MBS@Gov User Guide

Last Updated: 15 April 2019
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1. INTRODUCTION

- MBS@Gov – Medical Billing System
- Overview of MBS@Gov
- Getting Started
1.1. MBS@Gov – Medical Billing System

MBS@Gov was introduced in 2006 for General Practitioners (GPs) and Dialysis Centres (DCs) to claim the government’s share of medical bills incurred by civil servants, pensioners and their dependants.

Clinics can submit the claims via the MBS@Gov portal (www.mbs.gov.sg) within one month of the receipt date.

Clinics will receive the payment within one week via Inter-Bank GIRO.

Increased patient flow for clinics;
Convenience for civil servants & pensioners.
1.2. Overview of MBS@Gov

Eligible officers visit MBS@Gov clinics and pay his/her portion of medical bills to the clinic.

Clinic submits the bill in MBS@Gov.

Weekly consolidated payments credited to the clinic’s bank account for the government’s share of medical bills.
1.3. Getting Started

**Step 1: Complete the MBS@Gov registration form**

- Visit [www.mbs.gov.sg](http://www.mbs.gov.sg) and click on ‘Online Registration’
- Attach a copy of your MOH license
- Submit and receive an email notification on your successful submission of your application

**Step 2: Register for CorpPass account**

- Visit [www.corppass.gov.sg](http://www.corppass.gov.sg)
- Refer to [Section 4 – Setting up CorpPass](#) for more details
2. CLINIC WORKFLOW AND PAYMENT PROCESS

2.1. Workflow at the clinic
2.2. Payment process
2.1. Workflow at the clinic

Patient will register at the clinic and identify himself / herself as a civil servant, pensioner or dependant.

**When the patient visits the clinic:**

- **Step 1**
  - Verify the patient’s eligibility

- **Step 2**
  - Collect the patient’s share of medical bill from the patient

- **Step 3**
  - Submit bill in MBS@Gov and stamp on receipt issued to patient
2.1. Workflow at the clinic

Step 1: Verify the patient’s eligibility

Patient can produce Public Service Card, Civil Service Card or Electronic Civil Service Card for verification.

Public Service Card

Civil Service Card

Electronic Civil Service Card (e-CS card)
2.1. Workflow at the clinic

Step 1: Verify the patient’s eligibility

Clinic can also access MBS@Gov > Medical Billing to check the patient’s eligibility.

Provide the patient’s NRIC and other mandatory fields to check the patient’s eligibility.
2.1. Workflow at the clinic

Step 2: Collect the patient’s co-payment portion

MBS@Gov will prompt the clinic on the amount to be collected from the patient.

Receipt amount entered should be NET of other national subsidies such as CHAS/PGP.

Clinic can provide details of the receipt number issued to patient.
2.1. Workflow at the clinic

Step 3: Submit bill and stamp on issued receipt

Clinic can stamp on the issued receipt using the self-inking stamp provided upon registration.
2.2. Payment process

- Payment will be made to clinics on a **weekly** basis via Inter-Bank GIRO to a designated bank account.

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

- Clinics can view or update bill details, or view payment history in MBS@Gov. 
  
  *For more information, you may refer to Section 3.3 – View/Update submitted medical bills or Section 3.4 – View payment history*
3. KEY FUNCTIONS IN MBS@GOV PORTAL

3.1. Verify patient eligibility
   3.1.1. For General Practitioners (GPs)
   3.1.2. For Dialysis Centres (DCs)

3.2. Submit medical bills

3.3. View/ Update submitted medical bills

3.4. View payment history

3.5. Administration
3.1.1. Verify patient eligibility – General Practitioner (GP)

**Step 1:** Click “Medical Billing”

**Step 2:** Enter the following details:
- Patient’s NRIC
- Receipt Amount
- Receipt Date

**Step 3:** Click “Check Eligibility”
- System computes and displays patient’s co-payment amount
- This is the amount that the clinic should collect from the patient

Receipt amount entered should be NET of other national subsidies such as CHAS/PGP.
3.1.2. Verify patient eligibility – Dialysis Centre (DC)

Step 1: Click “Medical Billing”

Step 2: Enter the following details:
- Patient’s NRIC
- Receipt Amount
- Receipt Date

The system will compute and display the patient’s co-payment amount
- This is the amount that the clinic should collect from the patient

Receipt amount entered should be NET of other national subsidies such as CHAS/PGP.
3.2. Submit medical bills

Step 1: Verify patient’s eligibility (Refer to Section 3.1.)

Step 2: Enter the Receipt No.

