

MBS@Gov

User Guide



CONTENTS

1. INTRODUCTION	4
1.1 Background	4
1.2 Benefits of MBS@Gov	5
1.3 Medical Schemes for Civil Servants / Pensioners	6
1.4 Overview of MBS@Gov	8
2. MBS@GOV – LOG IN	12
2.1 Login Option 1 – Using AGD Password	12
2.2 Authorising Assistant to Access MBS@Gov	14
2.3 Login Option 2 – Using SingPass	17
3. MBS@GOV – MAIN MENU	20
4. CHECK PATIENT'S ELIGIBILITY / SUBMIT MEDICAL BILL	21
4.1 Check Patient's Eligibility and Submit Medical Bill (GP)	22
4.2 Check Patient's Eligibility and Submit Medical Bill (DC)	28
4.3 Batch submission	32
5. INQUIRE ON A MEDICAL BILL	34
5.1 Medical Bill Inquiry - Search screen	35
5.2 Medical Bill Inquiry - List screen	37
6. UPDATE MEDICAL BILL DETAILS	39
6.1 Update Medical Bill	39
6.2 Update Medical Bill - Acknowledgement	41
7. VIEW MEDICAL BILL DETAILS	42
7.1 View Medical Bill	42
8. ENQUIRE ON PAYMENT DETAILS	43
8.1 Payment Enquiry - Search screen	44

8.2	Payment Enquiry - List screen	45
9. ADMINISTRATION		46
9.1	Update Particulars	47
9.2	Update Bank Details	49
9.3	Change Password	51
10. E-MC		52
10.1	Introduction	52
10.2	Add Medical Certificate Details	53
10.3	Inquire/View Medical Certificate Details	56
10.4	Update Medical Certificate Details	59
11. FREQUENTLY ASKED QUESTIONS (FAQ)		63
11.1	General Enquiries	64
11.2	Participation Enquiries	65
11.3	Eligibility Enquiries	66
11.4	Payment Enquiries	67
11.5	Clinic Operations-Related Enquiries	68
11.6	Medical Benefits Enquiries	70
11.7	Patient-Related Enquiries	72
11.8	Electronic Submission of MCs	73
11.9	System Enquiries	74
11.10	Error Messages	76
Contact us		77
Appendix A	Application Form for Medical Billing System	78



1. INTRODUCTION



The Medical Billing System - MBS@Gov was introduced to allow General Practitioners (GPs) (This was subsequently extended to Dialysis Centre (DCs)) to claim the government's share of medical bills incurred by civil servants, pensioners and their dependants at private clinics.

GPs/DCs can submit their claims anytime within one month of the billing date of the receipt and they can expect to receive the consolidated payment from the Government on a weekly basis.

1.1 Background

Civil servants do not need to pay any cash up-front when they seek medical treatment at Polyclinics, Specialist Outpatient Clinics and Restructured Hospitals. The medical bills are automatically submitted to the Civil Service payroll system for deduction from the civil servants' salary. However, when civil servants visit GP clinics, they need to pay up-front, obtain a receipt, and submit a claim via the Civil Service claims system.

In 2006, the Accountant-General's Department (AGD) introduced the MBS@Gov system to streamline the process of private medical claims for civil servants. MBS@Gov allows civil servants and their dependants to visit GP clinics without having to pay the full fee up-front and getting reimbursement from the Government subsequently. The same benefit is extended to pensioners and their dependants who visit clinics on MBS@Gov.

We welcome all GPs and DCs to join the MBS@Gov network. To join MBS@Gov, please fill in the application form in [Appendix A](#) and mail the completed form to us.

For GPs currently on board MBS@Gov, we thank you for your continued support.

This User Guide provides a one-stop information on MBS@Gov. Instructions on using the system, as well as frequently asked questions, are compiled for your easy reference.

1.2 Benefits of MBS@Gov



- MBS@Gov serves up to 200,000 civil servants, pensioners, and dependants. The government's share of the medical bills can be directly credited into the designated bank accounts of GPs/DCs.
- GPs/DCs can use MBS@Gov at no charge.
- GPs/DCs can easily monitor the statuses of their bill submissions through the Bill Inquiry function in MBS@Gov.
- Civil servants, pensioners and dependants who visit MBS@Gov clinics pay less upfront and will not need to submit a medical claim subsequently.

1.3 Medical Schemes for Civil Servants / Pensioners



The following table summarises the various medical schemes for civil servants and pensioners:

Medical Schemes for Civil Servants / Pensioners

Fixed Amount on Ward Charges Scheme (FAW)	Free treatment at Government healthcare institutions. Entitled to claim a reimbursement of up to \$20 per visit at private clinics.
Co-Payment on Ward Charges Scheme (CPW)	Free treatment at Government healthcare institutions. Entitled to claim a reimbursement of up to \$20 per visit at private clinics.
Comprehensive Co-Payment Scheme (CCS)	Up to 85% of medical expenses and 60% of eligible dependants' medical bills will be subsidised. Entitled to claim a reimbursement of up to \$20 per visit at private clinics.
Medisave-Cum-Subsidised Outpatient Scheme (MSO)	Up to 85% of medical expenses and 60% of eligible dependants' medical bills will be subsidised. Entitled to claim a reimbursement of up to \$20 per visit at private clinics. Entitled to a total reimbursement of \$500 per year.

In MBS@Gov, GPs can check if the patient is eligible for government subsidy. The system also tracks the \$500 capping for patients under the MSO scheme and GPs are informed on the amount to be collected from the patient.



A civil servant, pensioner or his eligible dependant who receives dialysis at approved dialysis centres will be eligible for subsidised treatment according to his medical benefits scheme. Government will subsidise the dialysis on a cost-sharing basis, up to a maximum subsidy of \$190 per dialysis. For a civil servant or pensioner on the Medisave-cum-Subsidised Outpatient (MSO) Scheme, the subsidy is subject to the overall cap of \$500 for outpatient subsidy for the civil servant/pensioner and his dependant(s).

1.4 Overview of MBS@Gov



An overview of the functions available in MBS@Gov is as follows:

Overview of MBS@Gov

When the patient comes to the clinic	<ul style="list-style-type: none">• Patient will register at the clinic and identify himself / herself as a civil servant, pensioner or dependant.• After consultation with the doctor, the medical fee is determined.• Clinic can access MBS@Gov to check the patient's eligibility and determine the amount to be collected from the patient.
Access MBS@Gov	<ul style="list-style-type: none">• Login to MBS@Gov. For a step-by-step guide, please refer to Section 2 MBS@Gov – LOG IN on Page 12.• After login, you will see the MBS@Gov Main Menu (Figure 10 on Page 20).
Check on a patient's eligibility and submit a medical bill	<p>The patient's eligibility should be checked prior to billing the patient.</p> <ul style="list-style-type: none">• Check the patient's eligibility using the patient's NRIC / FIN, receipt date and <u>full</u> receipt amount.• If the patient is eligible for government subsidy and eligible to use MBS@Gov, the system will display the amount that the clinic should collect from the patient. Otherwise, an error message will be displayed and the clinic should collect the full amount from the patient.• Complete the Receipt No. before submitting the medical bill record to AGD. <p>For a step-by-step guide, please refer to Section 4 CHECK PATIENT'S ELIGIBILITY / SUBMIT MEDICAL BILL on Page 21.</p>



Inquire on a medical bill submitted

The Bill Inquiry function allows you to inquire on the medical bills submitted.

- You can inquire by
 - Receipt Date
 - Payment Date (only relevant if payment has been made to you by AGD)
 - Reference No.
- The inquiry can be further filtered by their statuses:
 - **Submitted**
Medical bills submitted to AGD but payment has not been processed yet
 - **Pending Payment**
Medical bills submitted to AGD and payment is being processed
 - **Paid**
Payment has been disbursed to the GP's designated bank account

For a step-by-step guide, please refer to **Section 5 INQUIRE ON A MEDICAL BILL** on **Page 34**.

Update / View medical bills submitted

Update medical bill details

You can update medical bills that are submitted, pending payment, or are paid.

- First, perform an inquiry to list all the relevant bills which are submitted.
- From the results list, select the bill which you would like to update, and the medical bill details will be retrieved and displayed for your update.

For a step-by-step guide, please refer to **Section 6 UPDATE MEDICAL BILL DETAILS** on **Page 39**.

View medical bill details

Medical bills that are pending payment or are paid can be retrieved for viewing. However, you will not be able to update the details.

- First, perform an inquiry to list all the relevant bills which are pending payment or are paid.
- From the results list, select the bill which you

would like to view, and the medical bill details will be retrieved and displayed for your viewing.

For a step-by-step guide, please refer to **Section 7 VIEW MEDICAL BILL DETAILS** on **Page 42**.

Inquire on Payment Details

The Payment Enquiries function allows you to inquire on payments that have been made to you by AGD. The submitted medical bills are batched together and consolidated into one payment voucher.

Example:

Period	Details
Monday – Sunday (8-12 Aug 11)	You have 20 medical bills submitted to AGD
Monday (15 Aug 11)	The 20 medical bills are sent for payment processing
Thursday (18 Aug 11)	AGD makes payment made to you for the 20 medical bills Thus Payment Date = 18 Aug 2011

For a step-by-step guide, please refer to **Section 8 ENQUIRE PAYMENT DETAILS** on **Page 43**.

Administration

You can update your particulars, bank details and change your password using the Administration function.

For a step-by-step guide, please refer to **Section 9 ADMINISTRATION** on **Page 46**.

A medical stethoscope with a black tube and silver-colored metal components is coiled on a plain white surface. A semi-transparent blue horizontal bar is positioned across the middle of the image, containing the text 'MBS@GOV User Guide' in a bold, orange, sans-serif font.

MBS@GOV User Guide

Access the MBS@Gov website at **<http://www.mbs.gov.sg>**.

There are **2 ways to login**:

- **AGD Password**
 - Refer to **Section 2.1 Login Option 1 – Using AGD Password**
- **SingPass**
 - Refer to **Section 2.3 Login Option 2 – Using SingPass**

2.1 Login Option 1 – Using AGD Password

Step 1:

You will need the following information:

- Your login ID (as assigned by AGD)
- Your password (as assigned by AGD)

Step 2:

Select 'AGD Password' at the login page (Figure 1).

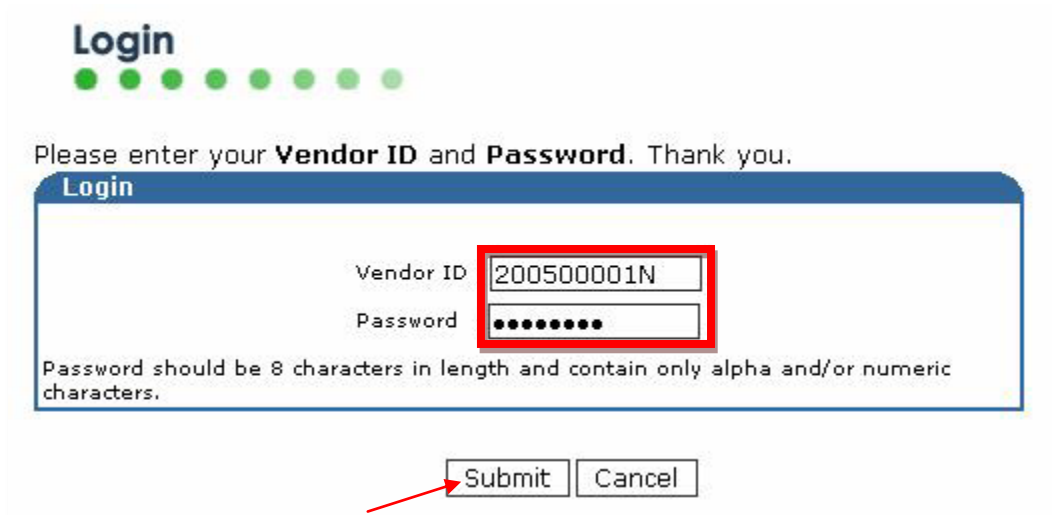
The screenshot shows the MBS@Gov login interface. At the top, there is a 'Login' header. Below it, the text 'I am logging in as Private Medical Practitioners using..' is displayed. Two buttons are visible: 'SingPass' and 'AGD Password'. The 'AGD Password' button is highlighted with a red rectangular box, and a red arrow points to it from the text below. Below the buttons, there is an 'Important' notice: 'Important : To use MBS@Gov e-services,' followed by two numbered instructions: '1) Ensure that you have been authorised by your organisation to access MBS@Gov' and '2) Get your SingPass or MBS@Gov pin ready'.

