

## **eHealth System (Subsidies)FAQs**

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## Enrolment

**EN 1. May I apply for enrolment in the Health Care Voucher Scheme, Vaccination Subsidy Scheme and/or Primary Care Directory through the eHealth System (Subsidies)?**

Ans. The eHealth System (Subsidies) caters for the enrolment of Health Care Voucher Scheme (HCVS) ([www.hcv.gov.hk](http://www.hcv.gov.hk)), Vaccination Subsidy Scheme (VSS) ([www.chp.gov.hk](http://www.chp.gov.hk)) and the Primary Care Directory (PCD) ([www.pcdirectory.gov.hk](http://www.pcdirectory.gov.hk)). Both electronic application (online enrolment) and paper application (paper enrolment) are welcomed.

**EN 2. Can I enrol in the schemes by paper submission?**

Ans. Yes, you can enrol in the schemes either through online or paper submission. In the e-enrolment front page, you can select the 'Application Forms' and then press the 'Download' button on the page, then, another page will display the application forms for you to download and print.

**EN 3. How can I add more practice in the application?**

Ans. In the page 'Practice Information', you can press 'Add' button to add more practice.

**EN 4. I submitted application through online enrolment but forgot to print out the application form in the final step, what can I do?**

Ans. If you have forgotten to print out the application forms during online enrolment, for security reason, you have to re-submit another application.

**EN 5. I submitted application through online enrolment but the printer has error and cannot print the application forms, what can I do?**

Ans. You may save the application forms and print them out when the printer is ready.

**EN 6. Is there any difference if I am already a PPI-ePR/eHRSS user using the eHealth System (Subsidies)?**

Ans. For a PPI-ePR/eHRSS user, you can apply for sharing your existing PPI-ePR/eHRSS token to login the eHealth System (Subsidies) by filling the form of 'Application for Using the Security Token issued under Public-Private Interface - Electronic Patient Record Sharing Pilot Project / Electronic Health Record Sharing System for the eHealth System (Subsidies)'.

**EN 7. I have completed online enrolment in the eHealth System (Subsidies) and have mailed back the application form and documentary proof to the respective office, what is the next step then?**

Ans. The Department of Health will process your application after receiving your application form. If your application is successful, the Department will send you an account activation email and scheme materials including a security token and an enrolment confirmation letter with your Service Provider ID. You can then click the link in the aforesaid email to activate your Service Provider account.

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## *Service Provider*

### **SP 1. What is a passcode?**

Ans. A passcode is a one-time randomly generated and 6-numeral password used to access the eHealth System (Subsidies). This password is shown on the LED screen of the token. You will need to use this 6-numeral passcode to access the eHealth System (Subsidies).

### **SP 2. I have wrongly entered my password in login page for several times, the System displays 'Account Locked' message and I cannot login again, what can I do?**

Ans. For system security, the account will be locked after 5 consecutive failed login attempts in the eHealth System (Subsidies).

#### **For Service Provider:**

You have to contact the staff of Department of Health to unlock your account.

#### **For Data Entry Account:**

You have to contact your service provider to unlock the account in 'My Profile'.

### **SP 3. Can I change my web password?**

Ans. You can change your password by the following steps.

#### **For Service Provider:**

You can change your password using the 'My Profile' - 'System Information' - 'Change Web password' in the Menu. The new password will be effective immediately after your confirmation and acceptance by the System.

#### **For Data Entry Account:**

You can change your password under the 'My Profile' in the Menu. The new password will be effective immediately after your confirmation and acceptance by the System.

For system security, you should change your password on a regular basis.

**SP 4. What can I do if I have forgotten my password?**

Ans. You can reset your password by the following steps.

**For Service Provider:**

You can press 'Forgot Password' in the login page and enter your Service Provider ID and registered email address. An email will be sent to your email address telling you how to change your password.

**For Data Entry Account:**

You have to contact your service provider to reset your password.

**SP 5. I saw the "Session Timeout, Please click here to login again" message after pressing the Menu function, what can I do?**

Ans. For security reason, you will be logged out automatically if the System has been idle for 20 minutes, System alert message will pop up two minutes before the timeout. Otherwise, the System will display the aforesaid message and you have to press 'Here' to login the system again.

**SP 6. Can my assistant help me to input claim details?**

Ans. You can delegate Data Entry Accounts to assist in your daily operation. To maintain the Data Entry Accounts, you can click the tab page of 'Data Entry Account Maintenance' under 'My Profile'.

**SP 7. After activation of the Service Provider account, why can I not login the eHealth System (Subsidies) again using the hyperlink contained in the mail in my email account which I was provided during the enrolment application?**

Ans. The hyperlink contained in the account activation email is solely for account activation. For security reason, the link will be invalid after the Service Provider account is activated.

**SP 8. A patient comes to my clinic and he/she does not have an account, can I create claim for him/her?**

Ans. Yes. You can use 'Claim' function to create temporary account and make claims for eligible patients at the same time.

The patient's data will be validated through verification with database of the Immigration Department. If the data cannot be validated, the service provider has to rectify the data and the rectified data will be passed to Immigration Department for validation.

**SP 9. I forget to write down the 'Transaction No.' after making a claim, how can I find the 'Transaction No.' from the System?**

Ans. You can click the 'Claim Transaction Management' to retrieve the claim transaction details including the Transaction No.

**SP 10. How can I know the validation result of temporary account?**

Ans. Validated temporary account will be converted to a permanent one and you will not need to take any action. If the temporary account data cannot be validated, a message will be sent to your 'Inbox' to remind you to rectify the information. Also, a task list with title of 'List of Outstanding Temporary eHealth (Subsidies) Account Pending Rectification' will be shown under the 'Task List' in Home page.

**SP 11. How can I void a claim?**

Ans. You may void claims on the function of 'Claim Transaction Management'. Claim transaction can only be voided within 24 hours after the transaction is made by service provider or confirmed by service provider of the claims made through the data entry account.

