

eHS Release Notes
Function enhancements for Claims under the Health Care Voucher Scheme
(w.e.f. 1 July 2014)

Summary:

From 1 July 2014 onwards, the eHealth System functions related to claims under the Health Care Voucher Scheme will be enhanced in conjunction with the change of face value of voucher from \$50 to \$1.

Affected functions

1. “Claim”
2. “Claim” in Text Only Version
3. Interactive Voice Response System (IVRS) claim flow

1. “Claim”

- The enrolled healthcare service provider should enter the exact “Voucher Amount Claimed” to the nearest dollar. (Fig 1)

eHealth System - Claim - Windows Internet Explorer

NG, YAT HOO

Home Inbox Logout

Claim

1. Search Account >>> 2. Enter Details 3. Complete Claim

Enter Details

Account Information

Document Type

Name SIT, LOY YEE (薛來兒)

HKIC No. AA120XXX(X)

Date of Birth / Gender 10-01-1918 / Female

Date of Issue 26-06-07

Claim Information

Practice NG YAT HOO Clinic (1)

Scheme Health Care Voucher Scheme

Service Date 06-07-2014

Available Voucher Amount \$ 3,000

Voucher Amount Claimed (\$) \$

Net Service Fee Charged \$

Reason for Visit

Principal Please select --

Secondary (Optional) Please select --

Cancel Claim

NOTICE NEW

You can directly input the exact voucher amount claimed (\$) in "Voucher Amount Claimed" to make claim.

Fig 1 – Enter the exact “Voucher Amount Claimed”

2. “Claim” in Text Only Version

- The enrolled healthcare service provider should enter the exact “Voucher Amount Claimed” to the nearest dollar. (Fig 2)

Input Claim Information

Practice
NG YAT HOO Clinic (1)

Scheme
Health Care Voucher Scheme

Service Date
06-07-2014

Available Voucher Amount
\$ 3,000

Voucher Amount Claimed
\$ 140

Net Service Fee Charged
\$ 30

Reason for Visit [Edit](#)
No Reason For Visit is selected.

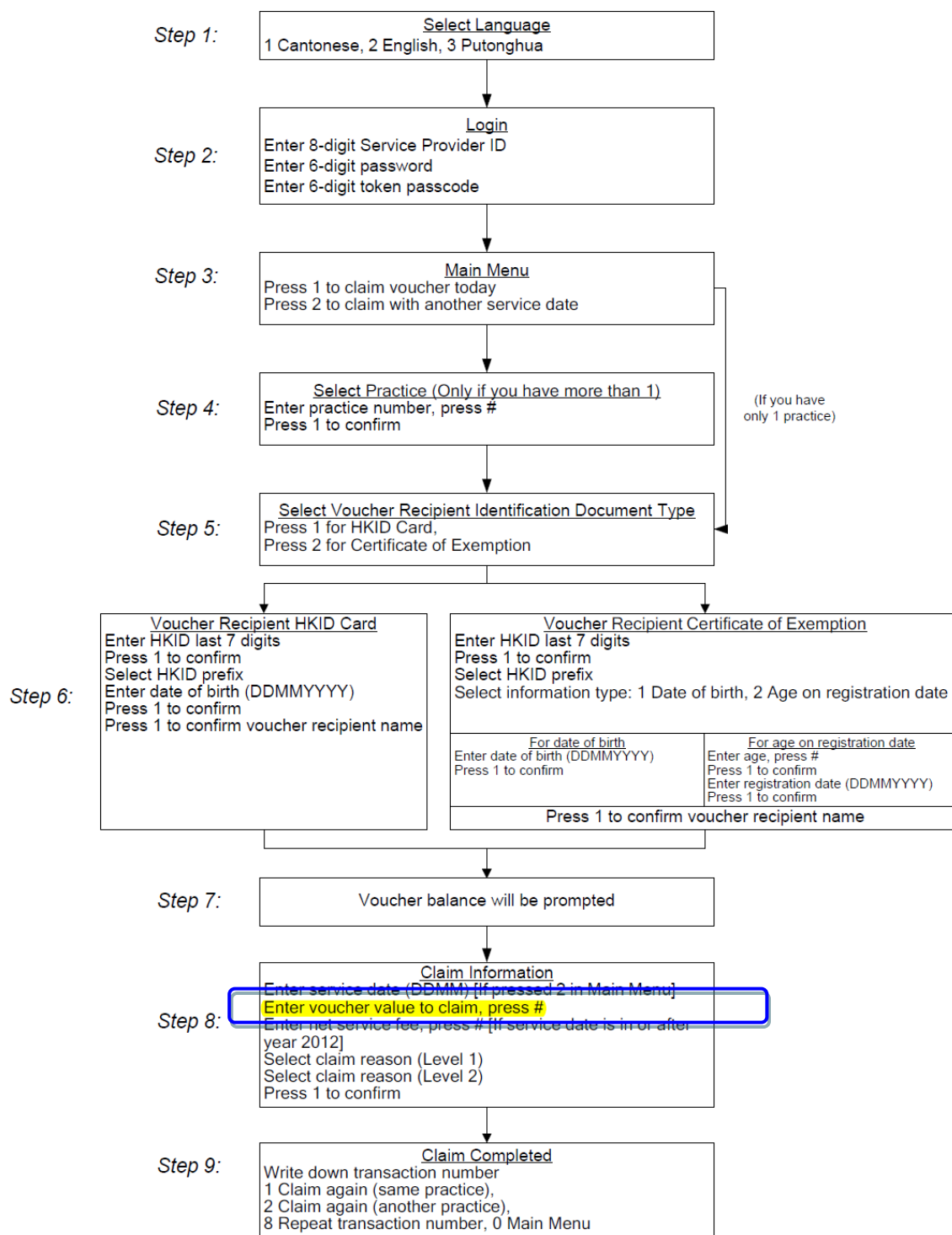
Enter exact voucher amount (\$) to the nearest dollar.

3. Interactive Voice Response System (IVRS) call flow

- The call flow has been revised to show the new claim step. See below -

Revised call flow guide for claiming vouchers through the eHealth System Hotline (2838 5700)

(Effective from
1 July 2014)



(July 2014)