

# MyCHAS ON CHAS.SG MOBILE USER GUIDE

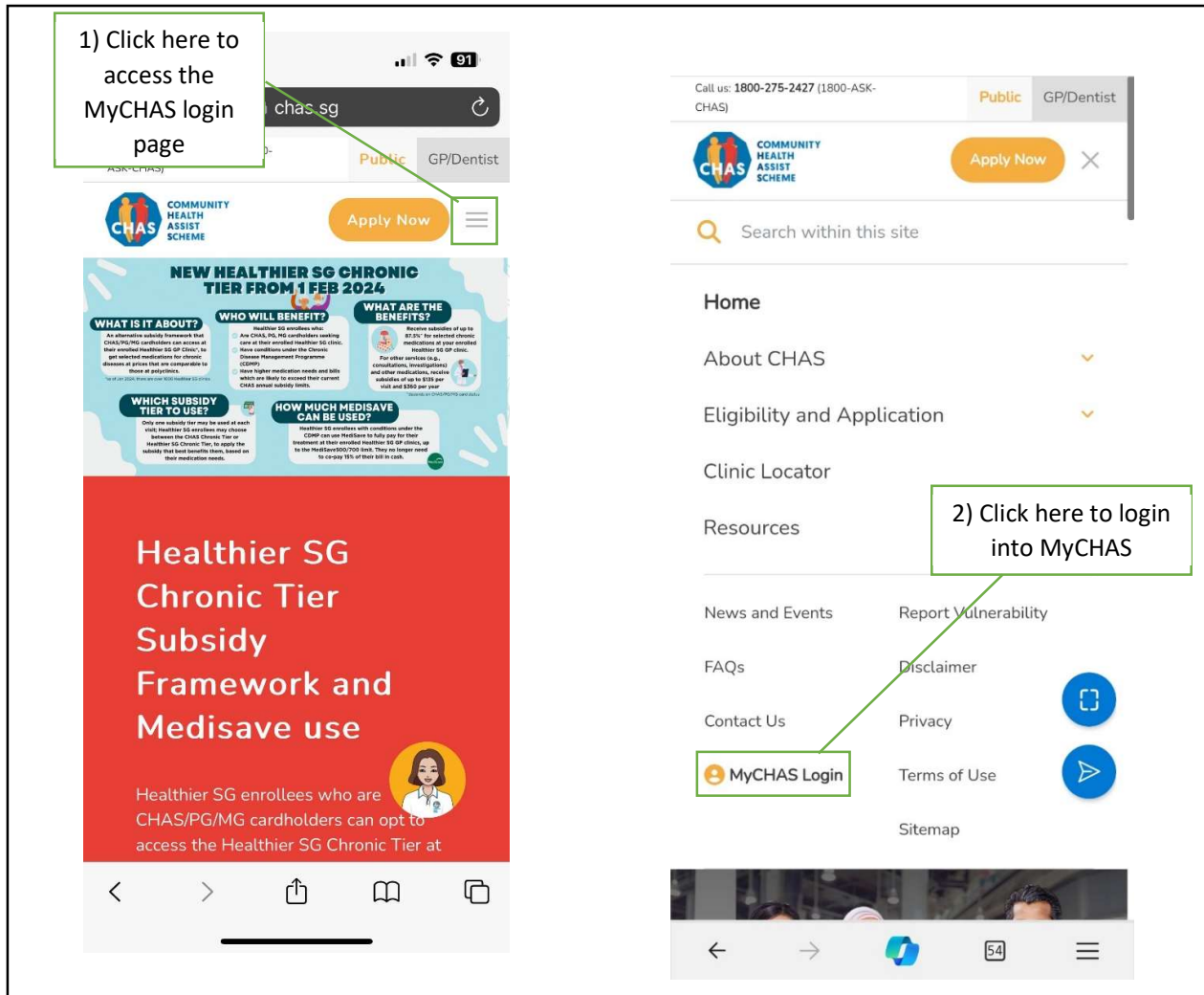
PROFILE TYPE:

