

Integrated Shield Plan insurance ranking survey 2022

Dear SMA Members

Thank you to members and fellow colleagues who participated in last year's survey to rank Integrated Shield Plans (IP) providers for the period from January to December 2021. The results were published in the SMA News April 2022 issue.

Our annual survey returns this year and we encourage you to participate again, to rank IPs for the period from January to December 2022. Questions remain the same and we have included an additional one on recommendations (Question 14).

Please feel free to disseminate the survey to fellow doctors as well. You may also wish to refer to SMA's 2021 position statement on "Troubled Integrated Shield Plans".

The survey will be closed on 16 March 2023.

* 1. Name [as appears in SMC register]:

* 2. MCR number [e.g. M12345A]

* 3. Email address

* 4. Are you a

- ◯ General Practitioner/Family Physician/Locum
- ◯ Specialist
- ◯ Others (E.g. Medical Administrators working in hospitals, healthcare companies, insurance companies, third party administrators, Ministry of Health, statutory boards, medical schools, etc)

* 5. Are you working in

- ◯ Private Sector
- ◯ Public Sector
- ◯ Others (NGO etc)

* 6. In terms of **inclusiveness of panels**, please rate the following IP providers for the period Jan-Dec 2022, 1 being least inclusive and 5 being most inclusive

	1 - least inclusive	2	3	4	5 - most inclusive	N/A
AIA	◯	◯	◯	◯	◯	◯
AXA	◯	◯	◯	◯	◯	◯
Great Eastern	◯	◯	◯	◯	◯	◯
Income	◯	◯	◯	◯	◯	◯
Prudential	◯	◯	◯	◯	◯	◯
Raffles Shield	◯	◯	◯	◯	◯	◯
Singlife (formerly known as Aviva)	◯	◯	◯	◯	◯	◯

* 7. In terms of **transparency of doctor selection criteria for panels**, please rate the following IP providers for the period Jan-Dec 2022, 1 being least transparent and 5 being most transparent

	1 - least transparent	2	3	4	5 - most transparent	N/A
AIA	◯	◯	◯	◯	◯	◯
AXA	◯	◯	◯	◯	◯	◯
Great Eastern	◯	◯	◯	◯	◯	◯
Income	◯	◯	◯	◯	◯	◯
Prudential	◯	◯	◯	◯	◯	◯
Raffles Shield	◯	◯	◯	◯	◯	◯
Singlife (formerly known as Aviva)	◯	◯	◯	◯	◯	◯

* 8. In terms of **ease of pre-authorisation process**, please rate the following IP providers for the period Jan-Dec 2022, 1 being least easy and 5 being most easy

	1 - least easy	2	3	4	5 - most easy	N/A
AIA	◯	◯	◯	◯	◯	◯
AXA	◯	◯	◯	◯	◯	◯
Great Eastern	◯	◯	◯	◯	◯	◯
Income	◯	◯	◯	◯	◯	◯
Prudential	◯	◯	◯	◯	◯	◯
Raffles Shield	◯	◯	◯	◯	◯	◯
Singlife (formerly known as Aviva)	◯	◯	◯	◯	◯	◯

* 9. In terms of **timeliness of pre-authorisation approval by the insurer**, please rate the following IP providers for the period Jan-Dec 2022, 1 being least timely and 5 being most timely

	1 - least timely	2	3	4	5 - most timely	N/A
AIA	◯	◯	◯	◯	◯	◯
AXA	◯	◯	◯	◯	◯	◯
Great Eastern	◯	◯	◯	◯	◯	◯
Income	◯	◯	◯	◯	◯	◯
Prudential	◯	◯	◯	◯	◯	◯
Raffles Shield	◯	◯	◯	◯	◯	◯
Singlife (formerly known as Aviva)	◯	◯	◯	◯	◯	◯

* 10. In terms of **timeliness of payment**, please rate the following IP providers for the period Jan-Dec 2022, 1 being worst and 5 being best. As a guide, payment within 1 month = score of 5, payment within 3 months = score of 3

	1 - Worst	2	3 - Average, payment within 3 months	4	5 - Best, payment within 1 month	N/A
AIA	◯	◯	◯	◯	◯	◯
AXA	◯	◯	◯	◯	◯	◯
Great Eastern	◯	◯	◯	◯	◯	◯
Income	◯	◯	◯	◯	◯	◯
Prudential	◯	◯	◯	◯	◯	◯
Raffles Shield	◯	◯	◯	◯	◯	◯
Singlife (formerly known as Aviva)	◯	◯	◯	◯	◯	◯

* 11. In terms of **appropriateness of fee scales with respect to MOH Fee Benchmarks**, please rate the following IP providers for the period Jan-Dec 2022, 1 being most fees below fee benchmarks and 5 being most fees towards upper tier of fee benchmarks

	1 - most fees below MOH fee benchmarks	2 - most fees at lower bound of MOH fee benchmarks	3	4	5 - most fees towards upper tier of MOH fee benchmarks	N/A
AIA	◯	◯	◯	◯	◯	◯
AXA	◯	◯	◯	◯	◯	◯
Great Eastern	◯	◯	◯	◯	◯	◯
Income	◯	◯	◯	◯	◯	◯
Prudential	◯	◯	◯	◯	◯	◯
Raffles Shield	◯	◯	◯	◯	◯	◯
Singlife (formerly known as Aviva)	◯	◯	◯	◯	◯	◯

* 12. In terms of **obstacles put in place by IP provider to dissuade patients from seeing you or continuing to see you because you are not a panel doctor**, please rate the following IP providers for the period Jan-Dec 2022, 1 being most obstacles and 5 being least obstacles

	1 - most obstacles to dissuade patients from seeing you	2	3	4	5 - least obstacles to dissuade patients from seeing you	N/A
AIA	◯	◯	◯	◯	◯	◯
AXA	◯	◯	◯	◯	◯	◯
Great Eastern	◯	◯	◯	◯	◯	◯
Income	◯	◯	◯	◯	◯	◯
Prudential	◯	◯	◯	◯	◯	◯
Raffles Shield	◯	◯	◯	◯	◯	◯
Singlife (formerly known as Aviva)	◯	◯	◯	◯	◯	◯

* 13. In terms of **overall rating**, please rate the following IP providers for the period Jan-Dec 2022, 1 being worst and 5 being best

	1 - Worst	2	3	4	5 - Best	N/A
AIA	◯	◯	◯	◯	◯	◯
AXA	◯	◯	◯	◯	◯	◯
Great Eastern	◯	◯	◯	◯	◯	◯
Income	◯	◯	◯	◯	◯	◯
Prudential	◯	◯	◯	◯	◯	◯
Raffles Shield	◯	◯	◯	◯	◯	◯
Singlife (formerly known as Aviva)	◯	◯	◯	◯	◯	◯

* 14. In terms of likelihood of you recommending your family members, friends and relatives to buy a IP policy from these IP providers, please rate the following IP providers, 1 being the least likely and 5 being the most likely.

	1 - Least likely	2	3	4	5 - Most likely	N/A
AIA	◯	◯	◯	◯	◯	◯
AXA	◯	◯	◯	◯	◯	◯
Great Eastern	◯	◯	◯	◯	◯	◯
Income	◯	◯	◯	◯	◯	◯
Prudential	◯	◯	◯	◯	◯	◯
Raffles Shield	◯	◯	◯	◯	◯	◯
Singlife (formerly known as Aviva)	◯	◯	◯	◯	◯	◯