Figure 1: Login Option 1

Step 3:

You will then be prompted to enter your vendor ID and password (Figure 2).

- Enter your AGD assigned login ID and password
- Click 'Submit'



The image shows a web-based login interface. At the top, the word "Login" is displayed in a large, bold, blue font, followed by a horizontal row of seven green dots. Below this, a message reads: "Please enter your **Vendor ID** and **Password**. Thank you." Underneath the message is a blue-bordered box with the title "Login" in white. Inside this box, there are two input fields. The first is labeled "Vendor ID" and contains the text "200500001N". The second is labeled "Password" and contains eight black dots. A red rectangular box highlights both input fields. Below the input fields, a message states: "Password should be 8 characters in length and contain only alpha and/or numeric characters." At the bottom of the form, there are two buttons: "Submit" and "Cancel". A red arrow points to the "Submit" button.

Figure 2: AGD Password Login Screen

Step 4:

You will next see the MBS@Gov Main Menu screen (Figure 10 on page 20).

2.2 Authorising Assistant to Access MBS@Gov

Each clinic or dialysis centre is issued with a log-in ID. If billing is done by more than one person, the login ID holder can further authorise other staff members to access MBS@Gov via a function called Manage Assistant Acct. However the staff must have a Singapore Personal Access (SingPass). Application for SingPass can be done at website www.singpass.gov.sg.

Step 1:

To assign ID to assistant, log in using the log-in ID that AGD has provided.

Step 2:

Click the “Create/Delete ID” under Manage Assistant Acct on the left panel (Figure 3).

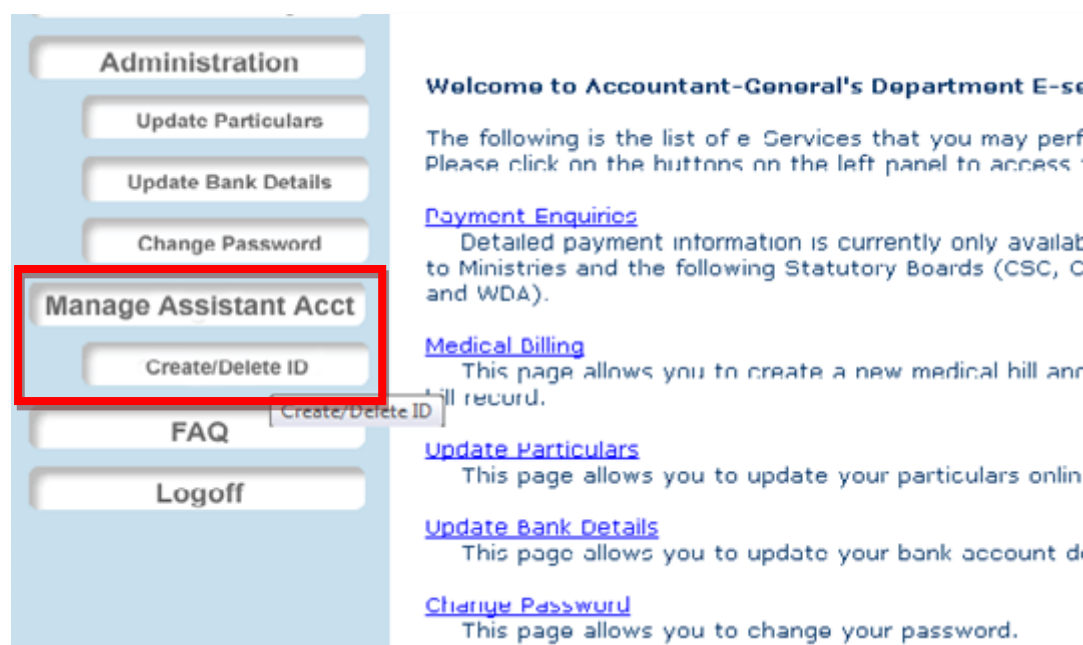


Figure 3: Manage Assistant Acct

Step 3:

Input the following information of the staff (Figure 4):

- Singpass ID (NRIC).
- Name.
- Email address.

The screenshot shows a web application titled "Create/Delete ID" with a progress indicator of seven green dots. A sub-header states, "This page allows you to maintain the assistants for your company." Below this, the "Vendor ID" is displayed as "GP0003".

The "New Assistant Information" section includes a note that "All fields are mandatory." and contains three input fields: "Singpass ID (NRIC)" with the value "S5850014C", "Name" with the value "GP Asst Name", and "Email" with the value "gpasstemail@xxxx.com.sg".

The "View/Delete Assistant" section features a table with two columns: "Assistant ID" and "Assistance Name/Email". The table is currently empty, displaying the message "No record found".

At the bottom of the form are two buttons: "Create" and "Cancel".

Figure 4: Manage Assistant Acct – Create/Delete ID

Step 4:

Click the 'Create' button below. Click 'OK' to confirm the creation of the assistant. (Figure 5)

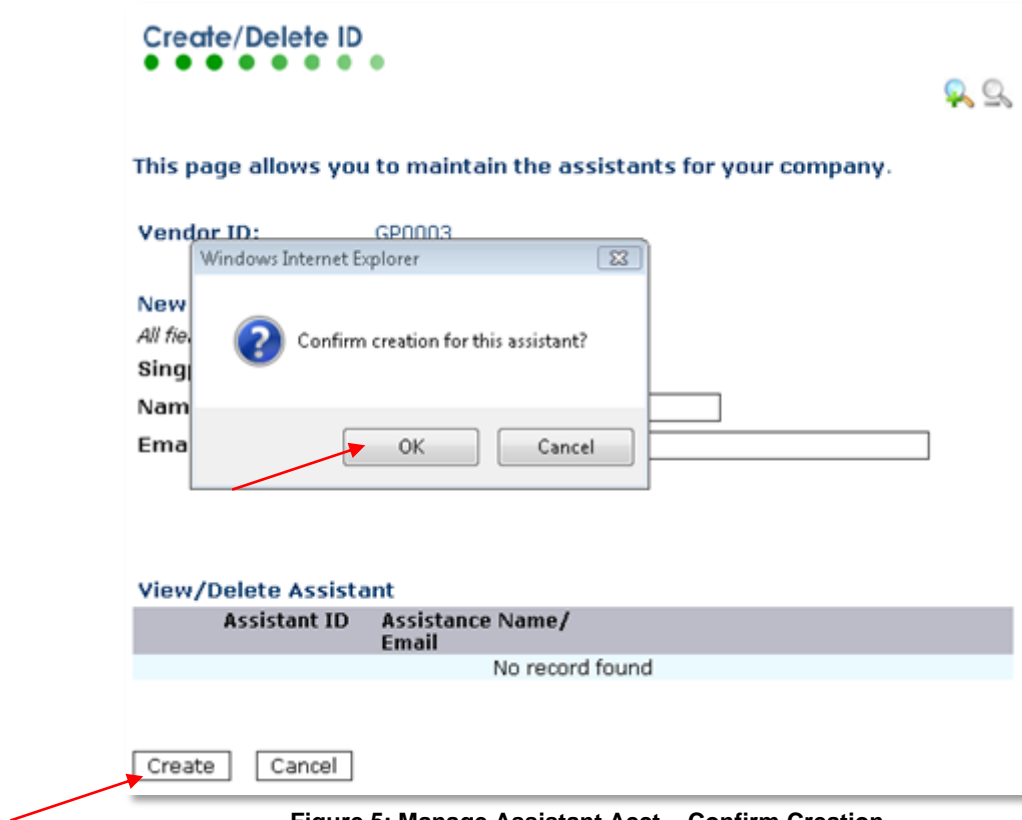


Figure 5: Manage Assistant Acct – Confirm Creation

Step 5:

Upon confirmation of the creation, the assistant will receive an email informing that he/she is able to access the MBS@Gov using SingPass.

2.3 Login Option 2 – Using Singpass

Step 1:

You will need the following information:

- Your identification no. (NRIC/FIN)
- Your SingPass password

Step 2:

Select 'SingPass' at the login page (Figure 6).



Figure 6: Login Option 2

Step 3:

System brings you to the SingPass webpage (Figure 7).

- Enter your SingPass ID (NRIC/FIN) and SingPass password
- Click 'Submit'



The image shows the SingPass login interface. At the top, there is a banner with the SingPass logo and the text 'Singapore Personal Access'. Below the banner, there is a 'Secure' indicator and a 'Welcome to SingPass Authentication Service' message. The main login area is enclosed in a red box and contains two input fields: 'SingPass ID' (with a hint 'Enter your Identification Number' and an example 'e.g. S1234567G, G1234567G') and 'SingPass' (with a hint '(8-24 characters, CASE-SENSITIVE)'). Below these fields is a checkbox labeled 'Tick here to change your SingPass'. At the bottom of the red box are 'Submit' and 'Cancel' buttons. Below the red box, there is a disclaimer: 'By clicking on the Submit button, you agree to be bound by the terms specified in the Terms of Use and Important Notes below.' followed by three links: 'For tips on Online Security. Click here.', 'Do not have a SingPass? Apply here.', and 'Forgot your Password? Reset here.'.

Figure 7: SingPass Login Screen

Step 4:

The system proceeds to authenticate the SingPass ID and SingPass. Upon successful SingPass authentication, you will see the redirection message, as shown in Figure 8.

NOTE: This message is for your information only, no action is required.

Redirection Message

Transaction is in progress. Please do not close this window or use the BACK/REFRESH/RELOAD functions of your browser before the transaction is completed.

If redirection does not occur within 2 minutes, please click on the button to redirect.

Continue with e-Service

Figure 8: SingPass Redirection Message Screen

Step 5:

If you see the message as shown in Figure 9, click 'Yes' to proceed.

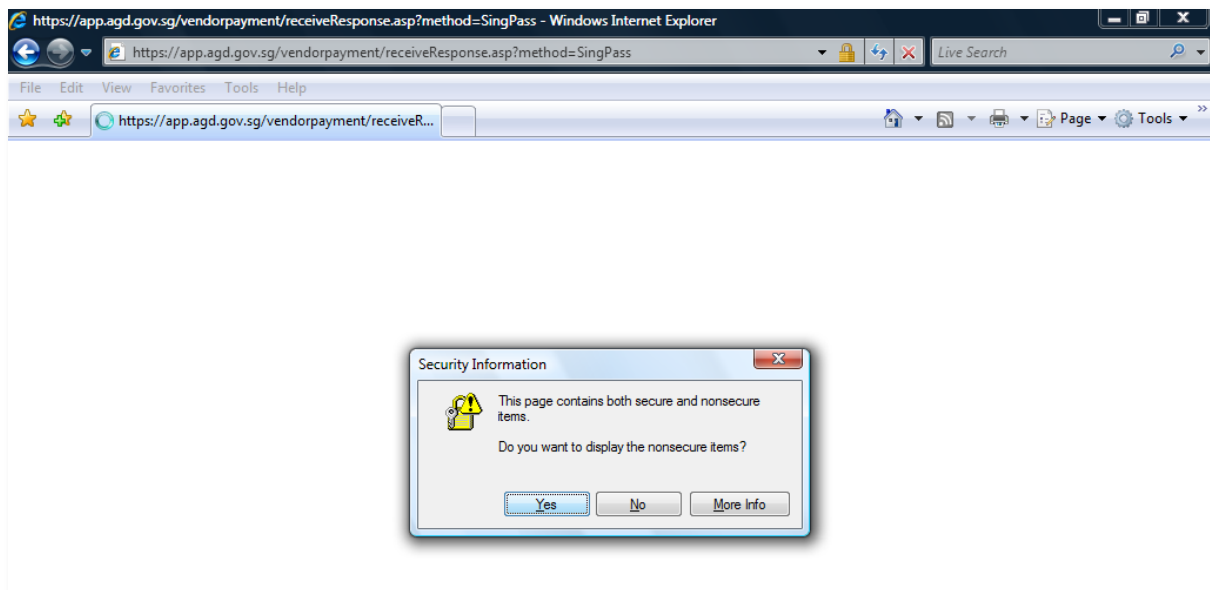


Figure 9: Security Message

Step 6:

You will next see the MBS@Gov main menu screen (Figure 10).

