to report *Primary / Principal* diagnosis only (i.e. one value in Diagnosis.Code only)
- Procedure should be reported only for claims / encounters where the Operating Room / Theatre flag is “YES” (True)

PRODUCTION

As this is the Production Environment, you must ensure DispositionFlag is set to PRODUCTION.

Submission vs Resubmission

Cost Submission validation is categorized into two (2) broad formats, Submission and Resubmission.

- A. **Submission:** in combination with Claim.Header.SenderID (ProviderID) must be globally unique unless Claim.Resubmission element is present.

- B. **Resubmission:** can be present only if the Claim.ID with Claim.Header.SenderID (ProviderID) is present in the previous Cost.Submissions
Claim.Resubmission.Type can only be 'correction'.

Please refer to Appendix A and Appendix B for XML samples complying with these standards



Registering new users in Shafafiya

Please refer to the steps below to register new username for Shafafiya process. This is **only** required if you are not a registered user already. Use your current credentials otherwise.

- Click on the link and register new user: <https://bpmweb.doh.gov.ae/usermanagement/MainPage.html>
- For Shafafiya user Facility Type: Shafafiya E-claim Facility Name: your facility
- Select the service line you need.
- Attach letter on “Add” link, the letter that you are authorized by facility to access this function.
- Enter some words of justification.
- Click on Request for e-Service
- Wait for Department of Health (DoH) approval.
- For the approval of Shafafiya service you need to send an email to the submissions team from the email address which is registered in your facility license. The email should be sent to: shafafiyasupport@doh.gov.ae and IT@doh.gov.ae;



Please visit DOH Shafafiya website for more details. Below are some important links for your reference

Cost submission schema : <https://www.doh.gov.ae/-/media/Feature/shafifiya/PTE/XSD/CostSubmission.ashx>

Shafafiya public test

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

For more details you can visit Shafafiya

Dictionary : <https://www.doh.gov.ae/en/Shafafiya/dictionary>

For submitting the cost data in Production:

Submission URL : <https://shafafiya.doh.gov.ae/v3/webservices.asmx>

NOTE: Refer to the instructions below regarding how to use the URLs to communicate with Shafafiya. Opening these links in a browser will not progress your submission

Shafafiya Webservices

Production URL: <https://shafafiya.doh.gov.ae/v3/webservices.asmx>

WSDL: <https://shafafiya.doh.gov.ae/v3/webservices.asmx?wsdl>

You should use the same system to submit Cost Submissions as you do with Claims.

If you are not familiar with Claim Submissions or the software you normally use for this is unavailable, the following instructions are provided for your benefit:

To communicate with Shafafiya you need to load the WSDL file or URL in any of your local testing tools or web available tools such as SOAP UI. POSTMAN etc.

Or you can use any of the market available tools such as *Greenrain*, *Openjet* etc.

Note that Shafafiya is a SOAP based web service and to use a **WSDL URL** in any testing tool, simply import the WSDL file or paste the WSDL URL into the tool. The testing tool will parse the WSDL and automatically generate all available operations and request templates. You can then select a specific operation; input required parameters and send the request to test the web service functionality.

Note: The Cost Submissions are part of the operation **Upload transaction**. (*NB: You can prepare the XML files by following the schema available for cost submission made available via the Technical Document or Appendix A and Appendix B of this document*)

Submit the cost submission requests/files through this operation (Shafafiya accepts files in base64 encoded format).

Refer to the screenshots below showing loading webservice URL in our sample testing tool (SOAP UI). You may use any tool at your disposal and convenience.

New SOAP Project [Close]

New SOAP Project [Settings]
Creates a WSDL/SOAP based Project in this workspace

Project Name:

Initial WSDL: [Browse...]

Create Requests: Create sample requests for all operations?

