



**COMMUNITY
HEALTH
ASSIST
SCHEME**

ENHANCED CHAS

Briefing for CHAS GP Clinics

OUTLINE

1. Enhanced CHAS

- ❑ What are the enhancements from 1 Nov 2019?
- ❑ Applying for CHAS made easier

2. How will the changes impact CHAS clinics?

- ❑ Impact on clinic operations – from registration to bill settlement

3. CHAS Audit and Compliance

- ❑ CHAS audit requirements
- ❑ Common audit findings
- ❑ Guidelines

All of us can now apply for CHAS!

With the enhancements to CHAS, all Singapore Citizens can now receive **subsidies for chronic conditions** at participating GP clinics.

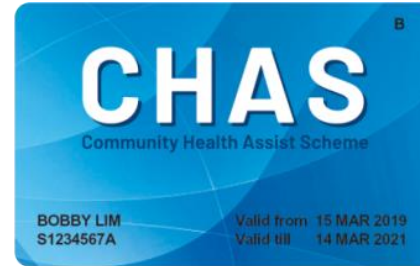


CHAS will be enhanced to strengthen chronic disease care in the community

- ❑ Since 2012, CHAS has provided Singaporeans with subsidised primary care at participating general practitioners (GPs) and dental clinics near their homes
- ❑ CHAS today is available to lower-to-middle income Singaporeans, as well as to our Pioneer Generation
- ❑ As our population ages, more Singaporeans will require assistance to manage their chronic conditions
- ❑ With chronic disease management increasingly being anchored in the community, CHAS will be enhanced to better support GPs in managing chronic care

QUIZ TIME!

Do you know what are the changes to CHAS that will take place from 1 Nov 2019?



CHAS will be extended to all Singaporeans for chronic conditions, regardless of income

CHAS Orange cardholders can enjoy subsidies for common illnesses

Increase in subsidies for complex chronic conditions
(applicable to CHAS blue and orange cardholders)

MG cardholders will be eligible for special benefits under CHAS

Income criteria for CHAS is now updated!

- ❑ MOH provides means-tested subsidies to assist with the cost of healthcare services, with higher subsidies extended to the lower-income group
- ❑ CHAS subsidies are accorded to beneficiaries based on their per capita household income (PCHI) or annual value (AV) of their homes (for households with no income)
- ❑ **Income criteria for CHAS has been raised** to allow more Singaporeans to benefit, and ensure that healthcare subsidies remain appropriately targeted
- ❑ **Existing CHAS cardholders who qualify for a higher CHAS tier should have received their new cards**
- ❑ Clinic should check MHCP or their respective CMSEs to verify patients' latest CHAS card status

NEW



CHAS GREEN:

Chronic Simple	Up to \$28 subsidy per visit, capped at \$112 per year
Chronic Complex	Up to \$40 subsidy per visit, capped at \$160 per year
Screen For Life	\$5 (Co-payment collected at screening visit)

- ❑ Patient eligibility criteria:
 - ❑ For households with income, the household monthly income per person is **above \$2,000**
 - ❑ For households with no income, the Annual Value (AV) of home is above \$21,000
- ❑ Do note that CHAS dental subsidies are not applicable for CHAS Green cardholders

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Acute	Up to \$10 per visit
Chronic Simple	Up to \$50 subsidy per visit, capped at \$200 per year
Chronic Complex	Up to \$80 subsidy per visit, capped at \$320 per year
Screen For Life	\$2 (Co-payment collected at screening visit)

CHAS ORANGE:

- ❑ Patient eligibility criteria:
 - ❑ For households with income, the household monthly income per person is between **\$1,201 to \$2,000**
 - ❑ For households with no income, the Annual Value (AV) of home is between \$13,001 to \$21,000.

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Acute	Up to \$18.50 per visit
Chronic Simple	Up to \$80 subsidy per visit, capped at \$320 per year
Chronic Complex	Up to \$125 subsidy per visit, capped at \$500 per year
Screen For Life	\$2 (Co-payment collected at visit)

CHAS BLUE:

- ❑ Patient eligibility criteria:
 - ❑ For households with income, the household monthly income per person is **\$1,200 and below**.
 - ❑ For households with no income, the Annual Value (AV) of home is \$13,000 and below.

NEW





Acute	Up to \$23.50 per visit
Chronic Simple	Up to \$85 subsidy per visit, capped at \$340 per year
Chronic Complex	Up to \$130 subsidy per visit, capped at \$520 per year
Screen For Life	\$2 (Co-payment collected at visit)




MERDEKA GENERATION:

Patient eligibility criteria:

Those
Who:

-  Were born from 1 January 1950 to 31 December 1959; and
-  Became a Singapore citizen on or before 31 December 1996.

As
well as
those
who:

-  Were born on or before 31 December 1949; and
-  Became Singapore citizens on or before 31 December 1996; and
-  Did not receive the Pioneer Generation Package.



CHAS Criteria	CHAS Green	CHAS Orange	CHAS Blue	Merdeka Generation From 1 Nov	Pioneer Generation
Household monthly income per person (for households with income)	Above \$2,000	\$1,201 - \$2,000	\$1,200 and below	All Merdeka Generation receive CHAS benefits, regardless of income or AV of home	All Pioneers receive CHAS benefits, regardless of income or AV of home
Annual Value (AV) of home (for households with no income)	Above \$21,000	\$13,001 - \$21,000	\$13,000 and below		

CHAS Subsidies		From 1 Nov	Current	From 1 Nov	Current	From 1 Nov	From 1 Nov	Current
Common Illnesses ¹		Not applicable	Not applicable	Up to \$10 subsidy per visit	Up to \$18.50 subsidy per visit	Up to \$23.50 subsidy per visit	Up to \$28.50 subsidy per visit	Up to \$28.50 subsidy per visit
Selected Chronic Conditions	Simple ²	Up to \$28 subsidy per visit, capped at \$112 per year	Up to \$50 subsidy per visit, capped at \$200 per year	Up to \$80 subsidy per visit, capped at \$320 per year	Up to \$80 subsidy per visit, capped at \$320 per year	Up to \$85 subsidy per visit, capped at \$340 per year	Up to \$90 subsidy per visit, capped at \$360 per year	Up to \$90 subsidy per visit, capped at \$360 per year
	Complex ²	Up to \$40 subsidy per visit, capped at \$160 per year	Up to \$75 subsidy per visit, capped at \$300 per year	Up to \$80 subsidy per visit, capped at \$320 per year	Up to \$120 subsidy per visit, capped at \$480 per year	Up to \$125 subsidy per visit, capped at \$500 per year	Up to \$130 subsidy per visit, capped at \$520 per year	Up to \$135 subsidy per visit, capped at \$540 per year
Selected Dental Services		Not applicable	Up to \$50 to \$170.50 subsidy per procedure (denture, crown, root canal treatment only)	Up to \$11 to \$256.50 subsidy per procedure (dependent on procedure)	Up to \$11 to \$256.50 subsidy per procedure (dependent on procedure)	Up to \$16 to \$261.50 subsidy per procedure (dependent on procedure)	Up to \$21 to \$266.50 subsidy per procedure (dependent on procedure)	Up to \$21 to \$266.50 subsidy per procedure (dependent on procedure)
Recommended Health Screening under Screen for Life ³		A fixed fee of \$5 for recommended screening test(s) and first post-screening consultation, if required.	A fixed fee of \$2 for recommended screening test(s) and first post-screening consultation, if required.			A fixed fee of \$2 for recommended screening test(s) and first post-screening consultation, if required.	Free for recommended screening test(s) and first post-screening consultation, if required.	Free for recommended screening test(s) and first post-screening consultation, if required.

