

MOH Healthcare Financing Schemes Accreditation Guide for Medical Institutions and Practitioners

MOH Healthcare Finance Group

Information accurate as at 27 Nov 2025.

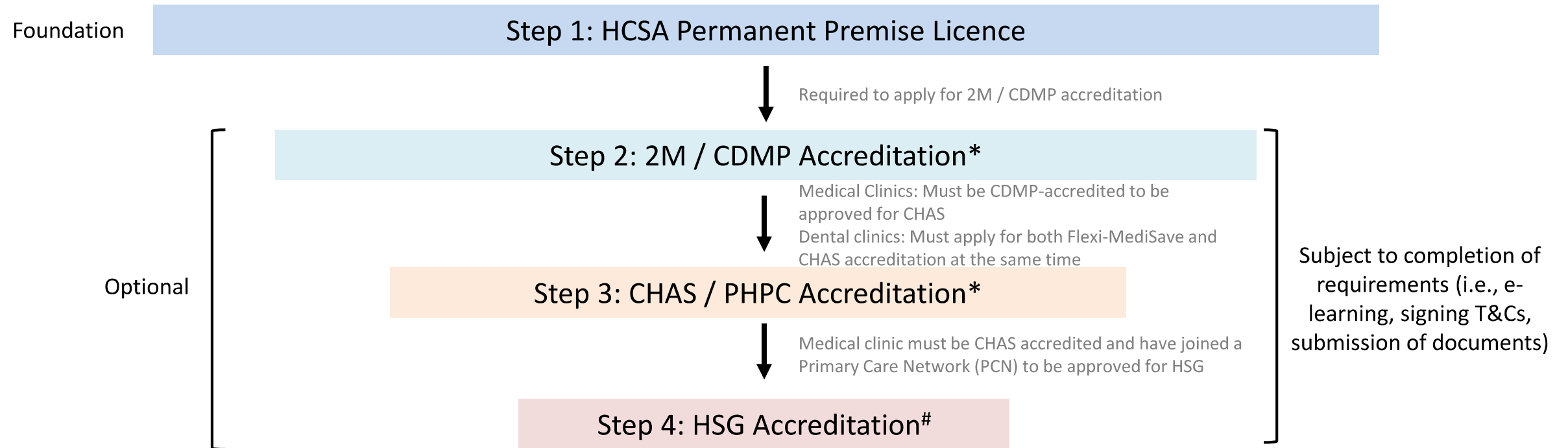


MediSave / MediShield Life Application for Medical Institutions

Your clinic needs to be an Approved Medical Institution before MediSave/MediShield Life/Flexi-MediSave claims can be submitted.



Overview of Accreditation for Clinics



*for CDMP and CHAS accreditation, clinics must have permanent premise HCSA licence

for medical clinics only

Overview of Application Process for New Clinics

* This timeline assumes no IT glitches and requirements are completed promptly.



1. Clinic applies for HCSA License via HALP Portal (4 – 6 weeks)

2a. Clinic submits application on FSAE to participate in MediSave / MediShield Life / CDMP / Flexi-MediSave / CHAS / PHPC
 2b. Complete e-learning for 2M/CHAS
 2c. Submit documents to CPFIB + processing of forms by bank

2d. Processing of 2M applications will commence after clinic completes all requirements.

3. Processing of CHAS applications after 2M is approved.

4. AIC will facilitate HSG Accreditation

Clinics can only submit their applications to participate in national schemes after the HCSA license has been approved and a HCI code has been issued.

After submitting the applications on FSAE, clinics will receive an email with e-learning info. They have 4 weeks to complete their e-learning.

Backend processing is sequential: MediSave/MediShield Life/CDMP application first, before CHAS and PHPC. Clusters will reach out to clinics to sign CHAS/PHPC agreements.

Clinics can indicate your interest to onboard HSG with your AIC account managers.

Key Pre-Requisite for Accreditation

Medical and Dental Institutions are required to obtain a valid operating HCSA license before they can apply for MediSave / MediShield Life (2M) accreditation.

