

How to File a Medical Claim

INPATIENT/DAY SURGERY:-

(A) Government/Restructured Hospital

- € Claim Form Part I – to be completed in full by the Employer.
Note: Authorised Signatory & Company Stamp is Compulsory
- € Claim Form Part II & III – to be completed in full by Employee
Note: Employee's signature is compulsory
- € Discharge Summary/Day Ambulatory Form from the hospital.
Note: This is provided free of charge to the Patient.
- € Clinical Abstract Application – to be completed by the Patient (or Parent/Guardian or Next-of-Kin)
- € Original Hospital **Final** Bills, pre-hospital bills/receipts (incurred 90 days before admission) and post-hospital bills/receipts (incurred after 90 days of discharge).
Note: Photocopies of bills/receipts are NOT acceptable
- € Referral letter from GP for any Pre-hospitalisation/Pre-surgery Specialist Consultation

(B) Private Hospital

- € Claim Form Part I – to be completed in full by the Employer.
Note: Authorised Signatory & Company Stamp is Compulsory
- € Claim Form Part II & III – to be completed in full by Employee
Note: Employee's signature is compulsory
- € Claim Form Part IV – to be completed by the Attending Doctor/Surgeon.
Note: The medical report fee (if any) will be borne by patient
- € Clinical Abstract Application – to be completed by the Patient (or Parent/Guardian or Next-of-Kin)
- € Original Hospital **Final** Bills, pre-hospital bills/receipts (incurred 90 days before admission) and post-hospital bills/receipts (incurred after 90 days of discharge).
Note: Photocopies of bills/receipts are NOT acceptable
- € Referral letter from GP for any Pre-hospitalisation/Pre-surgery Specialist Consultation

OUTPATIENT CLAIMS:-

- € Use the Outpatient Claim Form
- € To write the diagnosis under Diagnosis/Complaint Column
Note: Advise patient to request the clinic nurse to indicate the diagnosis on the receipt
- € Referral letter from GP for Specialist Outpatient Consultation
Note: Referral letter for the FIRST visit and a copy of the Appointment Card for follow up visits
- € Original invoices/bills to be submitted.
Note: Photocopies of bills/receipts are NOT acceptable
- € Detailed breakdown of bills/receipt

Please note that this is not an admission of liability. The decision on admissibility of claim is subject to submission of all claim documents and upon our assessment of complete claim documents according to policy terms, conditions and exclusions.