3. MBS@GOV – MAIN MENU

20

CONGRATULATIONS! You have successfully logged in to the system.

You are now able to access the e-services displayed at the Main Menu screen as shown in Figure 10.

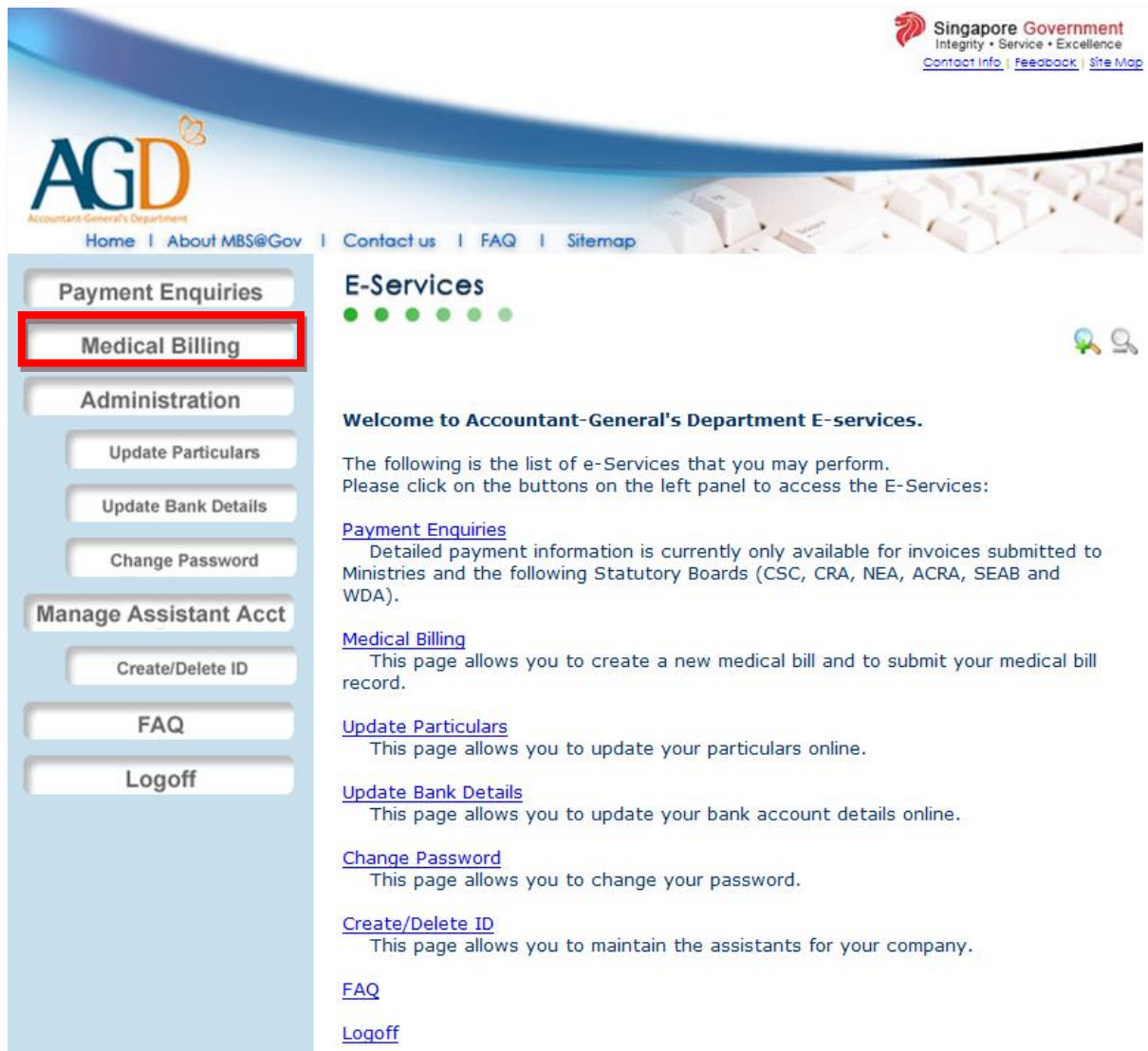


Figure 10: Main Menu Screen

Click on 'Medical Billing' to access the Medical Billing System. You will see the 'Medical Bill Eligibility/Submission' screen (Figure 11).

4. CHECK PATIENT'S ELIGIBILITY / SUBMIT MEDICAL BILL (GP)

21

The 'Medical Bill Eligibility/Submission' screen allows clinics/dialysis centres to:

- 1) **Check patient's eligibility** for government subsidy and eligibility to use MBS@Gov
- 2) **Submit the medical bill** of the patient

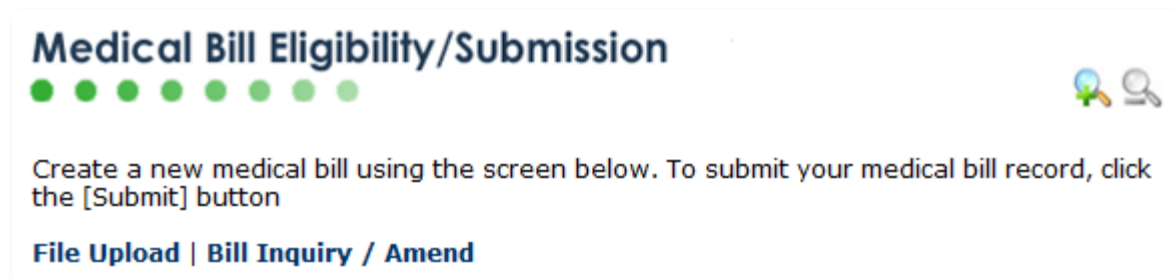


Figure 11: Medical Bill Eligibility/Submission page

4.1 Check Patient's Eligibility and Submit Medical Bill (GP)

22

Medical Bill Eligibility/Submission



Create a new medical bill using the screen below. To submit your medical bill record, click the [Submit] button

File Upload | Bill Inquiry

Medical Bill Eligibility / Submission

Vendor ID	:200500099X
Vendor Name	:TAN ANG HUA
*Licence No.	:94/946686/2005
Clinic Name	<div>Tan 's T&T Clinic & Surgery</div>
Bill Status	<div>5 STARS CLINIC TEST PLS DONT Tan 's T&T Clinic & Surgery</div>

Check Eligibility

* Patient ID No (NRIC/FIN)	:	<input type="text"/>	
Patient Name	:	<input type="text"/>	
* Receipt Amount (\$)	:	<input type="text"/>	
* Receipt Date (dd/mm/yyyy)	:	<input type="text" value="22/02/2007"/>	<input type="button" value="Calendar"/> <input type="button" value="Check Eligibility"/>

Bill Details

* Receipt No.	:	<input type="text"/>	<input type="button" value="Submit"/>
---------------	---	----------------------	---------------------------------------

Figure 12: Medical Bill – Check Eligibility / Submission Screen

Medical Bill Creation

Step 1:

Fill in field details. All mandatory fields are denoted with an “*”.

Step 2:

If your clinic assistant works at 2 different clinics, he/she does not need to have different IDs and passwords to login. He/she can simply select the correct clinic from the drop-down list as shown in Figure 12.

Step 3:

When entering the Receipt Date, you can click on the calendar and select the date that you want (Figure 13).

Medical Bill Eligibility/Submission

Create a new medical bill using the screen below. To submit your medical bill record, click the [Submit] button

File Upload | Bill Inquiry

Medical Bill Eligibility / Submission

Vendor ID :200500099X

Vendor <http://app-stg1.agd.gov.sg> - Calenda...

*Licenc

Clinic N

Bill Stat

urgery

Check

* Patie

Patie

* Recei

* Recei

Bill De

* Recei

Internet

Submit

Check Eligibility

Cancel

Prev	Feb 2007					Next
Sun	Mon	Tue	Wed	Thu	Fri	Sat
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28			

Figure 13: Medical Bill – Calendar

Check Medical Bill Eligibility

Step 1:

To check a patient's eligibility, enter the following fields:

- Patient ID No.
- Receipt Amount (Please enter the full amount before subsidy)
- Receipt Date (This is defaulted to the current date)
- Click 'Check Eligibility' (Figure 14)

Medical Bill Eligibility/Submission



Create a new medical bill using the screen below. To submit your medical bill record, click the [Submit] button

File Upload | Bill Inquiry

Medical Bill Eligibility / Submission

Vendor ID	:200500099X
Vendor Name	:TAN ANG HUA
*Licence No.	:94/946686/2005
Clinic Name	Tan 's T&T Clinic & Surgery
Bill Status	:Pending Submission

Check Eligibility

* Patient ID No (NRIC/FIN)	:S0049576Z	<input type="button" value="Check Eligibility"/>
Patient Name	:	
* Receipt Amount (\$)	:25	
* Receipt Date (dd/mm/yyyy)	:22/02/2007	

Bill Details

* Receipt No.	:	<input type="button" value="Submit"/>
---------------	---	---------------------------------------

Figure 14: Medical Bill – Check Eligibility Screen

Step 2:

System computes and displays patient's co-payment amount at the top of the screen (Figure 15). This is the amount that the clinic should collect from the patient.

Medical Bill Eligibility/Submission

Create a new medical bill using the screen below. To submit your medical bill record, click the [Submit] button

File Upload | Bill Inquiry

Amount to be paid by patient = \$15.00

The amount to be paid by the patient is displayed when you click on the 'Check Eligibility' button.

Medical Bill Eligibility / Submission

Vendor ID :200500099X
 Vendor Name :TAN ANG HUA
 *Licence No. :94/946686/2005
 Clinic Name Tan 's T&T Clinic & Surgery
 Bill Status :Pending Submission

Check Eligibility

* Patient ID No (NRIC/FIN) :S0049576Z
 Patient Name :BOON PHECK HIAN
 * Receipt Amount (\$) :25
 * Receipt Date (dd/mm/yyyy) :22/02/2007

Bill Details

* Receipt No. :RECEIPT-1234

To submit the medical bill, enter Receipt No. and click 'Submit'.

Figure 15: Medical Bill – Submission Screen

Note:

If the patient is not eligible for government subsidy or is not eligible to use MBS@Gov, an error message will be displayed instead. **The clinic should collect the full amount from the patient.** Please refer to **Section 11.3 on Page 66** for more details on eligibility.

Step 3:

To submit the medical bill, enter the Receipt No. and click 'Submit' (Figure 15).

Step 4:

System will prompt you for confirmation (Figure 16).

If the system detects a similar claim for the same officer (same receipt no. or same receipt date from the same clinic), it will prompt you to confirm the medical bill submission (Figure 17).

To proceed with the submission, click 'OK'.