Step 1	Apply for operating license via the MOH Healthcare Application and Licensing Portal (HALP)
Step 2	Obtain operating license and unique HCI code from MOH Health Regulation Group
Step 3	Apply for accreditation via the MOH Financing Schemes Accreditation E-Service (FSAE) and complete the necessary requirements such as e-learning modules and submitting the required documents to CPFIB (i) Medical Institution (ii) Medical Provider



FSAE Application for Institutions

1. Apply for accreditation via the MOH Financing Schemes Accreditation E-Service (FSAE) : [Medical Institution](#)



MINISTRY OF HEALTH
SINGAPORE
FINANCING SCHEMES
ACCREDITATION E-SERVICE
(FSAE)

Overview Important Information e-Services

Apply Accreditation - Medical Institution

Thank you for using the online application portal to apply for the participation of your medical institution in MOH Financing Schemes.

Before you proceed, please choose the relevant option based on your medical institution's HCSA licensing status and ensure you have the following information ready. Please note that clinics applying for the Community Health Assist Scheme ("CHAS") would need to be accredited under the MediSave and MediShield Life Scheme for Chronic Disease Management Programme (CDMP).

Please also note that the Public Health Preparedness Clinic ("PHPC") Scheme is only applicable for GP clinics.

1. Licence details (e.g. HCI code) under the Healthcare Services Act ("HCSA") if your medical institution is HCSA-licensed.
2. Personal details of the Clinical Governance Officer / Principal Officer / Key Appointment Holder / Clinic Manager.
3. Contact details and email address of the medical institution.

Apply as a non-HCSA licensed Medical Institution

I am not HCSA licensed and I would like to participate in the MediSave and MediShield Life Scheme.

[Click Here to Apply](#)

Apply as a HCSA licensed Medical Institution

I am HCSA licensed and I would like to participate in the MediSave and MediShield Life Scheme and / or the Community Health Assist Scheme (CHAS) and / or Public Health Preparedness Clinic Scheme (PHPC).

[Click Here to Apply](#)

Fill in the required information

2. Click on “Search” and input your clinic’s HCI code or clinic name. Once you select your clinic, the greyed-out fields will be auto-filled.

3. Fill in the other empty fields before proceeding.

Accreditation Application

You are now applying for accreditation as a HCSA licensed Medical Institution to participate in the MediSave and MediShield Life Scheme and / or the Community Health Assist Scheme (CHAS) and / or Public Health Preparedness Clinic Scheme (PHPC).



Step 1: Details of Medical Institution / Clinic

Reason for Application *

- This is my first application for my medical institution / clinic *(Choose this option only if you are currently not accredited)*
- My medical institution / clinic is accredited and I would like to apply for additional accreditation types.
- I had a change in HCI Code

Medical Institution / Clinic Name *

Click on "Search" to search and select Medical Institution / Clinic.

Search

Medical Institution / Clinic Address *

Existing Hospital Code (if any)

Contact Number *

Email *

License Number *

License Start Date *

License Expiry Date *

Next



Select the accreditation type the clinic wishes to obtain and is eligible for

4. Tick the corresponding accreditation types that the clinic wishes to obtain and is eligible for.

* From 1 Oct 2025, CHAS dental clinics must obtain concurrent Flexi-MediSave (Dental) accreditation. New CHAS dental clinics selecting "CHAS – Dental" accreditation will automatically select "Flexi-MediSave (Dental)" accreditation.

A Singapore Government Agency Website [How to identify](#)

MINISTRY OF HEALTH SINGAPORE FINANCING SCHEMES ACCREDITATION E-SERVICE (FSAR) Overview Important Information e-Services

Accreditation Application (Licensed Medical Institution)

This e-Service will take about 15 minutes to complete.

Accreditation Application

You are now applying for accreditation as a HCSA licensed Medical Institution to participate in the MediSave and MediShield Life Scheme and / or the Community Health Assist Scheme (CHAS) and / or Public Health Preparedness Clinic Scheme (PHPC).

