

**Healthier SG Enrolment Main Launch**  
**Coordinating Information for All Healthier SG Clinics**

Dear Colleague,

Thank you for embarking with us on the Healthier SG Journey!

Healthier SG is a major transformation of our healthcare system to promote good health, prevent chronic diseases and their deterioration, anchored by primary care and the community. Your role as family doctors is therefore critical to the success of this initiative.

As the national enrolment of residents will commence soon, in July 2023, we have compiled relevant Healthier SG information which we hope you will find useful.

**1. Care Protocols**

We have been working very closely with GP and Cluster leaders to develop care protocols to support family doctors in managing the health of your enrolled residents. The care protocols provide essential care guidelines on preventive care and the management of common chronic conditions. We are starting this year with the 12 care protocols listed in the Table.

These 12 care protocols are found on AIC's Primary Care Pages (PCP) and can be publicly accessed via [Healthier SG Care Protocols \(primarycarepages.sg\)](https://www.primarycarepages.sg). All care protocols will be reviewed and updated six-monthly basis to align with latest guidelines.

We will progressively develop and implement new care protocols for other chronic conditions (such as diabetes and hypertension with complications, asthma and mental health) as well as other aspects of preventive care (such as frailty management).

<b>Administrative</b>	<b>Chronic</b>	<b>Preventive</b>
Health Plan	Pre-Diabetes Mellitus	Adult Vaccination
GPFIRST <sup>1</sup>	Diabetes Mellitus	Body Mass Index (BMI) Control
	Hypertension	Cancer Screening
	Lipid Disorders	Cardiovascular Risk Assessment
	Multimorbidity - Diabetes, Hypertension and Hyperlipidaemia	Smoking Cessation

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<sup>1</sup> GPFIRST is not applicable to polyclinics.

## 2. Health Plan

The Health Plan serves as an action-oriented communication tool between the family doctor and enrolled residents, to facilitate conversations and joint health planning. It enables:

1. Enrolled residents to better understand their overall state of health,
2. The family doctor to ensure that care delivered for disease prevention and chronic condition management is timely and appropriate, and
3. Development of shared goals that motivates the enrolled resident to adhere to health and lifestyle behaviours.

Upon enrolment, please initiate a first discussion with the enrolled resident to develop the Health Plan. Details of the Health Plan captured in your Healthier SG-compatible Clinic Management System (CMS) will flow automatically into the enrolled resident's HealthHub app.

## 3. Healthier SG Benefits

A key objective of Healthier SG is to encourage your enrolled residents to seek care with you for all care episodes, particularly for preventive and chronic care. This is to facilitate a strong patient-doctor relationship and enable holistic management.

As such, residents who are enrolled into Healthier SG can enjoy the following Healthier SG benefits at their enrolled clinic:

Benefit	Eligibility		Start Date
	Enrolled Singapore Citizen (SC)	Enrolled Permanent Resident (PR)	
Fully subsidised nationally recommended screenings and vaccinations.	Yes	No	5 July 2023
Fully subsidised first Health Plan consultation.	Yes	Yes	5 July 2023
\$20 worth of Healthpoints after their first Health Plan consultation.	Yes	Yes	5 July 2023
Access to whitelisted chronic drugs at prices comparable to polyclinics with new Healthier SG Chronic Tier.	Yes (only for CHAS/PG/MG cardholders)	No	Early 2024 <i>(More details will be shared closer to implementation)</i>
No 15% cash co-payment needed to use MediSave for chronic conditions.	Yes	Yes	

#### **4. Healthier SG workflows and administration**

AIC has prepared a Healthier SG Standard Operating Procedures (SOP) that details the GP service journey, remuneration and claims and related administrative matters. The SOP is available on AIC's Primary Care Pages portal at <https://www.primarycarepages.sg/healthier-sg>. Healthier SG GP clinics will also receive collaterals such as decals and a listing of lifestyle activities available near your location. All these will be in a Healthier SG GP Onboarding Kit, which your AIC account manager will share with you. Please see Annex A for details on what you can find in your onboarding kit.

The complete list of lifestyle activities can also be accessed via [www.go.gov.sg/hsgactivities](http://www.go.gov.sg/hsgactivities).