Medical Bill Eligibility/Submission

Create a new medical bill using the screen below. To submit your medical bill record, click the [Submit] button

File Upload | Bill Inquiry

Medical Bill Eligibility / Submission

Vendor ID : 200500099X
 Vendor Name : TAN ANG HUA
 *Licence No. : 84/84666/2005
 Clinic Name :
 Bill Status :
 * Patient ID No (NRIC/FIN) :
 Patient Name :
 * Receipt Amount (\$) : 25
 * Receipt Date (dd/mm/yyyy) : 23/02/2007
 Check Eligibility
 * Receipt No. : RECEIPT-1234
 Submit
 Cancel

Microsoft Internet Explorer
 Confirm submit record?
 OK Cancel

Figure 16: Medical Bill – Submission Confirmation Screen

Microsoft Internet Explorer
 There is an existing/similar claim in the system, do you want to proceed with the submission?
 OK Cancel

Figure 17: Medical Bill – Duplicate Submission Confirmation Screen

Step 5:

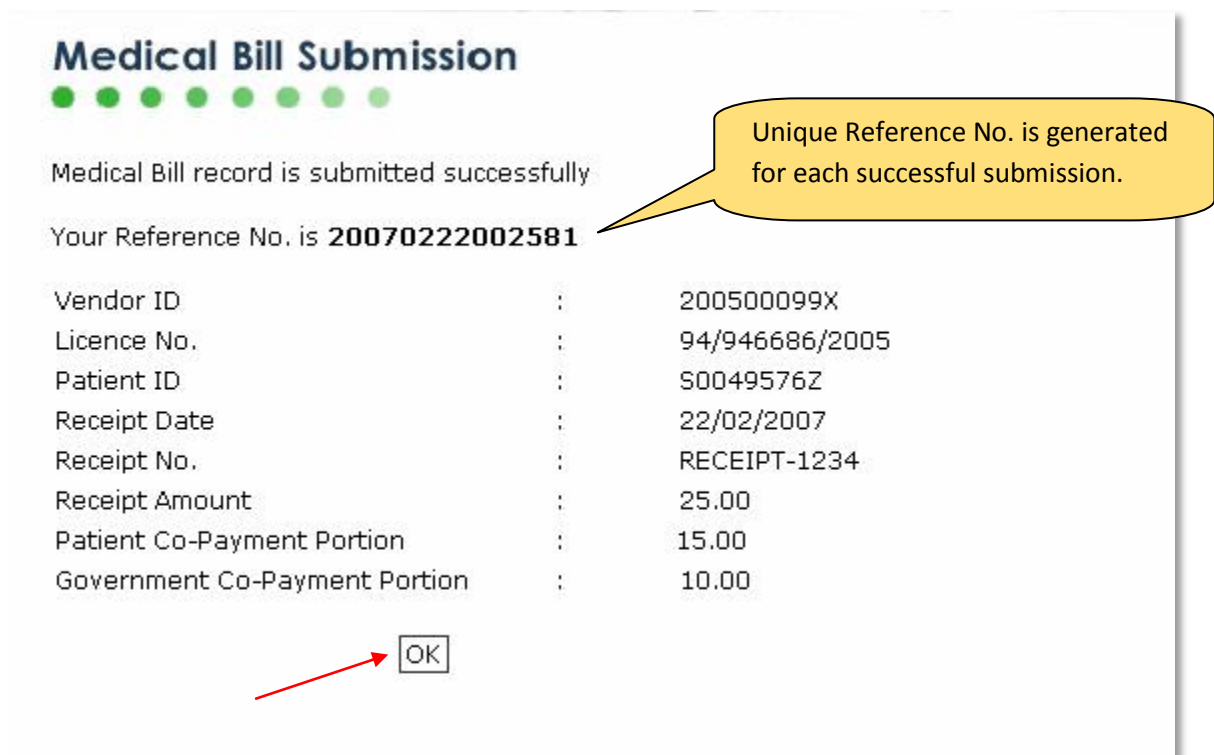
When the medical bill is submitted successfully, an acknowledgement page will be displayed (Figure 18).

Step 6:

The acknowledgement page contains a summary of the medical bill.
A unique Reference No. is generated for each successful submission.

Step 7:

Click 'OK' to exit this screen. You will return to the 'Check Eligibility / Submit Medical Bill' screen.



The screenshot shows a 'Medical Bill Submission' acknowledgement screen. At the top, the title 'Medical Bill Submission' is followed by a progress bar with eight green dots. Below this, a message states 'Medical Bill record is submitted successfully'. The 'Your Reference No.' is displayed as '20070222002581'. A yellow callout bubble points to this number, stating 'Unique Reference No. is generated for each successful submission.' Below the reference number is a table with medical bill details. At the bottom, there is an 'OK' button with a red arrow pointing to it.

Vendor ID	:	200500099X
Licence No.	:	94/946686/2005
Patient ID	:	S0049576Z
Receipt Date	:	22/02/2007
Receipt No.	:	RECEIPT-1234
Receipt Amount	:	25.00
Patient Co-Payment Portion	:	15.00
Government Co-Payment Portion	:	10.00

Figure 18: Medical Bill Submission Acknowledgement Screen

4.2 Check Patient's Eligibility and Submit Medical Bill (DC)

28

Medical Bill Creation and Check Medical Bill Eligibility

Step 1:

To check a patient's eligibility, enter the following fields (Figure 19):

- Patient ID No.
- Receipt No.
- Receipt Date
- Receipt Amount (Please enter the full amount before subsidy)

Create a new medical bill using the screen below. To submit your medical bill record, click the [Submit] button

[File Upload](#) | [Bill Inquiry / Amend](#)

Medical Bill Eligibility / Submission

Vendor ID : GP0800
Vendor Name : ELIAS CLINIC
Licence No. : TESTINGDC
Clinic Name : Dialysis Center testing central
Bill Status : Pending Submission

Billing Details

The amount to be paid by the patient is displayed when you click tap on the 'tab' or 'enter' key on your keyboard after filling the amount field.

Add New Details

S/N	Patient Details				Valid	Delete	
	ID						
	S0054512J		JESSE RALA				
	Receipt Details						
1	No	Date	Amount	Amount Payable (By Patient)	✓	✗	
	123456	01/07/2013	230	40.00			
	Medical Certificate Details [Optional]						
	No	Start Date	End Date				

Figure 19: Medical Bill – Billing Details screen

Step 2:

System computes and displays patient's co-payment amount next to the Amount field (Figure 19). This is the amount that the clinic should collect from the patient.

Step 3:

Click on the 'Add New Details' button to enter the record of the next patient (Figure 20).

Billing Details

Add New Details

S/N	Patient Details 1				Valid	Delete
1	ID	Name			✓	✗
	S0054512J	JESSE RALA				
	Receipt Details					
	No	Date	Amount	Amount Payable (By Patient)		
	123456	01/07/2013	230	40.00		
Medical Certificate Details [Optional]						
	No	Start Date	End Date			

S/N	Patient Details 2				Valid	Delete
2	ID	Name			⚠	✗
	Receipt Details					
	No	Date	Amount	Amount Payable (By Patient)		
Medical Certificate Details [Optional]						
	No	Start Date	End Date			

Fields would be highlighted in red whenever there is an error on the input. Click on the Validity button to see details of the error.

Figure 20: Medical Bill – Add New Details screen

Step 4:

To submit the medical bill, click 'Submit Billing Details' (Figure 21).

Step 5:

To clear all inputs, click 'Clear All Fields' at the bottom of the page (Figure 21).

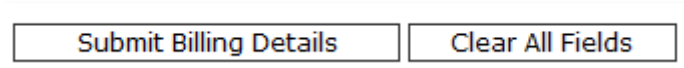


Figure 21: Submit Billing details/Clear All Fields

Step 6:

When the medical bill is submitted successfully, an acknowledgement page will be displayed (Figure 22).

Medical Bill Submission

Shown below are the list of the submitted claims

Legend

⚠ : Claim unsuccessfully submitted

✓ : Claim successfully submitted

File Upload | Bill Inquiry / Amend

Medical Bill Eligibility / Submission

Vendor ID : GP0800

Vendor Name : ELIAS CLINIC

Licence No. : TESTINGDC

Clinic Name : Dialysis Center testing central

Billing Details

S/N	Patient Details 1					Status
	ID	Name				
	S0217480D	JOSEPH MORRIS				
	Receipt Details					
	No	Date	Amount	Amount Payable (By Patient)	Amount Payable (By Government)	
1	wqwew234	01/07/2013	234	44.00	190.00	✓
	Medical Certificate Details [Optional]					
	No	Start Date		End Date		
	Transaction No.					
	20130715007831					

Figure 22: Medical Submission – Acknowledgement screen (Dialysis)

Step 7:

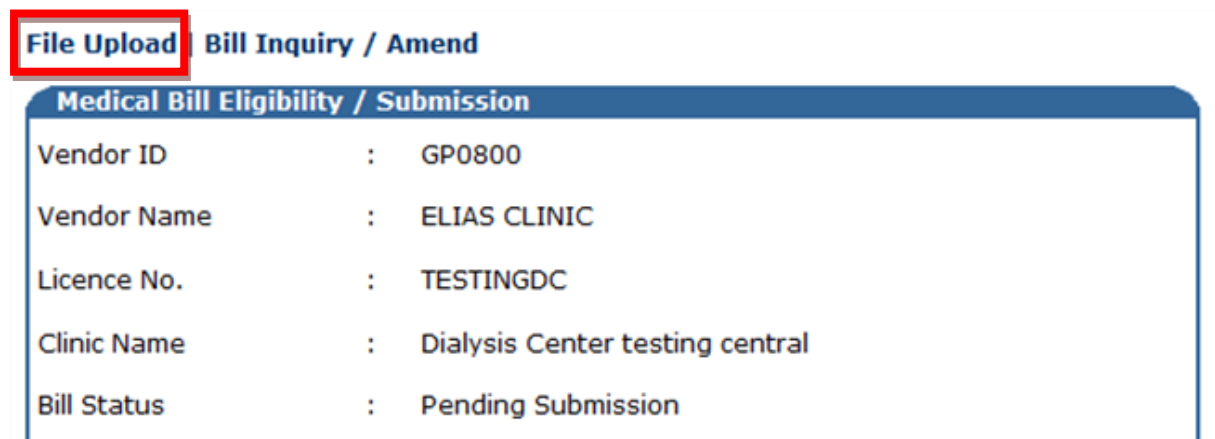
If the bill has been submitted successfully, a tick would be shown under the Status column and a Transaction No. will be generated (Figure 22).

4.3 Batch Submission

Medical Bill File Upload

Step 1:

Click on the 'File Upload' link to go into the Medical Bill File Upload page (Figure 23).



File Upload | Bill Inquiry / Amend

Medical Bill Eligibility / Submission	
Vendor ID	: GP0800
Vendor Name	: ELIAS CLINIC
Licence No.	: TESTINGDC
Clinic Name	: Dialysis Center testing central
Bill Status	: Pending Submission

Figure 23: Medical Bill – File Upload

Step 2:

Select and open the Excel macro found on figure 24.



Medical Bill File Upload

Click on browse button to select the file you wish to upload.

To ensure that the file to be uploaded conforms to the file format, you can do the following:

1. Download the [file format](#) document; or
2. Download an [Excel macro](#) which will assist you in your data entry and file generation. Thereafter, upload this medical billing file to the system

note: This will take 5 - 10 mins to upload your file.

Figure 24: Medical Bill File Upload

Step 3:

Key in the indicated fields found on the Excel macro file and click 'Generate File' button upon completion (Figure 24).

Enter Vendor ID:
Enter Licence No:

Patient ID (Max 9 char - NRIC/FIN)	Bill Option (Medical or Dialysis)	Receipt Amt (Max 6 digits plus 2	Receipt Date (dd/mm/yyyy)	Receipt No. (Max 16 char)	Medical Certificate No.	MC Start Date (dd/mm/yyyy)	MC End Date (dd/mm/yyyy)

Figure 25: Excel macro file

Step 4:

Save the Excel macro file into your folder.

Step 5:

Upload it onto the online system (Figure 24).

5. INQUIRE ON A MEDICAL BILL



The Bill Inquiry function allows clinics to enquire on medical bills submitted.

Step 1:

To enquire on a medical bill submitted, click on the 'Bill Inquiry' tab that is available at the 'Medical Bill Eligibility / Submission' screen (Figure 26).

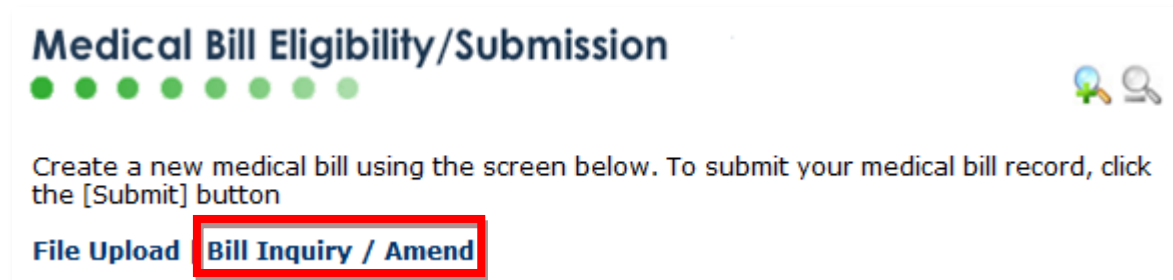


Figure 26: Medical Bill – Go to Bill Inquiry

Step 2:

Thereafter, the 'Medical Bill Inquiry' screen will be displayed (Figure 27).

