



**Ministry of Health and Prevention
(MOHAP)**
United Arab Emirates
FAQs





1. What is the DataFlow Group?

The DataFlow Group is a leading global provider of specialized Primary Source Verification (PSV) solutions, and background screening and immigration compliance services. Clients across the public and private sectors rely on the DataFlow Group to mitigate potential risk by exposing fraudulent academic degrees, employment certificates, practice licenses, work permits and passports, among other documents.

To ensure that hired professionals have the qualifications they claim, the DataFlow Group utilizes cutting-edge technologies and leverages an expansive network of over 60,000 issuing authorities throughout more than 200 countries and territories to liaise with primary sources and verify the authenticity of documents submitted by candidates, in accordance with global industry best practices and Joint Commission International (JCI) guidelines.

The DataFlow Group undertakes hundreds of thousands of immigration compliance screening and verification service transactions for professionals each year on behalf of various government, quasigovernment, regulatory and large multinational organizations worldwide.

2. What is the relation between the DataFlow Group and the MOHAP?

The MOHAP has assigned the administration and management of PSV to the DataFlow Group.

As such, the DataFlow Group is responsible for verifying all supporting documents, credentials and information submitted by individuals applying for registration as healthcare professionals in the UAE.

The purpose of this service is to speed up the verification process, allow applicants to obtain health licenses within a short period of time, as well as safeguard the general public from potential occupational fraud. Document verification is mandatory for all health practitioners in the UAE.

3. How do I apply for PSV with the DataFlow Group?

After completing the license application on the MOHAP website, your form will be sent to the DataFlow Group for PSV. The DataFlow Group team will then send you an email comprising a link to settle the payment, in addition to instructions for applying. Upon receipt of the credit card payment, the DataFlow Group will initiate the PSV.





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

[Click here](#) to submit your details quoting your full name, passport number and the name of the authority to which you have previously applied, in addition to a copy of your receipt or report if available. The DataFlow Group team will check and advise if any additional documents or payments are required for the MOHAP application. If not, the DataFlow Group will commence processing your application.

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

Fees vary between physicians and other healthcare professionals, depending on the number of documents that need to be verified.

Note: The only payment fee required by the DataFlow Group is settled during the application stage. If any party claims the need for additional fees, please notify us immediately via the Contact Us page on the DataFlow Group website.

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

All relevant details and documents must be submitted at the time of application. Anything submitted at a later stage will be subject to additional costs and will delay your licensing process.

7. How do I pay?

Applicants may pay via credit card on the DataFlow Group website. You will receive the link in the confirmation email referred to in Question 3 above.

No other payment methods are accepted.

8. What happens after I process my DataFlow Group payment?

After making the DataFlow Group payment, you will receive a payment confirmation email. The DataFlow Group will begin the verification procedure and transfer your application to the MOHAP licensing team for examination and further processing.

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

[Click here](#) to check the current status of your application. This can be done by entering your Barcode Number and Passport Number or by using a combination of your Client Reference Number and DataFlow Group Number.





10. My request for a MOHAP license has been rejected. Can I get a refund?

Requests for refund must be submitted within a maximum of 48 hours from the date of payment of the DataFlow Group fee.

Therefore, we recommend that you carefully read the instructions and review the MOHAP criteria to determine whether you are eligible for a license before paying the DataFlow Group fee.

11. I received a 'Negative' or 'Unable to Verify' DataFlow Group report. May I request a re-verification?

[Click here](#) to submit your request quoting your unique ID Number and provide any additional details and documents you might have to help us conduct the re-verification. The DataFlow Group team will review and respond to your query within 48 hours.

12. Is this service mandatory for obtaining a MOHAP license?

The purpose of this service is to speed up the verification process, allow applicants to obtain health licenses within a short period of time, as well as protect the general public from potential occupational fraud. Therefore, it is mandatory for all healthcare professionals.

13. I attended the MOHAP examination twice and was unable to pass. I would like to take the examination again, but I cannot see the payment option on the website.

Please contact MOHAP authorities for assistance on this matter.

14. I was unable to find an answer to my query, and I still have a question.

[Click here](#) to submit your request, quoting your Barcode Number or Reference Number. The DataFlow Group team will revert at the soonest.