**SP 12. I want to void a claim for temporary account, what will happen then to the corresponding temporary account?**

Ans. In voiding claim transaction of a temporary account, the temporary account will be removed as well.

**SP 13. Can I remove the temporary account created by me?**

Ans. You can remove temporary account on the function of 'eHealth (Subsidies) Account Rectification'.

**SP 14. I want to remove a temporary account on the function of 'eHealth (Subsidies) Account Rectification', however I cannot find the 'Remove' button, instead a 'View Transaction' button is found, why?**

Ans. The reason is that the respective temporary account is linked with a claim transaction. You should press 'View Transaction' button to view the transaction details and then, press 'Void' button to void the transaction. In voiding the claim transaction, the temporary account will be removed as well.

**SP 15. I am a service provider and how can I know if there is any claim or temporary account pending my confirmation?**

Ans. If there is any outstanding work pending your action, the 'Task List' section will be shown in Home page. You may press 'Go' button beside the task list to go to the corresponding function.

The task lists include:

- List of Unread Message
- List of Outstanding Temporary eHealth (Subsidies) Account Pending Rectification
- List of claims pending confirmation
- List of claims pending completion
- List of Outstanding Temporary eHealth (Subsidies) Account Pending Confirmation

**SP 16. I am a clinic staff helping service provider to handle the data entry task. I cannot view those claims created by service provider and through other Data Entry Accounts. Why?**

Ans. For security reason, a person operating a particular Data Entry Account can only process the claim transactions and temporary accounts he/ she handled, though a service provider can view all transactions and temporary accounts under his/her practice(s).

**SP 17. How can I view the claim transactions under my practices?**

Ans. You can use the 'Claim Transaction Management' to view the details.

**SP 18 How do I ascertain a claim is ready for reimbursement?**

Ans. A claim is 'ready to reimburse' provided that the related eHealth (Subsidies) account is validated and all claim information has been provided. Claim information under the Health Care Voucher Scheme also includes a 'net service fee charged' i.e. the amount of net service fee an elder pays for each consultation.

**SP 19. How can I know whether the claims have been reimbursed?**

Ans. A message will be sent to your 'Inbox' to notify you after monthly reimbursement is made. You can also view the reimbursement details via the 'Monthly Statement'.

**SP 20. Can persons responsible for operating the Data Entry Account use the eHealth System (Subsidies) Interactive Voice Response System (IVRS) to claim voucher under Health Care Voucher Scheme (HCVS)?**

Ans. No. Only service provider can use IVRS to claim voucher under the Health Care Voucher Scheme. However, the IVRS is currently not used for other schemes.

**SP 21. Can I use IVRS to claim voucher for temporary account under Health Care Voucher Scheme?**

Ans. No. IVRS can be used to claim vouchers for validated accounts only. But you can use IVRS to void voucher claims for temporary and validated account.

**SP 22. If a healthcare service provider chooses to use the 'condensed version' of consent form rather than the 'full version', would there be any difference in the operation procedures?**

Ans. If the healthcare service provider chooses to use the 'condensed version' of consent form, only the sections containing the recipient's particulars and the transaction information will be printed out for the recipient to confirm and sign.

The healthcare service provider needs to download and print the 'Consent to Transfer Personal Data' from the respective scheme website or the eHealth System (Subsidies), for the recipients to read when obtaining their consent for claim.



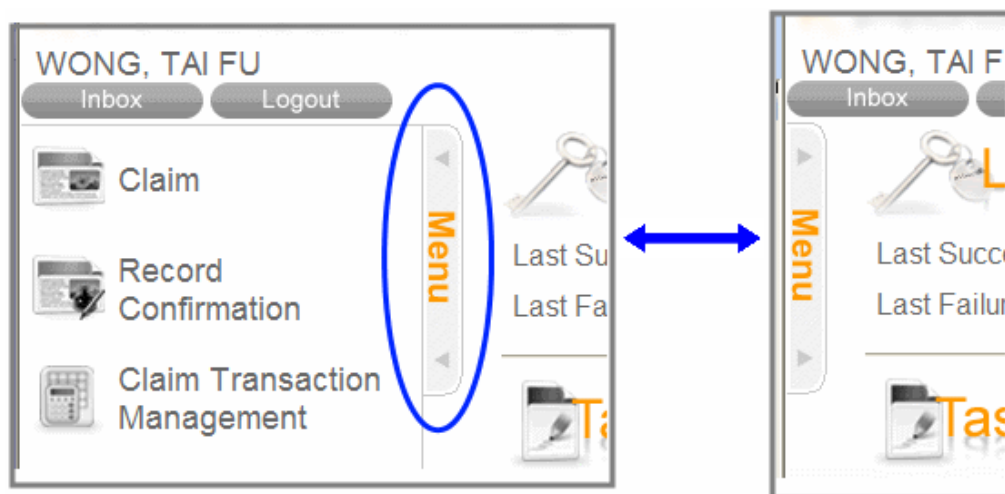
**SP 23. If a healthcare service provider chooses to use the format of consent form which allows recording multiple transactions, how long should the consent forms be retained?**

Ans. Consent forms recording claim transactions of all versions should be retained for at least 7 years.


For the format of consent form which allows recording multiple transactions, the consent form should be retained for at least 7 years, counting from the date of the latest transaction for claim.

**SP 24. Can I hide the menu from the screen?**

Ans. By clicking the 'Menu', you can expand or collapse the menu bar.



**SP 25. How can I know the meaning of the abbreviation for schemes and identity document types?**

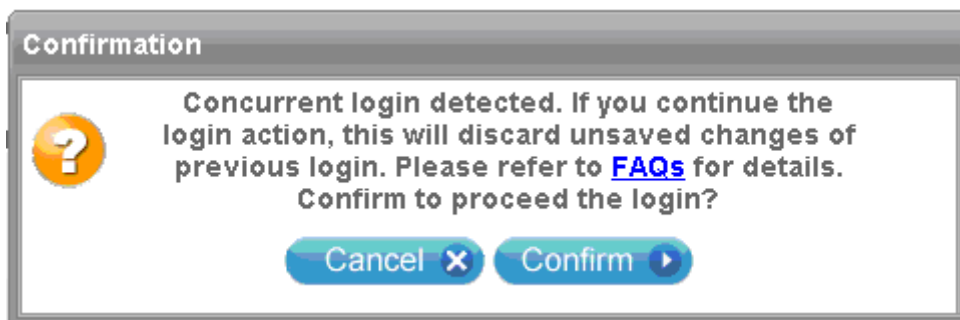
Ans. You can click the . Then a pop up window with the abbreviation and description is shown.