5.1 Medical Bill Inquiry - Search Screen

Medical Bill Inquiry

Use the screen below to make inquiry on medical bills submitted

Medical Bill Inquiry

Search By : Receipt Date ▼

From : 01/07/2013 (dd/mm/yyyy)

To : 19/07/2013 (dd/mm/yyyy)

Status : Submitted ▼

Search Cancel

Figure 27: Medical Bill Inquiry – Bill Search Screen

Step 1:

You can do a search by

- Receipt Date
- Payment Date (only relevant if payment has been made to you by AGD)
- Reference No.

When searching by Receipt date or Payment day, specify the Date From and To range in '**dd/mm/yyyy**' format.

When searching by Reference No., specify the range of the Reference No. that you would like to look for.

Step 2:



Select the appropriate billing status, i.e.

- **Submitted**
Medical bills submitted to AGD but payment has not been processed yet
- **Pending Payment**
Medical bills submitted to AGD and payment is being processed
- **Paid**
Payment has been disbursed to the GP's designated bank account

Step 3:

Click 'Search'. Your medical billing records that match the specified search criteria will be displayed (Figure 28).

5.2 Medical Bill Inquiry - List Screen

The 'Medical Bill Inquiry List' screen shows the list of medical bills that have been submitted by your clinic.

Step 1:

To access the details of a particular medical bill, click on the Patient ID.

Note:

- If the status = 'Submitted', you can make amendments to the medical bill details and resubmit the record for processing.
- If the status = 'Paid' or 'Pending Payment', you can only view the medical bill details.

Step 2:

To view the medical bill details in a printer-friendly page, click 'Printable View'.
To print out the medical bill in hardcopy, click 'Print' (Figure 29).

Step 3:

To exit this screen, click 'Back to Medical Bill Inquiry'. You can then specify other search criteria.



Medical Bill Inquiry List



[Payment Enquiries](#) | [Medical Billing](#) | [Update Particulars](#) | [Update Bank Details](#) | [Change Password](#) | [Create/Delete ID](#) | [FAQ](#) | [Logoff](#) |

Information of your bills are kept in MBS@Gov for **up to six months**. You should print or save a copy for your reference if necessary.

To download your claim records information, please click [here](#).

[>>Printable View](#)

print the list of claim records.

Patient ID / Patient Name	Receipt No. / Receipt Date	Amount	Reference No.	Amend Bill?	Cancel Bill?
S0000675J Richard Torres	123	234.00	20130716007851	Amend	Cancel
S0027541G NOYNOY AQUINO		0.00		Amend	Cancel
S0217410C MARY MORRIS		0.00		Amend	Cancel
S0217480D JOSEPH MORRIS		0.00	20130715007831	Amend	Cancel
S0000675J Richard Torres	234 01/07/2013	123.00	18.45	104.55	Amend Cancel

Click on the relevant Patient ID hyperlink to access the medical bill details.

Click 'Amend' to amend bill.

Click 'Cancel' to delete bill.

Page 1 2 Next >>

Back to Medical Bill Inquiry

Figure 28: Medical Bill Inquiry – List Results Screen

Print							
Patient	Licence No	Receipt No	Receipt Date	Receipt Amount (\$)	Patient Co-payment (\$)	Govt Co-payment (\$)	Reference
S0000675J	TESTINGDC	123	08/07/2013	234.00	44.00	190.00	20130716007851
Richard Torres				Status: Submitted			
Submitted By:	GP0800	Payment Date: -					

Figure 29: Medical Bill Inquiry – Printer-Friendly Page

6. UPDATE MEDICAL BILL DETAILS



The Medical Bill Submission (Update) function allows clinics to make amendments to medical bills submitted. Please note that bills that are currently being processed or have been paid can no longer be updated.

6.1 Update Medical Bill

Step 1:

Perform a Bill Inquiry (Section 5). To update a medical bill record, select the appropriate record from the inquiry list results screen (Figure 28). The system will display the medical bill details for your update (Figure 30).

Step 2:

Make your amendment(s) and click 'Submit'.

Medical Bill Submission (Update)

Update medical a bill using the screen below. To update your medical bill record, click the [Submit] button

Medical Bill Submission (Update)	
Vendor ID	:200500099X
Vendor Name	:TAN ANG HUA
Licence No.	:94/946686/2005
Clinic Name	Tan 's T&T Clinic & Surgery
Bill Status	:Submitted
Check Eligibility	
* Patient ID No (NRIC/FIN)	:S0049576Z
Patient Name	: BOON PHECK HIAN
* Receipt Amount (\$)	:25
* Receipt Date (dd/mm/yyyy)	:22/02/2007
<input type="button" value="Check Eligibility"/>	
Bill Details	
* Receipt No.	:RC0049576
<input type="button" value="Submit"/>	

Figure 30: Medical Bill – Update Bill Details Screen

Step 3:

System will prompt you to confirm the submission (Figure 31).

If the system detects a similar claim for the same officer (same receipt no. or same receipt date from the same clinic), it will prompt you to confirm the medical bill submission (Figure 32).

To proceed with the submission, click 'OK'.

Medical Bill Submission (Update)

Update medical a bill using the screen below. To update your medical bill record, click the [Submit] button

Medical Bill Submission (Update)

Vendor ID :200500099X
 Vendor Name
 Licence No.
 Clinic Name
 Bill Status

Check Eligibility

* Patient ID No (NRIC/FIN) :S0049576Z
 Patient Name : BOON PHECK HIAN
 * Receipt Amount (\$) :25
 * Receipt Date (dd/mm/yyyy) :22/02/2007

Bill Details

* Receipt No. :RC0049576

A Microsoft Internet Explorer dialog box is overlaid on the form with the title "Microsoft Internet Explorer" and a question mark icon. The text inside the dialog box says "Confirm submit record?". There are two buttons: "OK" and "Cancel". A red arrow points from the "Check Eligibility" section of the form to the "OK" button in the dialog box.

Figure 31: Medical Bill – Update Bill Details Confirmation Screen

Microsoft Internet Explorer

There is an existing/similar claim in the system, do you want to proceed with the submission?

A Microsoft Internet Explorer dialog box is shown. It has a question mark icon and the text "There is an existing/similar claim in the system, do you want to proceed with the submission?". At the bottom, there are two buttons: "OK" and "Cancel". A red arrow points from the "OK" button back to the main form area.

Figure 32: Medical Bill – Duplicate Submission Confirmation Screen

6.2 Update Medical Bill - Acknowledgement

Step 1:

When the updated medical bill is submitted successfully, an acknowledgement page will be displayed (Figure 33).

Step 2:

The acknowledgement page contains a summary of the medical bill. The unique Reference No. remains as per the original submission.

Step 3:

Click 'OK' to exit this screen. You will return to the 'Check Eligibility / Submit Medical Bill' screen.

Medical Bill Submission

Medical Bill record is submitted successfully

Your Reference No. is **20070222002581**

Vendor ID	:	200500099X
Licence No.	:	94/946686/2005
Patient ID	:	S0049576Z
Receipt Date	:	22/02/2007
Receipt No.	:	RECEIPT-1234
Receipt Amount	:	25.00
Patient Co-Payment Portion	:	15.00
Government Co-Payment Portion	:	10.00

Figure 33: Medical Bill – Update Bill Acknowledgement Screen

The Medical Bill Details (View) function allows clinics to view medical bills that have been submitted and are pending AGD's payment or have been paid. Please note that you are no longer able to update these bills.

7.1 View Medical Bill

Step 1:

Perform a Bill Inquiry (Section 5). Filter by 'Pending Payment' or 'Paid' status (Figure 27 Page 35). Click 'Search'.

Step 2:

The results list screen (Figure 28) will be displayed with the list of record(s) satisfying your search criteria. Click on the respective Patient ID to view the medical bill details (Figure 34).

Medical Bill Details (View)

● ● ● ● ● ● ● ●

Medical Bill Details (View)	
Vendor ID	: 200500099X
Vendor Name	: TAN ANG HUA TAN ANG HUA
Licence No.	: 94/946686/2005
Bill Status	: Pending Payment
Check Eligibility	
Patient ID No. (NRIC/FIN)	: S0049576Z
Patient Name	: BOON PHECK HIAN
Receipt No.	: RC0049576
Receipt Date (dd/mm/yyyy)	: 22/02/2007
Receipt Amount(\$)	: \$ 25.00
Patient Co-payment Amount(\$)	: \$ 15.00
Govt Co-payment Amount(\$)	: \$ 10.00

[Back](#)

Figure 34: Medical Bill – View Bill Details Screen

Step 3:

After you have finished viewing, click 'Back'. You will return to the 'Medical Billing Inquiry' list page.

8. ENQUIRE ON PAYMENT DETAILS

34

The Payment Enquiries function allows clinics to enquire on payments made to you by AGD. Medical bills submitted are batched together weekly and consolidated into one payment voucher for payment.

To access the Payment Enquiries function, click on the 'Payment Enquiries' tab at the Main Menu. (Figure 10)

The 'Payment Enquiry' search screen will be displayed (Figure 35).

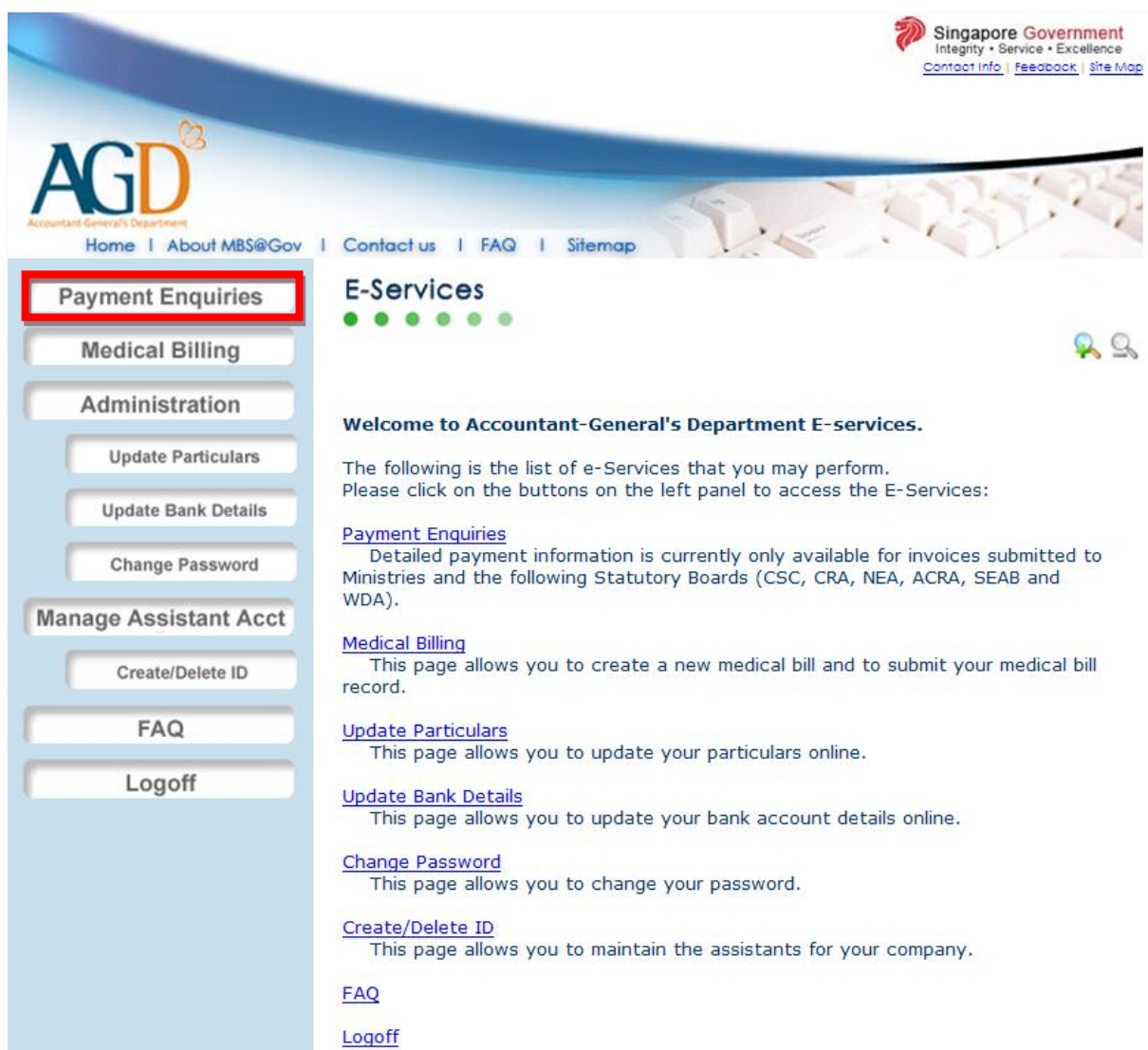


Figure 35: Main Menu Screen

8.1 Payment Enquiry - Search Screen



Payment Enquiries

● ● ● ● ● ● ● ● ●

Payment Date ▼ From 31/07/2006

To 17/08/2006

Sort by Payment Date ▼

Submit Cancel

Figure 36: Payment Enquiry – Payment Search Screen

Step 1:

You can do a search by

- Receipt Date
- Payment Date

Enter the Date From and To range in '**dd/mm/yyyy**' format.