Step 3: If the patient is eligible for Medical Certificate (MC), click on “Add Medical Certificate” and provide details of:

- MC No.
- Start date and end date of MC
3.2. Submit medical bills

Step 4: When done, you may click “Submit”

Step 4: System will prompt for confirmation
- To proceed, press “Ok”

Step 5: You will be directed the Medical Bill Submission Summary page to acknowledge when the bill has been submitted successfully
3.3. View/ Update submitted medical bills

**Step 1:** Click “Medical Billing”

**Step 2:** Click “Bill Inquiry”

**Step 3:** You can perform inquiry based on

- **Search criteria**
  - Receipt date
  - Payment date
  - Reference No

- **Range**
  - By date – Specify in DD/MM/YYYY format
  - By reference number

- **Status**
  - **Submitted:** Medical bills submitted to AGD but payment has not been processed
  - **Pending Payment:** Medical bills submitted to AGD and payment is being processed
  - **Paid:** Payment has been disbursed to the GP’s designated bank account
3.3. View/ Update submitted medical bills

You may download the medical bill inquiry results into an excel spreadsheet.

**Step 4:** To access details of a medical bill, click on the Patient ID

**Step 5:** To view the medical bill details in a printer-friendly page, click “Printable View”
3.3. View/ Update submitted medical bills

You may amend or cancel submitted medical bills.

*Please note that you can only amend bills before payment is processed. After payment is made, GPs are required to cancel and submit a new bill to update billing information.*

**Step 6:** To amend a bill, click “Amend”. You will be able to amend the following fields:
- Receipt Amount
- Receipt Date
- Receipt Number

When done, click “Submit”. You will receive a reference number.
3.3. View/ Update submitted medical bills

You may amend or cancel submitted medical bills.

**Step 7:** To cancel a bill, click “Cancel”.

Note: For receipts that are pending payment or paid, the amount will be offset from the next payment to you.
3.4. View payment history

Clinics are able to view payment information for the weekly payments made from the government to the clinic. This function is only available for Clinic Administrators.

**Step 1:** Click “Payment Enquiries”.

**Step 2:** Search for payment enquiry by:
- Receipt Date
- Payment Date
Specify in “DD/MM/YYYY” format

**Step 3:** Sort the results by:
- Invoice Number
- Invoice Date
- Payment Date
- Payment Reference
3.4. View payment history

You may download the payment enquiry results into an excel spreadsheet.

**Step 4:** Click on an invoice number to view payment details.

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### Payment Enquiries

**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 find your invoice number, please contact the Finance Officer of the respective Ministry/Department to which you have supplied goods and services. Their contact telephone numbers are provided in this web-page.

To download your payment history information, please click **here**.

<table>
<thead>
<tr>
<th>Invoice No./Invoice Date/Receipt Date</th>
<th>Net Amount/Currency/Total Amount</th>
<th>Contact Dept./Tel. No.</th>
<th>Voucher No./Payment Status</th>
<th>Payment Date/Type/Bank/Reference No.</th>
<th>Payee Bank/Account No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>3842005000093X 7/ Sep 2008 (Thu)</td>
<td>10 SGD</td>
<td>MOD02 63320101</td>
<td>G0313002 Paid</td>
<td>31 Jul 2006 (Mon) GIRO/5001094381</td>
<td>7171 1234567890</td>
</tr>
</tbody>
</table>
3.5. Administration

You may update your clinic’s particulars or your bank details.

To update your clinics’ particulars:
Step 1: Click “Update Particulars”
Step 2: Amend your particulars accordingly. When done, click “Update”

To update your bank details:
Step 1: Click “Update Bank Details”
Step 2: Amend your bank details accordingly. When done, click “Update”
Step 3: Fill in the Direct Credit Authorisation Form and submit to AGD
4. SETTING UP CORPPASS

4.1. Introduction to CorpPass
4.2. Set Up CorpPass for MBS@Gov
4.3. Log in to MBS@Gov using CorpPass
4.1. Introduction to CorpPass

- CorpPass is a new corporate digital identity for business entities to transact with Government agencies online. Company administrators will have the convenience of an integrated portal to grant and manage their employees' access to Government digital services.

- CorpPass enhances the personal data security of employees and enables businesses to manage their employees' access to Government digital services.
4.2. Set up CorpPass for MBS@Gov

• Your clinic will need to identify and assign personnel to the following 3 roles in CorpPass: Registered Officer, CorpPass Admin and CorpPass User.

