

MBS@Gov

Agenda

- Introduction
- Benefits of MBS@Gov
- Preparation of Participating Clinics
- Overview of the New Workflow
- Accessing MBS@Gov
- Navigation of Website
- Contacts

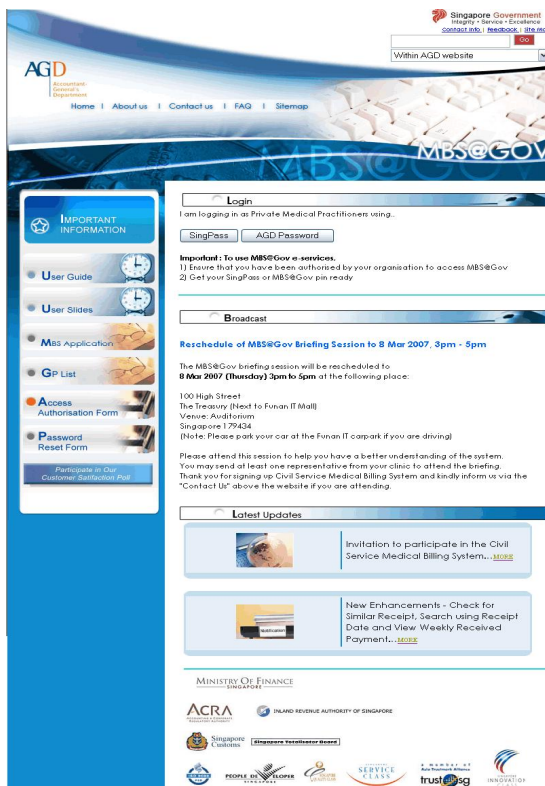
Introduction

- Implementation of new medical billing system to allow Private Medical Practitioners (PMPs) to claim the Government's share of the medical bills for bills incurred by Civil servants and their dependants
- PMPs will receive a consolidated payment from the Government

Benefits of MBS@Gov

- Serve 200,000 civil servants, pensioners and dependants
- Credit Government's share of medical bills directly into PMP's bank accounts
- Use of system is free for all PMPs
- Ease of online billing inquiry to track bills

MBS@Gov Website



- www.mbs.gov.sg
- Free of Charge
- Pilot phase
- Still open to all PMPs to sign up

Preparation for Participating Clinics

1. **PC/laptop and Internet access**

2. **ID and Password**
 - **AGD ID** – only one ID per clinic
 - Able to submit Medical Bills and view Payments
 - **SingPass**
 - Clinic Manager needs to authorise the doctor/ assistant to access MBS@Gov using SingPass
 - Submit Access Authorisation Form
 - Download from www.mbs.gov.sg
 - Able to submit and view pending Medical Bills only

Preparation for Clinics on Board

3. Decal



4. Self-inking stamp

This receipt has been billed to
the Government via
MBS@Gov.

Overview of the New Workflow

Overview

1. Eligible patients visit the PMPs and pay their portion of medical bills upfront



Civil Servants and dependants



Private Medical Practitioners

2. PMPs send Government's share of medical bills



MBS@Gov

3. Consolidated payments credited directly into PMPs' bank accounts

Overview of the new Workflow

1. VERIFY the patient's eligibility



2. COLLECT the patient's co-payment portion.

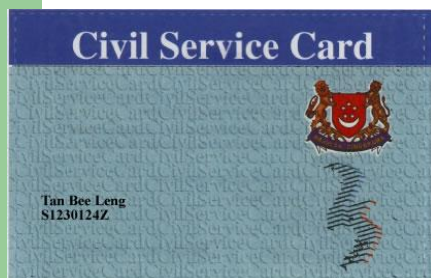


3. Submit the bill and **STAMP** on the issued receipt.

Public Service Card



Civil Service Card



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 = \$40.00

Medical Bill Eligibility / Submission	
Vendor ID	:TESTID022
Vendor Name	:VENDOR TESTNAME22
*Licence No.	:LIC-NO22
Bill Status	:Pending Submission
Check Eligibility	
* Patient ID No (NRIC/FIN)	:G1000001X
Patient Name	:ZHANG XINMEI
* Receipt Amount (\$)	:50
* Receipt Date (dd/mm/yyyy)	:04/10/2009 <input type="button" value="Check Eligibility"/>
Bill Details	
* Receipt No.	: <input type="text"/> <input type="button" value="Submit"/>

