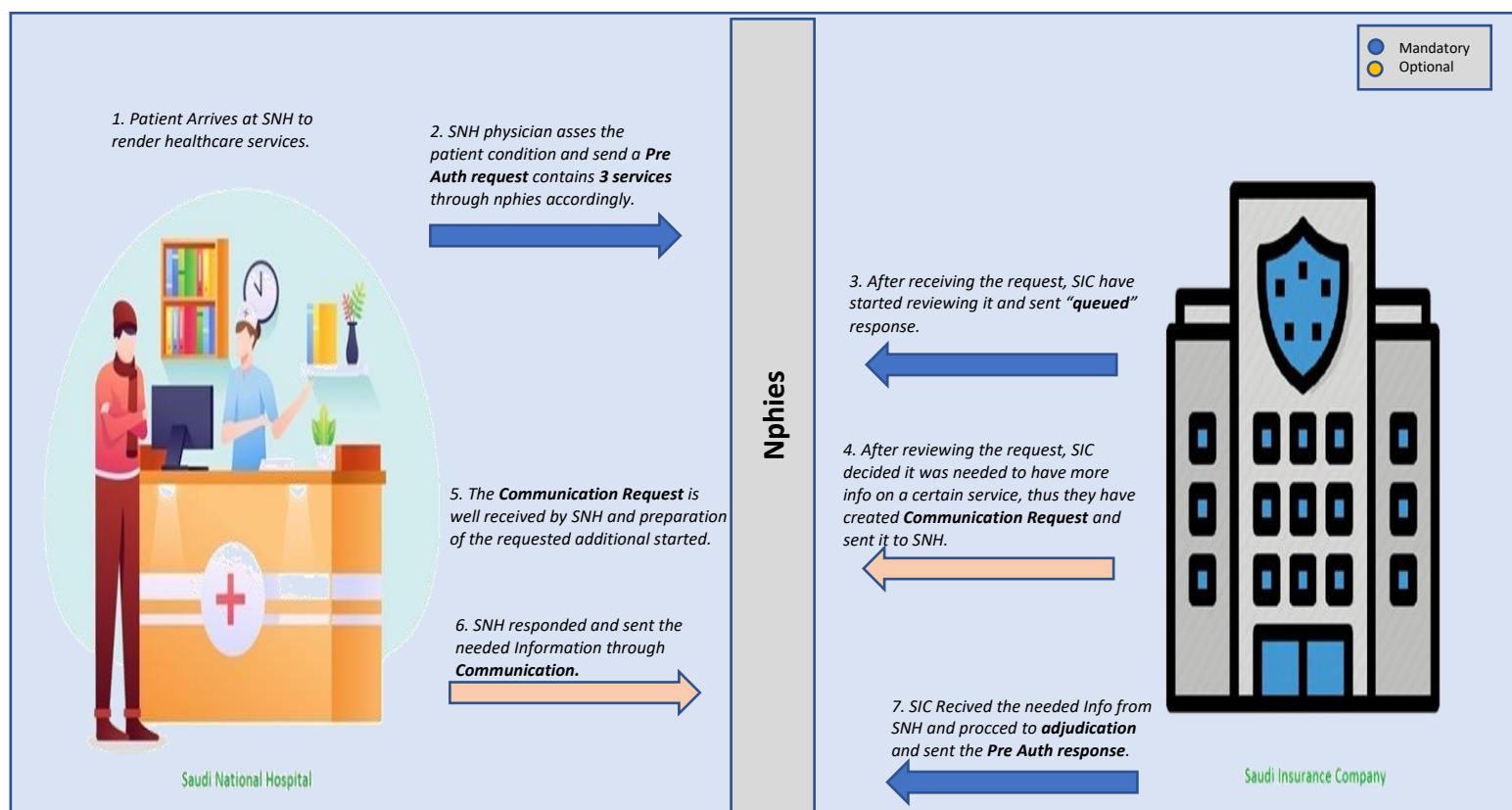


## Requesting Additional Information

### Requesting Further Information handling on nphies

Please follow the below steps to know How the Payer can request further information on a Pre-Authorization or Claim Request and the provider response to such communication requests:

- **In case a Pre Auth or a Claim Request is received from the provider, and additional information is needed:**  
Then the Payer will create a **Communication Request** to ask the provider to send additional information on the request.
- **When a communication Request is received, the Provider can review the requested information and provide them to the payer through the Communication Response.**
- The following graph highlights the process of utilizing “**Communication**” feature in nphies to **request** and **provide** more info on a Pre auth or a Claim request.



*\*Note: The above graph is for a **Communication** on a pre auth request, the same process applies as well on the claim level.*

## How to Link a Communication request to a Pre Auth or a Claim Request

Payers may link the communication request to a pre auth or a claim request by referring to the business identifier (**Claim.identifier**) received in that pre auth or claim request in the **about** resource as follows:

```

    "about": [
      {
        "type": "Claim",
        "identifier": {
          "system": http://saudicentralpharmacy.sa.com/claim,
          "value": "req_00112489089"
        }
      }
    ],
  
```

The Pre auth request or  
the claim request  
Business Identifier  
(Claim.identifier)

Path	Description	Min	Max
<b>CommunicationRequest.about</b>	Other resources that pertain to this communication request and to which this communication request should be associated.	1	1
<b>Claim.identifier</b>	A unique identifier assigned to this claim.	1	1

More Details about the structure of the Communication messages can be found at the Community portal through this [link](#) in the following Path(s):

- HD – Documentation – Technical Standards – NPHIES Implementation Guide
- HD – Documentation – Technical Standards – nphies profiles
- HD – Documentation – FHIR Samples – FHIR JSON SAMPLES TMB