

**Do you know that changes to your clinic details can impact your clinic's CHAS administration?**

**(1) A new HCI is issued** – unable to submit CHAS claims, **(2) change of clinic's email address** – did not receive email notification from AIC and **(3) change of clinic's bank account** – unable to receive CHAS payment.

We hope this quick tip will help you plan early and avoid facing these situations.

## (1) I am unable to submit MOH schemes' (including CDMP Medisave & CHAS) claims after a new HCI is issued.

All MOH schemes' accreditation (CDMP Medisave, CHAS, SFL and PHPC) is tied to the clinic's HCI.

- **If your clinic is issued a new HCI** due to renewal of the clinic license or change in licensee (e.g. from sole proprietor to Pte Ltd registration), you would need to reapply for accreditation.

We would like to highlight that there might be an impact to your access to MHCP during the transition period to the new HCI. Please contact your CHAS account manager should you receive a new HCI.

To apply for accreditation, please access (<https://www.mediclaim.moh.gov.sg/mmae/ClinicApplication.aspx>).

- **If your clinic is reissued the existing HCI**, there is no need to reapply for MOH schemes' accreditation. CHAS administration can continue as per usual.

## (2) I did not receive an email notification from AIC for CHAS guidelines update.

Please check that the clinic's email address (circled in red) is promptly updated in MHCP.

Clinic Details			
Name:	Alexis Medical Clinic	HCI Code:	2000022
UEN:	180042749D	HCI Code Validity Period:	12-07-2011 to -
Contact No.:	66666682	Fax No.:	6500022
Email:	Alexis@mail.com	Address:	122 Street 122 #01-222, S122122
Cluster:	NHGP	GST Number:	123 (24-01-2017 to 25-01-2020)
Is FMC: (Allowed to claim CHAS Chronic without drugs)	No	Operating Hours:	Monday and Friday : 08:30 am to 01:00 pm, 02:00 pm to 05:00 pm Saturday : Closed Sunday and Public Holiday : Closed

To update, please go to *MHCP* → *Clinic Management* → *Manage Clinic Information* → *Clinic Details*.

## (3) I have not received the CHAS reimbursement after changing to a new bank account.

You will need to submit an update request in MHCP via the Clinic Management tab and mail the original bank endorsed Direct Credit Authorisation (DCA) GIRO form to your polyclinic administrator.

- 1) Submit an update request in MHCP.  
*MHCP* → *Clinic Management* → *Manage Clinic Information* → *Reimbursement Details*.
- 2) Download the Direct Credit Authorisation (DCA) GIRO form from MHCP Resource Hub tab.  
*MHCP Resource Hub* → *General* → *Form Templates* → *SHP / NHGP DCA Form*.
- 3) Complete and mail the original bank endorsed DCA GIRO form to your polyclinic administrator.