¹ Capped at 24 visits for common illnesses per patient per calendar year, across all CHAS clinics, from 2020 onwards.

² "Simple" refers to visits for a single chronic condition. "Complex" refers to visits for multiple chronic conditions, or a single chronic condition with complication(s).

³ This refers to screening for diabetes, high blood pressure, high blood cholesterol, colorectal cancer and cervical cancer. Please check with your doctor if you are eligible. To learn more, please refer to screenforlife.sg.

Caps applicable to CHAS claims

Current caps applicable to CHAS claims (applicable to all cards):

- Cap of 1 Acute or 1 Chronic claim per day (per patient; per clinic)
- Cap of 4 Acute claims per month (per patient; per clinic); and
- Cap of 4 Chronic claims per month (per patient; per clinic).
- Annual subsidy cap for chronic on a calendar year basis also applies.

New: Cap applicable to CHAS Acute claims from 1 Jan 2020

- Cap of 24 Acute claims (per patient; per calendar year)
- On top of the existing cap of up to 4 acute claims per month (per patient; per clinic)

FAQ on Caps

- ❑ A patient visited the clinic
 - ❑ **in the morning** and
 - ❑ **in the evening** on the same day,

Can the clinic submit 2 claims?

- ❑ No, clinic can only submit 1 CHAS claim per patient, per day.
- ❑ Patient and clinic can discuss to agree on which visit should be claimed under CHAS.
- ❑ If a claim was submitted for the earlier visit, and patient requested to submit a claim for the later visit. Clinic can cancel the claim for the earlier visit on MHCP and resubmit a claim for the later visit.

FAQ on Caps

- ❑ A patient visited clinic for chronic follow up and on the **same visit**, he also consulted GP for an acute condition. Can the clinic submit 2 claims for both CHAS acute and chronic?
- ❑ No, clinic can only submit 1 CHAS claim per patient, per day.
- ❑ If the chronic claim has not reached the chronic cap for the visit, clinic can submit the acute component (e.g. medication) under the chronic claim.
- ❑ In that claim, clinic can only claim for the acute component up to the 1) chronic cap applicable to the visit and the 2) acute cap of the respective card types; whichever is lower
- ❑ The claim will be deducted from patient's yearly chronic balance.

E.g. CHAS Blue Cardholder

Chronic simple visit : \$60

Chronic component to be claimed under CHAS is \$60

The chronic claim has not reached the cap of \$80 under CHAS Chronic simple.

Acute component (e.g. medication) : \$20

Max acute component claimable is \$18.50

Total subsidies claimable under CHAS chronic is \$78.50 (\$60+18.50)

FAQ on Caps

- A patient makes a 5th acute visit at Clinic A in the same month, can Clinic A claim for that visit under CHAS acute?

 - If the 5th acute visit was made at Clinic B in the same month, can Clinic B claim for that visit under CHAS acute?

 - How would the above 2 scenarios impact the 24 annual acute limits?
- No, there is a cap of 4 acute claims per month; per patient; per clinic.

 - Yes, if the patient has not made 4 acute claims at Clinic B in the same month.

 - The cap of 24 acute claims, per patient, per calendar year is shared among all CHAS clinics. Thus, for example, the patient will be left with 19 acute claims for the calendar year, after 4 acute claims have been made by Clinic A and 1 acute claim by Clinic B in the same month.
 - The limit will be deducted upon approval of the acute claim.
 - We urge clinics to submit timely claims as the order of approval is based on clinics' submission date and time.

FAQ on Caps

I am a Merdeka Generation (MG) Senior, will I be entitled to the full CHAS chronic balance from 1 Nov 2019 or will my chronic balance be pro-rated?

- ❑ **MG Seniors who are not Blue/Orange CHAS cardholders**, will receive the CY2019 chronic balance under the MG tier.
- ❑ **MG seniors who are Blue/Orange CHAS cardholders and have not utilised their CY2019 chronic balances**, will receive a top up to match the CY2019 chronic balance under the MG tier.
- ❑ **MG seniors who are Blue/Orange CHAS cardholders and have utilised their CY2019 chronic balances**, will receive a top up to match the CY2019 chronic balance under the MG tier but subsidies which have been utilised so far will be taken into account

(E.g. MG Senior is a CHAS Blue cardholder and has a balance of \$100 in chronic complex subsidies. On 1 Nov 2019, patient will receive a top of \$40. (MG tier - \$520 / Blue tier - \$480)

NEW

Making it easier to apply for CHAS: SIMPLIFIED APPLICATION FORM

- 1 Main Applicant per family to submit the application on behalf of the family.
- Particulars of all family members with the same NRIC address required, but only signature of Main Applicant is required.
- Household members will also be kept informed by text message or hardcopy letter, upon receipt of the CHAS application.

COMMUNITY HEALTH ASSIST SCHEME | MINISTRY OF HEALTH SINGAPORE

Application for CHAS / Higher Healthcare Subsidies

Benefits By submitting this form¹, households are applying for:

- Subsidies at participating CHAS GP and dental clinics, with their CHAS cards
- Higher healthcare subsidies at public specialist outpatient clinics (SOCs) and polyclinics

Eligibility All Singapore Citizens² are eligible for CHAS. Lower- to middle-income households³ receive higher healthcare subsidies. Benefits are tiered by:

- Household monthly income per person⁴ (for households with income)
- Annual Value (AV)⁵ of home as reflected on the NRIC (for households with no income)

Apply Online Visit www.chas.sg/apply to apply online from Sep 2019 onwards. Alternatively, you may submit this hardcopy application form by following the steps below.

Step 1: Complete Form Complete a combined application on behalf of all your Family Members sharing the same NRIC address. Please include all Family Members sharing the same address in this form.

Step 2: Sign Form Only the Main Applicant is required to sign the form on behalf of your Family Members. Please ensure that you have informed all Family Members of the application and obtained the agreement required in the form.

Step 3: Submit Form Send the completed form⁶ to Bukit Merah Central Post Office, P.O. Box 680, Singapore 911536.

1 Please note that you and your Family Members will be assessed for eligibility for CHAS and higher healthcare subsidies based on income and other personal information available on government databases. The information provided on this form may result in an update to you and/or your household members' eligibility for other government healthcare schemes, such as subsidies for MediShield Life Premiums, MediShield schemes etc.

2 Singapore Citizens who are on the Public Assistance (PA) systems do not need to apply.

3 Please refer to the MCH website (www.mch.gov.sg) for the prevailing eligibility criteria for higher healthcare subsidies.

4 Household monthly income per person is the total gross household monthly income divided by total number of family members sharing the same address (including the Main Applicant). Gross household monthly income refers to your basic employment income, tax-free employment income, overtime pay, allowances, cash awards, commissions, and bonuses.