1 Details of Medical Institution / Clinic 2 Accreditation Type Selection 3 Particulars of Clinic Manager 4 Summary 5 Acknowledgement of Application


Step 2: Accreditation Type Selection

Accreditation for MediSave and MediShield Life Scheme	Accreditation for Other Schemes
Outpatient & Primary Care	Accreditation for Other Schemes
<input type="checkbox"/> Anti-retroviral drugs registered in Singapore for treatment of HIV/AIDS	<input type="checkbox"/> Community Health Assist Scheme (CHAS) - Dental
<input type="checkbox"/> Approved Vaccinations	<input type="checkbox"/> Community Health Assist Scheme (CHAS) - Medical
<input type="checkbox"/> Blood transfusions and high-cost drug treatment for thalassaemia	<input type="checkbox"/> Public Health Preparedness Clinic (PHPC)
<input type="checkbox"/> Bone Marrow Transplant	
<input type="checkbox"/> Cancer Drugs, Radiotherapy, Cancer Drug Services and other cancer scans	
<input type="checkbox"/> Cell, Tissue and Gene Therapy	
<input type="checkbox"/> Chronic Disease Management Programme (CDMP)	
<input type="checkbox"/> Chronic Disease Management Programme(CDMP)-with psychiatric conditions(shared care programme/MHGPP)	
<input type="checkbox"/> Flexi-MediSave	
<input type="checkbox"/> Flexi-MediSave (Dental)	
<input type="checkbox"/> High-cost Drug Treatment	
<input type="checkbox"/> Home Parenteral Nutrition	
<input type="checkbox"/> Home Ventilation and Respiratory Support Service	
<input type="checkbox"/> Unspecified Chronic Therapy	

Fill in the particulars of clinic manager

5. The clinic manager needs to be a doctor/dentist.

A Singapore Government Agency Website [How to identify](#)

 **MINISTRY OF HEALTH SINGAPORE**
FINANCING SCHEMES ACCREDITATION E-SERVICE (PSAE)

Overview Important Information e-Services

Accreditation Application (Licensed Medical Institution)

This e-Service will take about 15 minutes to complete.

Accreditation Application

You are now applying for accreditation as a HCSEA licensed Medical Institution to participate in the MediSave and MediShield Life Scheme and / or the Community Health Assist Scheme (CHAS) and / or Public Health Preparedness Clinic Scheme (PHPC).

- 1 Details of Medical Institution / Clinic
- 2 Accreditation Type Selection
- 3 Particulars of Clinic Manager
- 4 Summary
- 5 Acknowledgement of Application

Step 3A: Particulars of Clinic Manager

Clinic Manager should be a Clinical Governance Officer / Principal Officer / Key Appointment Holder of the selected license

Name *

NRIC / Passport No. *

Professional Registration No. *

Contact Number *

[Back](#) [Next](#)

Submit the application

6. Read the T&Cs and submit the application

A Singapore Government Agency Website [How to identify](#)

MINISTRY OF HEALTH SINGAPORE
FINANCING SCHEMES ACCREDITATION E-SERVICE (FSAE)

Overview Important Information e-Services

Accreditation Application (Licensed Medical Institution)

This e-Service will take about 15 minutes to complete.

Accreditation Application

You are now applying for accreditation as a HCSA licensed Medical Institution to participate in the MediSave and MediShield Life Scheme and / or the Community Health Assist Scheme (CHAS) and / or Public Health Preparedness Clinic Scheme (PHPC).

- 1 Details of Medical Institution / Clinic
- 2 Accreditation Type Selection
- 3 Particulars of Clinic Manager
- 4 Summary
- 5 Acknowledgement of Application

Step 4: Summary

Details of Medical Institution / Clinic

Reason for Application :

HCI Code :

Medical Institution / Clinic Name :

Contact No. :

Email :

Address :

Licence No. :

Licence Start Date :

Licence Expiry Date :

Accreditation Applied

MediSave and MediShield Life Scheme :

Other Schemes :

Particulars Of Clinic Manager

Name :

NRIC / Passport No. :

Professional Registration No. :

Contact No. :

I have read and agreed to the [Terms and Conditions](#) of participation in the MediSave and MediShield Life Scheme as stated.

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Back Submit

Clinics will receive an auto-generated acknowledgement email with instructions on completing the accreditation process.

From: moh_mmae@moh.gov.sg <moh_mmae@moh.gov.sg>
Sent: Tuesday, 7 October 2025 4:09 pm
To:
Cc: MOH MMAE (MOH) <MOH_MMAE@moh.gov.sg>; fsae_support@cognizant.com
Subject: [Acknowledgement] Application for MediSave and MediShield Life Accreditation (Medical Institution) - THE CLINIC
Importance: High

THE CLINIC
Clinic Address

Dear XXX,

Your application for the accreditation of THE CLINIC under the MediSave and MediShield Life scheme has been successfully submitted on 07-Oct-2025 4:08:59 PM.