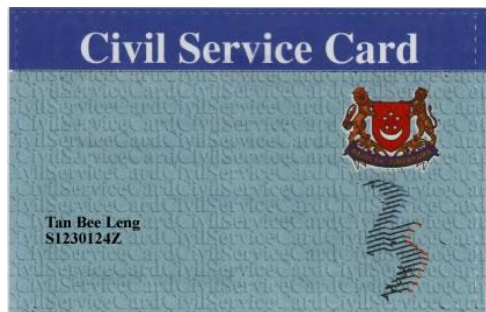
This receipt has been billed to the Government via **MBS@Gov**.

Step 1: Verify

Public Service Card



Civil Service Card



- Civil servant or dependant visits PMP.
- After the consultation, the patient will indicate that he is a civil servant or a dependant of a civil servant. If need be, he can display his NRIC or Civil Service Card (CSC) for verification

Step 1: Verify

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 = \$40.00

Medical Bill Eligibility / Submission	
Vendor ID	:TESTID022
Vendor Name	:VENDOR TESTNAME22
*Licence No.	:LIC-NO22
Bill Status	:Pending Submission
Check Eligibility	
* Patient ID No (NRIC/FIN)	:G1000001X
Patient Name	:ZHANG XINMEI
* Receipt Amount (\$)	:50
* Receipt Date (dd/mm/yyyy)	:04/10/2006
	<input type="button" value="Check Eligibility"/>
Bill Details	
* Receipt No.	: <input type="text"/> <input type="button" value="Submit"/>

□ The doctor or clinic assistant will access MBS@Gov and key in the NRIC number and other mandatory fields to check the eligibility status of the officer

□ MBS@Gov will prompt the amount to be collected upfront from the officer.

Step 2: Collect

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 = \$40.00

Medical Bill Eligibility / Submission

Vendor ID :TESTID022
 Vendor Name :VENDOR TESTNAME22
 *Licence No. :LIC-NO22
 Bill Status :Pending Submission

Check Eligibility

* Patient ID No (NRIC/FIN) :G1000001X
 Patient Name :ZHANG XINMEI
 * Receipt Amount (\$) :50
 * Receipt Date (dd/mm/yyyy) :04/10/2006

Bill Details

* Receipt No. :

□ The doctor / clinic assistant will then collect the amount indicated by the system upfront from the patient and key in the serial number of the receipt that is issued to the patient.

Step 3: Stamp



This receipt has been
billed to the Government
via **MBS@Gov.**

- Remember to indicate on the issued receipt with the following:

This receipt has been billed to the Government via **MBS@Gov.**

Non-Subsidised Items

- ☒· Accouchement and delivery fees
- ☒· Assisted conception procedures
- ☒· Sex reassignment
- ☒· Ligation/sterilization
- ☒· Abortion
- ☒· Circumcision
- ☒· Cosmetic surgery
- ☒· Multiphasic health screening
- ☒· Hepatitis "B" tests and injections
- ☒· Cytological cervical smear
- ☒· Thalassemia screening
- ☒· Mammogram
- ☒· HIV test
- ☒· Diet Counselling
- ☒· Other screening tests not ordered by the doctor
- ☒· Medical Aids e.g. wheelchairs, kidney dialysis machines, hearing
- ☒· Non-medical items eg. TV rentals, telephone charges

Payment Process

1. The clinic assistant can do a single or batch submission. All receipts must be submitted within a month since the date of consultation.