PG, CHAS BLUE CARDHOLDER

ENROLLED INTO HEALTHIER SG

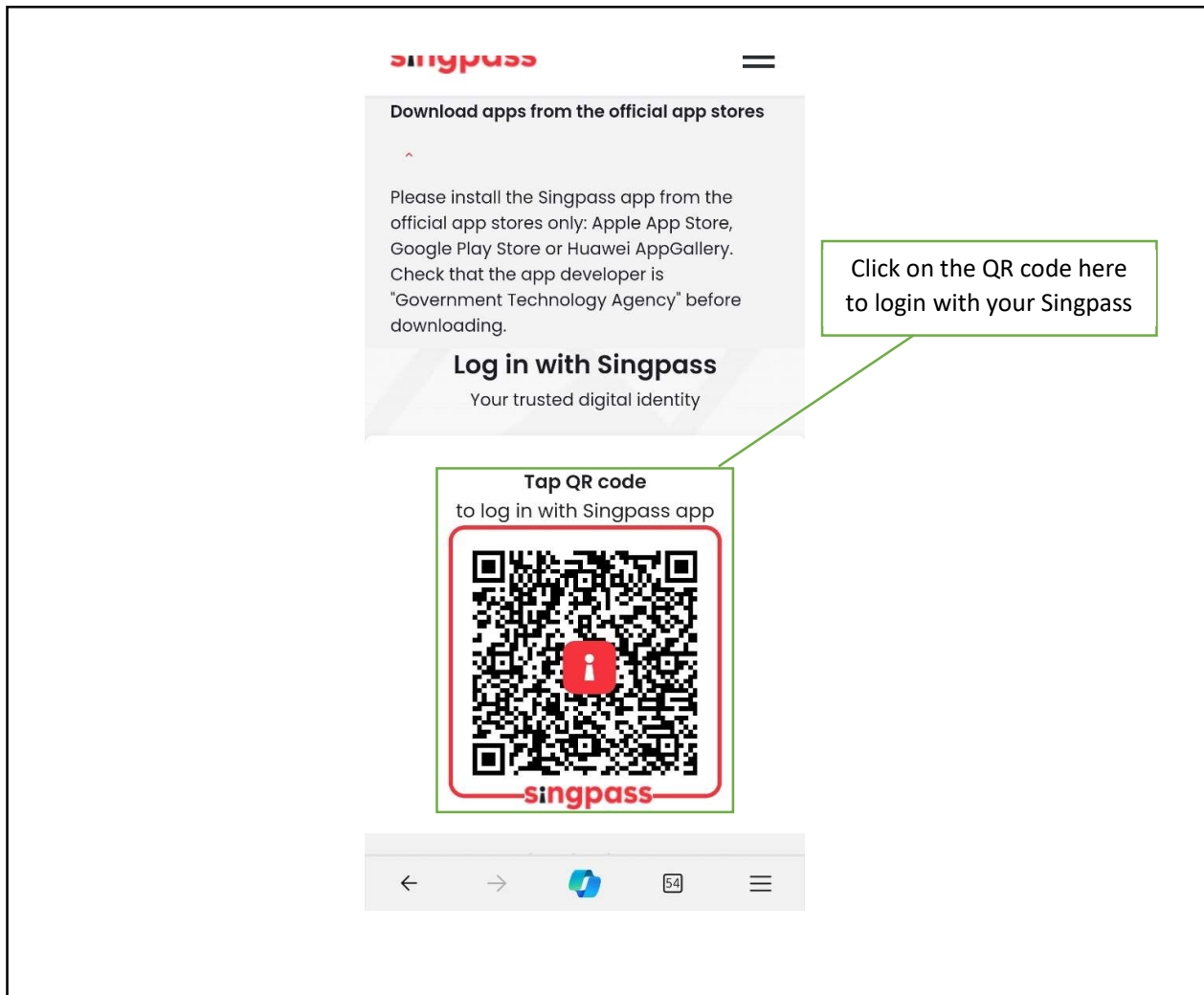
# 1.1 Login into MyCHAS via CHAS website

- Click on the “MyCHAS Login” button to login into your MyCHAS account to view your transaction history, subsidy balance, and to update your profile.



## 1.2 MyCHAS Login via Singpass

- You will automatically be redirected to login into MyCHAS with your Singpass. Click on the QR code to login with your Singpass.



## 2.1 Overview of MyCHAS page

- The overview page on MyCHAS provides a summary of your card type, subsidy balance (common illnesses and chronic conditions) and latest transactions.

Click on the dropdown to access the overview, transaction history, subsidy balance, and your profile