**SP 26. If a patient wants to claim subsidy for two schemes (e.g. claim for Seasonal Influenza Vaccination of VSS and then one voucher under the Health Care Voucher Scheme in the same visit) , should I go back to the 'Search Account' to search his/her account again after the first claim?**

Ans. You can press 'Claim for Same Patient' after completion of the first claim. Then you can input claim details of another scheme for the same patient.



**SP 27. I saw the following message in the popup when login. What should I do?**

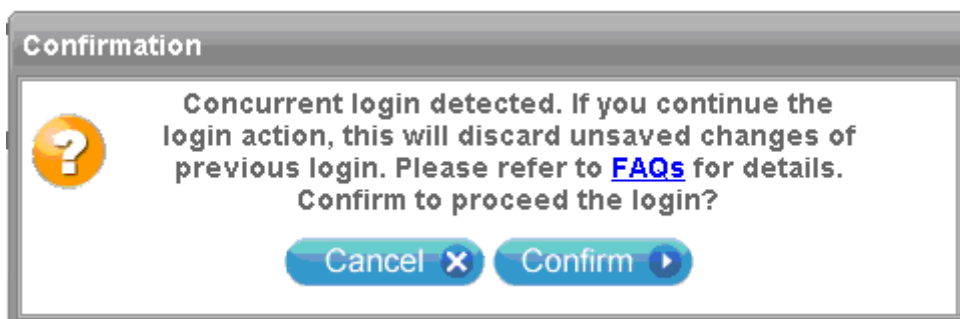


Ans. Concurrent login to eHS(S) in the same workstation is not allowed. The system will display the aforesaid popup when you re-login while another eHS(S) browser still opened.

You may choose 'Confirm' button if you would like to login for a new session. System will discard any unsaved changes of your previous login browser.

You may choose 'Cancel' button to cancel your re-login process.

**SP 28. I have already closed all other open browsers but still get the following message in the popup when login, Why?**



Ans. It is probably because you may have not properly logged out from the system. You may have closed the previous eHS(S) login browser without pressing the 'Logout' button.

You may press 'Confirm' to proceed the login if you confirm that no other browser opened with eHS(S) is present. Subsequently, the system will discard any unsaved changes of your previous login.

**SP 29. I saw the 'Concurrent access or improper access detected, the action of this browser window is aborted. Please refer ...' message. Why?**

Ans. You may have opened more than one browser in the same workstation to access the system. This action is not allowed.

**SP 30. How to select and pre-set the option for printing consent form in the eHealth System (Subsidies)?**

Ans. You can change the printing option by following steps:

**For Service Provider:**

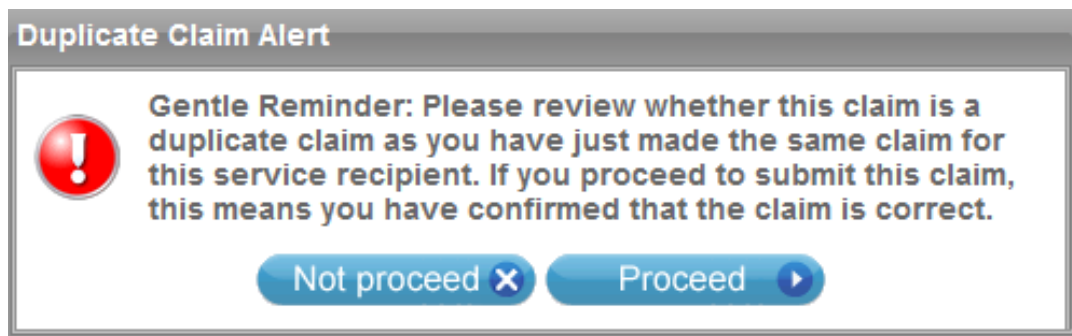
- i) Go to 'My Profile' of the 'Menu'
- ii) Choose 'System Information'
- i) Press 'Edit'
- ii) Select the printing option:
  - Not to print
  - Print the 'full version'
  - Print the 'condensed version'
- iii) Press 'Save'

**For Data Entry Account:**

- iv) Go to 'My Profile' of the 'Menu'
- v) Press 'Edit'
- vi) Select the printing option:
  - Not to print
  - Print the 'full version'
  - Print the 'condensed version'
- vii) Press 'Save'

The printing option can also be selected each time by clicking the 'Printer' icon at the screen for confirming claim.

**SP 31. I saw the following message (Duplicate Claim Alert) in popup while making claims. What should I do?**



Ans. The popup serves as an alert to Service Provider to reduce the chance of making duplicate claims for an elder by error. When the popup is displayed during submission of a voucher claim, you should check whether a same voucher claim has been made for the elder and whether the current claim is a duplicate claim.

If you would like to review or amend the current claim, please press 'Not proceed' button and check the claim information. If the claim confirmed to be a duplicate claim, press 'Cancel' to cancel the claim submission. If errors in the claim are identified, you may amend the claim information as appropriate and submit the claim again.

If after checking, you confirm the information of the current claim is correct with no amendment required and would like to proceed to submit the claim, please press 'Proceed' button. Please note that if you proceed to submit this claim, this means you have confirmed that the claim is correct (i.e. not a duplicate claim).

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## *Public*

### *List of Enrolled Healthcare Service Providers*

#### **SD 1. Can I print the search result list?**

Ans. You may use the print function of browser to print. For example, if you are using Microsoft Internet Explorer, you can press the key 'Ctrl' and 'P' at the same time to invoke the print function.