Step 2:

You can sort the enquiry result by

- Invoice Number
- Invoice Date
- Payment Date
- Payment Reference

Click 'Submit'. Your detailed payment records that match the search criteria will be displayed (Figure 37).

8.2 Payment Enquiry - List Screen

45

The 'Payment Enquiry' list screen shows the list of payments that have been made to your clinic. You can click on a particular invoice number to view the details of the payment (Figure 38).

Click on the 'Payment Enquiries' hyperlink to return to the 'Payment Enquiries' search screen.

Click on the 'Medical Billing' hyperlink to access the 'Medical Billing Eligibility / Submission' screen.

Click 'here' to download the list of payment records into an Excel spreadsheet for your viewing.

Click on the relevant Invoice No. hyperlink to access the payment details.

Payment Enquiries

[Payment Enquiries](#) | [Medical Billing](#) | [Update Particulars](#) | [Change Password](#) | [Feedback](#)

Vendor Name : HEALTHCARE CLINIC PTE LTD

The following shows the payment statuses of your invoices processed in the last 2 months. If you do not contact the **Finance Officer** of the respective Ministry/Department to which you have supplied goods and services, the numbers are provided in this web-page.

To download your payment history information, please click [here](#).

Invoice No. / Invoice Date / Receipt Date	Net Amount / Currency / Total Amount	Contact Dept. / Tel. No.	Voucher No. / Payment Status	Payment Date / Type / Bank / Reference No.	Payee Bank / Account No.
384200500099X 7 Sep 2006 (Thu) 22 Feb 2007 (Thu) - 22 Feb 2007 (Thu)	10 SGD	MOD02 63320101	G0313002 Paid	31 Jul 2006 (Mon) GTR /	7171 1234567890

Figure 37: Payment Enquiry – List Screen

Details of Bills

Vendor ID : 200500099X **Vendor Name :** HEALTHCARE CLINIC PTE LTD
Licence No: 94/946686/2005

Medical Bill Summary

Patient ID	Patient Name	Receipt No.	Receipt Date	Receipt Amt (\$)	Patient Co-Payment Amt(\$)	Govt Co-Payment Amt(\$)
S0049576Z	BOON PHECK HIAN	RECEIPT-1234	22/02/2007	25.00	15.00	10.00

[Print](#)

Figure 38: Payment Enquiry – Bill Details Screen

The 'Administration' function allows clinics to update particulars, bank details, or change password.

At the Main Menu, select the appropriate tab – Update Particulars / Update Bank Details / Change Password (Figure 39).

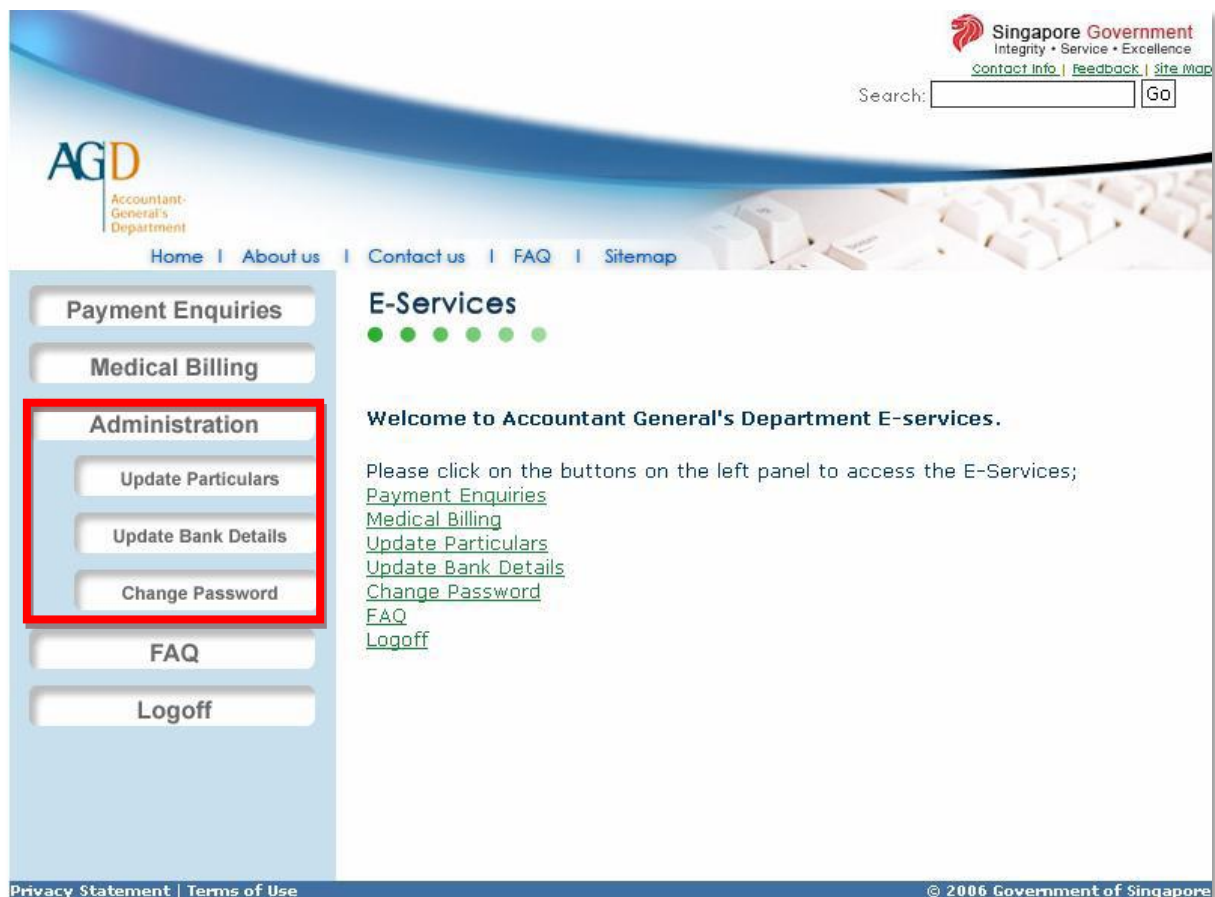


Figure 39: Main Menu Screen

9.1 Update Particulars

47

Step 1:

Select the 'Update Particulars' tab at the Main Menu. You will see a page similar to the one shown in Figure 40.

Step 2:

Amend your particulars accordingly. After that, click 'Update'.

Update Particulars

The following is/are the available address(es) and contact information based on your vendor ID.

Vendor Record SHARE - Government of Singapore
Vendor Address 1

Address Information

Address 1 BLK 123 HOUGANG AVE 1

Address 2 #01-1234

Address 3

Address 4

City SINGAPORE **Postal** 530123

County **State** -

Country Singapore

Contact Information

Email gp0000@gmail.com

Phone No 62345000

Fax No 63210000

Update **Cancel**

Figure 40: Update Particulars Screen

Step 3:

The system will prompt you to confirm the submission (Figure 41). To proceed with the submission, click 'OK'. You will be directed to a confirmation page (Figure 42) when you have successfully updated your particulars.

Update Particulars

● ● ● ● ● ● ● ● ● ●

The following is/are the available address(es) and contact information based on your vendor ID.

Vendor Record SHARE - Government of Singapore

Address Information

Address 1 BLK 108 HOUGANG AVE 1
Address 2 #01-1299
Address 3
Address 4
City SINGAPORE
County
Country Singapore

Contact Information

Email gp0240@gmail.com
Phone No 62845000
Fax No 62321000

Windows Internet Explorer

Proceed with update of address?

Figure 41: Update Particulars Screen

Update Particulars

● ● ● ● ● ● ● ● ● ●

Thank you for using Accountant-General's Department's Vendor Self-Update Service. Your details have been updated and will be available for use the next working day. Have a good day!

Figure 42: Confirmation Page

9.2 Update Bank Details

Step 1:

Select the 'Update Bank Details' tab at the Main Menu. You will see a page similar to the one shown in Figure 43.

Step 2:

Amend your bank details accordingly.

Update Bank Details

Fill in the form below to update vendor's bank account details

Interbank Giro Information

Vendor ID

: GP0000

You have 1 record(s) for your bank details :

Set Id

: **SHARE**

Sequence Number

: 1

Vendor Location

: EFT00

Vendor Status

: Approved

Name Status

: Approved

Name 1 *

:

Name 2

:

Bank Record Status

: Approved

Bank No and Name *

:

Branch No and Name *

:

Account No *

:

Note : Fields marked as * are mandatory to be filled

Figure 43: Update Bank Details Screen

All mandatory fields are denoted with an '*'.

Step 3:

Fill in the Direct Credit Authorisation Form (Appendix A) and submit it to AGD.

IMPORTANT:

Please submit the original endorsed **Direct Credit Authorisation Form** to "Accountant-General's Department, 100 High Street, #06-01 The Treasury, Singapore 179434".

If you are **NOT** a Singapore Citizen / Permanent Resident, you will also need to submit a photocopy of your (1) passport / identification card, and (2) bank book or bank statement reflecting your name and account number for verification.

Note: For overseas vendors who wish to receive payments via Telegraphic Transfer or Bank Drafts, please contact your client ministries for updates of your bank details.

Figure 44: Direct Credit Authorisation (DCA) Form

Step 4:

After updating your bank details, read through the terms and conditions and click 'Submit'.

(a) I/We hereby authorise the Government and Statutory Boards to credit payments due to me/us to the above account. Amounts so credited would constitute valid discharge of obligations due to me/us.

(b) This authorisation shall continue to be in force until I/we have notified you in writing.

(c) I/We hereby request and authorise the Government and Statutory Boards to obtain confirmation/verification of information relating to me/us and/or to my/our account(s) from/with the bank where the Account is maintained as stated in the form.

(d) In consideration of the Government and Statutory Boards acceding to my/our said request and in consideration the Bank confirming/verifying such information pursuant to the said request, I/we irrevocably consent to and authorise the Bank, including any officer thereof, to disclose any information whatsoever relating to me/us and to the Account as is necessary for the sole purpose of account validation and agree that such authorisation shall survive any termination of the Account. I/We agree that this consent shall survive the termination of any of the Account with the Bank and may be relied on and enforced as fully and effectively by the Bank as if it is addressed to the Bank.

Figure 45: Terms and Conditions

9.3 Change Password

15

Step 1:

Select the 'Change Password' tab at the Main Menu. You will see a page similar to the one shown in Figure 46.

Step 2:

Enter your current and new passwords. After that, click 'Change'.

A screenshot of a web form titled "Change Password". Below the title are eight green dots. The form contains three input fields: "Current password", "New password", and "Confirm new password". Below these fields is a note: "Password should be 8 characters in length and contain only alpha and/or numeric characters." At the bottom, there are two buttons: "Change" and "Cancel". A red arrow points to the "Change" button.

Figure 46: Change Password

Please take note of the following when keying in a new password:

1. Passwords should be 8 characters in length.
2. Password must contain only alpha and / or numeric characters.
3. The new password cannot be the same as the current password.

10.1 Introduction

A new feature has been introduced in the General Practitioner (GP) Medical Billing System (MBS@Gov) to allow the submission of Medical Certificates (MC) electronically.