Scroll down to view more information

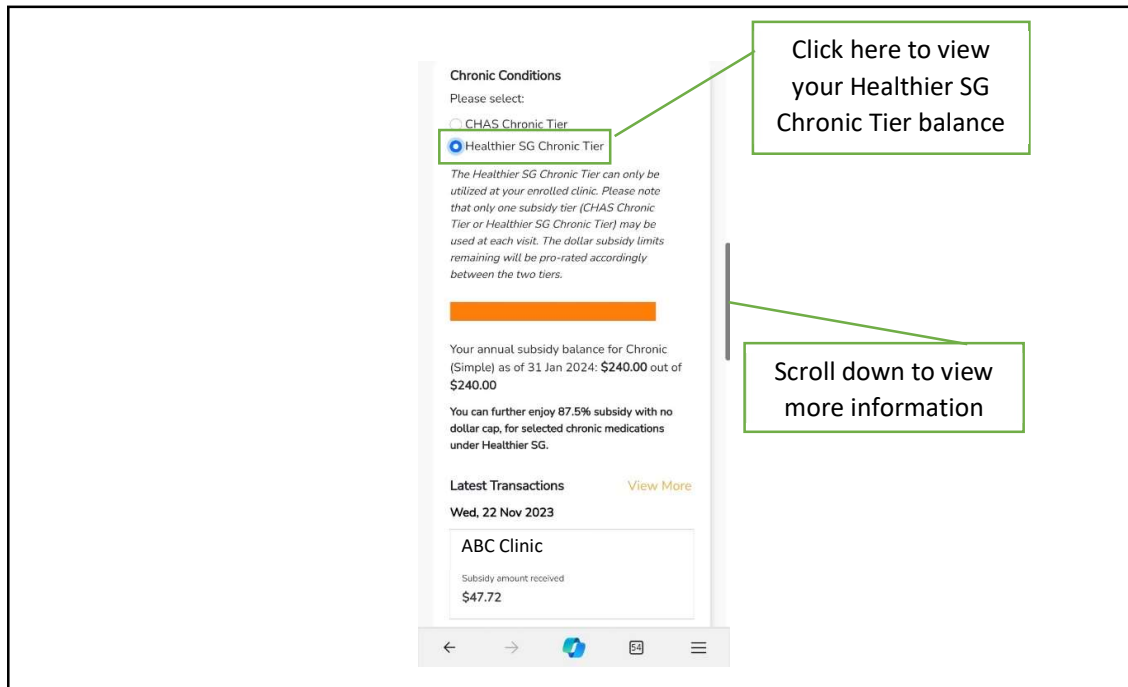
The screenshot shows the MyCHAS Overview page. On the left is a navigation menu with options: Overview, Transaction History, Common Illnesses, Chronic Conditions, Dental Services, Health Screening, Subsidy Balance, Common Illnesses, Chronic Conditions, Dental Services, My Profile, and Logout. The main content area is titled 'Overview' and includes sections for Card Type (CHAS Blue, Pioneer Generation), Valid Till (17 Jan 2025, 31 Dec 9999), Common Illnesses (subsidy balance as of 31 Jan 2024, number of claimable visits left: 24), and Latest Transactions (Fri, 24 Nov 2023, ABC Clinic, \$28.50).

- Under the “Chronic Conditions” category, you can select either “CHAS Chronic Tier” or “Healthier SG Chronic Tier” to view your subsidy balance and latest transactions for each tier respectively.

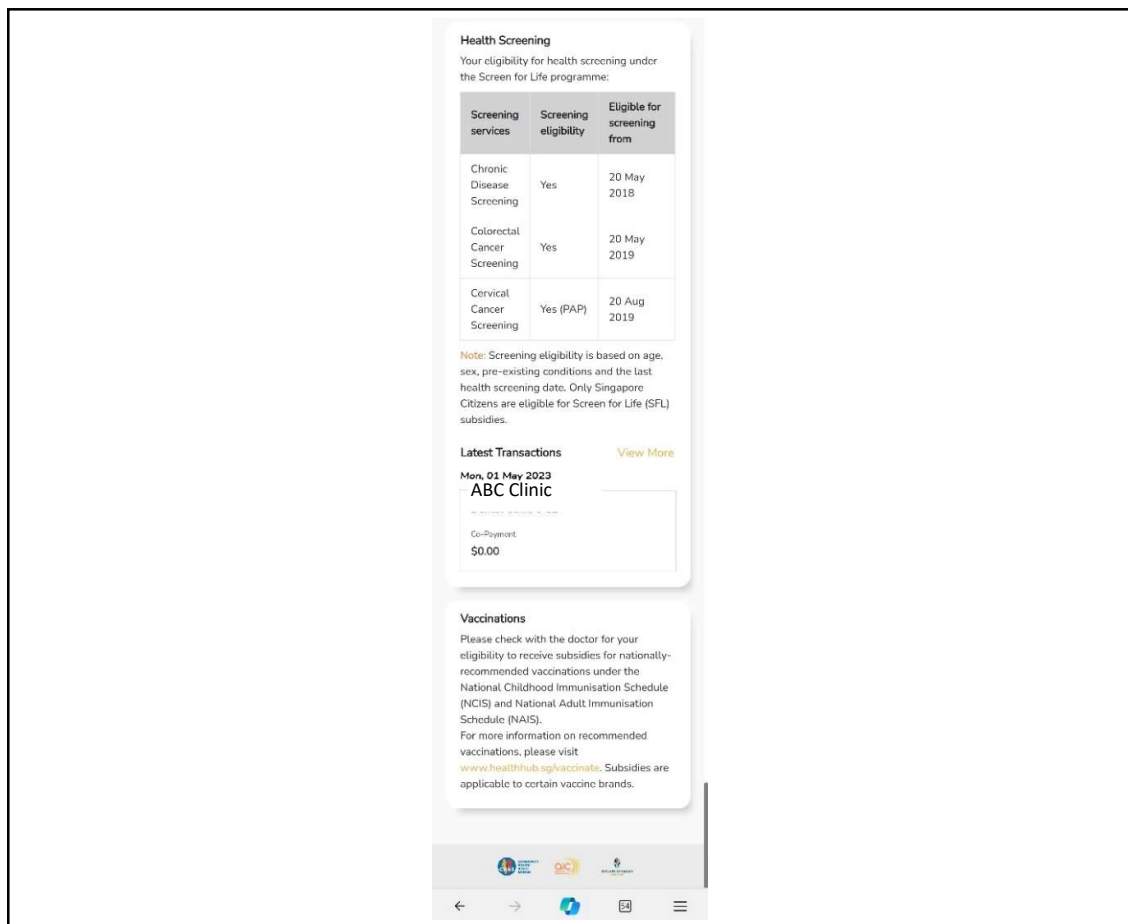
Click here to view your CHAS Chronic Tier balance