You may set the page orientation to 'landscape' if some columns cannot be shown in one-page size.

### *Voucher Balance Enquiry*

#### **VR 1. Who can enquire voucher balance?**

Ans. One can view his/her voucher balance if he/she is eligible for the Health Care Voucher Scheme and has active eHealth (Subsidies) account.

#### **VR 2. How can I use the Interactive Voice Response System (IVRS) to check my voucher balance?**

Ans. Yes. You can. Please refer to the [IVRS call flow diagram](#).

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## Technical Problems

### **TP 1. What is the system requirement for using the eHealth System (Subsidies)?**

Ans. The eHealth System (Subsidies) has been tested for the following combinations of popular operating systems and browsers. This does not mean that eHealth System (Subsidies) cannot run on other environments, it only means that since we cannot fully test them on those environments, the systems may not behave as what we have intended, e.g. the screen displays may be distorted, the system performance may be degraded.

	Microsoft Windows 8.1	Microsoft Windows 10
Microsoft Internet Explorer 11 (Note 1)	Yes	Yes
Microsoft Edge	N/A	Yes

Note 1: For security and performance reasons, Microsoft only supports the most current version of Internet Explorer available for a supported operating system. We recommend users access eHealth System (Subsidies) through the latest version of Internet Explorer for their respective Windows operating system (Internet Explorer 11 in Microsoft Windows 8.1 or later versions).

In general, you also need to enable the following software items in your browser:

- Javascript
- Cookies
- TLS

For use with Smart Card Reader to read Smart Hong Kong Identity Card, Java Runtime Environment (JRE) version 8 or Smart ID Card Reading Software needs to be installed. (Please refer to TP 12 for download and installation of JRE or TP 13 for download and installation of Smart ID Card Reading Software.)

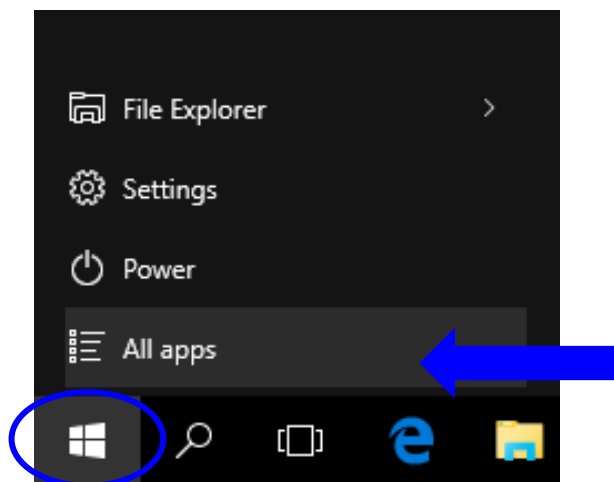
When a new operating system or browser is released to the public, we need to conduct compatibility tests to ensure proper function of the online services on the new operating system or browser. When compatibility issues arise, we may need to modify the online services. The whole process of modification and testing may take a few months to complete.

## **TP 2. How to open Internet Explorer 11 in Windows 10?**

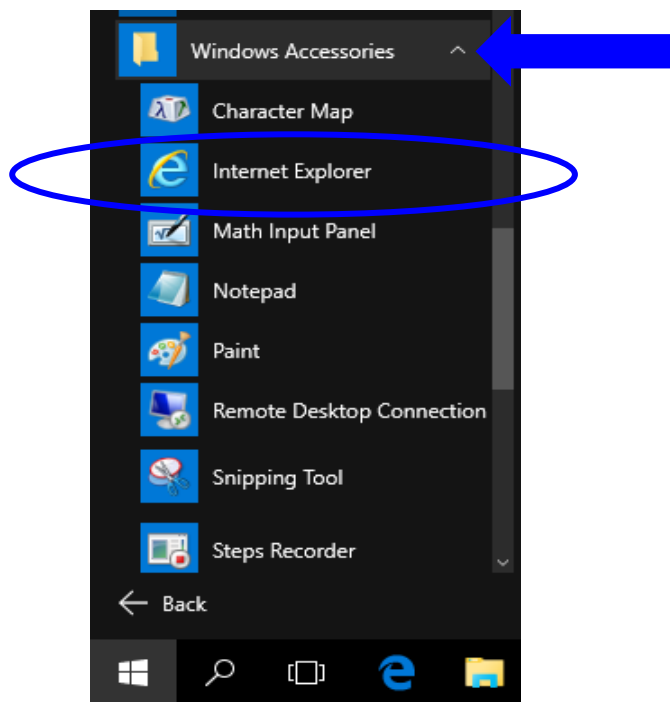
Ans. Please follow below steps to open Internet Explorer 11 in Windows 10