Create TestSuite: Creates a TestSuite for the imported WSDL

Relative Paths: Stores all file paths in project relatively to project file (requires save)

[Help] [OK] [Cancel]

File Project Suite Case Step Tools Desktop Help

Empty SOAP REST Import Save All Forum Trial Preferences Proxy

Navigator

Projects

- Shafafiyawebservicess
 - WebservicessSoap
 - AddDRGToEClaim
 - CancelInsuranceContinuityCertif
 - CheckForNewPriorAuthorization
 - DownloadTransactionFile
 - GetClaimCountReconciliation
 - GetDRGDetails
 - GetInsuranceContinuityCertifica
 - GetNewPriorAuthorizationTransi
 - GetNewTransactions
 - GetPersonInsuranceHistory
 - GetPrescriptions
 - SearchTransactions
 - SetTransactionDownloaded
 - UploadTransaction
 - SOAP Request 1 ←

In case of any issue **strictly related to cost data submission and PTE testing**, please send an email directly to Shafafiya team shafafiyasupport@doh.gov.ae and keep DOH Clinical Costing DoHclinicalcosting@doh.gov.ae in the loop for follow up.

Glossary

DRG

Diagnosis-Related Group

E-claim

Electronic Claim

PTE

Public Test Environment

SOAP

Simple Object Access Protocol

A protocol used for exchanging structured information in web services, typically over HTTP.

UI

User Interface

URL

Uniform Resource Locator

The web address to access specific online resources.

WSDL

Web Services Description Language

An XML-based language that describes the functionalities offered by a web service, including how to interact with it.

XML

eXtensible Markup Language

Your data submissions must be in this format.

Appendix A : Submission XML sample

```
<Cost.Submission>
  <Header>
    <SenderID>MF***</SenderID>
    <ReceiverID>HAAD</ReceiverID>
    <TransactionDate>27/08/2025 13:14</TransactionDate>
    <RecordCount>1</RecordCount>
    <DispositionFlag>PRODUCTION</DispositionFlag>
  </Header>
  <Claim>
    <ID>123456</ID>
    <ProviderID>MF****</ProviderID>
    <Encounter>
      <FacilityID>MF***</FacilityID>
      <ID>*****</ID>
      <PatientID>1234</PatientID>
      <Type>2</Type>
      <Start>12/04/2024 11:21</Start>
      <End>12/04/2024 13:35</End>
      <StartType>2</StartType>
      <Specialty>General Practitioner</Specialty>
      <SubSpecialty>General Practitioner</SubSpecialty>
      <DRGCode/>
      <EndType>1</EndType>
      <Diagnosis>
        <Type>Principal</Type>
```

```
<Code>*****</Code>
</Diagnosis>
<Procedure>
  <Type/>
  <Code/>
  <Duration>0</Duration>
</Procedure>
<EDTriageLevel>3</EDTriageLevel>
<OPAttendanceType/>
<TheatreAttendanceFlag>0</TheatreAttendanceFlag>
<CriticalCareTime>0</CriticalCareTime>
<VentilationTime>0</VentilationTime>
<CostBucketDirect>
  <Allied>0.000</Allied>
  <Anaesthesia>0.000</Anaesthesia>
  <ED>00.000</ED>
  <ICU>0.000</ICU>
  <Imaging>0.000</Imaging>
  <Laboratory>00.000</Laboratory>
  <Physician>000.000</Physician>
  <OP>0.000</OP>
  <OR>0.000</OR>
  <Other>0.000</Other>
  <Pharmacy>0.001</Pharmacy>
  <Prosthesis>0.000</Prosthesis>
  <Supplies>0.000</Supplies>
```

<SPS>0.000</SPS>
<Ward>0.000</Ward>
</CostBucketDirect>
<CostBucketOverheads>
<Allied>0.000</Allied>
<Anaesthesia>0.000</Anaesthesia>
<ED>00.000</ED>
<ICU>0.000</ICU>
<Imaging>0.000</Imaging>
<Laboratory>000.000</Laboratory>
<Physician>0.000</Physician>
<OP>0.000</OP>
<OR>0.000</OR>
<Other>0.000</Other>
<Pharmacy>0.000</Pharmacy>
<Prosthesis>0.000</Prosthesis>
<Supplies>0.000</Supplies>
<SPS>0.000</SPS>
<Ward>0.000</Ward>
</CostBucketOverheads>
<CostTypeDetails>
<SWNurs>00.000</SWNurs>
<SWDoc>000.000</SWDoc>
<SWAllied>00.000</SWAllied>
<SWNonClin>0.000</SWNonClin>
<Laboratory>00.000</Laboratory>

```
<Imaging>0.000</Imaging>  
<Pharmacy>0.000</Pharmacy>  
<Prostheses>0.000</Prostheses>  
<MS>0.000</MS>  
<Hotel>0.000</Hotel>  
<GS>00.000</GS>  
<Depreciation>00.000</Depreciation>  
<OHF>000.000</OHF>  
<OHC>00.000</OHC>  
<NABMs>0.000</NABMs>  
</CostTypeDetails>  
</Encounter>  
</Claim>  
</Cost.Submission>
```