#### **5. Clinic Management System**

A Healthier SG-compatible Clinic Management System (CMS) is an essential tool to contribute to the National Electronic Health Record (NEHR), facilitate care continuity and tracking of patient outcomes. GP clinics that sign up for Healthier SG will need to adopt a Healthier SG-compatible CMS within one year from the launch of Healthier SG (i.e. by 4 July 2024). Please refer to the monthly mailers from AIC on "Digital Enablement for Healthier SG" or the IHIS SmartCMS website [www.ihis.com.sg/SmartCMS\\_Programme](http://www.ihis.com.sg/SmartCMS_Programme) to find out which CMSes are Healthier SG-compatible.

The Early Contribution Incentive (ECI) is a one-time funding support of \$2,400 to assist GP clinics defray the IT system enhancement cost incurred to integrate with the NEHR so as to facilitate data contribution. There is also a once-off GP IT Enablement Grant of \$10,000, to assist GPs in digitalisation and the adoption of a Healthier SG-compatible CMS. GP clinics which have received the ECI are still eligible to apply for the GP IT Enablement Grant. More information can be found at <https://www.primarycarepages.sg/healthier-sg/digital-resources/gp-IT-enablement-grant/>.

GP clinics which are not yet on Healthier SG-compatible CMS can use the Primary Care Digital Services (PCDS) web portal as an interim solution to perform core Healthier SG functions, e.g., enrolment, referral management, resident's health plan and care reporting data submission.

#### **6. Enrolment**

The National Enrolment Programme will begin on 5 July 2023. MOH will progressively invite Singapore Citizens and Permanent Residents via SMS to enrol in phases starting with seniors 60 years and above, beginning with those who have chronic conditions. SMS invites will also be sent progressively to those aged 40 to 59 years. Residents will be able to sign up for enrolment and select a clinic of their choice using HealthHub.

Residents who are not able to use HealthHub can enrol at MOH-manned enrolment stations located in 108 Community Clubs/Centres and 9 Joint Testing & Vaccination Centres. Healthier SG ambassadors at these sites will help them with enrolment and to make the first health plan appointment with their chosen clinic. Residents with questions may call MOH General Hotline: +65 6325 9220 or provide feedback at [www.moh.gov.sg/feedback](http://www.moh.gov.sg/feedback).

Clinics may also assist residents to enrol on-site, at your clinic. For residents who would like to switch clinics after enrolling, clinics may advise them to either do so via HealthHub, go to a Community Centre or Joint Testing & Vaccination Centres (JTVCs) or call the MOH hotline 6325 9220.

## 7. Payment Timelines

The payments for existing subsidy schemes as well as Healthier SG are summarized in the Table below. In subsequent mentions, the term “CMSes” refers to Healthier SG-compatible CMSes which have the appropriate integration through the SmartCMS programme.

<b>Payment Category</b>	<b>Payment Cycle</b>	<b>Claim Submission Platform</b>
<p><b>Existing Subsidy Schemes</b> (Community Health Assist Scheme (CHAS), Screen-for-Life (SFL), Vaccination and Childhood Developmental Screening Subsidies (VCDSS)).</p>	<p>Fortnightly, approximately 2 weeks to one month after approval of claim.</p>	<p>CMSes / MOH Healthcare Claims Portal (MHCP).</p>
<p><b>First Healthier SG Health Plan Consult</b></p> <p>Healthier SG GPs will receive a one-off remuneration of \$50 (+GST, for GST-registered clinics) on completion of the first onboarding consultation to discuss and co-create the first Health Plan with Healthier SG enrolees.</p> <p>This consultation will be fully subsidised by MOH, and enrolees should not be charged a fee for it. However, if the enrolee seeks other treatment during the same visit, the clinic may charge the enrolled resident separately at the clinic’s prevailing rates. Each Healthier SG enrolee is only eligible for one fully subsidised onboarding consultation, regardless of whether they switch enrolled GPs.</p>	<p>Fortnightly, approximately 2 weeks to one month after the first submission of the Health Plan.</p>	<p>Health Plan to be submitted via GP CMSes / PCDS.</p> <p>No additional claim required, payment to be made via the same channels as existing subsidy schemes.</p>
<p><b>Chronic Enrolment Grant</b></p> <p>Each Healthier SG GP will receive a grant of \$17.50 per quarter for each Chronic enrolee tagged with at least one CDMP condition diagnosis in the care reports submitted to Healthier SG Administrative Repository (HSAR), as of</p>	<p>Quarterly</p> <p>First assessment to be made in end-March 2024, payment made by May 2024.</p>	<p>CDMP conditions in care reports to be submitted and updated by enrolled GP via CMSes / PCDS to HSAR.</p>