The screenshot shows the MyCHAS Chronic Conditions page. It features a 'Please select:' section with two radio buttons: 'CHAS Chronic Tier' (selected) and 'Healthier SG Chronic Tier'. Below this is a disclaimer: 'The Healthier SG Chronic Tier can only be utilized at your enrolled clinic. Please note that only one subsidy tier (CHAS Chronic Tier or Healthier SG Chronic Tier) may be used at each visit. The dollar subsidy limits remaining will be pro-rated accordingly between the two tiers.' The page displays the annual subsidy balance for Chronic (Simple) as of 31 Jan 2024: \$360.00 out of \$360.00. It also shows the latest transactions for the CHAS Chronic Tier, including a transaction on Tue, 01 Mar 2022 at ABC Clinic for \$110.00. There is also a section for Dental Services with a link to view the subsidy balance and a transaction on Tue, 01 Mar 2022 at Dental Clinic 6 CD for \$70.50.

- Clicking on the “Healthier SG Chronic Tier” will show you your subsidy balance, and latest transaction using the Healthier SG Chronic Tier.



- Under the “Health Screening” section, you can view your eligibility for health screenings under the Screen for Life programme, and the dates when you would be eligible from, as well as your latest health screening transactions.
- Under the “Vaccinations” section, you will see information about nationally-recommended vaccinations.



### 3.1 Transaction History for Common Illnesses

- On this page, you can view your entire transaction history for common illnesses.
- You can follow step 1 to see your transaction history for any specific year.
- Following step 2, you can view the total treatment cost, total subsidies, and amount payable by you for each transaction.

**Common Illnesses**

All

**24 Nov 2023**

ABC Clinic

Total Subsidy	Amount Paid (After subsidy)
\$28.50	\$11.50

**23 Nov 2023**

ABC Clinic

Total Subsidy	Amount Paid (After subsidy)
\$28.50	\$11.50

Medical Clinic 4 MSV, CM & PHPC

Total Subsidy	Amount Paid (After subsidy)
\$28.50	\$11.50

**01 Aug 2023**

ABC Clinic

Total Subsidy	Amount Paid (After subsidy)
\$28.00	\$52.00

ABC Clinic

Total Subsidy	Amount Paid (After subsidy)
\$28.00	\$52.00

**01 May 2023**

ABC Clinic

Total Subsidy	Amount Paid (After subsidy)
\$28.00	\$52.00

**01 Jun 2022**

Medical Clinic 3 MSV & CM (With CDMP+)

Total Subsidy	Amount Paid (After subsidy)
\$28.50	\$24.50

ABC Clinic

Total Subsidy	Amount Paid (After subsidy)
\$28.50	\$26.50

Transaction History - Common Illnesses

All

2024

2023

2022

Medical Clinic 4 MSV, CM & PHPC

Total Subsidy	Amount Paid (After subsidy)
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Back to transaction history

Visit Date

**24 Nov 2023**

Clinic Name

**ABC Clinic**

Total Treatment Cost (Before subsidy)

**\$40.00**

Total Subsidy

**\$28.50**

Patient Payable (After subsidy)

