



Administering CHAS

By Agency for Integrated Care

The Community Health Assist Scheme (CHAS) has reached new heights with more than 240,000 beneficiaries, an almost six-fold increase from the year before. Through a series of marketing campaigns across media channels such as TV, radio, print and outdoor events, CHAS has gained greater public awareness. The scheme has been well received by the public and GPs, and the number of CHAS beneficiaries are expected to increase even further by the end of 2013. To support this upsurge of CHAS beneficiaries, more than 540 GPs and 295 dental clinics have lent their support to CHAS, which has helped push Singapore's primary care sector to greater levels of professional and patient care excellence.

To support CHAS GPs and dentists in administering the scheme at their clinics, easy-to-use guides, collaterals and forms have been developed to assist the doctors and clinic assistants, and facilitate the implementation of the scheme at their clinics. Participating in CHAS is now simpler than before:

1. Designated hotlines have been established to answer queries from CHAS beneficiaries (1800 275 2427) and to assist GPs (6632 1199) in administering CHAS during office hours.
2. The CHAS claims portal has been made more user-friendly and easier for claims submission, and clinics have up to 30 days from patients' visit dates to submit CHAS claims.
3. CHAS participating clinics are able to refer CHAS patients to the Specialist Outpatient Clinics as subsidised patients, which makes healthcare more accessible and affordable to our local population.
4. Patients only need to give consent using the patient consent form during their first visit.
5. There is no cap imposed on clinic charges.

These enhancements have been made possible through the feedback sessions which the Agency of Integrated Care (AIC) has organised to engage GPs, including surveys, focus group discussions, clinic visits, lunchtime talks and town hall sessions. Some other feedback from GPs included reviewing the annual cap limits and the age criteria for CHAS applicants, which the Ministry of Health (MOH) is currently reviewing.

To make continuous improvements to enhance the CHAS scheme, more feedback would be needed. So the next time you receive an invitation to our engagement events, do take part and share your insights, expertise, aspirations and concerns to help improve the scheme.

Existing CHAS GP clinics, look out for our upcoming satisfaction survey in your mailbox soon! We seek your full participation in this survey.

AIC, which was set up by MOH to oversee healthcare integration in Singapore, is the one-stop contact point for GPs and Dentists for CHAS. For more details, please contact CHAS GP hotline 6632 1199 or email gp@chas.sg. 