<p>each quarterly assessment date determined by MOH.</p>		<p>No additional claim required.</p> <p>Payment to be made by AIC via third-party payment system.</p> <p><i>(More details will be shared closer to implementation)</i></p>
<p><b>Annual Service Fee (both Fixed and Variable component)</b></p> <p>Healthier SG GPs will be eligible to receive the Annual Service Fee (ASF) for all of their Healthier SG enrolees, starting from 2024. The ASF consists of the i) Fixed Component and the ii) Variable Component. Healthier SG GP clinic is remunerated only when the criteria for each component are met. The ASF is on top of the existing fee-for-service payments (e.g., for consultations, medications, etc.).</p>	<p>Annual</p> <p>First evaluation of care reports to be done after end CY24, with payment in early 2025.</p>	<p>Care Reporting data to be submitted via CMSes / PCDS to HSAR.</p> <p>No additional claim required.</p> <p>Payment to be made via AIC grant systems.</p> <p><i>(More details will be shared closer to implementation)</i></p>

8. If you have any questions, please contact your AIC account Manager or GP Hotline 6632 1199. You can also reach out to your PCN HQ for support.

With best regards,



**Professor Tan Chorh Chuan**  
**Chair, Healthier SG Implementation**  
**Executive Director, MOH Office for Healthcare Transformation**

30 June 2023

## **Annex A**

### **Resources available:**

1. The following collaterals in the Healthier SG GP Onboarding Kit are intended to help residents identify you as a Healthier SG clinic and provide details on their journey to better healthcare:
  - Decal (to be displayed at the clinic's entrance)
  - Resident brochures (Available in 4 languages)
  - Key benefits poster
  - Standee
  - Quick Reference Guide
  - Health Plan booklet
  - "Activities Near You" brochure (to be delivered separately to the GP clinics)
  
2. The following resources have also been included in AIC's Primary Care Pages
  - Coordinating Information
  - Standard Operating Procedures (SOP)
  - Frequently Asked Questions
  - Care Protocols
  - Healthier SG Appointment Card (optional for use)
  - Onboarding Questionnaire (4 languages)
  - Healthier SG Integrated Activities Portal (accessed via [www.go.gov.sg/hsgactivities](http://www.go.gov.sg/hsgactivities))
  - "Activities Near You" brochure (softcopy available)

## **Frequently Asked Questions for Healthier SG Enrolment**

### **Enrolment**

#### **1. Can I assist to enrol residents via assisted enrolment?**

- For residents who have received the SMS invitation to enrol and wish to enrol at your clinic, you and your staff may
  - guide them on the enrolment process via HealthHub.
  - enrol them via the Assisted Enrolment Module in Primary Care Digital Services (PCDS).

Upon completion of the enrolment process, the clinic may assist the resident to book their first health plan consult appointment via Health Appointment System (HAS) or clinic's own appointment system.

- For eligible residents who have yet to receive the SMS, PCPs can onboard their **regular and new chronic patients** who are  $\geq 40$  years old. Hence, a well resident  $> 65$  years old who has yet to receive the SMS invitation should not be allowed to enrol. Such residents should be advised to wait for the SMS invitation from MOH.
- In addition, to provide more flexibility, family members  $\geq 40$  years old of residents who have received an SMS invitation and residing in the **same residential household** may be enrolled to the same PCP upon request, even without Healthier SG SMS invite.
- For residents who are not eligible for Healthier SG enrolment (e.g., below 40 years old), the clinic staff should advise them that the enrolment is only for age 40 years old and above at this time. MOH will inform GPs before extending enrolment to younger age groups. We will only allow those  $< 40$  years old if these are patients for whom GPs were already receiving Care Plus Fees in 2022 and 2023. This is a policy exception in view that the Care Plus Fees will be sunset from 2024. Such residents will not receive SMS invitation and GPs should enrol them via assisted enrolment on PCDS. There will be an eligibility check built into the PCDS system for this group.

#### **2. My clinic is at full capacity. How do I enrol residents beyond capacity?**

- You can update your enrolment capacity via <https://for.sg/gpupdatehsgops>.

#### **3. Is resident allowed to change the clinic he/she is enrolled to? Are there any conditions for this? Can residents decide to change their Healthier SG GP in the event they move residences?**

- Yes, resident may change the GP clinic he is enrolled to using the HealthHub app by clicking the '3-dots' icon located at the top right corner of the section in the Healthier SG 'Enrolled Clinic' tab.
- Before the resident's first visit, he can change his Primary Care Provider (PCP) unlimited times. However, after the first visit, he is allowed up to 4 changes in the first two calendar years after his enrolment e.g., for a resident enrolled on any date in 2023,

he can change his PCP up to 4 times until 31 December 2024. If he enrolls (any date) in 2024, he can change his PCP up to 4 times until 31 December 2025. Thereafter, a maximum of one change is allowed every calendar year.