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 :S0750256G
 Vendor Name :Healthcare Clinic Pte Ltd
 *Licence No. :LIC-22222
 Bill Status :Pending Submission

- Check Eligibility -

* Patient ID No (NRIC/FIN) :S0049576Z
 Patient Name :
 * Receipt Amount (\$) :28
 * Receipt Date (dd/mm/yyyy) :28/07/2008

- Bill Details -

* Receipt No. :

AGD
Accountant-
General's
Department

Payment Enquiries
 Medical Billing
 Administration
 Update Particulars
 Change Password
 FAQ
 Logout

Medical Bill File Upload

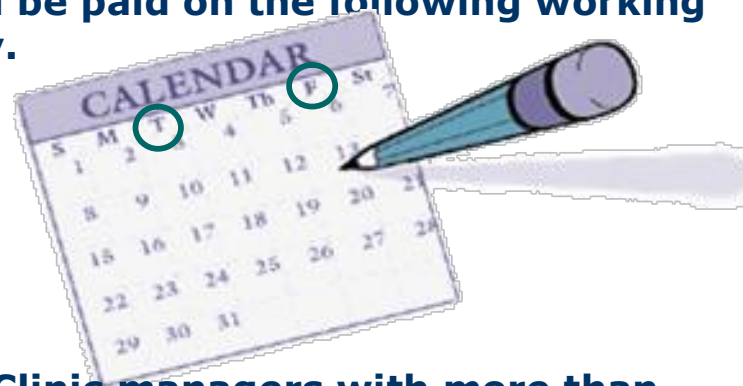
Medical Bill File Upload
 Click on browse button to select the file you wish to upload.

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



2. Payment will be made on a weekly basis. Bills that are submitted by Tuesday will be paid on Friday of the same week. Should a Public Holiday falls on Thursday or Friday, the bills will be paid on the following working day.



3. Clinic managers with more than one clinic

Payments will be credited to the bank account that is specified for each clinic

View and Update Medical Bills

Medical Billing Inquiry List

Payment Enquiries | Medical Billing | Update Particulars | Change Password | FAQ | Logout |

The following shows a list of records satisfying your search criteria. Please note that claim records submitted more than 2 months are house-kept from this system.

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

Patient ID	Patient Name	Licence No.	Receipt No.	Receipt Date	Receipt Amt(\$)	Patient Co-Payment Amt(\$)	Govt
S7912354A	TAN LI SI	LIC-NO21	12341234	03/10/2006	20.00	10.00	
S0151123C	TONY TAY	LIC-NO21	12341111	03/10/2006	100.00	90.00	
Sub Total For Bills Submitted					120.00	100.00	

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 :TESTID021
 Vendor Name :VENDOR TESTNAME21
 Licence No. :LIC-NO21
 Bill Status :Submitted

Check Eligibility

* Patient ID No (NRIC/FIN) :S7912354A
 Patient Name : TAN LI SI
 * Receipt Amount (\$) :20
 * Receipt Date (dd/mm/yyyy) :03/10/2006

Bill Details

* Receipt No. :12341234

- After you have submitted the medical bills, you can view or update your bill details.
- Information in MBS@Gov are kept up to 2 months. You should constantly print or save a copy for your own reference if necessary.

Accessing MBS@Gov

Option 1

1. Via AGD issued ID and password

Login

I am logging in as Private Medical Practitioners using..

SingPass AGD Password

Please enter your **Vendor ID** and **Password**. Thank you.