Your Application ID is XXXX.

Your application will be processed and the following criteria **must** be fulfilled before your medical institution / clinic can be approved to be accredited under the MediSave and MediShield Life scheme:

1. The medical institution / clinic must either (i) hold a valid operating licence under the Private Hospitals and Medical Clinics Act (PHMCA) / Healthcare Services Act (HCSA) to carry out the procedures and treatments to be claimed for MediSave and MediShield Life or (ii) are a service provider providing a service not licensable under the Private Hospitals and Medical Clinics Act (PHMCA) / Healthcare Services Act (HCSA), and receiving subvention from MOH for the procedures and treatments which you are applying to make MediSave / MediShield Life claims for;
2. The medical institution / clinic must submit and complete the following documents to CPFIB before or during the training.
 - Direct Debit Authorisation (DDA) forms for collection of MediSave monies and financial penalty. The required documents can be downloaded from [here](#).
 - [Terms and Conditions \[https://go.gov.sg/cpfbmsvms/termsandconditions\]](https://go.gov.sg/cpfbmsvms/termsandconditions) for approval / submission of claims, to be accepted by at least CEO-level officer* or equivalent (*required to login via Singpass).
3. The medical institution / clinic's representative(s) must successfully undergo MediSave and MediShield Life/ CHAS e-learning as part of the application process. You may register for e-learning at <https://fsae.moh.gov.sg/mmae/E-Learning/ELearningRegistration.aspx> if you have not already done so.

After the fulfilment of the above criteria, MOH will officially notify the medical institution / clinic of its effective accreditation date via email.

Prior to the effective date of accreditation, the medical institution / clinic must not provide any financial counselling pertaining to the use of MediSave to the patients. Further, any Medisave claims incurred for treatments performed prior to the medical institution / clinic's approved accreditation date will not be allowed.

For any queries on your application, please email to moh_mmae@moh.gov.sg

This is a system generated email.

There is a 6 – 8 weeks processing time after MIs have submitted all the required documents to CPFIB & completed e-learning.
MOH will only process the application after all the requirements are completed.

Accred team will send a follow up email with further details on completing e-learning

Dear XXX

We refer to the institution's application dated 7 Oct 2025.

The following are the full steps required to complete for additional MediSave/MediShield Life accreditation.

1) **E-Learning Training / Exemption**

There is a requirement that at least 2 users (1 Doctor and 1 Staff) are required to complete the E-Learning Training relevant to the accreditation type that the medical institution is applying for. For medical institutions who have gone through e-learning training within the last 2 years, e-learning exemption may be applied, and will be approved on a case-by-case basis.

Users may register for the e-learning training or submit e-learning exemption via the FSAE website: [here](#) after applying for the MediSave/MediShield Life accreditation for Medical Institutions. The page will automatically inform whether the users are required to undergo e-learning training or eligible for e-learning exemption. Please complete all the courses assigned to users within 1 month upon receiving the login details to avoid lapse in access. Kindly provide MOH officers a screenshot of both users' E-Learning Management System (ELMS) Dashboard / a copy of the e-learning exemptions submitted at MOH_MMAE@moh.gov.sg to confirm the completion.

Information for ELMS Users

Users may log into ELMS for e-learning training via the link: [here](#). Please login using "For Companies" - there will be an authentication using SingPass, and CorpPass thereafter.

CorpPass

Please ensure that the medical institution already has a CorpPass account set up for users to login to ELMS successfully. CorpPass will also be required in the NPHC / MHCP Online portal for claims submission.

Some pointers to note:

- UEN No. registered with CorpPass, HALP, FSAE, ELMS, NPHC and MHCP must be consistent.
- Please ensure that ALL USERS are assigned with E-LEARNING MANAGEMENT SYSTEM in the CorpPass account. Should you require assistance on this, you may approach your CorpPass Admin or contact CorpPass at: 6643 0577 or support@corppass.gov.sg.

Important:

All medical institutions are to complete the above within 1 month. MOH will commence processing of the accreditation application only after medical institutions have completed the above requirements. Please be informed that the entire accreditation process may take about 6 to 8 weeks from the time that medical institutions complete all requirements. MOH will officially notify the medical institution of the effective start date of the clinic's MediSave/MediShield Life accreditation via email.