5 The AV of your home is the estimated annual rent if it is rented out. It is assessed by IRAS.

6 Incomplete forms lacking signatures/initials or contact details will be sent back to the applicants for completion.

Visit www.chas.sg or call 1800-275-2427 for more information

July 2019

Particulars of Main Applicant

1 Name (in BLOCK LETTERS, as in NRIC)

Pink NRIC / Birth Certificate number (Main Applicant must be a Singapore Citizen)

Home number | Mobile number* | Notification Preference*
 SMS and Mail Mail Only

Dwelling Type (based on NRIC address)
 HDB Flat Private Housing (incl. Executive Condo) Institution (MCH/MSF licensed home) Others: _____ (please specify)

Rental Status of Residence
 Renting from Government Renting from open market Not rented (e.g. bought or owned)

Particulars of Family Members sharing the same NRIC address

2 Name (in BLOCK LETTERS, as in NRIC)

Pink NRIC / Blue NRIC / Birth Certificate / FIN (Please circle the above and fill in your identification number below)

Relationship to Main Applicant (e.g. spouse, child, parent, etc.) | Notification Preference*
 SMS and Mail Mail Only

3 Name (in BLOCK LETTERS, as in NRIC)

Pink NRIC / Blue NRIC / Birth Certificate / FIN (Please circle the above and fill in your identification number below)

Relationship to Main Applicant (e.g. spouse, child, parent, etc.) | Notification Preference*
 SMS and Mail Mail Only

* By selecting 'SMS and Mail' as your notification preference, you have agreed to be contacted and will receive notifications at the provided mobile number, in addition to correspondence by mail.

July 2019

NEW

Making it even easier: Apply for CHAS online now!

- ❑ Other than the simplified form, CHAS will now accept e-Applications (from Sep 2019)
- ❑ Login only by main applicant (above 21 years old) via SingPass



www.chas.sg/apply

How Will Enhanced CHAS Affect My Clinic's Practice?

- Recognition of Health Assist/CHAS and MG cardholders
- New quick way to check for eligibility and balances/limits
- Updated Subsidised Referral Form
- Changes to MHCP
- Look out for an Enhanced CHAS package from Sep/Oct

Recognising Health Assist and CHAS cards

New-branded CHAS card issued



Continue to accord CHAS subsidies for existing Health Assist cards with active validity period.



We have started to issue Green CHAS cards. Please assist to remind patients that subsidies will only be effective from 1 Nov 2019 and only applicable at CHAS GP clinics.

RECAP

Patient registration

Patient to present their IDs and CHAS/PG/MG cards

In situations where patients are unable to present their CHAS/MG/PG cards, clinics should verify patients' card statuses on MHCP or their respective CMSes

Flash your **NRIC/Birth Certificate/Student ID** and **CHAS/Pioneer Generation/Merdeka Generation/Public Assistance card** during your visit to enjoy CHAS subsidies.



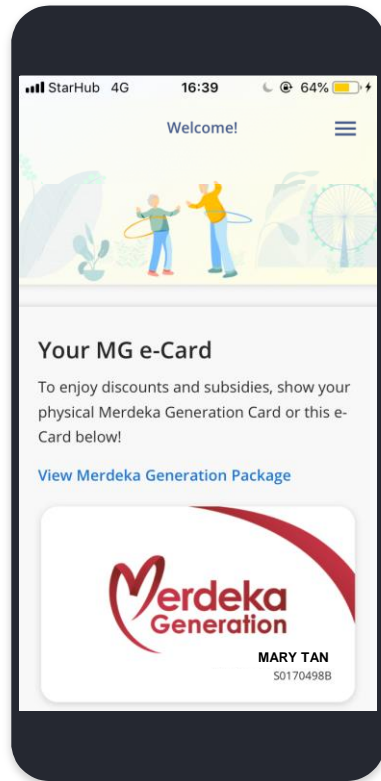
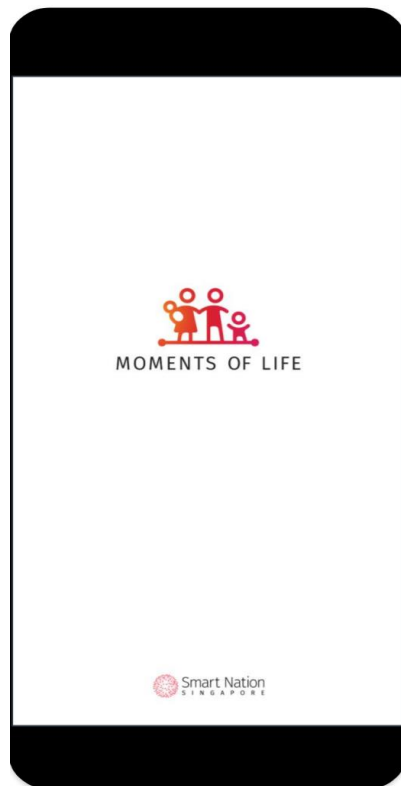
The clinic will issue you an itemised bill. Please clarify with the clinic if you have any queries on the bill.

For more information, call **1800-275-2427**

NEW

MG seniors may present their MG e-card via the Moments of Life App

- ❑ The Moments of Life (MOL) app has launched a dedicated edition for MG seniors since September 2019
- ❑ MG seniors are required to login via SingPass to access their MG e-card
- ❑ The e-card is an accepted alternative of the physical MG card
- ❑ Clinics can verify patients' e-card validity on MHCP or their CMSes as well



Information displayed are test data created for this training

Patient enquiry (MHCP)

CorpPass Scheduled Maintenance on 11 Nov 2018 (Sun) 12AM to 8AM
 During the maintenance period, there will be no access to MHCP.
 Apologies for the inconveniences caused.



Providing quality care that is affordable & accessible for Singaporeans.
"One family physician for every Singaporean."

[Login via CorpPass >](#)

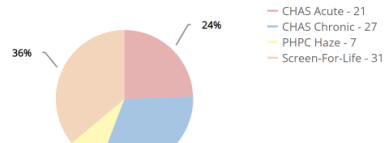
Medical Clinic 3 MSV & CM (With CDMP+) | NUR FARAH NADIA BINTE BANI

Enter keyword(s)

Submitted Claims (Aug 2019)

Refresh Actions

Types of Claims Submitted



- [Patient Enquiry](#)
- [Search Claims](#)
- [Create New Claim](#)
- [Submit Clinical Indicators](#)

3cd2466 (Test Suite A2B-002) Name of S1805094C
S1805094C

[Patient Enquiry](#) |
 [Clinical Indicators](#) |
 [Claim History](#) |
 [Create New Claim](#) |
 [Update Particulars](#)

Patient Enquiry

Medisave Balance (2019)

Other Payers

Click on the Query button to retrieve latest Medisave Balance.

Query

Scheme Membership

Checking card validity

History

Scheme	Status	Validity Period
CHAS Orange	Active	01-05-2019 to 30-04-2021

CHAS Balance (2019)

Checking balances

Scheme	Balance	Annual Visit Balance
Acute (no. of claim(s) for current month under this clinic)	4	24
Chronic Complex (with drugs)	\$317	-
Chronic Complex (without drugs)	\$198.12	-

Acute annual visit balance (24x limit) will start on 1/Jan/2020.

SFL Eligibility

Screening Services	Screening Eligibility	Subsidy and Remuneration Eligibility	Date of Next Screening
Cervical Cancer	Yes (PAP)	Yes	20-08-2019
Chronic Disease	Yes	Yes	20-05-2018
Colorectal Cancer	Yes	Yes	20-05-2019

There are no Screen-for-Life claim records.

