

MBS@Gov

Agenda

- Introduction
- Benefits of MBS@Gov
- Preparation of Participating Clinics
- Overview of Workflow
- Accessing MBS@Gov
- Navigation of Website
- Contacts

Introduction

- Implementation of medical billing system to allow Private Medical Practitioners (PMPs) and Dialysis Centres (DCs) to claim the Government's share of the medical bills for bills incurred by Civil servants and their dependants
- PMPs/DCs will receive a consolidated payment from the Government

Benefits of MBS@Gov

- Serve 200,000 civil servants, pensioners and dependants
- Credit Government's share of medical bills directly into PMPs'/DCs' bank accounts
- Use of system is free
- Ease of online billing inquiry to track bills

MBS@Gov Website



- www.mbs.gov.sg
- Free of Charge
- Open to all PMPs/DCs to sign up

Preparation for Participating Clinics/Dialysis Centres

1. PC/laptop and Internet access

2. ID and Password

- **AGD ID** – only one ID per clinic/dialysis centre
 - Able to submit Medical Bills and view Payments
- **SingPass**
 - AGD ID holder can create/delete access via SingPass for assistants through the 'Manage Assistant Acct' link on MBS@Gov
 - Clinic/Dialysis Centre assistant will receive a confirmation email after the access has been created.
 - Able to submit and view pending Medical Bills only

Preparation for Clinics on Board

3. Decal



4. Self-inking stamp

This receipt has been billed to
the Government via
MBS@Gov.

Overview of Workflow

Overview

1. Eligible patients visit the PMPs/DCs and pay their portion of medical/dialysis bills upfront



Civil Servants and dependants



**Private Medical Practitioners/
Dialysis Centres**

2. PMPs/DCs send Government's share of medical/dialysis bills



MBS@Gov

3. Consolidated payments credited directly into PMPs'/DCs' bank accounts

Overview of Workflow

1. **VERIFY** the patient's eligibility



2. **COLLECT** the patient's co-payment portion.

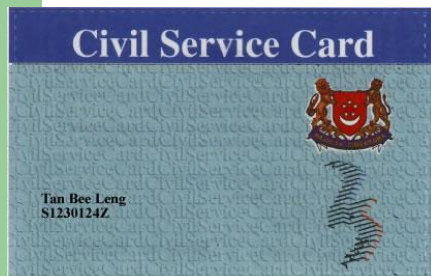


3. Submit the bill and **STAMP** on the issued receipt.

Public Service Card



Civil Service Card



Medical Bill Eligibility/Submission

Create a new medical bill using the screen below. To submit your medical bill record, click the [Submit] button

File Upload | Bill Inquiry

Amount to be paid by patient = \$40.00

Medical Bill Eligibility / Submission	
Vendor ID	:TESTID022
Vendor Name	:VENDOR TESTNAME22
*Licence No.	:LIC-NO22
Bill Status	:Pending Submission
Check Eligibility	
* Patient ID No (NRIC/FIN)	:G1000001X
Patient Name	:ZHANG XINMEI
* Receipt Amount (\$)	:50
* Receipt Date (dd/mm/yyyy)	:04/10/2006 <input type="button" value="Check Eligibility"/>
Bill Details	
* Receipt No.	: <input type="text"/> <input type="button" value="Submit"/>



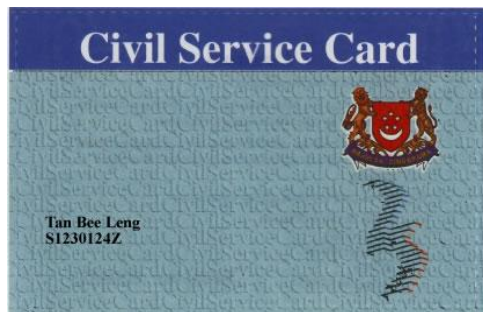
This receipt has been billed to the Government via **MBS@Gov**.

