This questionnaire is intended for specialist doctors whose patients are covered with integrated shield plans for hospitalisation and day surgery.

Q1 to Q16 are compulsory.

We have requested for full name and MCR number, to enhance the validity of our survey. Individual responses will be kept confidential and will not be revealed to other parties or in any subsequent publication.

* 1. Name of doctor completing survey

* 2. MCR number

* 3. What is your specialty?

- Anaesthesiology
- Cardiology
- Cardiothoracic Surgery
- Dermatology
- Diagnostic Radiology
- Emergency Medicine
- Endocrinology
- Gastroenterology
- General Surgery
- Geriatric Medicine
- Haematology
- Hand Surgery
- Infectious Diseases
- Internal Medicine
- Medical Oncology
- Neurology
- Neurosurgery
- Nuclear Medicine
- Obstetrics & Gynaecology
- Occupational Medicine
- Ophthalmology

- Orthopaedic Surgery
- Otorhinolaryngology/ENT
- Paediatric Medicine
- Paediatric Surgery
- Pathology
- Plastic Surgery
- Psychiatry
- Public Health
- Radiation Oncology
- Rehabilitation Medicine
- Renal Medicine
- Respiratory Medicine
- Rheumatology
- Urology

* 4. What is the nature of your practice?

- private practice
- restructured hospital practice

* 5. How many years have you been in private practice?

- less than 1 year
- 1 to 5 years
- 6 to 10 years
- 11 years or more
- I am not in private practice

* 6. What proportion of your Singaporean/PR patients use integrated shield plans to cover for their hospitalisation or day surgery expenses?

- 0 to 25%
- 26 to 50%
- 51 to 75%
- 76 to 100%

* 7. Are you on these integrated shield plan panels?

	Yes	No, I do not wish to join the panel	No, I applied to join the panel but was not successful, or have been put on wait list
AIA	○	○	○
Aviva	○	○	○
AXA	○	○	○
Great Eastern	○	○	○
NTUC Income	○	○	○
Prudential	○	○	○
Raffles Health	○	○	○

* 8. If you are an integrated shield plan panel specialist, how do the fees that you are allowed to charge compare with your usual fees?

	They are below my usual fees	They are comparable to my usual fees	They are more than my usual fees	Not applicable, I am not on the panel
AIA	○	○	○	○
Aviva	○	○	○	○
AXA	○	○	○	○
Great Eastern	○	○	○	○
NTUC Income	○	○	○	○
Prudential	○	○	○	○
Raffles Health	○	○	○	○

* 9. What proportion of your patients decide to seek treatment elsewhere because you are not on their integrated shield plan panel?

- ○ 0 to 25%
- ○ 26 to 50%
- ○ 51 to 75%
- ○ 76 to 100%

* 10. What is your view with regard to insurance companies accepting specialists into their integrated shield plan panels?

- ○ Once there are enough doctors on the panel, new applicants should be rejected or put on waitlist
- ○ All specialists should be allowed to join
- ○ Other view (please specify)

[ ]

* 11. What is the minimum renumeration that you would accept as a panel specialist, using the MOH fee benchmarks as a reference? I would accept renumeration:

- Below the fee benchmarks
- At the lower bound of the fee benchmarks
- At the mid-range of the fee benchmarks
- At the upper bound of the fee benchmarks
- Above the fee benchmarks

* 12. If you are on integrated shield plan panels, have you previously been unable to refer your patients to an appropriate panel specialist, due to limited choice?

- Yes
- No
- I am not on integrated shield plan panels

* 13. Insurance companies may require doctors to submit a pre-authorisation form before starting treatment. Do you think that the information requested in the pre-authorisation form is excessive?

- Yes
- No
- I have not submitted before

* 14. Has the pre-authorisation process of the insurance companies cause an undue delay in any of your patients' treatment?

	Yes	No	Not applicable
AIA			
Aviva			
AXA			
Great Eastern			
NTUC Income			
Prudential			
Raffles Health			

* 15. Have there been instances when the amount pre-authorised by the insurance companies was insufficient to cover the total estimated bill?

	Yes	No	Not applicable, pre-authorisation not required
AIA			
Aviva			
AXA			
Great Eastern			
NTUC Income			
Prudential			
Raffles Health			

* 16. Have the insurance companies previously questioned your clinical indication for treatment?

	Yes	No	Not applicable
AIA			
Aviva			
AXA			
Great Eastern			
NTUC Income			
Prudential			
Raffles Health			

17. On a scale of 1 to 5, how would you rate your experience with **AIA**? [1 star - worst experience imaginable, 5 star - best experience imaginable]

18. On a scale of 1 to 5, how would you rate your experience with **Aviva**? [1 star - worst experience imaginable, 5 star - best experience imaginable]

19. On a scale of 1 to 5, how would you rate your experience with **AXA**? [1 star - worst experience imaginable, 5 star - best experience imaginable]

20. On a scale of 1 to 5, how would you rate your experience with **Great Eastern**? [1 star - worst experience imaginable, 5 star - best experience imaginable]

21. On a scale of 1 to 5, how would you rate your experience with **NTUC Income**? [1 star - worst experience imaginable, 5 star - best experience imaginable]

22. On a scale of 1 to 5, how would you rate your experience with **Prudential**? [1 star - worst experience imaginable, 5 star - best experience imaginable]

23. On a scale of 1 to 5, how would you rate your experience with **Raffles Health**? [1 star - worst experience imaginable, 5 star - best experience imaginable]

24. Do you or your patients have any specific feedback about any of the insurance companies? Please elaborate below.

25. Would you be willing to share your feedback about integrated shield plans with our insurance workgroup? If so, we would appreciate it if you could provide us your contact details.

Name

Email Address