**4. Will my clinic be informed if residents are already enrolled at another clinic?**

- All Healthier SG clinic will be able to view the current list of residents that have enrolled or de-enrolled from the clinic via the enrolment function tab in Primary Care Digital Services (PCDS) or Healthier SG-compatible CMS.

**5. Will residents living in the vicinity of my clinic have the flexibility to choose my clinic as their preferred clinic?**

- Yes, residents have the flexibility to choose any Healthier SG clinic using the HealthHub app, including clinics near their residence or workplace as their preferred Primary Care Provider.
- On the app, the resident will first see up to three clinics which will be displayed based on available data such as visit history and proximity to their registered address. They can use the search bar which allows them to choose a family doctor/clinic that is not on the displayed list.

**6. How should GP arrange for appointments with the enrolees? Are walk-ins allowed?**

- Walk-ins are allowed; however, residents will be encouraged to arrange an appointment with the clinic. GPs can schedule appointments with enrolees using your own appointment systems, if any.

- For GPs who do not have an appointment booking system, you may tap on the Health Appointment System (HAS) for ease of management of the Healthier SG appointments. To sign up for HAS, scan the QR code.



- Enrolees can also self-help and book appt with GPs on HealthHub via the following:
  1. Clinics on Health Appointment System (HAS): book appointment via HealthHub;
  2. Clinics not on HAS but have email address: residents can email their contact details to clinic via HealthHub;
  3. Clinics not on HAS and do not have email address: residents will be directed to call the clinic.

**7. As a GP, am I given the choice to reject a resident for enrolment based on valid reasons (e.g., abusive, not paying bills, too complex)?**

- While we respect resident's choice, we acknowledge that there are exceptional scenarios where healthcare providers may need to exercise discretion and autonomy.
- AIC, PCN and healthcare clusters will support the GPs in this area.



## **8. Can residents change their mind and change their Primary Care Provider (PCP)?**

- Yes, residents can change their provider via HealthHub or by calling MOH hotline at 6325 9220. Change in primary care provider can only be done from 5th July 2023 onwards.
- To change the Healthier SG clinic via Health Hub, this can be done by clicking the “3 dots” located at the top right corner of the section in the Healthier SG ‘Enrolled Clinic’ tab.
- If the first Health Plan discussion has not taken place, there is no limit to the number of times residents can change their PCP via HealthHub.
- Upon completion of the first Health Plan visit, resident can change PCP up to 4 times up to end 2024. Thereafter, he/ she is allowed to change only once per calendar year.
- For GPs: Residents who have changed their PCP from your clinic to another clinic will be indicated under the “De-enrolled from Clinic” tab on PCDS.

## **Clinic Management System**

### **9. What is a Healthier SG -compatible CMS?**

- A Healthier SG -compatible CMS fulfils all of the following under the CMS Tiering Framework for Private Primary Care (effective April 2023):
  1. Integrated with web services for MOH programmes such as CHAS, PHPC, CDLENS, NIR, CMIS etc.
  2. Contribution to the National Electronic Health Record (NEHR) system to facilitate sharing of summary records across healthcare providers for care continuity.
  3. Certified (by third-party certification bodies) compliance with cybersecurity requirements.
  4. Adherence to Code of Practice on data portability to facilitate GP clinics that intend to switch subscriptions to another CMS vendor while upholding the fidelity of patient records; and
  5. Integrated with core Healthier SG web services, as aligned with the Healthier SG programme.

### **10. Why is there a need to onboard a Healthier SG-compatible CMS?**

- IT is an important enabler to share information between providers and with MOH. This enables better care across settings and outcomes monitoring.
- Use of Healthier SG-compatible CMS will facilitate this and enable GP clinics to be more efficient over time (e.g., managing clinical documentation and meeting care reporting requirements for outcomes tracking and payment purposes), thus delivering better care.
- A one-off GP IT Enablement Grant will be opened to clinics in July 2023 to support this transition and we encourage clinics to onboard as early as possible so that clinics can start doing their clinical documentation within the new CMS as enrolment starts. More details on the grant eligibility and disbursement criteria will be shared in the GP IT Enablement Grant communications package.