Step 1: Verify

Public Service Card



Civil Service Card



- Civil servant or dependant visits PMP.
- During registration, the patient will indicate that he is a civil servant or a dependant of a civil servant. If need be, he can produce his NRIC or Civil Service Card (CSC) for verification

Step 1: Verify

Medical Bill Eligibility/Submission

Create a new medical bill using the screen below. To submit your medical bill record, click the [Submit] button

File Upload | Bill Inquiry

Amount to be paid by patient = \$40.00

Medical Bill Eligibility / Submission

Vendor ID :TESTID022
 Vendor Name :VENDOR TESTNAME22
 *Licence No. :LIC-NO22
 Bill Status :Pending Submission

Check Eligibility

* Patient ID No (NRIC/FIN) :G1000001X
 Patient Name :ZHANG XINMEI
 * Receipt Amount (\$) :50
 * Receipt Date (dd/mm/yyyy) :04/10/2006

Bill Details

* Receipt No. :

□ The doctor or clinic/centre assistant will access MBS@Gov and key in the NRIC number and other mandatory fields to check the eligibility status of the officer

□ MBS@Gov will prompt the amount to be collected upfront from the officer.

Step 2: Collect

Medical Bill Eligibility/Submission

Create a new medical bill using the screen below. To submit your medical bill record, click the [Submit] button

File Upload | Bill Inquiry

Amount to be paid by patient = \$40.00

Medical Bill Eligibility / Submission

Vendor ID :TESTID022
 Vendor Name :VENDOR TESTNAME22
 *Licence No. :LIC-NO22
 Bill Status :Pending Submission

Check Eligibility

* Patient ID No (NRIC/FIN) :G1000001X
 Patient Name :ZHANG XINMEI
 * Receipt Amount (\$) :50
 * Receipt Date (dd/mm/yyyy) :04/10/2006

Bill Details

* Receipt No. :

□ The doctor or clinic/centre assistant will then collect the amount indicated by the system upfront from the patient and key in the serial number of the receipt that is issued to the patient.

Step 3: Stamp



This receipt has been
billed to the Government
via **MBS@Gov.**

- Remember to indicate on the issued receipt with the following:

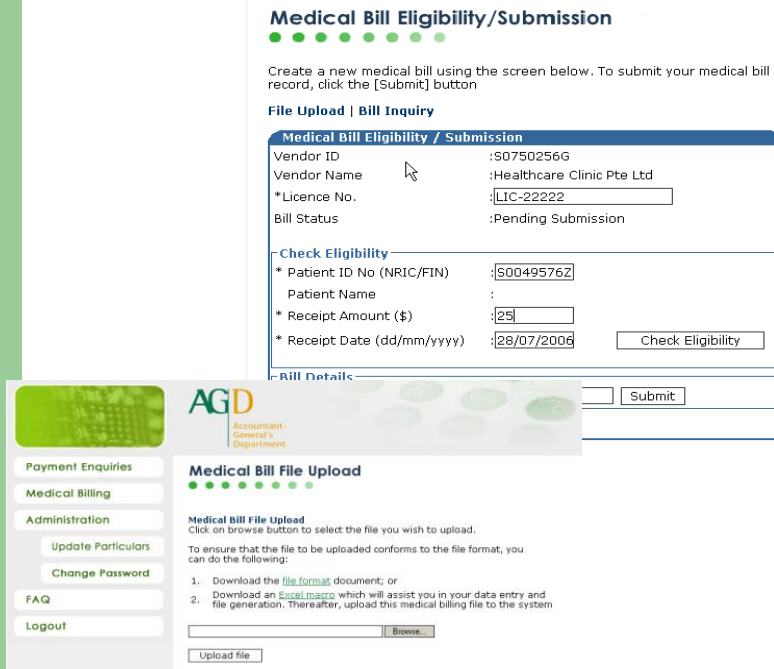
This receipt has been billed to the Government via **MBS@Gov.**

Non-Subsidised Items

- ☒· Accouchement and delivery fees
- ☒· Assisted conception procedures
- ☒· Sex reassignment
- ☒· Ligation/sterilization
- ☒· Abortion
- ☒· Circumcision
- ☒· Cosmetic surgery
- ☒· Multiphasic health screening
- ☒· Hepatitis "B" tests and injections
- ☒· Cytological cervical smear
- ☒· Thalassemia screening
- ☒· Mammogram
- ☒· HIV test
- ☒· Diet Counselling
- ☒· Other screening tests not ordered by the doctor
- ☒· Medical Aids e.g. wheelchairs, kidney dialysis machines, hearing
- ☒· Non-medical items eg. TV rentals, telephone charges

Payment Process

1. The clinic/centre assistant can do a single/multiple or batch submission. →



Medical Bill Eligibility / Submission

Create a new medical bill using the screen below. To submit your medical bill record, click the [Submit] button

File Upload | Bill Inquiry

Medical Bill Eligibility / Submission

Vendor ID :S0750256G
 Vendor Name :Healthcare Clinic Pte Ltd
 *Licence No. :LIC-22222
 Bill Status :Pending Submission