- Registered Officer: is officially registered to the entity with ACRA or MOH
- CorpPass Admin: can create CorpPass User Accounts and manage your clinic’s CorpPass logo & corp
- CorpPass Users: can login to MBS@Gov to submit bills with their unique CorpPass ID

• If your clinic is part of a medical group that shares the same UEN, please approach your headquarters to assign the CorpPass Admin who will then assign CorpPass users to the clinics.
### 4.2. Set up CorpPass for MBS@Gov

#### STEP 1: Create CorpPass Admin Accounts
- Please note that each company UEN can only appoint up to two CorpPass Admins.

<table>
<thead>
<tr>
<th>Option A – RO and CorpPass Admin are the same person</th>
</tr>
</thead>
<tbody>
<tr>
<td>RO can register and appoint themselves as CorpPass Admin via CorpPass Portal.</td>
</tr>
<tr>
<td>Please refer to the <a href="#">CorpPass User Guide</a> at Set Up CorpPass &gt; Registered Officer &gt; Register for CorpPass Administrator Account</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Option B – RO and CorpPass Admin are different people</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part 1: CorpPass Admin can submit details of your RO to seek approval for registration in CorpPass Portal.</td>
</tr>
<tr>
<td>Please refer to the <a href="#">CorpPass User Guide</a> at Set Up CorpPass &gt; Administrator &gt; Register for CorpPass Administrator Account</td>
</tr>
<tr>
<td>Part 2: RO to receive email notification to provide approval via CorpPass Portal.</td>
</tr>
<tr>
<td>Please refer to the <a href="#">CorpPass User Guide</a> at Set Up CorpPass &gt; RO &gt; Approve CorpPass Administrator Account</td>
</tr>
</tbody>
</table>
4.2. Set up CorpPass for MBS@Gov

2. Create CorpPass User Accounts

- CorpPass Admin can create CorpPass User accounts via CorpPass Portal.
- You will be able to create multiple CorpPass User accounts by adding additional items. There are no restrictions on the number of CorpPass User accounts that can be created.

Please refer to the CorpPass User Guide at:
Set Up CorpPass > Administrator
> Create CorpPass User Accounts
3. Activate CorpPass User Account

- CorpPass User can activate account by setting up your CorpPass ID and password.
- You may activate your user account via:
  - **Reference ID**: Provided in email notification during registration
  - **Entity Registration No.**: Provide your entity’s UEN and your NRIC/FIN/Foreign ID
- You will be required to verify your identity via SingPass.

Please refer to the CorpPass User Guide at
Set Up CorpPass > User
> Activate your CorpPass Account – for SingPass holders
4.2. Set up CorpPass for MBS@Gov

**STEP 2**

4. Select Digital Service Access to MBS@Gov

**Part 1:** CorpPass Admin can select MBS@Gov as the digital service to transact with.

- Please refer to the CorpPass User Guide at
  Set Up CorpPass > Administrator
  > Setting up and assigning e-Service access

**Part 2:** Clinics are required to fill in **ALL HCI codes registered with MBS@Gov under the entity’s UEN, under “Vendor ID”**. HCI codes are the same Vendor ID used for your current log in to MBS@Gov

Knowing your HCI code is important as it is used to differentiate between the different clinic branches that are registered to the same Unique Entity Number (UEN) of the business entity.

**Part 3:** CorpPass Admin to review details and submit.
4.2. Set up CorpPass for MBS@Gov

STEP 1

STEP 2

STEP 3

STEP 4

STEP 5

5. Assign MBS@Gov as a Digital Service

Part 1: CorpPass Admin to assign Vendor IDs and Roles to individual users in CorpPass Portal.

Please note that you will be able to mass assign e-Services to CorpPass Users but you will need to assign the Vendor IDs and Roles individually.

Please refer to the CorpPass User Guide at Set Up CorpPass > Administrator > Setting up and assigning e-Service access

Part 2: CorpPass Admin to assign the role to user: Clinic Administrator or Clinic Assistant.

Clinic Administrator
Able to submit bills, view past payment details and update clinic details

Clinic Assistant
Able to submit bills and view limited payment details only.
4.2. Set up CorpPass for MBS@Gov

5. Assign MBS@Gov as a Digital Service (cont’)

Part 3: CorpPass Admin to select the HCI code to be assigned to the user under Vendor ID.

Part 4: CorpPass Admin to review details and submit.
4.2. Set up CorpPass for MBS@Gov

5. Assign MBS@Gov as a Digital Service (Batch Assignment)
Alternatively, you may wish to perform batch assignment of MBS@Gov to CorpPass Users.

Part 1: CorpPass Admin to download the template to batch assign users at e-Service > Batch Assign e-Services within CorpPass Portal.

