

Frequently Asked Questions about CHAS

By Agency for Integrated Care

It has been over a year since the Community Health Assist Scheme (CHAS) was introduced and we are glad that an increasing number of GPs are participating in this scheme. We have compiled the four most frequently asked questions about CHAS and provided answers to them here.

1 A new patient comes to my clinic and says he is registered with CHAS, but he has forgotten to bring his card today. As he needs treatment urgently, how do I check on the spot whether he is registered with CHAS?

The patient's CHAS status can easily be verified via the CHAS online claims portal (<https://pcps.gpcare.sg>) using his name or NRIC number. You can also check the expiry date of the patient's Health Assist card and his subsidy tier as well.

However, do obtain a signed CHAS patient consent form during the patient's first visit, before submitting his clinical and bill information to the Ministry of Health.

2 Currently, I am extending special rates to my patients who have expressed financial difficulties in paying their medical bills, especially those on CHAS. I would like to continue helping these groups of patients, yet I have to ensure my clinic does not make a loss. Do I continue to extend my special rates and add on the subsidies for my patients?

It is heartening to note that GPs are extending help to these low-income patients on their own accord. While CHAS does not specify the level of charges for participating GPs, we hope that the charges are kept within a reasonable range as the CHAS patients are from the lower income group.

As the purpose of CHAS subsidies is to help lower income patients better afford primary care, GPs can continue to charge their regular rates and subsequently, deduct the appropriate CHAS subsidy amount from the total bill. However, if you know of specific patients with financial difficulties, you may wish to provide further assistance with their bills.

3 Although I would like to file for CHAS claims immediately after every patient, I don't really have the time for it as I am a busy practitioner. Could CHAS help to make it easier?

We understand that in the typical practice setting, the GP needs to focus on treating patients and will find it difficult to file for CHAS in between patients. The CHAS claims submission system has been made friendlier for the practitioners. The system can be set up in a way so that your clinic assistant can assist you with data entry. These entries can be saved as drafts in the system for your subsequent verification and onward submission. However, do remember that all claims need to be submitted within 30 days from the patients' visit dates.

There is also an advantage of entering claims in real time. When you key in the cost of the visit, the system will automatically calculate the amount of copayment that the patient has to foot in consideration of his subsidy tier. You can choose to submit the claim immediately, or save it as a draft for review at the end of your session for accounting purposes. Please remember to file a copy of the patient's receipt for audit.

4 I have been filing claims with CHAS for a while now. Can I get a report on my claims so that I can check on my clinic returns?

You can generate and view the status of your claims via the report feature on the claims portal. The report can be customised to your requirements, such as visit dates, patient's name and NRIC number, etc.

More information about CHAS online claims portal can be found in the e-CHAS user guide available to GPs registered with CHAS. If you need assistance in administering CHAS at your clinic, please contact our GP hotline at 6632 1199 or gp@chas.sg. SMA