

Guiding you through the new Community Health Assist Scheme (CHAS) guidelines – From 1 January 2017



By **Agency for Integrated Care**

Since 2012, there are now 1.3 million Singaporeans on CHAS who can easily access subsidised medical care at the 950 CHAS medical clinics islandwide. Over the years, the Ministry of Health (MOH) has received feedback from both the public and General Practitioner (GP) community about improving the transparency of clinics' charging practices and providing greater clarity on the appropriate use of CHAS subsidies. In response, MOH announced new administrative guidelines to CHAS in October 2016. These new guidelines will take effect from **1 January 2017**.

1. MANDATORY ITEMISED BILLING



Clinics will be required to provide itemised bills to all their CHAS (including Pioneer Generation and Public Assistance) patients. This includes patients who do not make any out-of-pocket payment after subsidies. The minimum level of bill itemisation is shown here – clinics can issue bills that are more detailed.

Description	Price (Before Subsidy)
Consultation	\$20.00
Medication	\$15.00
Investigation	\$ 5.00
Others (e.g. procedures)	\$ 0.00
Total Bill Before Subsidy (including GST, where applicable)	\$40.00
- CHAS Subsidy	\$18.50
= Amount You Pay	\$21.50

2. UPDATED ADMINISTRATIVE GUIDELINES FOR CHAS CLINICS



The guidelines have been updated to include more examples of items that are not claimable under CHAS. They are categorised into:

- Diagnosis (e.g. chronic condition claimed as acute condition),
- Medications and products (e.g. health supplements and vitamins),
- Investigations (e.g. asymptomatic health screening), and
- Claim-related errors (e.g. cost of a single visit split into multiple claims).

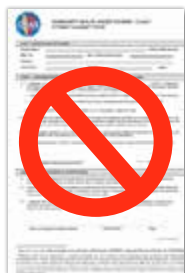
3. CHAS AUDIT ASSESSMENT



The basic audit process remains the same for clinics. Clinics with infringements will be given greater clarity on the follow-up actions that will be taken under the different instances of non-compliance. Based on the severity and frequency of non-compliant claims made, actions may include recovery of CHAS subsidies claimed and suspension or termination from CHAS in severe cases of non-compliance.

Clinics will continue to be informed of their errors and follow-up actions through the Letter of Findings issued by the auditors.

4. REMOVAL OF CHAS PATIENT CONSENT FORM



CHAS clinics and patients will no longer be required to sign the CHAS Patient Consent Form (PCF) for visits from 1 January 2017 onwards.

Instead, by presenting their Health Assist, Pioneer Generation or Public Assistance card at the CHAS clinic, patients are deemed to have agreed to allow their doctor to disclose their personal information to MOH and its authorised agents.

Clinics should still retain signed PCFs for at least 6 years from the time it was signed, as per the 2015 National Guidelines for Retention Periods of Medical Records.

For more details, refer to the **MOH Circular (No. 64/2016)** on **Primary Care Pages** (www.primarycarepages.sg) > **Circulars from MOH**.
For assistance on CHAS matters, please call the GP hotline at **6632 1199** or email Agency for Integrated Care (AIC) at gp@CHAS.sg.