Information displayed are test data created for this training

NEW

Quick check on patient's balances and limits in MHCP

The screenshot shows the MOH Healthcare Claims Portal homepage. At the top, it features the MOH logo and the text "MOH Healthcare Claims Portal" and "Singapore Government Integrity · Service · Excellence". The main banner includes a heart icon held by hands and the text: "Providing quality care that is affordable & accessible for Singaporeans. 'One family physician for every Singaporean.'" Below the banner, there are logos for CorpPass, Medisave, and a login section for "Log in with CorpPass" with fields for Username ID, CorpPass ID, and Password. A "Select Login" dropdown menu is open, showing options for "MHCP Portal" and "Web Scan Portal", both with "CorpPass Login" sub-options.

The screenshot shows the "MHCP Web Scan Portal - Patient Enquiry" page. It includes the MOH logo and "Singapore Government Integrity · Service · Excellence". The user is identified as "RICK TEO ZHENG YU1". The patient's NRIC is "S1811106C". A CHAS (Community Health Assist Scheme) card is displayed with the name "ABD83BB (TEST SUITE A2C-002) NAME OF S1811106C" and a validity period from "01-07-2019 to 30-06-2021".

The screenshot shows the "Claim Balances" section. It displays three circular progress indicators representing remaining balances for different CHAS Medical plans:

- CHAS Chronic (Simple): Remaining balance of \$155.00
- CHAS Chronic (Complex): Remaining balance of \$335.00
- CHAS Chronic (Complex): Remaining balance of \$335.00

The screenshot shows the "Screen-for-Life" section. It features a large circular progress indicator showing a remaining balance of \$335.00. Below this is a table of screening services:

Screening Services	Screening Eligibility	Subsidy and Remuneration Next Eligibility	Date of Next Screening
Cervical	✓ (PAP)	✓	20-08-2019
Chronic	✓	✓	20-05-2018
Colorectal	✓	✓	20-05-2019

Co-payment: \$5.00

Information displayed are test data created for this training

CHAS cardholders enjoy subsidised referrals to public Specialist Outpatient Clinics (SOCs)

Today, CHAS GP and CHAS dental clinics can refer CHAS Blue, CHAS Orange and PG cardholders as subsidised patients to public SOC.



From 1 November 2019

- ❑ Merdeka Generation cardholders will be considered subsidised patients at CHAS GP and CHAS Dental clinics, and can enjoy subsidised referrals to public SOC from CHAS GP and CHAS Dental clinics.
- ❑ CHAS Green cardholders will be considered subsidised patients at CHAS GP clinics. They can enjoy subsidised referrals to public SOC from CHAS GP clinics but not from CHAS Dental clinics, as they do not receive CHAS dental subsidies.



Higher healthcare subsidies at Public Healthcare Institutions (PHIs)

Subsidies at Public Specialist Outpatient Clinics (SOCs) and Polyclinics

For Singapore Citizens



Household monthly income per person for households with income	Annual Value (AV)* of home for households with no income	Subsidy at subsidised SOC ^s		Subsidy at Polyclinics	Additional subsidies for Pioneer Generation and Merdeka Generation
		Subsidised services*	Subsidised medications*	Subsidised medications* for adults	
\$1,200 and below	\$13,000 and below	70%	75%	75%	 Additional 50% off the remaining bill
\$1,201 to \$2,000	\$13,001 to \$21,000	60%			
Above \$2,000/ Unassessed	Above \$21,000/ Unassessed	50%	50%	50%	 Additional 25% off the remaining bill

* The AV of your home is the estimated annual rent if it is rented out. It is assessed by IRAS.

* Children (18 years or younger) and elderly (65 years or older) patients already receive 75% subsidy for subsidised medications at the polyclinics. Please check with your provider which services and medications are subsidised.

ENHANCED

Revised CHAS Subsidised Referral Forms for GP and Dental clinics



COMMUNITY HEALTH ASSIST SCHEME

COMMUNITY HEALTH ASSIST SCHEME (CHAS) (MEDICAL)
CHAS Referral Form for Medical Referrals to Subsidised Specialist Outpatient Clinics (SOCs) at Public Healthcare Institutions

PART I: SOC APPOINTMENT DETAILS			
Department Referred To			
Institution (if relevant)			
Appointment Date*		Time*	
Appointment Location*		Contact No.*	
PART II: PATIENT'S PARTICULARS			
Name		Gender*	Male / Female
NRIC No.		Contact No.	
PART III: DOCTOR'S REFERRAL			
Please indicate patient's medical history (if any), presenting symptoms/diagnosis and management plan; and attach any relevant investigation results or additional memo if more space is needed.			
Type of Referral	Routine / Fast-track*		
Diagnosis			
What are the reasons for referring to a specialist?			
What are the treatment or management (including medications) already done at Primary Care for this patient?			
Reasons for Fast-track Referral (where applicable)			
PART IV: DOCTOR'S ACKNOWLEDGEMENT			
A. My clinic is a CHAS clinic.			
B. The patient seen at my clinic holds one (or more) of the following cards:			
<ul style="list-style-type: none"> • CHAS Blue card • CHAS Orange card • CHAS Green card • Pioneer Generation (PG) card • Merdeka Generation (MG) card • Public Assistance (PA) card 			
C. I understand that with this subsidised referral, my patient would be assigned to the care of any specialist at the subsidised SOC.			
D. I understand that my patient would be discharged back to my care/my clinic by the specialist and/or SOC.			
Name & Signature of Practitioner		MCR No.	Date
Clinic Name			
Clinic HCl Code			
Clinic Address*			
Clinic Contact No.			
Clinic Email*			

* Optional fields. Please note that you may be contacted by SOCs for verification in the event that the remaining mandatory fields are not populated.
* Fast-track referrals should only be requested where more urgent review by the specialist is needed.
Please remind patients to bring this referral form with their CHAS/PG/MG/PA card & NRIC for verification during their SOC appointment.

Clinics should use the new CHAS referral forms from 1 November 2019.

Changes to PARTs I and II of referral form

- 'Appointment Date' and 'Time' in Part I are now optional fields and 'CHAS card type' under Part II has been removed to reduce administrative burden

PART I: SOC APPOINTMENT DETAILS			
Department Referred To			
Institution (if relevant)			
Appointment Date#		Time#	
Appointment Location#		Contact No.#	
PART II: PATIENT'S PARTICULARS			
Name		Gender#	Male / Female
NRIC No.		Contact No.	