As part of MOH's enhanced governance approach, please be informed that claims may only be submitted after the clinic has completed the e-learning requirements and received the prevailing terms and conditions, manual and/or materials from MOH, along with the official notification of its effective accreditation start date. This ensures that clinics are familiarized with the terms and conditions and claim-related guidelines and requirements, so they may in turn advise patients accordingly. Prior to the effective start date of accreditation, the medical institution must not provide any financial counselling pertaining to the use of MediSave/MediShield Life to their patients. Medical institutions must be accredited before they are allowed to submit healthcare financing claims on behalf of patients.

For avoidance of doubt, the clinic should not submit any claims with date of visit/admission prior to the clinic's approved effective accreditation start date. The clinic must clearly communicate to patients that they can only tap on their MediSave/MediShield Life for eligible treatments received at the clinic only after the clinic has obtained MOH's approval. The clinic must inform patients that they will not be able to tap on their MediSave/MediShield Life for treatments that take place before the clinic is officially granted by MOH to be MediSave/MediShield Life accredited.

Community Health Assist Scheme (CHAS) Medical and Public Health Preparedness Clinic (PHPC)

Once the MediSave/MediShield Life accreditation application has been approved, the medical institution will obtain an email notification from MOH informing of the approval. The Polyclinic Cluster in charge of the medical institution will then process the CHAS Medical and PHPC accreditation applications, and Agency for Integrated Care (AIC) will be in touch with the medical institution for the signing of the CHAS and PHPC Agreements, and administrative follow-ups regarding the above. For more information, please contact AIC at: gp@chas.sg.



Where to check your MI's accreditation application status

Clinics may check on their application status via the FSAE website: [FSAE | Check Application Status - Medical Institution](https://fsae.moh.gov.sg/mmae/Overview)

The screenshot shows the FSAE website interface. At the top, the URL is <https://fsae.moh.gov.sg/mmae/Overview>. The page header includes the Ministry of Health Singapore logo and navigation links: Overview, Important Information, and e-Services. The e-Services dropdown menu is open, highlighting the 'Accreditation Application' section, which contains links for Medical Institution, Medical Practitioner, Check Application Status, and Check Accreditation Status. Below this, there are sections for E-Learning and Others. The main content area features a dark blue header with the text 'Check Application Status'. Underneath, there are two tabs: 'Medical Institution' (selected) and 'Medical Practitioner'. The form includes three input fields: 'Application ID *', 'UEN *', and 'HCI Code *'. A 'Check' button is located at the bottom left. A pink callout box at the bottom right states: 'Clinics will receive an email from MOH once the application has been approved.'

MINISTRY OF HEALTH SINGAPORE
FINANCING SCHEMES ACCREDITATION E-SERVICE (FSAE)

Overview Important Information e-Services

Accreditation Application
Medical Institution
Medical Practitioner
Check Application Status
Check Accreditation Status

E-Learning
E-Learning Registration

Others
Access to Documents
Acknowledge Notice from MOH
Update Particulars of Medical Practitioner
National Platform for I healthcare Claims Application

MINISTRY OF HEALTH SINGAPORE
FINANCING SCHEMES ACCREDITATION E-SERVICE (FSAE)

Overview Important Information e-Services

Check Application Status

Medical Institution Medical Practitioner

Application ID * UEN * HCI Code *

Application ID UEN HCI Code

Check

Clinics will receive an email from MOH once the application has been approved.

The clinic will receive a notification email after the application has been approved.

From: MOH MMAE (MOH) <MOH_MMAE@moh.gov.sg>
Sent: Wednesday, 15 October 2025 3:17 pm
To: XXX
Cc: MOH MMAE (MOH) <MOH_MMAE@moh.gov.sg>; fsae_support@cognizant.com; fsae_support@cognizant.com
Subject: [Notification] Application for MediSave and MediShield Life Accreditation (Medical Institution) - XXX Clinic
Importance: High

XXX Clinic
ADDRESS

Dear XXX,

Application ID: XXX

We refer to your application for XXX Clinic to participate in the MediSave and/or MediShield Life Accreditation Scheme(s).