### **Method A**

1. Open Start menu  in the bottom left corner, select 'All Apps'

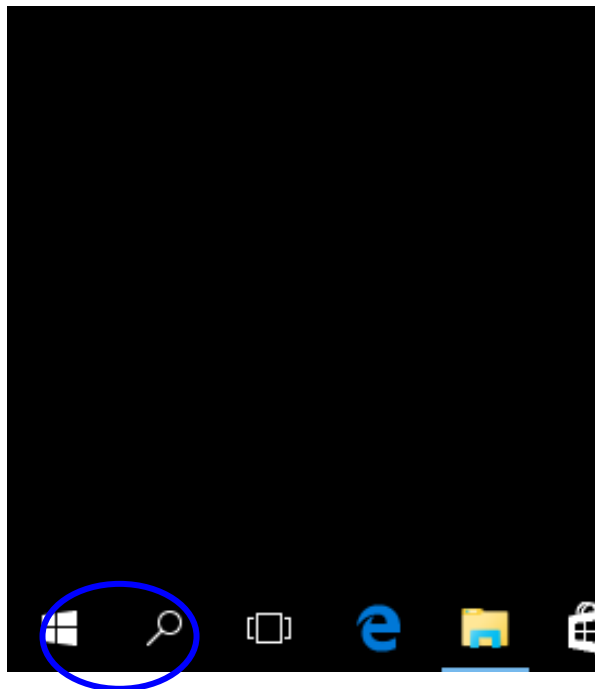


2. Expand 'Windows Accessories', select 'Internet Explorer'



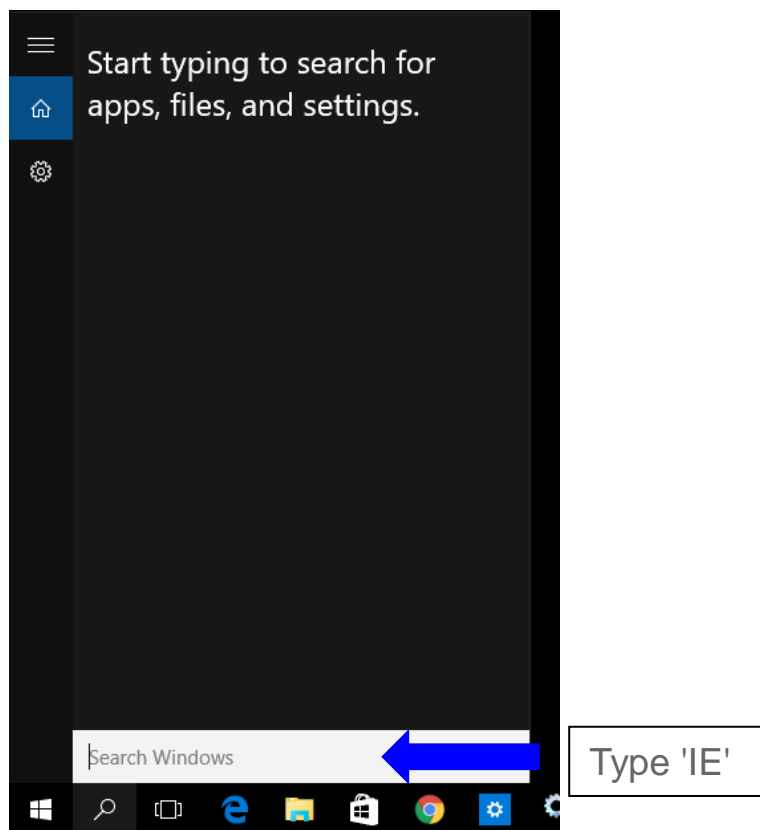
### Method B

1. Press Search icon in the bottom left corner

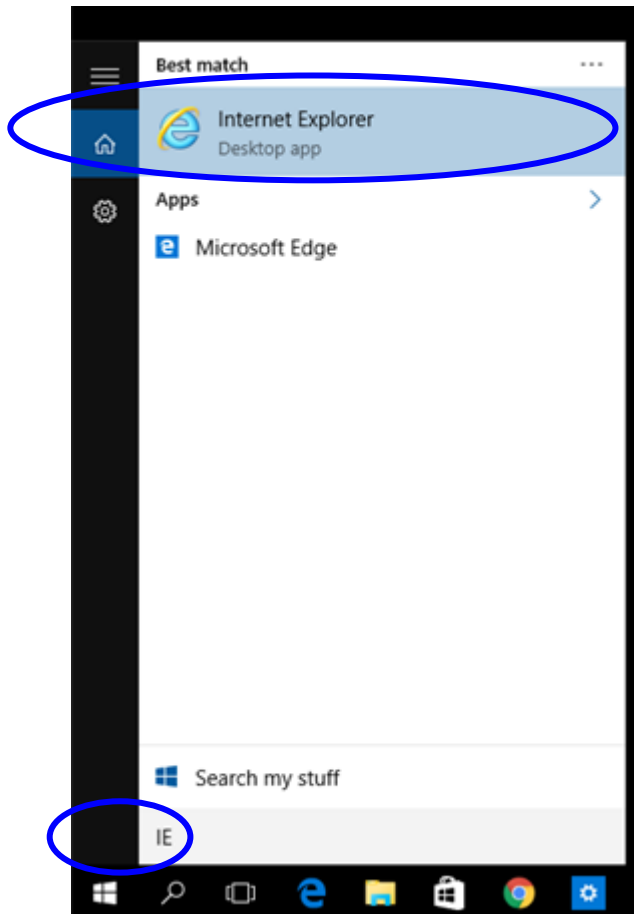


2. In the search bar type 'IE'





3. The shortcut for IE11 will be shown in the result box. Click the shortcut to open Internet Explorer 11



**TP 3. Why are some Chinese characters not displayed on my computer?**

Ans. You may need to download the [eHealth System \(Subsidies\) Supplementary Character Set](#) for display of those specially created Chinese character.

