



An initiative of



# Healthier SG Quick Reference Guide for Clinics

## 1 PATIENT ENROLMENT AND ENGAGEMENT DURING REGISTRATION

**During registration:**

- Patient displays NRIC (physical/e-card)
- Check patient's enrolment status via PCDS or Clinic Management System (CMS)
- If not enrolled, follow workflow (in orange) on right.
- Where possible, encourage Singaporean non-CHAS card holder to sign up for CHAS.

Note: Patient does not need to be a CHAS cardholder to participate in HSG. However, patient requires a CHAS card to be entitled to enhanced subsidies under the Healthier SG Chronic Tier from early 2024.

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graph TD
    Q1{Has patient enrolled with clinic via HealthHub?}
    Q2{Is clinic on HAS?}
    A1[NO] --> B1[Clinic enrolls patient via Primary Care Digital Services (PCDS)]
    A2[YES] --> B2[Clinic to book 1st Health Plan consultation]
    Q2 -- NO --> C1["(1) Clinic should receive email/phone call to fix appointment for enrollee"]
    Q2 -- YES --> C2["(2) Verify appointment made under clinic's own appointment system"]
    B1 --> D[Clinic to view appointment made in HAS]
    B2 --> D
    C1 --> D
    C2 --> D
    D --> E[Patient proceeds for 1st consult appointment]
    
```

### To change Primary Care Provider (PCP), patient needs to use HealthHub as follows:

Before first Health Plan consult	After first visit, within first 2 calendar years of enrolment	After 2 years from enrolment OR after 4 changes of PCP
Unlimited changes allowed	Up to 4 times	Once per calendar year

Enrollee's Benefits	Singapore Citizens	PRs
Fully subsidised first Health Plan consultation at enrolled clinic	✓	✓
Healthpoints worth \$20 through Healthy 365 app after first Health Plan consult	✓	✓
Fully subsidised nationally recommended screenings* and immunisations at enrolled clinic	✓	Not applicable
Healthier SG Chronic Tier on whitelisted meds (from early 2024)	For CHAS/PG/MG	Not applicable
Use of MediSave for conditions under CDMP (from early 2024) without cash co-payment	✓	✓
Access to Community Partner Programmes (see 3)	Varies based on service	

## 2 CO-CREATE HEALTH PLAN WITH PATIENT DURING CONSULT

Doctor can view Health Plan via PCDS or CMS

**Step 1**

Doctor conducts first consult patient

**Step 2**

Doctor refers to HSG Care Protocols (access via Primary Care Pages)

**Step 3**

Doctor submits details from Health Plan in CMS / PCDS, which could include the following:

- Height
- Weight
- Smoking status & habits
- Relevant chronic condition measurements (if any)
- DHL diagnosis tagging
- Health goals

**Step 4**

Patient can view their Health Plan on HealthHub. For those without HealthHub access, clinic to print and insert in Health Plan Booklet.

## 3 ADMINISTER CARE BASED ON CARE PROTOCOLS

Programmes	Reference/Supported By	Subsidies
Health Screenings	Screen For Life National Health Screening Programme	Fully subsidised for Singapore Citizens enrolled to HSG*
Vaccinations	National Adult Immunisation Schedule guidelines	Fully subsidised for Singapore Citizens enrolled to HSG
Counselling and Coordination Support	Primary Care Network HQ	Subsidies available to Singapore Citizens with CHAS card
DFS and DRP Services**	Primary Care Network HQ	Subsidies available to Singapore Citizens with CHAS card or at a Family Medicine Clinic with subsidies for ancillary services
Lifestyle Programmes	Health Promotion Board (HPB)	Subsidies available for Singapore Citizens
	People's Association (PA)	PAssion Members will be eligible for discounted fees on selected programmes booked through the OnePA website
	Active Ageing Centres (AACs)***	Enquire on programme costing for Singapore Citizens and Permanent Residents from individual centres
Active Health Targeted Programmes (diabetes, hypertension, obesity, osteoarthritis)	Sport Singapore	Subsidies available for Singapore Citizens and Permanent Residents who are ActiveSG members
Smoking Cessation Programmes	HPB I Quit	Free
Specialist Care	Respective RHS's Specialist Outpatient clinic (SOC)	Subsidies^ available for Singapore Citizens and Permanent Residents
GPFirst	Respective RHS's Emergency Department (ED)	\$50 off ED fee

## 4 BILLING & REMUNERATION

Checklist for Billing HSG Patient	National Schemes & HSG-related Payment Cycles
<p><b>Issue itemised bill to include:</b></p> <ul style="list-style-type: none"> <li>• Breakdown of each service provided (including breakdown of each drug prescribed if using the HSG Chronic Tier)</li> <li>• Subsidies from national schemes (individually listed)</li> <li>• Final cost to patient</li> </ul>	<p><b>Payment every 2 weeks:</b></p> <ul style="list-style-type: none"> <li>• Community Health Assist Scheme (CHAS)</li> <li>• Screen For Life (SFL)</li> <li>• Vaccination and Childhood Developmental Screening Subsidies (VCDSS)</li> <li>• First Health Plan consult</li> </ul> <p><b>Payment every quarter:</b></p> <ul style="list-style-type: none"> <li>• Healthier SG Chronic Enrolment Grant (CEG)**</li> </ul> <p><b>Annual payment:</b></p> <ul style="list-style-type: none"> <li>• Healthier SG Annual Service Fees (ASF)</li> </ul>

\* HAS = Health Appointment System  
 \*\* DFS = Diabetic Foot Screening, DRP = Diabetic Retinal Photography.  
 \*\*\* Locate via <https://go.gov.sg/aacgowhere>  
 ^ Based on individual Public Health Institution's Fees; for named referrals, there are no subsidies available  
 ^^ Pro-rated at \$17.50 per enrollee each quarter  
 # For enrolled Singapore Citizens who are eligible for the screening tests under SFL

**Contact AIC at:**  
 Email: [gp@aic.sg](mailto:gp@aic.sg)  
 GP Hotline: 6632-1199



Scan the QR code to contact your AIC account manager!