Effective Date

1. We are pleased to inform you that your medical institution / clinic's participation in the MediSave and/or MediShield Life Scheme(s) has been approved with effect from 08-Sep-2025. Your institution is now an "approved medical institution" as defined in Regulation 2(1) of the CPF (Medisave Account Withdrawals) Regulations (MAWR) and Section 2(1) of the MediShield Life Scheme Act (MLSA).
2. Please note that your medical institution / clinic can only make claims under the MediSave and/or MediShield Life Scheme(s) on behalf of patients receiving approved MediSave and MediShield Life-claimable treatments at your institution, on or after 08-Sep-2025, in accordance with the following:
 - a. Terms and Conditions of Approval under the MediSave Scheme and MediShield Life Scheme;
 - b. all applicable laws and legislations (including the CPF Act, the MAWR, the MLSA and the MediShield Life Scheme Regulations 2015 (MLSR)); and
 - c. all prevailing relevant guidelines and requirements issued or imposed by MOH, including but not limited to the guidelines and requirements in the Manual and circulars.
3. The Hospital Code assigned to your medical institution / clinic is "XXX".
4. Medical institutions are required to obtain Corppass Accounts in order to proceed with the submission of MediSave and/or MediShield Life claims via the National Platform for Healthcare Claims (NPHC) Online Portal which has replaced the MediClaim Online portal. After receiving their Corppass accounts, medical institutions who wish to access the NPHC Online Portal must complete the NPHC Online Portal Access Application Form at <https://go.gov.sg/nphc-access-application> to apply for access to the NPHC Online Portal.
5. Please contact CorpPass Service Desk at 6643 0577 for further information.
6. For clinics applying for Flexi-MediSave (Dental), please note that your Community Health Assist Scheme (CHAS) dental accreditation application must be approved by the CHAS administrator before Flexi-MediSave (Dental) claims can be submitted for the selected outpatient dental procedures (from mid-2026 onwards).

Terms and Conditions of Approval

7. Please carefully review the documents attached in this email and those in the hyperlinks below, which you are required to comply with as an approved institution under the accredited MediSave and MediShield Life.
8. We would like to remind you that inappropriate MediSave and MediShield Life claims would be recovered and refunded to the affected MediSave account(s) and MediShield Life fund respectively. In addition, institutions who commit repeated infringements may be suspended / revoked under the MediSave and/or MediShield Life Scheme(s).
9. Please access the [Access To Documents | FSAE](#) page to download the documents below:

CHAS / PHPC Accreditation

Your clinic needs to be an Approved Medical Institution before you can join the CHAS/PHPC Scheme



CHAS application timeline

- For Medical Clinics, processing of CHAS application will commence after the clinic's MediSave/MediShield Life application has been completed.
 - This is because CDMP accreditation is a pre-requisite for CHAS participation.
- For Dental Clinics, CHAS application can be done simultaneously with the MediSave/MediShield Life application.
 - From mid 2026, patients will be allowed to tap on Flexi-MediSave for (1) crowns and (2) root canal treatments. CHAS subsidies can be applied to these procedures in the same visit.
- Clinics are to complete the assigned e-learning modules.



CHAS / PHPC Accreditation

You will receive the following from the CHAS Administrators:

Cover letter requesting the clinic to submit the following documents:

- A copy of the clinic's MOH license
- A copy of the clinic's ACRA Bizfile
- A completed Direct Credit Authorisation Form

- Two copies of the CHAS Agreement for clinic's signing
- CHAS Guidelines
- Two copies of the Public Health Preparedness Clinic (PHPC) Agreement for clinic's signing (if the clinic is also applying for PHPC accreditation)
- PHPC Guidelines (for PHPC applicants only)
 - Haze Subsidy Scheme Guidelines
 - PHPC Guide
- Direct Credit Authorisation form for completion by the clinic (including a note with instructions on completing the form)

The signee of the CHAS and/or PHPC Agreement should be the **authorized signatory** of the Participating Licensee per the HCSA license.

Clinics to return signed copies of the documents to their respective clusters for further processing.



AIC will send you an email once your CHAS application has been approved.

Dear Doctor,

Please be informed that your application for Community Health Assistance Scheme (CHAS) accreditation is approved w.e.f. dd/mm/yy.