Login

Vendor ID : 29402033

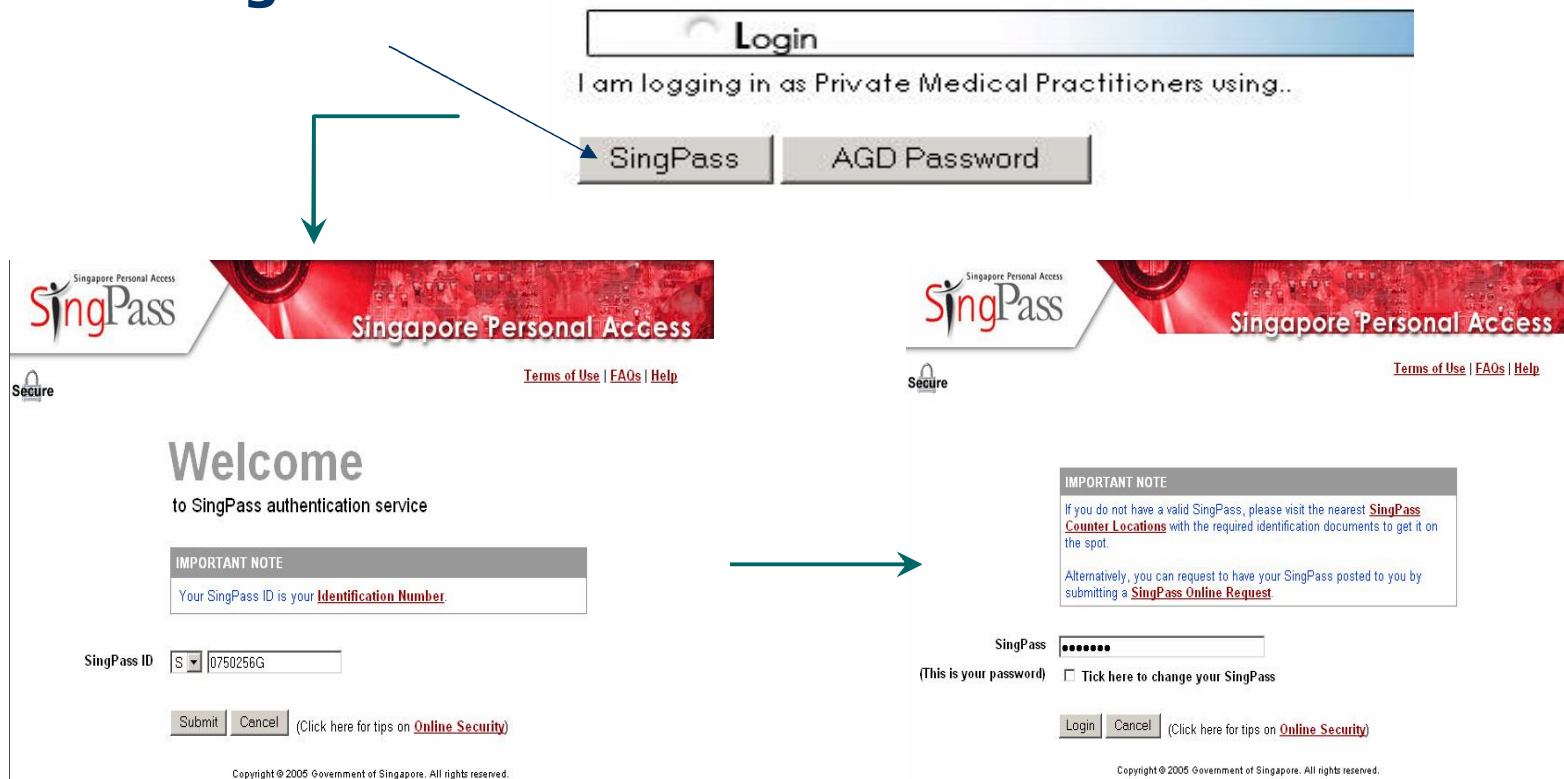
Password : ●●●●●●●●

Password should be 8 characters in length and contain only alpha and/or numeric characters.