Part 2: CorpPass Admin to provide the following details in the “eServiceAssignment” worksheet:

<table>
<thead>
<tr>
<th>AGENCY NAME</th>
<th>Accountant-General’s Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>E-SERVICE NAME</td>
<td>MBS@GOV</td>
</tr>
<tr>
<td>CORPPASS ENTITY ID</td>
<td>Entity UEN</td>
</tr>
<tr>
<td>NRIC/FIN/FOREIGN ID NO.</td>
<td>Identity No. of User to assign e-Service</td>
</tr>
<tr>
<td>AGENCY ISSUED ID</td>
<td>Please leave this field blank</td>
</tr>
<tr>
<td>ROLE NAME</td>
<td>Clinic Administrator / Clinic Assistant</td>
</tr>
<tr>
<td>PARAMETER 3</td>
<td>Input Vendor ID (HCI Code)</td>
</tr>
</tbody>
</table>

Please do not exceed the maximum character length for each field.

Part 3: CorpPass Admin to upload the template to CorpPass Portal and confirm submission.
4.3. Log in to MBS@Gov via CorpPass

Your clinic will need to register with us on MBS@Gov before you can login to submit bills. To join MBS@Gov, please fill in the application form and mail the completed form to us.

To log in to MBS@Gov via CorpPass,

• **Step 1:** Click on the CorpPass button as shown below.

![Login with CorpPass](image)

• **Step 2:** Provide details of your entity’s UEN, your CorpPass ID and password.

• **Step 3:** Complete the 2 Factor-Authentication via OneKey Token or SMS One Time Password (OTP).

The available modules in your CorpPass account are based on the role assigned to you by your CorpPass Admin. Please check with your CorpPass Admin for any queries on role assignment.
5. RESOURCES

Appendix A – List of non-subsidisable items

Please visit www.mbs.gov.sg to access the following resources:
1. MBS@Gov Registration Form
2. FAQs
Appendix A - List of Non-Subsidised Items (1/3)

GENERAL PRINCIPLE:
Only standard medical items like standard treatments, tests and medications will be subsidized. No subsidy will be given to non-standard medical items. The list below shows the broad categories of items that will NOT be subsidised by the Civil Service under the various medical benefit schemes. Officers are required to pay for these items up-front at the approved healthcare institutions. The list is not exhaustive and only examples under the various broad categories are shown.

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

LIST OF NON-SUBSIDISABLE ITEMS

1. Medical Investigations/Tests/Treatments e.g.
   • Accouchement and delivery fees
   • Assisted conception procedures
   • Sex reassignment
   • Ligation/sterilisation
   • Abortion
   • Cosmetic surgery
   • Circumcision
Appendix A - List of Non-Subsidised Items (2/3)

LIST OF NON-SUBSIDISABLE ITEMS

2. Health Screening\(^1\) e.g.
   • Multi-phasic health screening
   • Thalassemia screening
   • Cytological cervical smear
   • Mammogram screening
   • HIV screening
   • Hepatitis screening

4. Medical Equipment/Aids e.g.
   • Walking aids
   • Joint braces
   • Blood pressure monitor
   • Kidney dialysis machine
   • CPAP machine
   • Glucometer
   • Crutches\(^2\)
   • Hearing aids/Cochlear implants\(^3\)

3. Vaccinations e.g.
   • Hepatitis injections
   • Child immunizations
   • Personal travel-related vaccinations, e.g. malaria, dysentery, flu/fever etc.

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

\(^1\)Screening for diagnostic purposes will be claimable.
\(^2\)Claimable if for in-patient use.
\(^3\)Claimable if for in-patient use.
Appendix A - List of Non-Subsidised Items (3/3)

LIST OF NON-SUBSIDISABLE ITEMS

6. Drugs/Medications/Products

(A) The following items are strictly not claimable:
• Retail items i.e non-formulary\(^4\) 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 and Health Supplements unless it is in the hospital/institution formulary\(^5\) list

(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.

\(^4\)This refers to drugs not in the approved drug list of hospital/institution.
\(^5\)This refers to the approved drug list of hospital/institution.
6. CONTACT US

CorpPass User Guides :  
www.corppass.gov.sg/corppass/common/userguides

CorpPass Helpdesk : 6643 0577  
8am to 8pm on Mondays to Fridays  
8am to 2pm on Saturdays

Website : www.corppass.gov.sg

Email : support@corppass.gov.sg

For queries on the implementation of CorpPass for MBS@Gov,  
Log a helpdesk ticket at www.mbs.gov.sg  
under “Contact Us”