1. **Contacting your Account Manager:** As part of the on-boarding process for CHAS, you can contact your Account Manager for any enquiries you have pertaining to CHAS, Healthier SG Screening (previously known as SFL), Healthier SG Vaccinations, and Childhood Developmental Screening and Childhood Vaccinations Scheme Guidelines. You may find your Account Manager [here](#). Please read through the materials provided below and consolidate the queries you have. If necessary, you may arrange for on-site visit for your Account Manager to guide you through.
2. **CHAS Clinic Requirements:** CHAS clinics will be expected to:
 - a. Verify that patient is eligible for subsidy by either physically checking that patient is eligible for the Subsidy either physically checking that the patient possesses a valid Eligible card or via Electronic System
 - b. Provide services under Childhood Developmental Screening and Childhood Vaccinations, Healthier SG Screening and Healthier SG Vaccinations to all patients eligible who seek such services, regardless of whether they are patients under CHAS
 - c. Submit all claims via MHCP within one month from date of visit of the patient. Please refer to the MHCP User Guide and FAQ appended below for more information.

Please refer to the attached circulars, [FAQs](#) and emails:

Scheme	Description	Attachments
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For more information on the various national schemes, please visit [Primary Care Pages](#).

For further queries, you may contact the AIC GP Helpline at 6632 1199 or your [AIC account manager](#).

Thank you!



Important Note: Circumstances that require you to re-apply for accreditation for your clinic

The MI's MediSave / MediShield Life /CHAS accreditation is valid so long as:

- There is no change in current HCI code;
- The HCSA license remains valid; and
- MOH does not suspend or revoke the 2M/ CHAS accreditation.

If any of the conditions above is not met, please re-apply for accreditation under the new valid HCI code.

For info, MOH may require a change in the MI's HCI code due to the following:

1. Change in HCSA licensee; and/or
2. Change in ownership or entity type

MediSave / MediShield Life Application for Practitioners

You need to be an Approved Medical Practitioner before you can submit MediSave/MediShield Life/Flexi-MediSave claims.

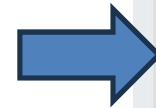


FSAE Application for Practitioners

1. Apply for accreditation via the MOH Financing Schemes Accreditation E-Service (FSAE): [Medical Practitioner](#)

Your name will auto-populate once you have put in the correct details for Professional Registration No. and NRIC/Passport No.

*the professional registration no. starts with D (for dentists) and M (for doctors).



MINISTRY OF HEALTH
SINGAPORE
FINANCING SCHEMES
ACCREDITATION E-SERVICE
(FSAE)

Overview Important Information e-Services

Accreditation Application (Medical Practitioner)

This e-Service will take about 10 minutes to complete.
This application will take about 7 working days to process.

1 2 3
Particulars of Medical Practitioner Summary Acknowledgement of Application

Step 1: Particulars of Medical Practitioner

Professional Registration No. *

NRIC / Passport No. *

Name *

Type of SMC / SDC Registration *

Full Conditional

Email *

Contact Number *

Qualifications *

General Practitioner

General Practitioner with post graduate qualifications in Family Medicine eg GDFM, M.Med (FM)

Dentist

Specialist, please specify specialty

Others, please specify (e.g. MO, MO Trainee, AC)

Next

Check the application details and submit the application.

2. Read the T&Cs and submit the application.



Overview Important Information e-Services

Accreditation Application (Medical Practitioner)

This e-Service will take about 10 minutes to complete.
This application will take about 7 working days to process.



Step 2: Summary

Particulars of Medical Practitioner

Name :

NRIC / Passport No. :

Professional Registration No. :

Type of SMC / SDC Registration :

Email :

Contact No. :

Qualifications :

I have read and agreed to the [Terms and Conditions](#) of participation in the MediSave and MediShield Life Scheme as stated.

Back

Submit

Practitioners will receive an auto-generated acknowledgement email

From: moh_mmae@moh.gov.sg <moh_mmae@moh.gov.sg>

Sent: Monday, 13 October 2025 12:09 pm

To:

Cc: MOH MMAE (MOH) <MOH_MMAE@moh.gov.sg>; fsae_support@cognizant.com

Subject: [Acknowledgement] Application for MediSave and MediShield Life Accreditation (Medical Practitioner) - XXXX

Importance: High

Dear XXXX

Your application to participate in the MediSave and MediShield Life Accreditation scheme has been successfully submitted on 13-Oct-2025 12:09:26 PM.