**\$11.50**

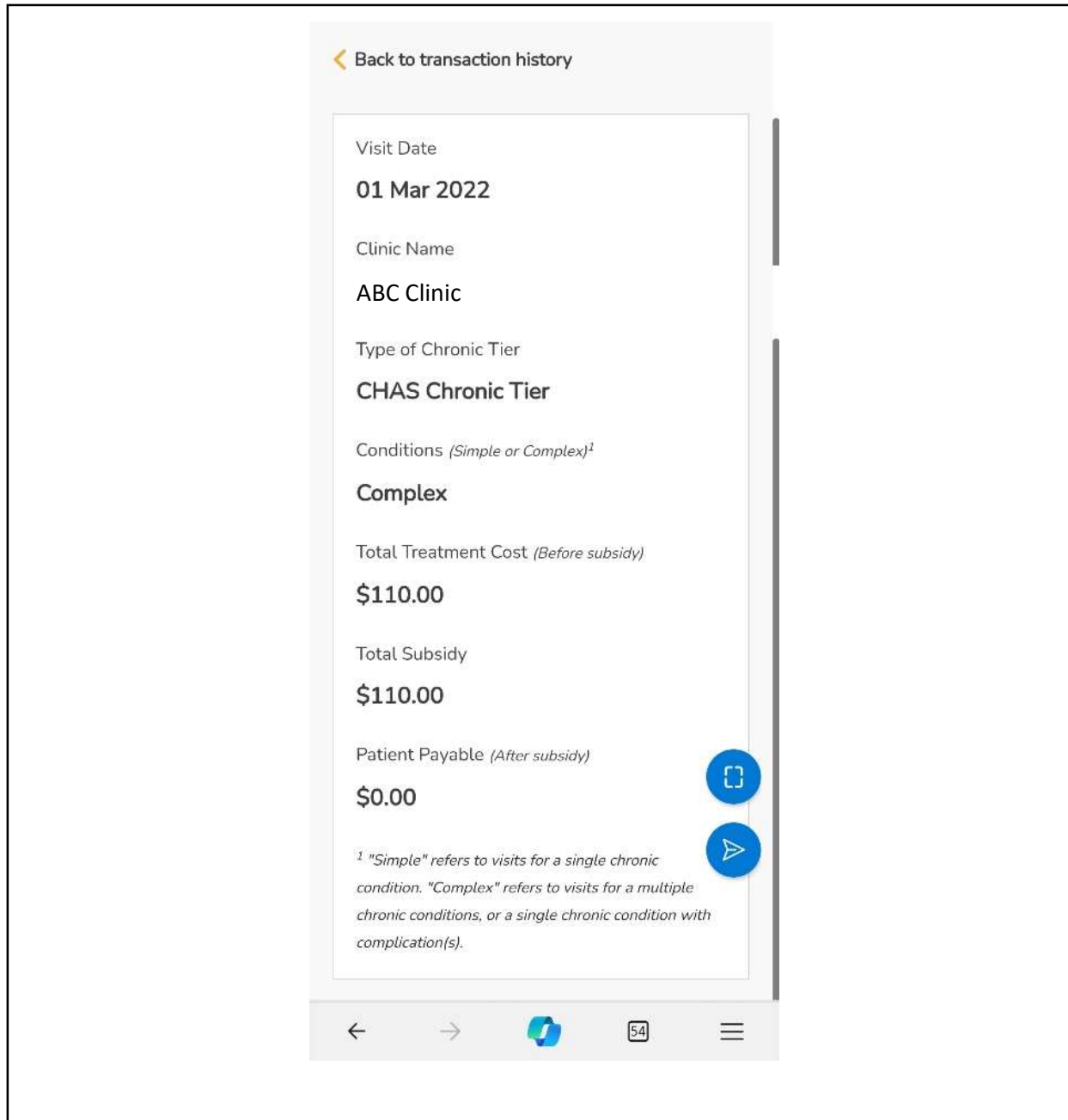
### 3.2.1 Transaction History for Chronic Conditions (Healthier SG Chronic Tier)

- On this page, you can view your entire transaction history for both CHAS Chronic Tier, and Healthier SG Chronic Tier.
- You can follow step 1 to see your transaction history for any specific year.
- Following step 2, you can view the total treatment cost, total subsidies, and amount payable by you for each transaction.
- The picture below shows the expanded details for a transaction under Healthier SG Chronic Tier.

The screenshot shows the 'Transaction History - Chronic Conditions' page. At the top, there is a dropdown menu for 'Chronic Conditions' set to 'All'. Below this, a list of transactions is shown for 'ABC Clinic'. The first transaction is dated '22 Nov 2023' with a 'Total Subsidy' of '\$47.72' and 'Amount Paid (After subsidy)' of '\$1.00'. The second transaction is dated '01 Mar 2022' with a 'Total Subsidy' of '\$110.00' and 'Amount Paid (After subsidy)' of '\$0.00'. A callout box labeled '1)' points to the 'All' dropdown menu, stating '1) Click here to check your transaction history throughout the years'. Another callout box labeled '2)' points to a right-pointing arrow next to the 2023 transaction, stating '2) Click here to view each transaction in greater details as shown on the right'. To the right of the main screen, an expanded view of the 2023 transaction is shown. It includes a 'Back to transaction history' link, 'Visit Date' of '22 Nov 2023', 'Clinic Name' of 'ABC Clinic', 'Type of Chronic Tier' of 'Healthier SG Chronic Tier', 'Conditions' of 'Simple', 'Total Treatment Cost (Before subsidy)' of '\$48.72', 'Fixed Dollar Subsidies' of '\$40.00', 'Percentage-based subsidies' of '\$7.72', and 'Patient Payable (After subsidy)' of '\$1.00'. A footer contains logos for 'COMMUNITY HEALTHY PEOPLE', 'aio', and 'MINISTRY OF HEALTH'. A mobile navigation bar is at the bottom.

### 3.2.2 Transaction History for Chronic Conditions (CHAS Chronic Tier)

- The picture below shows the expanded details for a transaction under CHAS Chronic Tier.