**TP 4. What is the recommended screen resolution for viewing eHealth System (Subsidies)?**

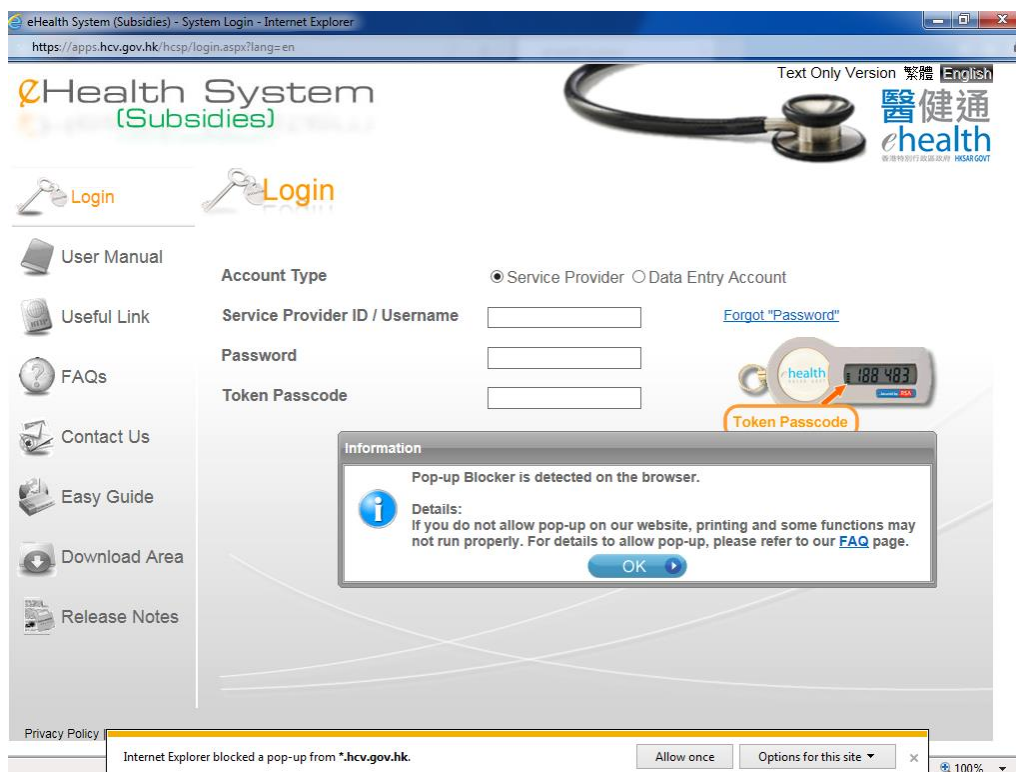
Ans. The eHealth System (Subsidies) is best viewed with screen resolution of 1024 x 768.

**TP 5. There is no response when pressing the right click button of mouse.**

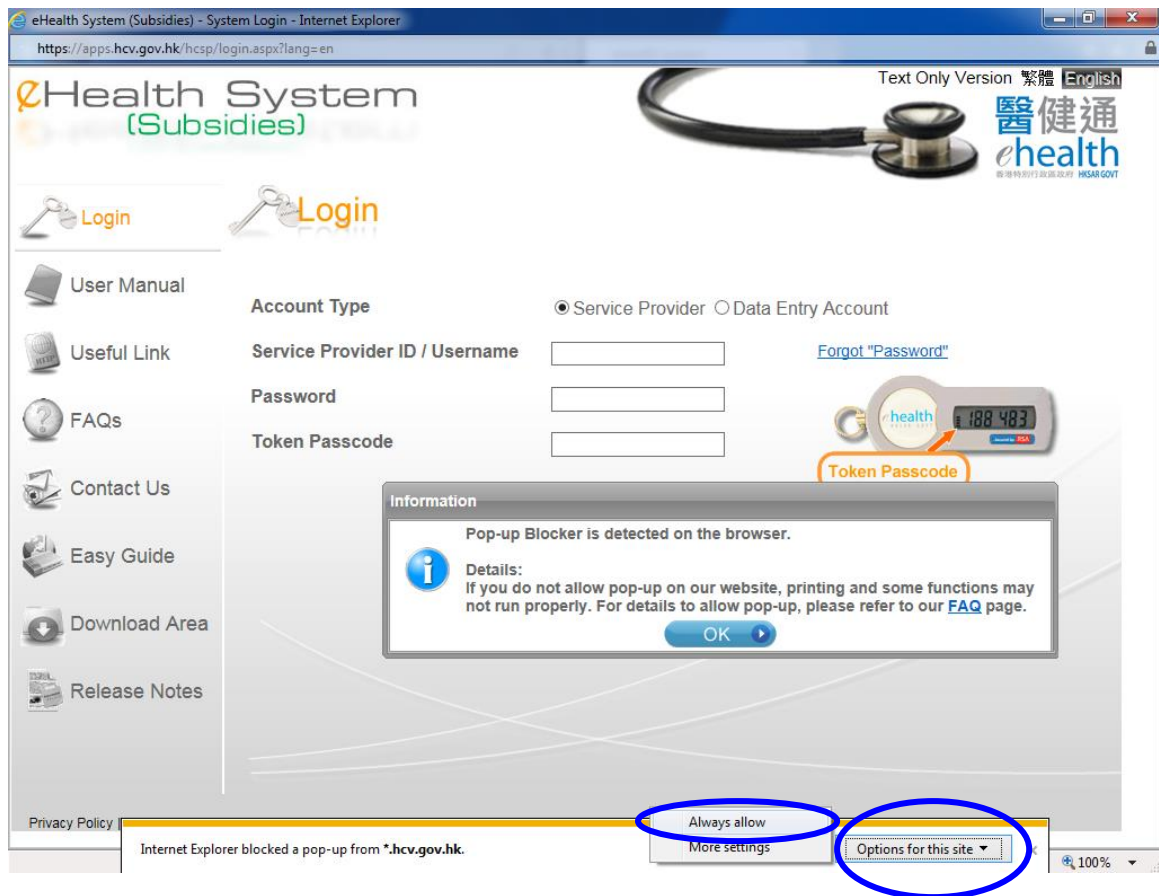
Ans. Under normal operation, right click button, address bar and the hot keys of the browser are disabled. However, by some external means, these buttons, address bar and hot keys may be enabled again.

Anyhow, you should never use these buttons, address bar and hot keys, as they will affect the normal flow of the application.

**TP 6. My browser has pop-up blocker enabled and does not allow the pop-up of windows. However, I saw the followings message in Login Page, what should I do?**

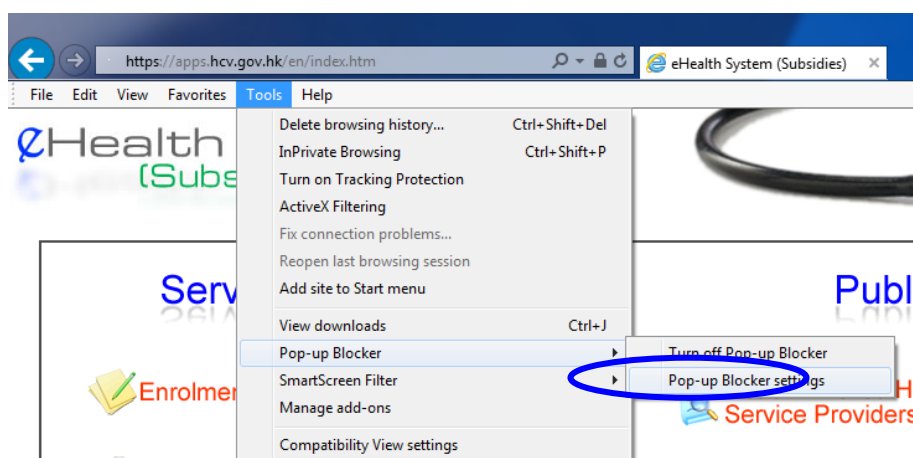


Ans. Please choose 'Option for this site' - 'Always Allow' as shown in below.

