



# Administering CHAS

By Agency for Integrated Care

The Community Health Assist Scheme (CHAS), formerly known as the Primary Care Partnership Scheme (PCPS), was enhanced in January 2012. To generate greater public awareness of CHAS, the Agency for Integrated Care (AIC) embarked on a marketing campaign across media channels, such as TV, radio, print and outdoor events in June 2012, and it has been well received by the public. There are currently more than 200,000 CHAS beneficiaries, and we are expecting the number of CHAS beneficiaries to reach 240,000 by the end of 2012.

AIC also seeks to support CHAS GPs and dentists in administering the scheme at their clinics. We have developed easy-to-use guides to assist the doctors and clinic assistants. Newly accredited CHAS GPs and dentists will receive all necessary collaterals and forms as a welcome pack from AIC to facilitate implementation of the scheme at their clinics.

In October 2012, we implemented several enhancements to the CHAS claims portal to make it more user-friendly, and easier to submit medical and dental claims. We welcome your continued feedback on the use of the claims system. Look out for further enhancements that will be implemented in the coming year.

Participating in CHAS is now simpler than expected:

1. There is no cap limit imposed on clinic charges. The fees are to be reasonable, taking into account that patients are from low- to middle-income backgrounds. Please note the cap limit of \$4 on consultation and \$0.70 per medicine tablet for CHAS patients has not been applicable since 2009.
2. You can potentially retain your regular patients. The number of CHAS cardholders is expected to exceed 240,000 by end of 2012.
3. You only need to obtain your patients' consent through a patient consent form once during their first visit.
4. CHAS GP clinics are able to directly refer CHAS patients to government restructured institutions, bypassing the polyclinics, for subsidised specialist treatment using the CHAS Referral Form. Please note that you are not able to refer a patient to a named specialist.
5. The clinic has up to 30 days from a patient's date of visit to submit CHAS claims.
6. You can contact AIC during office hours for assistance in administering CHAS at your clinic.

**AIC, which was set up by the Ministry of Health to oversee healthcare integration in Singapore, is the one-stop contact point for GPs and dentists for CHAS (<http://www.chas.sg>). For more details, please contact the CHAS hotline at 6632 1199 or email [gp@chas.sg](mailto:gp@chas.sg). SMA**