### 3.3 Transaction History for Dental Services

- On this page, you can view your entire transaction history for Dental Services, including procedures, total treatment cost before subsidy, total subsidy, and patient payable.
- You can follow step 1 to see your transaction history for any specific year.
- Following step 2, you can view the total treatment cost, total subsidies, and amount payable by you for each transaction.

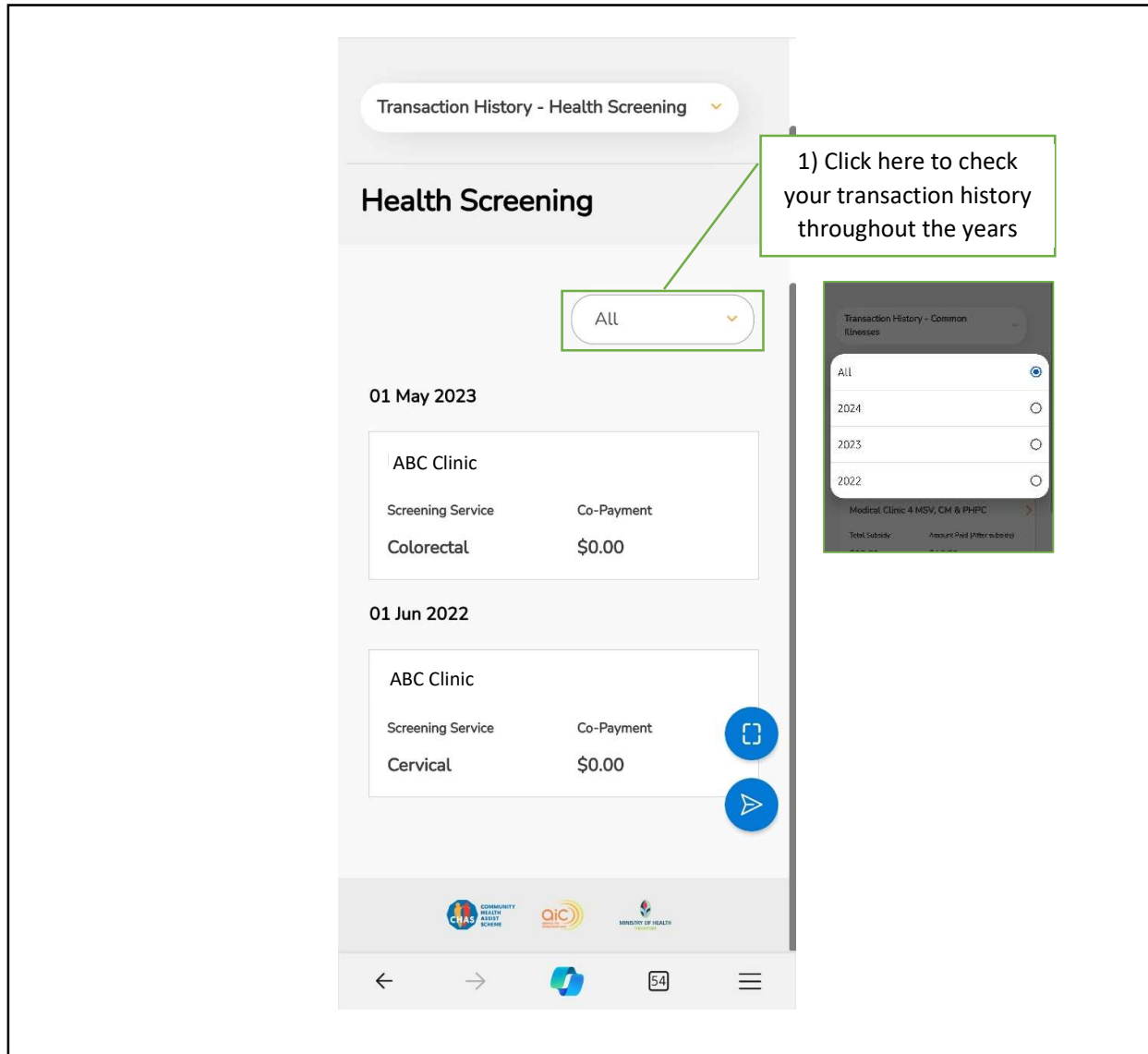
1) Click here to check your transaction history throughout the years

2) Click here to view each transaction in greater details as shown on the right

Visit Date	Clinic Name	Procedures	Total Treatment Cost (Before subsidy)	Total Subsidy	Patient Payable (After subsidy)
01 Mar 2022	Dental Clinic 6 CD	Consultation; Scaling	\$110.00	\$70.50	\$39.50

### 3.4 Transaction History for Health Screening

- On this page, you can view your entire transaction history for Health Screenings and screening services that you have done.
- You can follow step 1 to see your transaction history for any specific year.



## 4.1 Subsidy Balance for Common Illnesses

- On this page, you can view your remaining subsidy balance, remaining claimable visits, and subsidy limits per visit for Common Illnesses.