Submit Cancel

Option 2

2. Via SingPass



Navigation of Website

Functions

1. Submission
2. Inquiry on Medical Bills
3. View and Update
4. Enquiry on Payment

1. Submission (1)

Single Submission

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	:S0750256G
Vendor Name	:Healthcare Clinic Pte Ltd
*Licence No.	:LIC-22222
Bill Status	:Pending Submission
Check Eligibility	
* Patient ID No (NRIC/FIN)	:S0049576Z
Patient Name	:
* Receipt Amount (\$)	:25
* Receipt Date (dd/mm/yyyy)	:28/07/2008
	<input type="button" value="Check Eligibility"/>
Bill Details	
* Receipt No.	: <input type="text"/> <input type="button" value="Submit"/>

I. Verify the patient's NRIC or Civil Service Card (CSC)

II. Key in 3 madatory fields to check the eligibility:

- NRIC number
- Total consultation fee
- Receipt date

III. Key in the last field for submission

- Receipt number

1. Submission (2)

Batch Submission

Medical Bill File Upload

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

I. Select and open the Excel macro.

II. Key in the indicated fields.

III. Save the excel file into your folder.

IV. Upload it into the online system.

2. Bill Inquiry

The screenshot shows a web application interface for Medical Bill Inquiry. On the left is a vertical navigation menu with buttons for: Payment Enquiries, Medical Billing, Administration, Update Particulars, Update Bank Details, Change Password, FAQ, and Logoff. The main content area is titled "Medical Bill Inquiry" with a progress indicator of seven green dots. Below the title is the instruction: "Use the screen below to make inquiry on medical bills submitted". A modal window titled "Medical Bill Inquiry" is displayed, containing the following fields:

- Search By: Receipt Date (dropdown menu)
- From (dd/mm/yyyy): [text input]
- To (dd/mm/yyyy): [text input]
- Status: Please Select (dropdown menu)

At the bottom of the modal window are "Search" and "Cancel" buttons.

You can search by:

- Receipt date
- Payment date
- Reference Number

Select the bill status:

- Submitted
- Pending
- Paid

2. Bill Inquiry

Bill Inquiry List

Medical Billing Inquiry List



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

The following shows a list of records satisfying your search criteria. Please note that claim records submitted more than 2 months are house-kept from this system.

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

Patient ID	Patient Name	Licence No.	Receipt No.	Receipt Date	Receipt Amt(\$)	Patient Co-Payment Amt(\$)	Govt
S7912354A	TAN LI SI	LIC-NO21	12341234	03/10/2006	20.00	10.00	
S0151123C	TONY TAY	LIC-NO21	12341111	03/10/2006	100.00	90.00	
Sub Total For Bills Submitted					120.00	100.00	
<input type="button" value="Back to Medical Bill Inquiry"/>							

3. View and Update of Medical Bills

I. Select the patient ID to view the full detail.

Medical Billing Inquiry List

Payment Enquiries | Medical Billing | Update Particulars | Change Password | FAQ | Logout |

The following shows a list of records satisfying your search criteria. Please note that claim records submitted more than 2 months are house-kept from this system.

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

Patient ID	Patient Name	Licence No.	Receipt No.	Receipt Date	Receipt Amt(\$)	Patient Co-Payment Amt(\$)	Govt
S7912354A	TAN LI SI	LIC-NO21	12341234	03/10/2006	20.00	10.00	
S0151123C	TONY TAY	LIC-NO21	12341111	03/10/2006	100.00	90.00	
Sub Total For Bills Submitted					120.00	100.00	

II. Update the necessary field and submit the bill.

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 :TESTID021
 Vendor Name :VENDOR TESTNAME21
 Licence No. :LIC-NO21
 Bill Status :Submitted

Check Eligibility

* Patient ID No (NRIC/FIN) :S7912354A
 Patient Name : TAN LI SI
 * Receipt Amount (\$) :20
 * Receipt Date (dd/mm/yyyy) :03/10/2006

Bill Details

* Receipt No. :12341234

4. Enquiry on Payment History

Payment Enquiries

Payment Enquiries

Invoice Date From 21/07/2006 To 19/10/2006

Sort by Invoice Number

Submit Cancel

You can search by:

- Invoice date
- Payment date

Sort the enquiry result by:

- Invoice number
- Invoice date
- Payment reference
- Payment date

Contacts

- **Website**

- www.mbs.gov.sg

- **Address**

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