

1. What is the enhanced renewal process and how will the existing Health Assist cardholders be affected?

We have simplified the CHAS renewal process. Existing cardholders who continue to meet the eligibility criteria can have their Health Assist cards/status automatically processed for renewal three months before expiry.

We will evaluate your household's eligibility based on your latest household circumstances (i.e. income and composition) for renewal and you will receive a letter informing you of your household's renewal outcome.

2. My household's Health Assist cards are expiring soon. Why did we receive our new cards although we have not submitted a renewal application?

We have simplified the CHAS renewal process. If your household still meets the eligibility criteria, we will automatically process your household's renewal three months before your current cards' expiry using your latest household circumstances (i.e. income and composition) which will be taken from various government agencies. We will then issue you with a renewed card if you continue to qualify for CHAS.

3. What should I do if there is a change in my household circumstances (i.e. income or composition) after my household received our new Health Assist cards?

You may call the CHAS hotline at 1800-275-2427 (1800-ASK-CHAS) between 8.30am and 6.00pm, Monday to Friday (excluding Public Holidays) to inform us so that we can assist.

4. My household is due for CHAS renewal and one of my family members is not a Singapore Citizen (i.e. PR/foreigner). Will he/she be included in the renewal process?

Yes, he/she will be included as part of the assessment for CHAS eligibility. However, only family members who are Singapore Citizens will receive their individual Health Assist cards should your household be successful in renewal.

5. What should I do if one of my family members recently received his/her citizenship but did not receive any Health Assist card?

Please complete and send in a CHAS application form with all family members' details and signatures, with relevant supporting documents. You may pick up a CHAS application form at any Community Centre or Club (CC), Community Development Council (CDC), Public Hospital or Polyclinic. You may also click [here](#) to download the form.

6. Why is my household's renewal unsuccessful?

Taking into account your latest household circumstances (i.e. income and composition), your household does not meet the CHAS criteria.

To qualify for CHAS, applicants must be Singapore Citizens and meet the following criteria:

- For households with income, household monthly income per person must be \$1,800 and below
- For households with no income, Annual Value (AV) of home (as stated on the NRIC) must be \$21,000 and below

You can still continue to use your current Health Assist card until the expiry date stated on your card.

If you have a recent change in household circumstances (i.e. income and composition) which may not be captured in our records, please inform us via the CHAS hotline at 1800-275-2427 (1800-ASK-CHAS).

7. Why is my new CHAS status Orange when it used to be Blue?

Taking into account your latest household circumstances (i.e. income and composition), your household does not meet the CHAS Blue criteria.

To qualify for CHAS Blue, applicants must be Singapore Citizens and meet the following criteria:

- For households with income, household monthly income per person must be \$1,100 and below
- For households with no income, Annual Value (AV) of home (as stated on the NRIC) must be \$13,000 and below

You can still continue to use your current Blue Health Assist card until the expiry date stated on your card.

If you have a recent change in household circumstances (i.e. income and composition) which may not be captured in our records, please inform us via the CHAS hotline at 1800-275-2427 (1800-ASK-CHAS).