The screenshot displays the 'Subsidy Balance - Common Illnesses' page. At the top, there is a toggle labeled 'Subsidy Balance - Common Illnesses'. Below this, the 'Common Illnesses' section is visible, followed by the 'Subsidy Balance' section. The 'Subsidy Balance' section indicates that the user has made 0 visits for Common Illnesses as of 31 Jan 2024. A progress bar with orange bars shows the number of claimable visits left, which is 24. Below this, a table lists the subsidies available based on the user's card type. The table has three columns: Card Type, Coverage, and Subsidy limits. The first row shows 'PG CHAS Blue' coverage for 'Common Illnesses' with a subsidy limit of 'Up to \$28.50 subsidy per visit'. The bottom of the screen features a navigation bar with icons for back, forward, home, and a notification badge showing '54'.

Click on the toggle to navigate between the different subpages

The orange bars show the number of claimable visits for common illnesses you have remaining

Card Type	Coverage	Subsidy limits
PG CHAS Blue	Common Illnesses	Up to \$28.50 subsidy per visit

## 4.2.1 Subsidy Balance for Chronic Conditions (CHAS Chronic Tier)

- On this page, you can view your remaining subsidy balance, and subsidy limits per visit for Chronic Conditions (CHAS Chronic Tier, and Healthier SG Chronic Tier respectively).
- The picture below displays the subsidy balance for CHAS Chronic Tier.

Subsidy Balance - Chronic Conditions

### Chronic Conditions

Please select the chronic tier:

CHAS Chronic Tier

Healthier SG Chronic Tier

*The Healthier SG Chronic Tier can only be utilized at your enrolled clinic. Please note that only one subsidy tier (CHAS Chronic Tier or Healthier SG Chronic Tier) may be used at each visit. The dollar subsidy limits remaining will be pro-rated accordingly between the two tiers.*

#### Subsidy Balance

Your annual subsidy balance for Chronic (Simple) as of 31 Jan 2024: **\$360.00** out of **\$360.00**

Based on your card type, you are eligible for these subsidies:

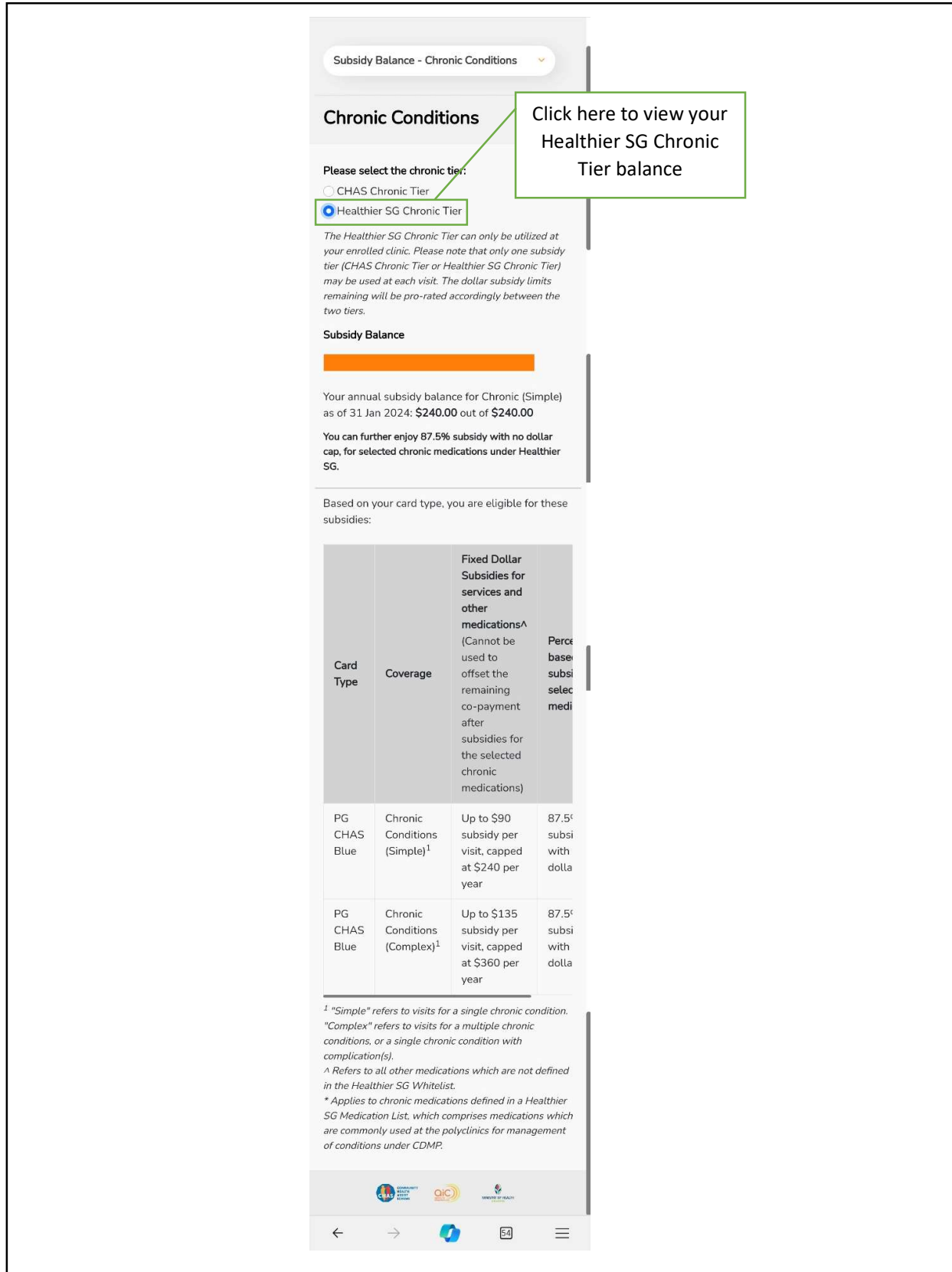
Card Type	Coverage	Subsidy limits
PG CHAS Blue	Chronic Conditions (Simple) <sup>1</sup>	Up to \$90 subsidy per visit, capped at \$360 per year
PG CHAS Blue	Chronic Conditions (Complex) <sup>1</sup>	Up to \$135 subsidy per visit, capped at \$540 per year