Your application number is XXXX . Your application will be processed and you will be informed of the outcome via email.

The application will take approximately 7 working days to be processed.



To check your application status,

Practitioners may check on their application status via the FSAE website: [FSAE | Check Application Status - Medical Practitioner](#)



Overview Important Information e-Services

Check Application Status

Medical Institution **Medical Practitioner**

Application ID *

Application ID

Professional Registration No. *

Professional Registration No.

NRIC / Passport No. *

NRIC / Passport No.

Check

Practitioners will receive an email from MOH once the application has been approved.

You will receive a notification email after your application has been approved.

From: MOH MMAE (MOH) <MOH_MMAE@moh.gov.sg>
Sent: Wednesday, 15 October 2025 6:26 pm
To: XXXX
Cc: MOH MMAE (MOH) <MOH_MMAE@moh.gov.sg>; fsae_support@cognizant.com; fsae_support@cognizant.com
Subject: [Notification] Application for MediSave and MediShield Life Accreditation (Medical Practitioner) - XXX
Importance: High

Dear XXXXX,

Application ID: XXXXX

We refer to your application to participate in the MediSave and MediShield Life Scheme(s).

Effective Date

1. We are pleased to inform you that your application has been approved for the period commencing on 01-Oct-2025 and ending on 30-Sep-2027. You are now an "approved medical practitioner" under the MediSave and MediShield Life Scheme(s), as provided in the CPF (MediSave Account Withdrawals) Regulations (MAWR) and the MediShield Life Scheme Regulations 2015 (MLSR) respectively.

Terms and Conditions of Approval

2. Please carefully review the documents attached in this email, which you are required to comply with as an approved medical practitioner under the MediSave and MediShield Life Scheme(s).
3. We would like to remind you that inappropriate MediSave and MediShield Life claims would be recovered and refunded to the affected MediSave account(s) and MediShield Life fund respectively. In addition, doctors who commit repeated infringements may be suspended/revoked from the MediSave and MediShield Life Scheme(s).
4. Please access the [Access To Documents | FSAE](#) page to download the documents below:
 - i. MOH's Terms & Conditions of Approval under the MediSave and MediShield Life Scheme
 - ii. Annex A: Letter of Certification for MediSave, MediShield Life and Integrated Shield Plan Claims
 - iii. MediSave Manual for Private Medical Institutions
 - iv. Guide to download Annexes for Private Medical Institutions

User Help

5. For clarifications on policies and CPF matters, please contact 62024140.
6. For IT related issues, you can contact the IT Support Helpdesk at nphc@ncs.com.sg or 67769330.

Thank you.

This is a system generated email.



Important: Renewal required for MediSave / MediShield Life Application for Practitioners

- The “Approved Medical Practitioner” (“AMP”) accreditation is valid for 2 years.
 - **Three** email reminders are sent to the doctors at their registered email address to remind them on the Doctor Accreditation Renewal
 - 2 months before accreditation expiry date;
 - 1 month before
 - A few days before

From: mediclaim@medinet.gov.sg <mediclaim@medinet.gov.sg>
Sent: Monday, 13 October 2025 2:00 am
To: XXXX
Cc: MOH MMAE (MOH) <MOH_MMAE@moh.gov.sg>; fsae_support@cognizant.com
Subject: Doctor Accreditation Renewal Reminder
Importance: High

Dear XXXX,

We note that your Medisave accreditation will be expiring on 19 Nov 2025

This is a reminder that you are required to renew your application by 19 Nov 2025 in order to ensure no lapse in your accreditation date. Please click on the following to renew your application
<https://fsae.moh.gov.sg/mmae/AccreditationApplication/DoctorApplication.aspx>

We wish to highlight that doctors and clinics may only submit Medisave claims for their patients, if both are participating in the Medisave scheme.

Please note that no backdating of approval date of Medisave accreditation will be granted, in the event of failure on your part, to renew your accreditation by the stipulated date.

This is a computer generated email.



THANK YOU!

Please reach out to your respective AIC Account Manager or the MOH Accreditation team (moh_mmae@moh.gov.sg) if you have any queries.