ENHANCED

Revised CHAS Subsidised Referral Forms for GP and Dental clinics



COMMUNITY HEALTH ASSIST SCHEME

COMMUNITY HEALTH ASSIST SCHEME (CHAS) (MEDICAL)

CHAS Referral Form for Medical Referrals to Subsidised Specialist Outpatient Clinics (SOCs) at Public Healthcare Institutions

PART I: SOC APPOINTMENT DETAILS			
Department Referred To			
Institution (if relevant)			
Appointment Date*		Time*	
Appointment Location*		Contact No.*	
PART II: PATIENT'S PARTICULARS			
Name		Gender*	Male / Female
NRIC No.		Contact No.	
PART III: DOCTOR'S REFERRAL			
Please indicate patient's medical history (if any), presenting symptoms/ diagnosis and management plan; and attach any relevant investigation results or additional memo if more space is needed.			
Type of Referral	Routine / Fast-track*		
Diagnosis			
What are the reasons for referring to a Specialist?			
What are the treatment or management (including medications) already done at Primary Care for this patient?			
Reasons for Fast-track Referral (where applicable)			
PART IV: DOCTOR'S ACKNOWLEDGEMENT			
A. My clinic is a CHAS clinic.			
B. The patient seen at my clinic holds one (or more) of the following cards:			
<ul style="list-style-type: none"> • CHAS Blue card • Pioneer Generation (PG) card • CHAS Orange card • Merdeka Generation (MG) card • CHAS Green card • Public Assistance (PA) card 			
C. I understand that with this subsidised referral, my patient would be assigned to the care of any specialist at the subsidised SOC.			
D. I understand that my patient would be discharged back to my care/my clinic by the specialist and/or SOC.			
Name & Signature of Fractitioner		MCR No.	Date
Clinic Name			
Clinic HCl Code			
Clinic Address*			
Clinic Contact No.			
Clinic Email*			

Changes to PART III of referral form

- Clinics can indicate whether referral is routine or fast-track to facilitate triage at SOCs and improve continuity of care

PART III: DOCTOR'S REFERRAL

Please indicate patient's medical history (if any), presenting symptoms/ diagnosis and management plan; and attach any relevant investigation results or additional memo if more space is needed.

Type of Referral

Routine / Fast-track*

Diagnosis

What are the reasons for referring to a Specialist?

- No difference from today, when making a referral, GP will need to provide patient information pertaining to the referral to the SOCs.

What are the treatment or management (including medications) already done at Primary Care for this patient?

- Doctor's memo or relevant documents can be attached with this referral form to be submitted to the SOCs.

Reasons for Fast-track Referral (where applicable)

* Optional fields. Please note that you may be contacted by SOCs for verification in the event that the remaining mandatory fields are not populated.

* Fast-track referrals should only be requested where more urgent review by the specialist is needed.

Please remind patients to bring this referral form with their CHAS/PG/MG/PA card & NRIC for verification during their SOC appointment.

ENHANCED

Revised CHAS Subsidised Referral Forms for GP and Dental clinics

- 'Clinic Address' and 'Clinic Email' are now optional fields to reduce administrative burden
- Added HCI Code field to more accurately identify referring clinic
- Do remind patients to bring the referral forms, CHAS/PG/MG cards, and NRICs along for their SOC appointments
- Forms sent to SOCs via hard copy (i.e. through patients) should be sealed in an envelope that does not expose its contents
- Forms sent to SOCs via email should be password protected, and the password sent either via SMS or a separate email



COMMUNITY HEALTH ASSIST SCHEME

COMMUNITY HEALTH ASSIST SCHEME (CHAS) (MEDICAL)

CHAS Referral Form for Medical Referrals to Subsidised Specialist Outpatient Clinics (SOCs) at Public Healthcare Institutions

PART I: SOC APPOINTMENT DETAILS			
Department Referred To			
Institution (if relevant)			
Appointment Date*		Time*	
Appointment Location*		Contact No.*	
PART II: PATIENT'S PARTICULARS			
Name		Gender*	Male / Female
NRIC No.		Contact No.	
PART III: DOCTOR'S REFERRAL			
Please indicate patient's medical history (if any), presenting symptoms/ diagnosis and management plan; and attach any relevant investigation results or additional memo if more space is needed.			
Type of Referral	Routine / Fast-track*		
Diagnosis			
What are the reasons for referring to a specialist?			
What are the treatment or management (including medications) already done at Primary Care for this patient?			
Reasons for Fast-track Referral (where applicable)			

PART IV: DOCTOR'S ACKNOWLEDGEMENT

- A. My clinic is a CHAS clinic.
 B. The patient seen at my clinic holds one (or more) of the following cards:
 • CHAS Blue card • Pioneer Generation (PG) card
 • CHAS Orange card • Merdeka Generation (MG) card
 • CHAS Green card • Public Assistance (PA) card
 C. I understand that with this subsidised referral, my patient would be assigned to the care of any specialist at the subsidised SOC.
 D. I understand that my patient would be discharged back to my care/my clinic by the specialist and/or SOC.

 Name & Signature of Practitioner MCR No. Date

Clinic Name	
Clinic HCI Code	
Clinic Address*	
Clinic Contact No.	
Clinic Email*	

* Optional fields. Please note that you may be contacted by SOCs for verification in the event that the remaining mandatory fields are not populated.

* Fast-track referrals should only be requested where more urgent review by the specialist is needed.

Please remind patients to bring this referral form with their CHAS/PG/MG/PA card & NRIC for verification during their SOC appointment.

W.E.F. 01 NOV 2019 (AIC)

PART IV: DOCTOR'S ACKNOWLEDGEMENT

- A. My clinic is a CHAS clinic.
 B. The patient seen at my clinic holds one (or more) of the following cards:
 • CHAS Blue card • Pioneer Generation (PG) card
 • CHAS Orange card • Merdeka Generation (MG) card
 • CHAS Green card • Public Assistance (PA) card
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 Name & Signature of Practitioner MCR No. Date

Clinic Name	
Clinic HCI Code	
Clinic Address*	
Clinic Contact No.	
Clinic Email*	

* Optional fields. Please note that you may be contacted by SOCs for verification in the event that the remaining mandatory fields are not populated.

* Fast-track referrals should only be requested where more urgent review by the specialist is needed.

Please remind patients to bring this referral form with their CHAS/PG/MG/PA card & NRIC for verification during the SOC appointment.

W.E.F. 01 NOV 2019 (AIC)

RECAP

Submitting CHAS claims

Did you know that there is more than one way to create a new CHAS claim?

1. Click the **Claim Management** button, followed by the **Create New Claim** button. The Create New Claim page will be displayed.

MOH Healthcare Claims Portal

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Alexis Medical Clinic | Tan Kah Kee

3cd2466 (Test Suite A2B-002) Name of S1805094C
S1805094C

Patient Enquiry | Clinical Indicators | Claim History | **Create New Claim** | Update Particulars

Patient Enquiry

Medisave Balance (2019) Other Payers
Click on the Query button to retrieve latest Medisave Balance. Query

Scheme Membership History

Scheme	Status	Validity Period
CHAS Orange	Active	01-05-2019 to 30-04-2021

CHAS Balance (2019)

Scheme	Balance	Annual Visit Balance
Acute (no. of claim(s) for current month under this clinic)	4	24
Chronic Complex (with drugs)	\$317	-
Chronic Complex (without drugs)	\$198.12	-

Acute annual visit balance (24x limit) will start on 1/Jan/2020.

Submitted Claims (Aug 2019)

Types of Claims Submitted

- CHAS Acute - 21
- CHAS Chronic - 27
- PHPC Haze - 7
- Screen-For-Life - 31

36% 24%

Refresh Actions

- Patient Enquiry
- Search Claims
- Create New Claim**
- Submit Clinical Indicators

Information displayed are test data created for this training

RECAP

Submitting CHAS claims

Please check and indicate the correct visit date, receipt number on the bill issued to patient and the practitioner that has seen the patient.

NG ZHI HONG
S6300006Z

Scheme Memberships ⌵ CHAS Balance ⌵ Medisave Balance ⌵

Patient Enquiry | Clinical Indicators | Claim History | Create New Claim | Update Particulars

Create New Claim

Visit Information

Visit Date:

Receipt Number:

Attending Physician:

Attending Physician is required.