Check Eligibility

* Patient ID No (NRIC/FIN) :S00495762
 Patient Name :
 * Receipt Amount (\$) :25
 * Receipt Date (dd/mm/yyyy) :28/07/2008

Bill Details

Medical Bill File Upload

Medical Bill File Upload
 Click on browse button to select the file you wish to upload.
 To ensure that the file to be uploaded conforms to the file format, you can do the following:

1. Download the [file format](#) document; or
2. Download an [Excel macro](#) which will assist you in your data entry and file generation. Thereafter, upload this medical billing file to the system

2. Payment will be made on a weekly basis. Bills that are submitted by Tuesday will be paid on Friday of the same week. Should a Public Holiday falls on Thursday or Friday, the bills will be paid on the following working day.



3. Clinic/Centre managers with more than one clinic

Payments will be credited to the bank account that is specified for each clinic

View and Update Medical Bills

Medical Billing Inquiry List

Payment Enquiries | Medical Billing | Update Particulars | Change Password | FAQ | Logout |

The following shows a list of records satisfying your search criteria. Please note that claim records submitted more than 2 months are house-kept from this system.

To download your claim records information, please click [here](#).

Patient ID	Patient Name	Licence No.	Receipt No.	Receipt Date	Receipt Amt(\$)	Patient Co-Payment Amt(\$)	Govt
S7912354A	TAN LI SI	LIC-NO21	12341234	03/10/2006	20.00	10.00	
S0151123C	TONY TAY	LIC-NO21	12341111	03/10/2006	100.00	90.00	
Sub Total For Bills Submitted					120.00	100.00	
<input type="button" value="Back to Medical Bill Inquiry"/>							

Medical Bill Submission (Update)

Update medical a bill using the screen below. To update your medical bill record, click the [Submit] button

Medical Bill Submission (Update)

Vendor ID :TESTID021
 Vendor Name :VENDOR TESTNAME21
 Licence No. :LIC-NO21
 Bill Status :Submitted

Check Eligibility

* Patient ID No (NRIC/FIN) :S7912354A
 Patient Name : TAN LI SI
 * Receipt Amount (\$) :20
 * Receipt Date (dd/mm/yyyy) :03/10/2006

Bill Details

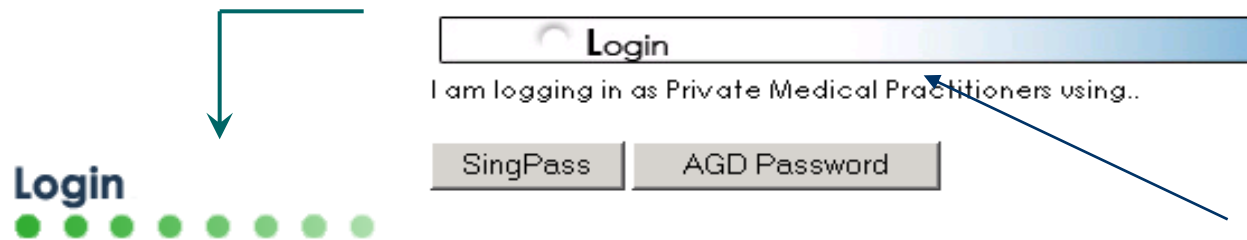
* Receipt No. :12341234

- After you have submitted the medical bills, you can view or update your bill details.

Accessing MBS@Gov

Option 1

1. Via AGD issued ID and password



Please enter your **Vendor ID** and **Password**. Thank you.