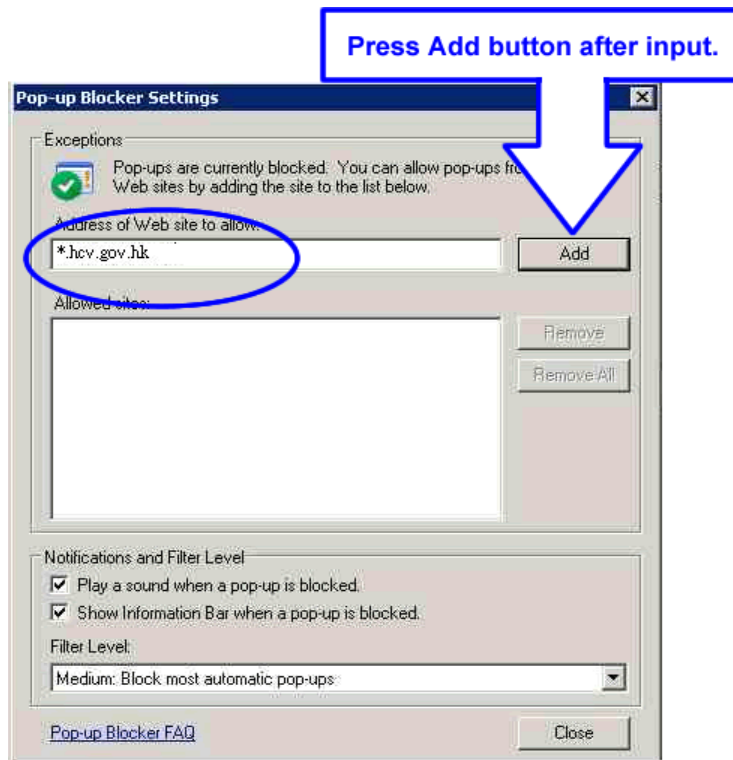


Or you can follow the following steps to change the setting.

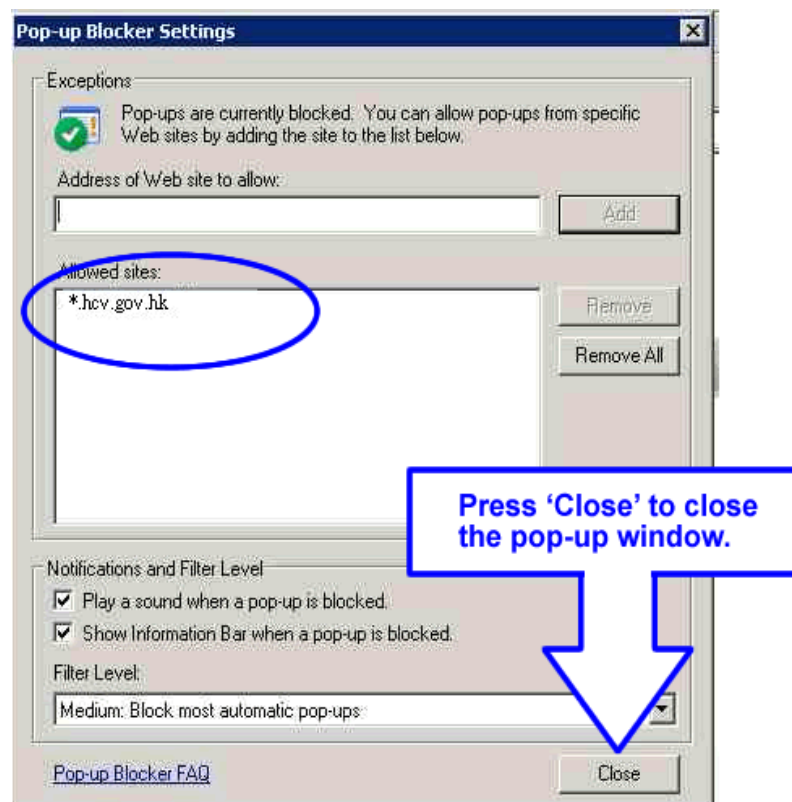
- i) In the browser menu, select 'Tools' - 'Pop-up Blocker' - 'Pop-up Blocker Settings...'



- ii) In the pop-up window of 'Pop-up Blocker Settings', input '\*.hcv.gov.hk' in the field 'Address of Web site to allow:'. Press 'Add' button.



- iii) The '\*.hcv.gov.hk' is shown in the 'Allowed sites:'. Press 'Close' button to close the popup window.



**TP 7. I got a warning message saying "Website Certified by an Unknown Authority" or "Secure Connection Failed". What should I do?**

Ans. The reason is that your computer has not been installed with the required certificates issued by the Hong Kong Post. Please refer to the following link to download and install the certificates.  
<http://www.gov.hk/en/about/helpdesk/faq/infosec/index.htm#q3>

**TP 8. I saw a blank page instead of the consent form in new window after pressing 'Print Consent Form' button. Why?**

Ans. Please check whether the installed Adobe Reader version is DC or above. As a lower version of the Adobe Reader may have this problem.