Select Claim Type

CHAS Claim Types

Select the GP who attends to the patient

Accountable for the submitted claim

Searching for submitted CHAS claims

Submitted Claims (Aug 2019) Refresh Actions

Types of Claims Submitted

Claim Type	Count	Percentage
CHAS Acute	21	36%
CHAS Chronic	27	36%
PHPC Haze	7	12%
Screen-For-Life	31	41%

[Patient Enquiry](#)

[Search Claims](#)

[Create New Claim](#)

[Submit Clinical Indicators](#)

3cd2466 (Test Suite A2B-002) Name of S1805094C
S1805094C

[Patient Enquiry](#) | [Clinical Indicators](#) | [Claim History](#) | [Create New Claim](#) | [Update Particulars](#)

Patient Enquiry

Only claims within 3 months before today will be displayed

Medisave Balance (2019) Other Payers

Click on the Query button to retrieve latest Medisave Balance.

[Query](#)

Home > Claim Management > Search Claim

Search Claim

Identification No.: Patient Name:

Receipt No.: HRN:

Visit Date: From: * 13-05-2019 To: * 13-08-2019

Claim Status: Claim Type:

[Search Claim](#)

Scheme Membership

Scheme	Status	Validity Period	History
CHAS Orange	Active	01-05-2019 to 30-04-2021	

Billing CHAS patients

CHAS clinics are required to provide itemised bills to all CHAS, Pioneer and Merdeka Generation patients, including those whose charges are covered fully by CHAS subsidies and do not make any out-of-pocket payment.

Clinics should always offer the itemised bills to patients at the point of payment (or medication issuance).

Description	Price (Example)
Consultation	\$20
Medication	\$15
Investigation	\$5
Others (e.g. procedures)	\$0
Total Bill Before Subsidy (including GST, where applicable)	\$40
- CHAS Subsidy	\$18.50
= Amount You Pay	\$21.50

The above shows the minimum level of itemisation required. If your clinic is already providing a more detailed itemised bill, you should keep to your existing bill format – there is no need for you to make any changes.

RECAP

Reconciling payments

Did you know that you can generate an excel report showing which CHAS claims you have been reimbursed for using MHCP?

The screenshot shows the MOH Healthcare Claims Portal. On the left is a dark blue navigation menu with the following items: Announcements, Resource Hub, Patient Enquiry, Claim Management, Clinical Indicators, Clinic Management, Reports (highlighted with a red box), CDMP Online Reports, Dashboard Configuration, and Web Scan Portal. The main page header includes the Ministry of Health Singapore logo, the portal name 'MOH Healthcare Claims Portal', and the Singapore Government logo. Below the header, there are dropdown menus for 'Medical Clinic 3 MSV & CM (With CDMP+)' and 'NUR FARAH NADIA BINTE BANI'. A search bar contains the patient ID 'S1805094C'. The breadcrumb trail reads 'Home > Reports > Payment Reports'. Under the 'Reports' section, 'Payment Reports' is highlighted with a red box. Below this, three report options are listed: 'Medisave IBG Report', 'Medisave Payment Report', and 'Subsidy Payment Report (Medical Clinics)', with the last one highlighted by a red box.

Home > Reports > Payment Reports > Subsidy Payment Report (Medical Clinics)

The screenshot shows the 'Subsidy Payment Report (Medical Clinics)' form. It contains several date range fields: 'Visit Date From' and 'Visit Date To' (both set to NULL), 'Submission Date From' and 'Submission Date To' (both set to NULL), and 'Payment Date From' and 'Payment Date To' (set to 13-06-2019). A 'Beneficiary Reference (10 digits after SHS/P1SG)' field is highlighted with a red box and contains the value '2200012345'. There is also a 'Sort By' dropdown menu set to 'PatientName' and a 'View Report' button.

Information displayed are test data created for this training

RECAP

Updating clinic's information Clinic Contact Information, Access Rights, etc.

Did you know that your clinic's CDMP & CHAS accreditation is tied to your clinic's HCI code?

MOH Healthcare Claims Portal

Medical Clinic 3 MSV & CM (With CDMP+) | NUR FARAH NADIA BINTE BANI

1805094C

Claims Summary (Aug 2019)

86 total claims

Approved	Extracted for Payment	Paid	Rejected
65 claim(s)	0 claim(s)	0 claim(s)	10 claim(s)

Cancellation Submitted	Cancellation Extracted	Cancelled	Recovery Pending	Recovery Extracted	Recovered
0 claim(s)	0 claim(s)	1 claim(s)	0 claim(s)	0 claim(s)	0 claim(s)

Pending Screening Report	Pending Batch Approval	Submitted	Appealed	Draft
9 claim(s)	0 claim(s)	0 claim(s)	1 claim(s)	0 claim(s)

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Home > Clinic Management > Manage Clinic Information

View Clinic Information

Owner's Details

Name: NUR FARAH NADIA BINTE BANI NRIC: S5100021H

MCR/DCR No.: M16414C Contact No.: 91111131

Email: useremail89@xxx.com

Clinic Details

Name: Medical Clinic 3 MSV & CM (With CDMP+) HCI Code: 2000003

UEN: 180042749D HCI Code Validity Period: 01-01-2015 to -

Contact No.: 63333333 Fax No.: 65000003

Email: useremail@xxx.com Address: 103 Street 103 #01-203, S103103

Cluster: SHP GST Number: 123 (24-01-2017 to 25-01-2020)

Clinics should ensure that records provided to the licensing department are up-to-date and accurate

Operating Hours: Monday and Friday : 08:30 am to 01:00 pm, 02:00 pm to 05:00 pm, 06:00 pm to 09:00 pm
Saturday : 08:30 am to 01:00 pm

A review of user access rights should be done with staff movement or minimally every quarter

Home > Clinic Management > Manage Clinic Users

Maintain Clinic Users

NRIC	Full Name	Role(s)	MCR / DCR No.	
S1234567D	LEE CHENG MOI	Clinic Assistant	-	Delete
S5100000E	JANELLE LAI JIAYING	Clinic Assistant, Clinic Manager	M16079B	Delete

Information displayed are test data created for this training

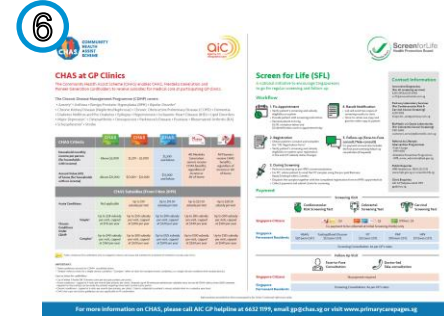
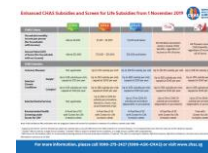
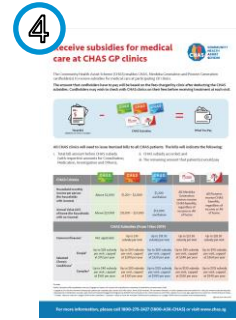
Is your Clinic Management System (CMS) ready for Enhanced CHAS?