This electronic submission of Medical Certificate (e-MC) function would eliminate the need for GPs to issue hardcopy MCs.

10.2 Add Medical Certificate Details



Upon checking the patient's eligibility, the system will display the amount to be paid by patient. Click on "Add Medical Certificate" to add MC details (See Figure 47).

Medical Bill Eligibility/Submission

Create a new medical bill using the screen below. To submit your medical bill record, click the [Submit] button

File Upload | Bill Inquiry / Amend

Amount to be paid by patient = \$40.00

Medical Bill Eligibility / Submission

Vendor ID : GP0240
Vendor Name : HME ACCOUNT 2
*Licence No. : 200001180K
Clinic Name : SINGAPORE FAMILY CLINIC & SURGERY
Bill Status : Pending Submission

Check Eligibility

* Patient ID No (NRIC/FIN) : S0722654C
Patient Name : JACOB ANG KIAN HOON
* Receipt Amount (\$) : 50
* Receipt Date (dd/mm/yyyy) : 14/09/2009

Bill Details

* Receipt No. : 1298

Figure 47: Medical Bill Eligibility/Submission

Upon clicking on 'Add Medical Certificate', the MC section will be displayed for you to enter the patient's MC Number and the Start and End Date of MC. See Figure 48.

- Enter the MC Number
- Enter the Start and End Date
- Click 'Submit' button to proceed
- Click 'Cancel Medical Certificate' button if you wish to cancel the MC details entered

Amount to be paid by patient = \$40.00

Medical Bill Eligibility / Submission
Vendor ID : GP0240
Vendor Name : HME ACCOUNT 2
*Licence No. : 200001180K
Clinic Name : SINGAPORE FAMILY CLINIC & SURGERY
Bill Status : Pending Submission

Check Eligibility
* Patient ID No (NRIC/FIN) : S0722654C
Patient Name : JACOB ANG KIAN HOON
* Receipt Amount (\$) : 50
* Receipt Date (dd/mm/yyyy) : 14/09/2009

Bill Details
* Receipt No. : 1298

Medical Certificate
Medical Certificate No. : MC01
Start Date (dd/mm/yyyy) : 14/09/2009
End Date (dd/mm/yyyy) : 14/09/2009

Figure 48: Medical Certificate Section at Medical Bill Eligibility/Submission

After the medical bill record is submitted successfully, you can view the MC details on the Medical Bill Submission Summary Page. See Figure 49.

Medical Bill Submission

Medical Bill record is submitted successfully

Your Reference No. is **20090914005723**

Vendor ID	:	GP0240
Licence No.	:	200001180K
Patient ID	:	S0722654C
Receipt Date	:	14/09/2009
Receipt No.	:	1298
Receipt Amount	:	50.00
Patient Co-Payment Portion	:	40.00
Government Co-Payment Portion	:	10.00
Medical Certificate No.	:	32422
Start Date	:	14/09/2009
End Date	:	14/09/2009

OK

Figure 49: Medical Bill Submission Summary Page

Note: System will disallow the submission of MC details under the following circumstances:

- (a) MC Start and End Date left blank when MC Number is entered
- (b) MC End Date earlier than Start Date
- (c) MC Start Date earlier than Receipt Date of Medical Bill

10.3 Inquire/View Medical Certificate Details

The system provides an inquiry function that displays a list of medical bills submitted for a period. To inquire the MC details of the medical billing records submitted, click on 'Bill Inquiry/Amend' tab at the top of the Medical Bill Eligibility/Submission screen. See Figure 50.

The screenshot shows a web application interface for 'Medical Bill Eligibility / Submission'. At the top, there are two tabs: 'File Upload' and 'Bill Inquiry / Amend', with the latter being selected and highlighted with a red box. Below the tabs is a form with the following fields and values:

- Vendor ID: GP0240
- Vendor Name: HME ACCOUNT 2
- *Licence No.: 200001180K
- Clinic Name: SINGAPORE FAMILY CLINIC & SURGERY (dropdown menu)
- Bill Status: Pending Submission

Below these fields are two sections:

- Check Eligibility**: Contains fields for * Patient ID No (NRIC/FIN), Patient Name, * Receipt Amount (\$), and * Receipt Date (dd/mm/yyyy) with a calendar icon. A 'Check Eligibility' button is to the right of the date field.
- Bill Details**: Contains a field for * Receipt No. and an 'Add Medical Certificate' button.

At the bottom of the form are 'Submit' and 'Cancel' buttons.

Figure 50: Medical Bill Eligibility/Submission Page – Go to Bill Inquiry

Upon clicking on 'Bill Inquiry/Amend', the search screen will be displayed. You can do a search by Receipt Date, Payment Date or Reference Date of the medical bill. Click on 'Search' button to proceed. See Figure 51.

Medical Bill Inquiry

● ● ● ● ● ● ● ● ●

Use the screen below to make inquiry on medical bills submitted

Medical Bill Inquiry

Search By : Receipt Date ▾

From : 14/09/2009 (dd/mm/yyyy)

To : 14/09/2009 (dd/mm/yyyy)

Status : Please Select ▾

Search Cancel

Figure 51: Medical Bill Inquiry – Bill Search Screen

The medical billing records that match your search criteria specified will be displayed on the Medical Bill Inquiry Page. See Figure 52.

Medical Bill Inquiry List

● ● ● ● ● ● ● ● ●

[Payment Enquiries](#) | [Medical Billing](#) | [Update Particulars](#) | [Update Bank Details](#) | [Change Password](#) | [Create/Delete ID](#) | [FAQ](#) | [Logoff](#) |

Information of your bills are kept in MBS@Gov for up to two months. You should print or save a copy for your reference if necessary.

To download your claim records information, please click [here](#).

[>>Printable View](#)

Patient ID / Patient Name	Receipt No. / Receipt Date	Receipt Amt(\$)	Patient Co-Pay(\$)	Govt Co-Pay(\$)	Payment Date	Reference No.	Amend Bill?	Cancel Bill?
S0722654C JACOB ANG KIAN HOON	1298 14/09/2009	50.00	40.00	10.00	-	20090914005723	Amend	Cancel
Sub Total For Bills Submitted		50.00	40.00	10.00				

[Back to Medical Bill Inquiry](#)

Figure 52: Medical Bill Inquiry – List of records that matched search criteria

Figure 53: Printable View

Figure 54: Medical Bill Details in View Format

၈၈

The system will allow the update of MC start and end date when the medical bill is under the status 'submitted'. To update the MC details, click on 'Amend' when you are on the Medical Bill Inquiry List Page. See Figure 55.

Medical Bill Inquiry List

Payment Enquiries | Medical Billing | Update Particulars | Update Bank Details | Change Password | Create/Delete ID | FAQ | Logoff |

Information of your bills are kept in MBS@Gov for up to two months. You should print or save a copy for your reference if necessary.

To download your claim records information, please click [here](#).

[>>Printable View](#)

Patient ID / Patient Name	Receipt No. / Receipt Date	Receipt Amt(\$)	Patient Co-Pay(\$)	Govt Co-Pay(\$)	Payment Date	Reference No.	Amend Bill?	Cancel Bill?
S0722654C JACOB ANG KIAN HOON	1298 14/09/2009	50.00	40.00	10.00	-	20090914005723	Amend	Cancel
Sub Total For Bills Submitted		50.00	40.00	10.00				

[Back to Medical Bill Inquiry](#)

Figure 55: Medical Bill Submission Page

When you are on the Medical Bill Submission Page, you can amend the MC details. Click on 'Submit' to submit the amended MC details. See Figure 56.

Medical Bill Submission (Amend)

Vendor ID : GP0240
Vendor Name : HME ACCOUNT 2
Licence No. : 200001180K
Clinic Name : SINGAPORE FAMILY CLINIC & SURGERY
Bill Status : Submitted

Check Eligibility

* Patient ID No (NRIC/FIN) : S0722654C
Patient Name : JACOB ANG KIAN HOON
* Receipt Amount (\$) : 50
* Receipt Date (dd/mm/yyyy) : 14/09/2009

Bill Details

* Receipt No. : 1298

Medical Certificate

Medical Certificate No. : 32422
Start Date (dd/mm/yyyy) : 14/09/2009
End Date (dd/mm/yyyy) : 16/09/2009

Figure 56: Amend Medical Claims Record and MC Details

After submission, you will be able to see the updated MC details on the Medical Bill Submission Summary Page (Figure 57) and the medical bill record in printable view format. See Figure 58.

Medical Bill Submission

Medical Bill record is submitted successfully

Your Reference No. is **20090914005723**

Vendor ID	:	GP0240
Licence No.	:	200001180K
Patient ID	:	S0722654C
Receipt Date	:	14/09/2009
Receipt No.	:	1298
Receipt Amount	:	50.00
Patient Co-Payment Portion	:	40.00
Government Co-Payment Portion	:	10.00
Medical Certificate No.	:	32422
Start Date	:	14/09/2009
End Date	:	16/09/2009

OK

Figure 57: Medical Bill Submission Summary Page – Updated MC Details

Print

Patient	Licence No	Receipt No	Receipt Date	Receipt Amount (\$)	Patient Co-payment (\$)	Govt Co-payment (\$)	Reference
S0722654C	200001180K	1298	14/09/2009	50.00	40.00	10.00	20090914005723
JACOB ANG KIAN HOON							Status: Submitted
MC: 32422 (14/09/2009 - 16/09/2009)							
Submitted By:	GP0240	Payment Date: -					
Sub Total For Bills Submitted				50.00	40.00	10.00	

Figure 58: Printable View of Medical Claims Record with Updated MC Details



Frequently Asked Questions

11. FREQUENTLY ASKED QUESTIONS (FAQ)



MBS@Gov Frequently Asked Questions (FAQ)

Dear Users of MBS@Gov,

We have compiled this FAQ to help you with the use of MBS@Gov. We hope you will find this FAQ useful.

- **General Enquiries**
- **Payment Enquiries**
- **Clinic Operations-Related Enquiries**
- **Medical Benefits Enquiries**
- **Electronic Submission of MCs**
- **System Enquiries**
- **Error Messages**

11.1 General Enquiries

Q1. What is MBS@Gov?

MBS@Gov is a user-friendly billing system which allows private clinics/dialysis centres to submit the medical bills of civil servants, pensioners and their dependants to the government. Private medical practitioners/dialysis centres will receive consolidated payments for the government share of the medical bills.

Q2. Is the Chronic Disease Management Programme linked to MBS@Gov?

No, these are two separate schemes. MBS@Gov is only available to civil servants and their dependants.

Q3. Is there any audit check by the government?

All government transactions are subject to audit done by the Auditor's General Office. The government might check on the relevant documents of the bills submitted if required.

11.2 Participation Enquiries

Q1. Are there any costs to use MBS@Gov?

No, the system is provided free of charge.

Q2. What are the requirements to sign up for the scheme?

There are no special requirements. All you need is a personal computer/laptop with internet access.

Q3. Who can participate in this billing arrangement?

The billing arrangement is open to all clinics and dialysis centres. Interested clinics/dialysis centres can send in their application forms to AGD. Please refer to [Appendix A](#) for the application form.

11.3 Eligibility Enquiries

Q1. Who is eligible to use MBS@Gov?

Civil servants, government pensioners and their dependants can use MBS@Gov. Please note that Statutory Board* officers, SAF uniformed personnel and all Full-time National Servicemen (NSF) are not covered under this arrangement currently. However, pensioners from Statutory Boards can use MBS@Gov. Private medical practitioners/Dialysis Centres should ensure that the patient is eligible by verifying his/her entitlement in MBS@Gov at all times.

*Examples of Statutory Boards are IRAS, ACRA, DSTA, EDB, MAS, PUB.

Q2. How do I identify a patient's eligibility?

All that is required is to key in the patient's NRIC number in the system to check the eligibility of your patients. You are strongly encouraged to verify the eligibility of every patient.

Q3. How can I ascertain if the patient is a civil servant, pensioner or dependant?

The patient should produce his/her Public Service card or Civil Service card to identify himself as civil servant, pensioner or dependant for the clinic to verify the eligibility of the patient online. If he/she is not able to produce either of these two cards, the clinic can also rely on the NRIC or any other document that has a photo of the patient on it. Below are samples of the Public Service Card and Civil Service Card.