### **11. How would I know if my CMS is Healthier SG-compatible?**

- The list of Healthier SG-compatible CMSes will be published from April 2023 onwards. You may refer to [https://www.ihis.com.sg/SmartCMS Programme](https://www.ihis.com.sg/SmartCMS_Programme) for more information.
- In the interim, CHAS GP clinics can look out for the monthly mailers sent by MOH/AIC for an **indication** of the CMS' readiness for Healthier SG-compatibility based on current extent of integration with existing MOH systems and NEHR.

### **Health Plan**

### **12. What do I need to submit for Health Plan to claim for the \$50 remuneration by MOH?**

- The Health Plan is an important document to facilitate health planning and conversation between enrolees and GPs.
- While it need not be completed in the first sitting, we encourage GPs to use the first session to fill in the Health Plan as best as you can. We encourage GPs to regularly review the Health Plan with their enrolee and to continually update it across different visits. The key updates (e.g., results of tests done; progress for health goals) will be reflected in residents' HealthHub once submitted by GP.
- Not all fields in the Health Plan are compulsory. However, "recommended next visit month/ year" is a mandatory field for Health Plan submission. Upon clicking "submit" in the Health Plan module in PCDS or your Healthier SG -compatible CMS, the Health Plan will be sent to HealthHub and the relevant national systems.
- There is no need for GPs to submit a claim separately for remuneration for the first Health Plan consult.
- This consultation will be fully subsidised by MOH, and enrolees should not be charged a fee for it.

### **13. Can I complete the first Health Plan consult with the enrolees concurrently with a scheduled regular chronic disease appointment/ CHAS visit?**

- Yes, the first Health Plan consult can take place opportunistically with other chronic or acute visits, as long as the Healthier SG clinic is able to have a proper discussion with the enrolee and complete the health plan components.
- If the enrolee seeks other treatment/services during the first Health Plan consult, the clinic should clearly inform the enrolee before provision of service that he/she will be charged separately for the additional treatment/services at the clinic's prevailing rates. The bill should be clearly itemised.

**14. Do I need to complete the Health Plan in one session? How frequent should the review be done?**

*Co-creation of Health Plan*

- We encourage you to complete the Health Plan in one session. However, if you are unable to complete it in one session, you may update the Health Plan in a later session. The Health Plan is a live document that should reflect changes and updates to the resident's condition and various relevant clinical activities, over a period of time.

*Subsequent Check-Ins*

- The enrollee and their GP should have regular, scheduled check-ins to assess the enrollee's overall health condition and progress. For each check-in, GPs should discuss the progress of the enrollee's health goals and assess if the goals need to be adjusted, or if additional intervention is required, and the Health Plan should be updated accordingly.
- The check-ins and updates to the Health Plan can be done opportunistically, where appropriate, during an acute or chronic visit. Otherwise, the GP should contact the enrollees to schedule a follow up check-in.
- For well enrollees, defined as enrollees with no CDMP conditions, an annual check-in should be performed. The first check-in should be done in-person to establish rapport and relationship with the resident. Subsequent check-ins can be done via phone or video consult, although an in-person consult should be performed minimally once every 3 years as long as the enrollee remains generally well.
- For chronic enrollees with at least 1 CDMP condition, at least 2 chronic consults should be conducted annually, and the Health Plan should be updated during these visits. For purpose of the annual service fee, these visits should be at least 3 months apart. If phone or video consults are conducted, it should be clinically appropriate with at least one in-person consult conducted annually. These phone, video and in-person consults are claimable under CHAS/ CDMP, subject to prevailing claims requirements.

**15. The Health Plan is established during first visit. For subsequent chronic visits, will the information be reflected into HealthHub as well?**

- Any updates to the Health Plan that are submitted by the enrolled clinic will be reflected in resident's HealthHub.

**16. Can I amend the Health Plan if I found out there is some mistake in the plan?**

- Yes, please adjust Health Plan to reflect the updated clinical progress of the enrollee and outcomes of discussions with them.

**17. Is the Health Plan mainly going to be rolled out in GP Clinic setting or in polyclinic as well?**

- All Healthier SG clinics (including GP and Polyclinics) will need to create and maintain the Health Plan for all residents enrolled to their clinic.

**18. Will GST-registered clinics be reimbursed for GST on the first Health Plan consultation?**

- Yes, GST-registered clinics will additionally receive the reimbursement for GST at the prevailing GST rate.

Please refer to the Health Plan Care Protocol available online at AIC's Primary Care Pages website at <https://www.primarycarepages.sg/healthier-sg> for further information on the Health Plan.