



DATAFLOW

MOH Frequently Asked Questions





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1. Who is DataFlow?

Dataflow is an international company that provides background checks for immigration departments, primary source verifications for the medical industry and pre-employment screening across the Middle East and South Asia.

Headquartered in Hong Kong with offices in Singapore, Malaysia, Dubai, Delhi, Hyderabad, Mumbai, Egypt and Saudi Arabia, Dataflow serves many of the largest regional health authorities and hospitals as well as international pre-employment screening companies, foreign ministries, medical regulators and international banks.

2. What is the relation between DataFlow and MOH?

The Ministry of Health, has assigned the administration and management of Primary Source Verification to DataFlow.

DataFlow verifies all the supporting documents, credentials and information submitted by individuals applying for registration as health professionals in UAE.

The purpose of this service is to speed up the process, allow the applicants to obtain a health professional license in a short period, and to protect the public. Therefore, it is mandatory to all health professionals.

3. How do I apply for PSV?

After completing the license application on MOH website, your application will be sent to DataFlow for auditing and primary source verification. DataFlow team will send you the payment link e-mail which also includes the instructions. Upon receipt of the credit card payment by DataFlow, the Auditor will check your application, reject or approve as per MOH requirements update the status on MOH website and initiate the primary source verification.

4. What if I already have a previous DataFlow report?

Please send e-mail to: mohuae@dataflowgroup.com quoting your full name, passport number and the Authority name where you applied before, in addition to a copy of your receipt or report if available. DataFlow will check & advise if any additional documents or payment are required for MOH application. If not, DataFlow will process your application.

5. How much does this service cost, and what does it include?

Fees vary between Physicians and other Health Professionals depending on the number of documents that needs to be verified

6. Is it possible to submit documents and information for verification on a later stage?

All the relevant details and documents must be submitted at the time of the application. Any document or details submitted on a later stage will be subject to additional cost and will delay your licensing process.

7. How do I Pay?

Applicants pay with credit card on Dataflow portal. You will receive the link along with the confirmatory





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email referred to in point 3 above.
No other methods of payment are accepted.

8. What will happen after I process my dataflow payment?

After submitting the Dataflow payment, you will receive a payment confirmation email, Dataflow will start the verification process and move your application to MOH licensing team for exam and further processing.

9. How to follow up on the status of my application?

Please send an email to mohuae@dataflowgroup.com, quoting the DataFlow Reference Number received with the confirmatory email from Dataflow. Please note that the verification process takes around 30 to 60 days from the date of receipt of the payment.

10. How to contact Dataflow?

Please call 9+ 4 453 96 04 or send email at mohuae@dataflowgroup.com
Dataflow does not have an office in MOH and does not receive applicants at any of its international offices.

11. My request for MOH license was rejected, may I request a refund?

Requests for refund must be submitted within a maximum of 48 hours from the date of the payment of the dataflow fee.
Therefore we request you to read the instructions carefully and check MOH criteria to know if you are eligible for a license before paying the Dataflow Fee.

12. I have a Negative or Unable to Verify Dataflow report, may I ask for re-verification?

Yes, please write to 1TUmohuae@dataflowgroup.com quoting your unique ID number and provide any additional details and documents you might have to help us conduct the re-verification. Dataflow team will update you and MOH on the new result when re-verification is completed.

13. Is this service Mandatory to obtain a MOH license?

The purpose of this service is to speed up the process allow the applicants to obtain a health professional license in a short period and to protect the public. Therefore, it is mandatory to all health professionals.