Public Service Card



Civil Service Card



Q1. When are we required to submit the bill to MBS@Gov for reimbursement?

You should submit the bills at the point of the visit. Please note that you will not be able to submit bills which are more than one month from the date of visit.

Q2. How often will the medical bills be reimbursed?

The medical bills will be reimbursed weekly. Bills that are submitted by Tuesday will be paid on the Friday of the same week. Should a Public Holiday fall on a Thursday or Friday, the bills will be paid on the following working day.

Q3: How do I know whether the bills have been reimbursed?

You can check the status of the bills using the Payment Enquiries function of MBS@Gov. Please refer to **Section 8 Enquire on Payment Details** for a step-by-step guide on how to do so.

Q4. Will I receive any remittance advice to inform me about the payment?

Yes, you will receive a remittance advice via email or hardcopy mail whenever a payment is made to your clinic.

Q5. How do I print and keep track of the bills submitted?

You can view/print the medical bills submitted under the Medical Bills Inquiry function. Please refer to **Section 5 Inquire on a Medical Bill** for a step-by-step guide on how to do so.

Q6. How can I change my clinic's bank account in MBS@Gov?

Existing private medical practitioners can make use of the MBS@Gov application form to change their bank account particulars. You can send the completed form to Accountant-General's Department at 100 High Street #06-01, The Treasury, Singapore 179434.

Q7. If I have more than one clinic, can the payments be made to different bank accounts?

Yes, payments will be credited to the bank account that is specified for each clinic.

11.5 Clinic Operations-Related Enquiries



Q1. How can I allow my staff to access MBS@Gov?

First, you should ensure that your clinic staff has a SingPass. Application for SingPass can be done at the CPF website at www.cpf.gov.sg. Once the clinic staff has a SingPass, you can authorise your staff to access MBS@Gov via the Manage Assistant Acct. (Section 2.2 on Page 14)

Q2. If I do not wish to log on to check the eligibility status of the patient immediately, can I submit the bills subsequently?

You are strongly encouraged to check the eligibility of every civil servant, pensioner or dependant in MBS@Gov and not rely solely on their Public Service Card or Civil Service Card. However, if you do not wish to check the eligibility status of the patient at the point of consultation/payment, you can note down the patient's particulars and submit the bill later.

Please note that the government will not reimburse you if the patient is not eligible for medical subsidies.

Q3. What should be the amount that I key into the receipt amount field in MBS@Gov?

You should key in the entire amount of the receipt which you are billing the patient. MBS@Gov will prompt how much to collect from the patient and the government will co-pay the remaining amount.

Q4. How do we indicate on the receipts that a bill has been submitted?

You have to stamp on the receipts issued to patients to indicate that the Government's share has been billed directly to the Government.

Q5. What should I record as the receipt amount on the receipt?

You should record the full amount of the consultation and medical bill on your clinic receipt to the patient.

Q6: Do I still need to issue the receipt to my patients if I have submitted their claims via MBS@Gov?

Yes, this will allow the patients to track their visit records and they can refer to the receipt should any dispute arises.



Q7. If the patient loses his receipt and request for a duplicate receipt for his reference, what should I do?

If you issue a duplicate receipt, you should not submit this receipt subsequently in MBS@Gov if an earlier bill had been submitted through MBS@Gov for the government's share of the payment.

Q8. How long can I refer to the receipts submitted in MBS@Gov?

You can view the information in MBS@Gov for up to six months. You should constantly print or save a copy for your reference if necessary.

Q9. What if I key in a wrong NRIC number and another patient's record is retrieved?

You should ensure that all data entry is done correctly and check that the name of the patient in your clinic's records corresponds with the name in MBS@Gov. You should not be submitting bills for another patient.

Should the bill be submitted wrongly, you can cancel the bill under the Medical Bill Inquiry function. Please refer to **Section 5 Inquire on a Medical Bill** for a step-by-step guide on how to do so.

Q10. If the patient is not a civil servant, pensioner or their dependant, do I have to submit the bill via MBS@Gov?

No, you do not submit the bill in MBS@Gov.

Q11. How can I reconcile my receipt amount with the cash that I have collected not that civil servants and their dependants only pay their share upfront?

You can download a summary of the bills that have been submitted each day and it would indicate the government's co-payment to your clinic. You can then perform the reconciliation with your cash register.

Q1. What is the subsidy amount for the Civil servants, Pensioners and their Dependants?

The subsidy will be computed by the system, depending on the receipt amount and the medical scheme of the patient.

Q2. Are there any items that are not covered under this scheme?

Yes. Below is a list of non-subsidised items under the Medical Benefits Schemes.

1. Medical Investigations/Tests/Treatments e.g.
 - Accouchement and delivery fees
 - Assisted conception procedures
 - Sex reassignment
 - Ligation/sterilisation
 - Abortion
 - Cosmetic surgery
 - Circumcision
2. Health Screening (for diagnostic purposes will be claimable) e.g.
 - Multi-phasic health screening
 - Thalassemia screening
 - Cytological cervical smear
 - Mammogram screening
 - HIV screening
 - Hepatitis screening
3. Vaccinations e.g.
 - Hepatitis injections
 - Child immunizations
 - Personal travel-related vaccinations, e.g. malaria, dysentery, flu/fever etc
4. Medical Equipment/Aids e.g.
 - Wheelchairs
 - Walking aids
 - Joint braces
 - Blood pressure monitor
 - Kidney dialysis machine
 - CPAP machine
 - Glucometer

- Crutches (Claimable if for in-patient use)
- Hearing aids/Cochlear implants (Claimable if for in-patient use)

5. Items Not Related to Medical Treatment, e.g.

- Child Developmental Assessments
- Diet Counselling not arising from a medical condition
- Non-Medical items e.g. TV rentals, telephone charges
- Medical Reports and Hospital Admin Charges

6. Drugs/Medications/Products

(A) The following items are strictly not claimable:

- Retail items i.e non-formulary¹ and off-the-shelf items
- Branded drugs where non-branded generic drugs are available
- Medical consumables for homecare (e.g. dressings, stoma appliances, catheters, diapers, urine bags)
- Lifestyle drugs for non-medical conditions (e.g. weight management, smoking cessation, erectile dysfunction, family-planning, fertility, hair loss)
- Drugs and products for cosmetic treatment
- Feeds (e.g. milk products and food thickeners)
- Vitamins/Health Supplements unless it is in the hospital/institution formulary list²

(B) However some drugs can be claimable if the following conditions are met:

1. Prescribed by the doctor as necessary for diagnosis or treatment; and
2. Standard drug/treatment not available or suitable for diagnosis/treatment.

The above list is subject to changes from time to time.

¹. This refers to drugs that are not in the approved drug list of the hospital/institution.

² This refers to the approved drug list of the hospital/institution.

Q1. Are civil servants allowed to visit other clinics that are not under the MBS@Gov scheme and still claim through manual receipts?

Yes, they can. However with MBS@Gov, they can enjoy the convenience at those selected clinics.

Q2. Is there a restriction on the number of consultations a civil servant can seek from a clinic in a day?

There is no restriction on the number of consultation a civil servant can seek from a clinic in a day. However, the clinic should issue a unique receipt for each consultation.

Q3. Does a civil servant know how much medical subsidy he is entitled to for each visit?

The civil servant should know the medical subsidy amount that he is entitled to. However, clinics are still strongly encouraged to check the eligibility of the patient for the amount that the patient is required to pay upfront.

Q4. Are the civil servants aware of this billing arrangement?

Yes. All civil servants have been informed of this arrangement. In order to allow civil servants to identify the participating clinics easily, you have to display the MBS@Gov label that has been issued to your clinic.

Q5. Can a civil servant collect the medicine on behalf of their dependant?

As long as the civil servant can display the relevant identification paper for their dependant, they can collect the medicine.

11.8 Electronic Submission of MCs

Q1. What is an electronic MC (e-MC)? How do I use it?

This is a feature in MBS@Gov that allows the submission of MCs electronically. This eliminates the need for GPs to issue hardcopy MCs to civil servants. All clinics are welcomed to try out the electronic submission of MC (e-MC) function. For more information on the use of this e-MC function, please refer to Chapter 10 E-MC (Page 52)

Q2. With e-MC, do I still need to issue a hardcopy MC to the patient?

No, you will not need to issue a hardcopy MC to the patient.

11.9 System Enquiries

Q1. How do I login to the MBS@Gov?

You can login to MBS@Gov either through SingPass or the User ID and password issued by AGD.

Q2. What happens when MBS@Gov is unavailable and I cannot check the eligibility of the patient?

If MBS@Gov is unavailable, you can rely on the patient's PS Card or Civil Service Card to identify eligible patients. Please take note of the bill details and the time of the system downtime. You can then submit the bills once MBS@Gov is available.

Q3. I am operating in a 24-hours clinic. Can I access the system 24 hours?

MBS@Gov is available 24 hours daily and you will be able to access it. However, system performance might be slightly affected during system maintenance usually scheduled between 12 a.m. to 6 a.m.

Q4. Who can I contact if I encounter problems with the system?

You can log in your query through [AGD Helpdesk](#).

To facilitate our investigation, please provide relevant screenshots, where applicable. Refer to Q5 in this section on how to take a screenshot.

Q5. How do I take a screenshot / print screen?

On the screen that you would like to take a screenshot of, hit the "Print Screen" / "Prt Sc" button on your keyboard to make a copy of the screen. Paste the screenshot in a Microsoft Word document and save it in your computer. When you log in your query at AGD Helpdesk, upload the file as an attachment.

Q6. I am having difficulty in submitting claims. What should I do?

Step 1: Ensure that you are using a compatible browser (Internet Explorer 6 and 7). To find out which version you are using, go to Help → About Internet Explorer. Please note that MBS@Gov is currently not supported on Mozilla Firefox, Google Chrome or Apple Safari browsers.

For users of Internet Explorer 8, you have to click on the “Website Compatibility” button located beside the address bar, before logging in to MBS@Gov.

75



Q1. What do the following error messages mean?

Receipt does not fall within the eligible submission period.

The error message may mean that:

- The receipt has exceeded the 1 month submission period. The receipt can no longer be submitted for reimbursement. All receipts have to be submitted within a month from the date of consultation.
- The patient is no eligible to use MBS@Gov. Please proceed to bill patient for the full amount directly. Please refer to Q1 of the section on Eligibility Enquiries for more details on eligible patients.
- The wrong NRIC has been entered. Please check that the correct NRIC is entered.

Updated as at 19 July 2013

CONTACT US



If you have any queries, you can write to:

Financial Administration & Control
Accountant-General's Department
100 High Street #06-01
The Treasury
Singapore 179434

You can visit the MBS@Gov Portal www.mbs.gov.sg, for more information. Should you require further assistance, you may log a [AGD Helpdesk](#) ticket at the Contact Us section.

Photos courtesy of Health Promotion Board (HPB)



APPLICATION FORM FOR MEDICAL BILLING SYSTEM (DIRECT CREDIT AUTHORISATION)

(Only Original Form will be accepted)

Appendix A

This form may take you 10 minutes to fill in.

You will need the following information to fill in the form:

- The Private Medical Practitioner's (PMP) registration number (i.e. MOH License no., ACRA no., NRIC no., OR FIN No.)
- The PMP's bank account details

INSTRUCTIONS TO FILL IN THE APPLICATION FORM

(A) Important Points to Note to Ensure Prompt Payments:

- This form is used for **new PMP** who wishes to participate in the Medical Billing Scheme and to receive payment for the government co-payment by direct credit into the designated bank account as well as for **existing PMP** who wishes to change their existing details, such as bank account information, contact number, fax number or email.
- Please fill in Part I of the form and get your bank's endorsement in Part II.
- Mail the completed form to:
Accountant-General's Department
100 High Street
#06-01 The Treasury
Singapore 179434

(B) General Information

- For a Company, Business or Limited Liability Partnership registered with ACRA, you can obtain your ACRA registration number and ACRA registered name via ACRA website (www.acra.gov.sg). Select *Quick Links/Directory Search/Registered Business Entities* then enter your ACRA registration number or ACRA registered name.
- For an Individual, please ensure that you fill up your name **exactly as stated in your NRIC**.