**TP 9. What is the additional system requirement for using the smart card reader facility for making subsidy claims in the eHealth System (Subsidies)?**

Ans. No additional system requirement is required.  
Please visit [https://apps.hcv.gov.hk/Documents/FAQs\\_e.pdf#TP](https://apps.hcv.gov.hk/Documents/FAQs_e.pdf#TP) for more information regarding the system requirement for using eHealth System (Subsidies).

However, you should install a smart card reader and make ready Java Runtime Environment (JRE) or Smart ID Card Reading Software in your computer to enable the card reader facility:

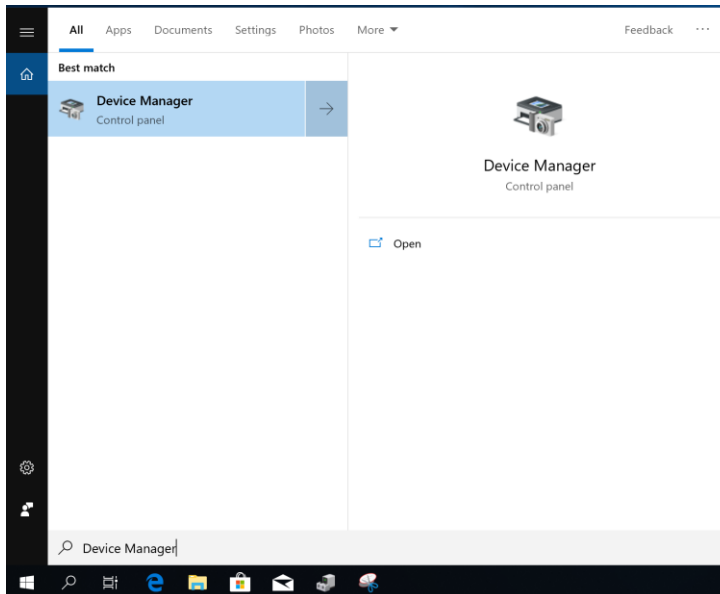
- a) A smart card reader to be supplied by Government (supporting ISO 7816 Smart Card Interface Standard and providing PC/SC driver); and
- b) JRE version 8 or Smart ID Card Reading Software.

**TP 10. How do I install the smart card reader to my computer?**

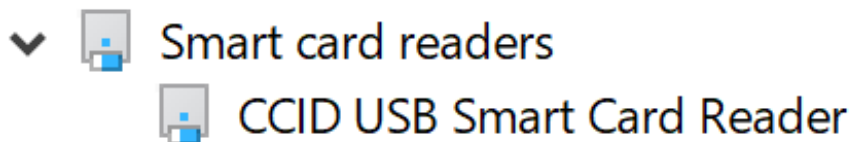
Ans. Please refer to the Quick Start Guide (enclosed in the package box of smart card reader) for installation of the smart card reader.

**TP 11. How do I check if the smart card reader has been properly installed in my computer?**

Ans. Type **Device Manager** in the search box on the taskbar and select it from the menu.



If the Windows Device Manager shows the Smart Card Reader device under the Smart card readers' device type, it confirms that the reader installation has been completed.



**TP 12. How do I install the Java Runtime Environment (JRE) version 8 into my computer?**

Ans. Please visit <http://java.com/en/download/manual.jsp> for download and installation of JRE and visit <http://java.com/en/download/installed.jsp> for verification of JRE in your browser.

**TP 13. How do I install the Smart ID Card Reading Software into my computer?**

Ans. Please download the software from the installation links and follow the procedures in "1.1 Installation on Windows" and "1.2 Installation on macOS" in User Guide for Installation and Using Smart ID Card

Reading Software for the Electronic Health Record Sharing System (eHRSS) and eHealth System (Subsidies) [eHS(S)] for installation and verification of the Smart ID Card Reading Software.

**TP 14. How do I insert the Smart Hong Kong Identity Card into the smart card reader?**

Ans. Insert your Smart Hong Kong Identity Card (contact chip face upward) into the reader, as shown in the following diagram:

Old Form of Smart ID Card

New Form of Smart ID Card



**TP 15. I saw an error message "Please ensure Java Runtime Environment (JRE) 8 is properly configured" when clicking the 'Read card and Search' button. What should I do?**

Ans. The appropriate version of JRE must be installed and enabled in your browser so as to use the card reader facility. Please refer to TP 12 for download and installation of JRE.

**TP 16. How do I operate the Smart ID Card Reading Software with Firefox?**

Ans. Please refer to "1.3 Importing of Digital Certificate into Firefox for Windows" and "1.4 Importing of Digital Certificate into Firefox for macOS" in User Guide for Installation and Using Smart ID Card Reading Software for the Electronic Health Record Sharing System (eHRSS) and eHealth System (Subsidies) [eHS(S)] for operating the Smart ID Card Reading Software with Firefox.

**TP 17. I saw the error message "Please connect a smart card reader". What should I do?**



Ans. A compatible model of smart card reader needs to be properly installed. Please refer to TP 10 for the installation of smart card reader.

**TP 18. I saw the error message "Cannot read card. Please insert the correct form of Hong Kong Smart ID Card and retry". What should I do?**

Ans. The Hong Kong Smart Identity Card must be properly inserted. Please make sure the direction of the card is inserted correctly. Please refer to TP 14.

**TP 19. I saw the error message "The smart card inserted is not a valid Hong Kong Smart Identity Card". What should I do?**

Ans. The smart card reader ONLY accepts Hong Kong Smart Identity Cards to facilitate the claiming of subsidies in the eHealth System (Subsidies).

**TP 20. I saw the error message "More than one Hong Kong Smart Identity Card is detected on the computer. Please remove unnecessary Hong Kong Smart Identity Card". What should I do?**

Ans. More than one Hong Kong Smart Identity Cards are detected on the PC. Please ensure that only ONE Hong Kong Smart Identity Card is inserted to the smart card reader and try again.

**TP 21. The green LED on the smart card reader keeps blinking, is this normal?**

Ans. Yes.

**TP 22. When the smart card reader is not functioning well, what should I do?**

Ans. Please continue with making subsidy claims by inputting the patient's personal information manually.

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