- Assurance Technology Pte Ltd
- Cell Box Pte Ltd
- Concept Technology Pte Ltd
- EZIOM Pte Ltd
- Global Health Byte Pte Ltd
- Gloco Singapore Pte Ltd
- GPConnect
- Healthway Medical Group Pte Ltd
- Jaree Smithe Pte Ltd
- Magicsoft Asia Systems Pte Ltd
- Medisys Innovation Pte Ltd
- Plato Medical Pte Ltd
- Raffles Medical Group
- SGiMed Pte Ltd
- ToStart Pte Ltd (Previously Welvue Pte Ltd)
- Zanden Pte Ltd

GETTING STARTED ON ENHANCED CHAS – 1 Nov 2019

Collateral Pack for CHAS Clinics

1. Combined CHAS/MG/PG Decal
2. Revised CHAS Poster
3. MG/PG Poster
4. CHAS GP Poster
5. "Show your card" Notice & Wobblers and A5 Tentcard
6. Quick reference guide (mouse pad)
7. CHAS Medical Referral Form
8. Simplified Application Forms and Business Reply Envelopes
9. CHAS brochures



Delivery of the packs will be between September to October 2019. Clinics can return the old collaterals to the courier for disposal. Otherwise, clinics should ensure that the collaterals are disposed of properly by 1 November 2019.

Updates to Screen for Life (SFL)

Are you aware of the enhancements to SFL since 7 May 2019?

Cardiovascular Disease Risk Screening*

- HbA1c can be used as an alternative initial test for diabetes mellitus
- Non-fasting lipid profile can be used as an alternative initial test for lipid disorders
- Cardiovascular Disease Risk Screening (*Hypertension, Diabetes, Lipid Disorders and Obesity*)

Initial Test	Repeat Test (<input type="checkbox"/> 1 st Repeat <input type="checkbox"/> 2 nd Repeat)
<input type="checkbox"/> HbA1c + Lipid Profile (<input type="checkbox"/> Non-fasting <input type="checkbox"/> Fasting)	<input type="checkbox"/> Oral Glucose Tolerance Test (OGTT)
<input type="checkbox"/> Fasting Venous Glucose + Lipid Profile	<input type="checkbox"/> Repeat Fasting Venous Glucose

Cervical Screening Test

- Pap Smear (for woman aged 25 to 29 years old)
- HPV Test (for woman aged 30 to 69 years old)
- Cervical Cancer Screening LMP: _____ (dd/mm/yyyy)

Initial Test	Repeat Test (<input type="checkbox"/> 1 st Repeat <input type="checkbox"/> 2 nd Repeat)
<input type="checkbox"/> HPV DNA (<i>for women 30 years and older only</i>)	<input type="checkbox"/> Repeat HPV DNA (<i>only if initial test was a HPV DNA test</i>)
<input type="checkbox"/> Pap Test (<i>for women 25 to 29 years old only</i>)	<input type="checkbox"/> Repeat Pap Test (<i>only if initial test was a Pap test</i>)

*Please refer to MOH Circular 07/2019 on the exclusion criteria in administering these non-fasting cardiovascular risk tests

Important Notes on Administering SFL in Your Clinic

1. SFL Registration Form

a) To check MHCP or CMS for SFL real-time eligibility

- **Note:** No expiry date for SFL letter
- **Why do I need to check?** In the event that patient was already diagnosed with the relevant chronic condition at other providers and considered not eligible after SFL letter was issued).

b) Section A – Fill in Current HCI code and MCR No.



Section A		
Clinic Information	Doctor's Name: _____	MCR no.: _____
	Clinic Name: _____	HCI Code: _____
	Clinic Address: _____	Tel. no.: _____

c) For clinics using stickers labels, please include patient's contact details on carbon copies for lab/clinic follow-up purposes

2. Submission of FIT kits



a) Patient's NRIC to be written on the kit for lab processing and for tracing of patient with positive results for immediate follow-up

SCREEN FOR LIFE (SFL) Registration Form

Please complete all fields and delete accordingly.*

Section A

Clinic Information	Doctor's Name: _____	MCR no.: _____
	Clinic Name: _____	HCI Code: _____
	Clinic Address: _____	Tel. no.: _____

Section B

Client Information	Client's Name: _____	Gender: M / F *
	NRIC no.: _____ DOB: _____ (dd/mm/yyyy)	Citizenship: SC / PR *
	Address: _____	Home / Office: _____
	Postal Code: _____ Email: _____	Mobile: _____

Section C: Please tick the test(s) that you are ordering, and tick the relevant indicators for each test in this section.

Date of screening: _____ (dd/mm/yyyy)

Cardiovascular Disease Risk Screening (Hypertension, Diabetes, Lipid Disorders and Obesity)

Initial Test	Repeat Test (<input type="checkbox"/> 1 st Repeat <input type="checkbox"/> 2 nd Repeat)
<input type="checkbox"/> HbA1c + Lipid Profile (<input type="checkbox"/> Non-fasting <input type="checkbox"/> Fasting)	<input type="checkbox"/> Oral Glucose Tolerance Test (OGTT)
<input type="checkbox"/> Fasting Venous Glucose + Lipid Profile	<input type="checkbox"/> Repeat Fasting Venous Glucose

Biometric Measurements

BP: _____ (systolic) _____ (diastolic) Height: _____ metres (2 decimal places)
 Weight: _____ kg (1 decimal places)

Cervical Cancer Screening LMP: _____ (dd/mm/yyyy)

Initial Test	Repeat Test (<input type="checkbox"/> 1 st Repeat <input type="checkbox"/> 2 nd Repeat)
<input type="checkbox"/> HPV DNA (for women 30 years and older only)	<input type="checkbox"/> Repeat HPV DNA (only if initial test was a HPV DNA test)
<input type="checkbox"/> Pap Test (for women 25 to 29 years old only)	<input type="checkbox"/> Repeat Pap Test (only if initial test was a Pap test)

Specimen Source

Cervical OS Endocervix Lat. vaginal wall Vault smear Others _____

Colorectal Cancer Screening (for clients 50 years old and above)

TWO copies of this completed form are to be given to the client for insertion into the envelopes with the FIT kits.

Section D: Individual/Family Risk Factors

Cardiovascular Diseases	Cervical Cancer	Colorectal Cancer
Do you have any known risk factors such as:		
<input type="checkbox"/> Being overweight (BMI above 23kg/m ²)	<input type="checkbox"/> History of Human Papilloma Virus (HPV) infection	<input type="checkbox"/> Inflammatory Bowel Disease / Crohn's Disease
<input type="checkbox"/> Tobacco use e.g. cigarette smoking	<input type="checkbox"/> Immunocompromised conditions	<input type="checkbox"/> Family history of colorectal cancer
<input type="checkbox"/> History of gestational diabetes mellitus	<input type="checkbox"/> Family history of cervical cancer	<input type="checkbox"/> Others: _____
<input type="checkbox"/> Family history of cardiovascular diseases	<input type="checkbox"/> Others: _____	

Section E: Client Consent for Participation

I, the undersigned, have read and understood Section F on page 2 of this form and consent to participate in Health Promotion Board's Screen for Life (SFL) programme.