Appendix B : Resubmission XML sample

```
<Cost.Submission>
  <Header>
    <SenderID>MF***</SenderID>
    <ReceiverID>HAAD</ReceiverID>
    <TransactionDate>27/08/2025 13:14</TransactionDate>
    <RecordCount>1</RecordCount>
    <DispositionFlag>PRODUCTION</DispositionFlag>
  </Header>
  <Claim>
    <ID>123456</ID>
    <ProviderID>MF****</ProviderID>
    <Encounter>
      <FacilityID>MF***</FacilityID>
      <ID>*****</ID>
      <PatientID>1234</PatientID>
      <Type>2</Type>
      <Start>12/04/2024 11:21</Start>
      <End>12/04/2024 13:35</End>
      <StartType>2</StartType>
      <Specialty>General Practitioner</Specialty>
      <SubSpecialty>General Practitioner</SubSpecialty>
      <DRGCode/>
      <EndType>1</EndType>
      <Diagnosis>
        <Type>Principal</Type>
```

```
<Code>*****</Code>
</Diagnosis>
<Procedure>
  <Type/>
  <Code/>
  <Duration>0</Duration>
</Procedure>
<EDTriageLevel>3</EDTriageLevel>
<OPAttendanceType/>
<TheatreAttendanceFlag>0</TheatreAttendanceFlag>
<CriticalCareTime>0</CriticalCareTime>
<VentilationTime>0</VentilationTime>
<CostBucketDirect>
  <Allied>0.000</Allied>
  <Anaesthesia>0.000</Anaesthesia>
  <ED>00.000</ED>
  <ICU>0.000</ICU>
  <Imaging>0.000</Imaging>
  <Laboratory>00.000</Laboratory>
  <Physician>000.000</Physician>
  <OP>0.000</OP>
  <OR>0.000</OR>
  <Other>0.000</Other>
  <Pharmacy>0.001</Pharmacy>
  <Prosthesis>0.000</Prosthesis>
  <Supplies>0.000</Supplies>
```

<SPS>0.000</SPS>
<Ward>0.000</Ward>
</CostBucketDirect>
<CostBucketOverheads>
<Allied>0.000</Allied>
<Anaesthesia>0.000</Anaesthesia>
<ED>00.000</ED>
<ICU>0.000</ICU>
<Imaging>0.000</Imaging>
<Laboratory>000.000</Laboratory>
<Physician>0.000</Physician>
<OP>0.000</OP>
<OR>0.000</OR>
<Other>0.000</Other>
<Pharmacy>0.000</Pharmacy>
<Prosthesis>0.000</Prosthesis>
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<SPS>0.000</SPS>
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</CostBucketOverheads>
<CostTypeDetails>
<SWNurs>00.000</SWNurs>
<SWDoc>000.000</SWDoc>
<SWAllied>00.000</SWAllied>
<SWNonClin>0.000</SWNonClin>
<Laboratory>00.000</Laboratory>

```
<Imaging>0.000</Imaging>  
<Pharmacy>0.000</Pharmacy>  
<Prostheses>0.000</Prostheses>  
<MS>0.000</MS>  
<Hotel>0.000</Hotel>  
<GS>00.000</GS>  
<Depreciation>00.000</Depreciation>  
<OHF>000.000</OHF>  
<OHC>00.000</OHC>  
<NABMs>0.000</NABMs>  
</CostTypeDetails>  
</Encounter>  
<Resubmission>  
<Type>correction</Type>  
<Comment>test</Comment>  
</Resubmission>  
</Claim>  
</Cost.Submission>
```

Document Version History

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