<sup>1</sup> "Simple" refers to visits for a single chronic condition. "Complex" refers to visits for a multiple chronic conditions, or a single chronic condition with complication(s).

Logos for CHAS, QIC, and Ministry of Health are visible at the bottom.

## 4.2.2 Subsidy Balance for Chronic Conditions (Healthier SG Chronic Tier)

- The picture below displays the subsidy balance for Healthier SG Chronic Tier.



### 4.3 Subsidy Balance for Dental Services

- On this page, you can view the subsidy claimable per procedure, remaining count of procedure eligible for in calendar year, and the next claimable date for the procedure for Dental Services.

Subsidy Balance - Dental Services

## Dental Services

Your Current Subsidy Balance for Dental Services

Procedure (per calendar year)	Subsidy claimable per procedure	Remaining count of procedure eligible for in calendar year	Next Claimable Date
Consultation (6 months interval required)	\$30.50	2	31 Jan 2024
Polishing	\$30.50	2	31 Jan 2024
Scaling	\$40.00	2	31 Jan 2024
Topical Fluoride (Clinical indication required)	\$30.50	2	31 Jan 2024
X-Ray	\$21.00	6	31 Jan 2024
Extraction, Anterior	\$38.50	4	31 Jan 2024
Extraction, Posterior	\$78.50		
Filling, Simple	\$40.00	6	31 Jan 2024
Filling, Complex	\$60.00		
Denture Reline/Repair (Upper)	\$85.00	1	31 Jan 2024
Denture Reline/Repair (Lower)	\$85.00	1	31 Jan 2024
Permanent Crown	\$137.50	4	31 Jan 2024
Root Canal Treatment (Anterior)	\$174.00	2	31 Jan 2024
Root Canal Treatment (Pre-molar)	\$220.00		
Root Canal Treatment (Molar)	\$266.50		
Re-mentation	\$45.00	2	31 Jan 2024

Scroll down to view more information

Procedure (per 3 calendar year)	Subsidy claimable per procedure	Next Claimable Date
Removable Denture, Complete (Upper)	\$266.50	31 Jan 2024
Removable Denture, Complete (Lower)	\$266.50	31 Jan 2024
Removable Denture, Partial, Simple (Upper)	\$108.00	31 Jan 2024
Removable Denture, Partial, Complex (Upper)	\$220.00	
Removable Denture, Partial, Simple (Lower)	\$108.00	31 Jan 2024
Removable Denture, Partial, Complex (Lower)	\$220.00	

←
→

## 5.1 My Profile Page

- The profile page includes details about your card type and personal information.
- You can update your contact number, email address, preferred notification method, and mailing address here.

**View/Update My Profile**

SXXXX123A

John Doe

**Card Type**

CHAS Blue

Valid Till 17 Jan 2025

Pioneer Generation

Valid Till 31 Dec 9999

Please click [here](#) to view your eligibility and enrolment status for Healthier SG.

### Update My Profile

**Contact Number**

+65 81234567

john.doe@abc.sg

**Preferred Notification Method**  
(Can choose more than 1)

SMS  Email  None

**Mailing Address** (Please enter 'NA' if any field is not applicable.)

123

Pasir Ris St 1

01

23

723123

If you have updated your address, would you like to update the same address for all your household members?

Yes, update the same mailing address for all my household members.

No, just update my address / profile only.

I declare that all the information provided above is true, correct and accurate to the best of my knowledge. I understand and acknowledge that AIC will not be held responsible for any loss of mail.

**Submit** **Cancel**

CHAS COMMUNITY HEALTH ASSIST SINGAPORE QIC MINISTRY OF HEALTH

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