Exploited by: _____

Name and Signature or Thumbprint of Client / Date _____ Name and Signature of Witness / Date _____

I do not consent to HFB disclosing the information and my past screening and follow-up information to HFB's collaborators for the purposes mentioned in Section F Para 4 on page 2

Laboratory's Copy Page 1 of 2

CHAS AUDIT AND COMPLIANCE

AUDIT: Let's revisit the requirements

Clinical Documentation

- Clinics should have complete documentation of all findings in clinical notes (e.g. all relevant tests, laboratory reports, results, and readings)
- Clinics should ensure accurate documentation (e.g. clinic should not make retrospective entries or modify clinical notes)
- Clinical notes should include documentation of evidence of establishing diagnosis (e.g. test results, memo from other doctors)



AUDIT: Let's revisit the requirements

Financial and Administrative

- Clinics should ensure accuracy of submitted claim(s) (e.g. submitted claims should match itemised bills and clinical notes)
- Clinics should issue itemised bills
- Clinics should keep-copies of itemised bills issued to patients
- Clinics should ensure subsidies were accorded accurately to patient(s)
- Clinics should ensure only claimable treatment(s) are claimed under CDMP and CHAS (e.g. aligned with CPGs, CDMP guidelines)
- Clinic(s) should ensure charges for CHAS patient(s) are aligned with clinics' standard charges

AUDIT QUIZ TIME!

COMMON NON-COMPLIANCES OBSERVED

- Patient is a regular patient who consults the doctor for both diabetes and hypertension. 
 - No, the tiering is based on the number of conditions that patient is seeing the doctor for in that particular visit.
 - However, in today's visit, the patient is only seeing the doctor for diabetes.
 - Can today's visit be claimed under the Chronic complex tier?
-
- Patient visits the clinic for regular diabetes follow-up and treatment 
 - No, as the patient has been diagnosed with a CHAS Chronic condition, the visit cannot be claimed under CHAS Acute.
 - Patient's CHAS Chronic subsidies have already been fully utilised
 - Consultation fees under CHAS Acute can only be claimed if the visit was not for a CHAS Chronic condition, but a CHAS Acute condition.
 - Can the patient's consultation fees be claimed under CHAS acute?

AUDIT QUIZ TIME!

- Can patients claim CHAS for medication refills collected Over-the-Counter (OTC)?



- CHAS Acute claims for medication refills collected OTC without consultation for acute conditions is not allowed.
- However, CHAS Chronic claims for medication refills collected OTC are allowed as long as the patient's chronic condition is regularly managed by the doctor.

-
- Patient visits with only a strip of diabetes medications (with no labels) and claims that he was diagnosed with diabetes.
 - Can CHAS Chronic subsidies be claimed for the visit?



- No, as there is insufficient evidence to show that the patient was diagnosed with diabetes.
- Acceptable forms of evidence(s) can include; Doctor's Memo, Prescriptions, Medication labels, and/or relevant test results.

AUDIT QUIZ TIME!

- Can patients claim for package tests under CHAS?



- Yes, only if the package completely comprises of tests relevant to the management of the chronic conditions under CDMP/CHAS.
- Packages that includes screening for non-relevant conditions such as cancer biomarkers screening are not claimable under CHAS.

-
- Is health screening covered under CHAS?



- No, all screening tests (including tests to establish diagnosis of a condition) are not claimable under CHAS, except for tests leading to the diagnosis of approved chronic conditions under CDMP and CHAS.

As indicated in earlier circulars

If found with non-compliant CHAS claims through the CHAS audit, your clinic may be asked to undertake any of these follow up actions:

- Mandatory online training and test that must be passed within a stipulated deadline;
- Mandatory training session conducted by AIC account manager;
- Mandatory self-review of past claims based on the CHAS guidelines, and any further erroneous claims found will be recovered;
- Withhold all subsidises for period the Government deems necessary for the Participating Licensee to rectify any NC detected;
- If your clinic is found with serious non-compliant claims, the clinic could be suspended/terminated from CHAS, and not allowed to submit CHAS claims.

Why do I still need to apply for CHAS? Can MOH automatically issue CHAS cards to all Singaporeans since everyone will now qualify for CHAS?

- ❑ CHAS cards are still issued on an application-only basis. All Singapore Citizens who apply for CHAS will be accorded a CHAS card based on their means-test status.
- ❑ Although all Singaporeans are now eligible for CHAS, households which do not qualify for the Blue and Orange CHAS cards may not wish to receive the Green CHAS card if they do not have chronic conditions under CHAS.
- ❑ We also recognise that not all Singaporeans would want or require CHAS subsidies. Therefore, we will only issue cards when eligible people come forward to apply.

Should Merdeka Generation Cardholders still apply for CHAS?

- ❑ Merdeka Generation seniors will already enjoy special Merdeka Generation CHAS benefits when visiting CHAS GP and dental clinics, with their MG card.
- ❑ MGs will also receive 25% off at public Specialist Outpatient Clinics (SOCs).
- ❑ However, there are two reasons why they might still wish to apply for CHAS:
 1. If the MG Senior applies for CHAS, their household members can also receive CHAS subsidies
 2. When applying for CHAS, their eligibility for higher healthcare subsidies will be assessed at the same time. Lower- to middle-income MG seniors (eligible for Blue or Orange CHAS cards), will enjoy higher subsidies for subsidised services at the public Specialist Outpatient Clinics (SOCs), and subsidised outpatient medications.

The additional 25% off that MG seniors receive will then be applied on top of these higher subsidies.

RESOURCES & WHERE TO SEEK HELP



Clinic(s) can refer to MOH circulars for any updates or changes to the guidelines. Past circulars are available on both MHCP Resource Hub and AIC Primary Care Pages (www.primarycarepages.sg)



Clinic(s) can also refer to the CDMP Handbook for Healthcare Professionals 2018 for the general list of claimable and non-claimable items under CDMP and CHAS Chronic

CHAS Monthly Quick Tip

As part of improving the CHAS clinics' experience with the scheme, the monthly quick tip is a friendly reminder on the 'Dos' and 'Don'ts' of CHAS administration. You may refer to the Quick Tips on Primary Care Pages or MHCP Resource Hub



You may also contact the AIC GP Helpline (6632 1199) or your CHAS account manager for clarifications

Know your CHAS account manager

CDC	GRC/SMC	Account Manager
Central	Sengkang West SMC, Tanjong Pagar GRC	Jason Low 9017 2406
	Ang Mo Kio GRC, Bishan-Toa Payoh GRC	Kiong Xin Hui 9783 1540
	Jalan Besar GRC, Potong Pasir SMC, Radin Mas SMC	Samantha Lim 8428 1295
Northeast	Aljunied GRC, Punggol East SMC, Hougang SMC, Pasir Ris-Punggol GRC	Patrick Zheng 9826 3794
	Tampines GRC	Amanda Low 9788 1867
Southeast	East Coast GRC, Fengshan SMC	Amanda Low 9788 1867
	Marine Parade GRC, Mountbatten SMC, Macpherson SMC	Esther Tee 8869 0712
Northwest	Holland-Bukit Timah GRC, Marsiling-Yew Tee GRC, Nee Soon GRC, Sembawang GRC	Quek Zhi Rui 9011 4026
Southwest	West Coast GRC, Yuhua SMC, Pioneer SMC, Bukit Batok SMC	Jas Lek 8869 4251
	Bukit Panjang SMC, Chua Chu Kang GRC, Hong Kah North SMC, Jurong GRC	Chee Hui Fen 8388 7314

Onsite training for CHAS, SFL, and PHPC is available for both GP and clinic staff.

Please feel free to contact your account managers to arrange for a training slot, or for any other enquiries.

THANKS!

Be ready for 1 Nov 2019!