

FOLLOW-UP WITH AFFECTED INDIVIDUALS

Community Health Assist Scheme (CHAS)

The Agency for Integrated Care (AIC) will be sending out letters to affected CHAS cardholders outlining the actions required, including how reimbursements (if any) can be arranged.

Individuals who are eligible for a CHAS card of a higher subsidy tier can expect to receive the correct CHAS cards in March 2019. In the interim period before they receive their new card, they can check their updated CHAS status at the MyCHAS portal (www.chas.sg). If the updated status in MyCHAS differs from their existing card tier, individuals can request CHAS clinics to look up their subsidy status through the clinic's IT system so that appropriate subsidies can be given.

Any higher CHAS subsidy status resulting from this error will be honoured for the remaining validity period of the CHAS card. For example, an individual who had previously received a Blue CHAS card due to the error, but who should have received an Orange CHAS card, may continue to receive CHAS Blue benefits for the rest of the duration of the card's validity period.

Specialist Outpatient Clinic and Drug Subsidies at Public Healthcare Institutions

Public healthcare institutions will reach out directly to any affected patients who should have received higher subsidies to arrange for reimbursement.

MediShield Life

Policyholders who received lower subsidies than what they are eligible for will have their subsidies automatically adjusted. Those who received more will not need to return the excess subsidies, but their subsidy eligibility will be reviewed based on the correct means-test results at their next policy renewal. MOH will inform those affected.

Subsidies and Grants for Intermediate/ Long Term Care and Disability Assistance

Public, private and voluntary welfare organisations that provide subsidised intermediate and long-term care services will reach out to their affected clients to inform them of changes to their subsidy tiers and arrange for reimbursements, if any.

AIC and administrators of respective disability assistance schemes will also be contacting individuals currently receiving grants such as the Foreign Domestic Worker Grant (FDWG) and the Interim Disability Assistance Programme for the Elderly (IDAPE).

- Affected IDAPE and FDWG recipients will receive any back payment due to them together with their updated correct payouts.
- Affected beneficiaries of the Seniors' Mobility and Enabling Fund will be contacted by the institutions that had administered the subsidies on arrangements for reimbursement, if any.