FAQS on Utilisation of Medisave for Chronic Disease Management Programme (CDMP)

1. Where can I inquire about Medisave sign up for CDMP?

   You can inquire at any of our polyclinics by approaching our Patient Service Associates (PSA) at the registration / payment counter.

2. Why are polyclinics not offering any packages when GP clinics are doing so?

   A Chronic Disease Management Programmes are already in place in polyclinics and due to the heavy subsidies patients enjoy at the polyclinics, the bill sizes of patients in polyclinics are generally lower and affordable, and the out-of-pocket component (before Medisave claim) is not large.

   We will continue to monitor patients’ needs before introducing further changes to our existing programmes.

3. Can I terminate the use of my Medisave after I have signed up? If yes, how do I do it?

   Yes, you can complete a “Revocation of Medical Claim Authorisation Form” to terminate. The form can be requested from our counter staff at the polyclinics.

4. If I have signed up with Jurong Polyclinic to use my Medisave but decide to move to Choa Chu Kang Polyclinic at a later date, must I sign up again?

   If the clinics are within the National Healthcare Group (NHG) Polyclinics, you need not sign up again. The clinics under NHG Polyclinics are Ang Mo Kio Polyclinic, Bukit Batok Polyclinic, Choa Chu Kang Polyclinic, Clementi Polyclinic, Hougang Polyclinic, Jurong Polyclinic, Toa Payoh Polyclinic, Woodlands Polyclinic, Yishun Polyclinic.

MEDISAVE USAGE

5. How do I go about claiming my chronic-related outpatient treatment cost through Medisave?

   First you must be certified as a patient suffering from an approved chronic disease under CDMP. If you are currently seeking treatment at our polyclinics, you will be certified automatically. First-time patients at our polyclinics will require a medical consultation for verification.

   Second, the Medisave Account holder must authorise NHGP to deduct the account holder’s Medisave account by signing the Medical Claim Authorisation Form.

   If you are using your personal Medisave account, you need to submit a Medical Claim Authorisation Form (authorised by yourself).

   If you are using your immediate family member’s Medisave account, you need to submit a Medical Claim Authorisation Form endorsed by the account holder. In the event that the account holder cannot be present, a photocopy of his/her NRIC or Passport is required.

Information correct w.e.f. 30 June 2015
6. **How much can I withdraw from my Medisave account?**

   There is a withdrawal limit from your Medisave account for payment of outpatient treatments of approved chronic diseases. You are entitled to withdraw S$400 per Medisave account a year. For each bill, you are required to co-pay cash for 15% of the balance.

   E.g. on a bill of $100, you will pay $15 (15% of $100) and use Medisave to settle the balance. You may also use the Medisave accounts of your immediate family members* to pay for your outpatient treatments, up to a limit of $400 per Medisave account, per calendar year, up to 10 Medisave accounts in 1 claim.

   *Immediate family member refers to your spouse, child, or parent. Grandparents who are citizens or permanent residents of Singapore may use the Medisave of their grandchildren as well.

7. **Why do I have to pay 15% of the bill each time I go for treatment?**

   The 15% co-payment prevent your Medisave from being depleted prematurely through outpatient treatments.

8. **Can I use my sibling’s Medisave account?**

   No, your sibling’s Medisave cannot be used for your bill payment.

9. **If my Medisave is insufficient can I use cash to top up the difference?**

   Yes, you may.

10. **I am a CSC / BTS holder, how will I be affected by this new Medisave scheme?**

    You will continue with your current scheme and eligibility. After exhausting your reimbursement from your employer / BTS, you may then draw on your Medisave to pay for the remaining balance of your bill.

11. **If I wish to sign up for the scheme and / or draw on my immediate family member’s Medisave account, do we have to sign up personally at the clinics?**

    You and the account holder need not sign up personally at the clinic. You may obtain the form (the Medical Claims Authorisation Form is now available for download [here](#)), get it filled up and endorsed by the relevant account holder before submitting it at any of our polyclinics for processing. In the event that the account holder cannot be present, a photocopy of his / her NRIC or Passport is required.

12. **Who can be my witness for signing the form? Can my immediate family member be a witness?**

    Anyone aged 21 and above who is not the patient and of a sound mind can be a witness. Immediate family member can be a witness, provided he / she is not the account holder. Witness will need to state their full name and NRIC number on the Medisave Authorisation Form.

   Information correct w.e.f.  30 June 2015
WAIVER PATIENTS

13. I am eligible for waiver, how will this new Medisave scheme help me?

If you have an eligible Medisave account, payment for your treatment will be deducted from your Medisave account first, before your waiver rules apply.