



EDFIS/C/086/2019
5th November 2019

The Chief Executive Officer/General Manager
All Insurance Firms & Third Party Administrators (TPA)
Manama
Kingdom of Bahrain

Dear Sir/Madam,

Re: Paperless Workflow While Visiting the Healthcare Providers

As part of the Central Bank of Bahrain's (CBB) ongoing initiatives towards financial digital transformation in the Kingdom of Bahrain and developments in digital financial services in addition to promote better clients' experience, the CBB wishes to inform you that all Insurance firms and Third Party Administrators (TPAs) should take all the required measures to make their medical clients' experience is fully digitalized through implementing a paperless process/workflow during the client visit to the healthcare providers.

Accordingly, the CBB requests all Insurance firms and TPAs to coordinate with each other and with their healthcare providers in order to implement the full paperless process/workflow under your networks, without requiring your clients to carry any printout of the claim-form from one provider to another.

Therefore, the CBB expects implementing the above mentioned paperless workflow by all Insurance firms and TPAs by 1st June 2020, at the latest.

Should you have any queries in respect to any matter referred to herein, please do not hesitate to contact Mrs. Elham Taleb – Director of Insurance Directorate on Tel: 17547302/303.

Yours faithfully,

Abdul Rahman Al Baker