Login

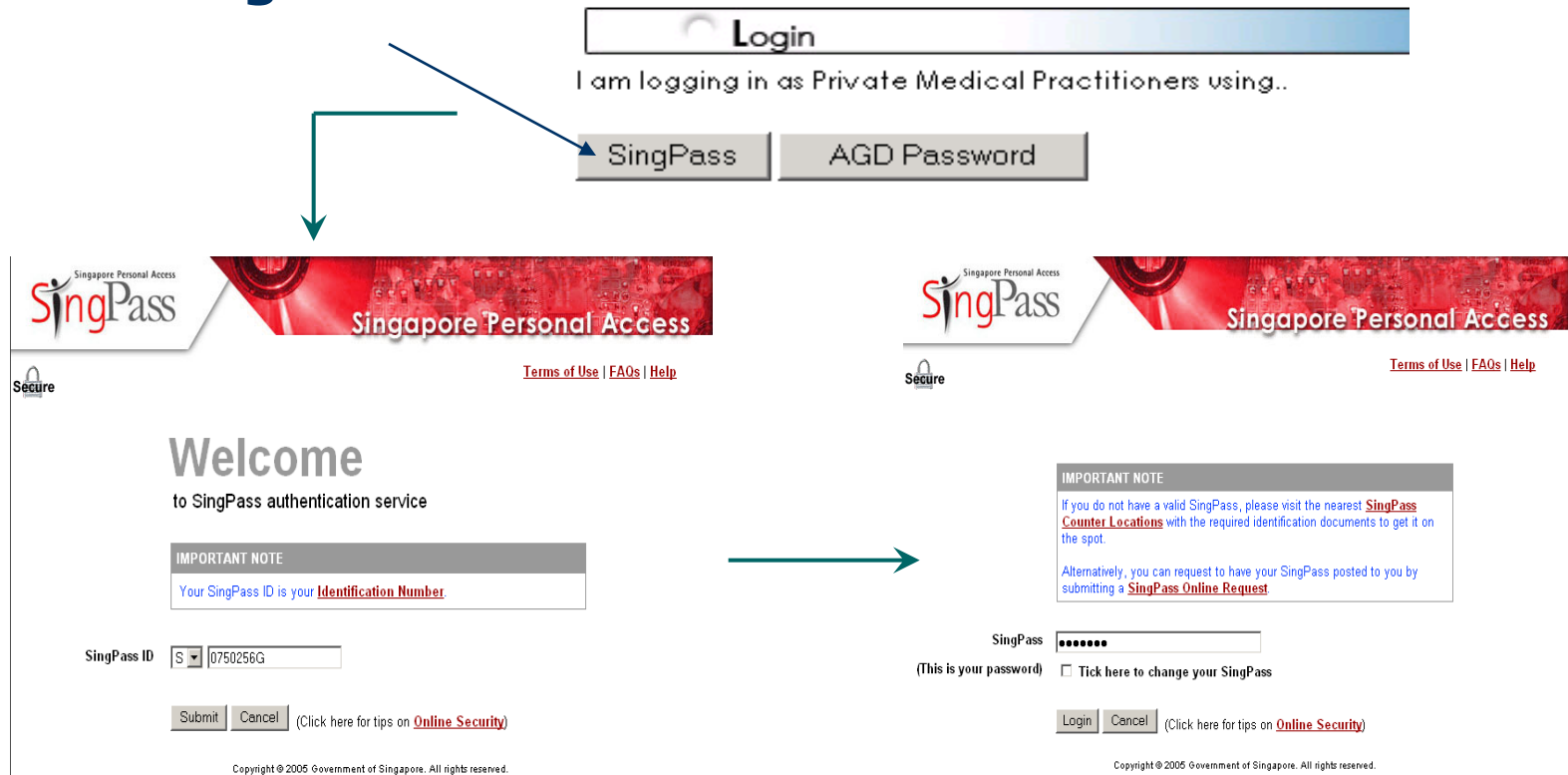
Vendor ID :

Password :

Password should be 8 characters in length and contain only alpha and/or numeric characters.

Option 2

2. Via SingPass



Login

I am logging in as Private Medical Practitioners using..

SingPass AGD Password

SingPass Singapore Personal Access

Secure [Terms of Use](#) | [FAQs](#) | [Help](#)

Welcome
to SingPass authentication service

IMPORTANT NOTE
Your SingPass ID is your [Identification Number](#)

SingPass ID

(Click here for tips on [Online Security](#))

Copyright © 2005 Government of Singapore. All rights reserved.

SingPass Singapore Personal Access

Secure [Terms of Use](#) | [FAQs](#) | [Help](#)

IMPORTANT NOTE
If you do not have a valid SingPass, please visit the nearest [SingPass Counter Locations](#) with the required identification documents to get it on the spot.
Alternatively, you can request to have your SingPass posted to you by submitting a [SingPass Online Request](#)

SingPass

(This is your password) Tick here to change your SingPass

(Click here for tips on [Online Security](#))

Copyright © 2005 Government of Singapore. All rights reserved.

Navigation of Website

Functions

1. Submission
2. Inquiry on Medical Bills
3. View and Update
4. Enquiry on Payment

Submission (PMPs)

Single Submission

Medical Bill Eligibility/Submission

Create a new medical bill using the screen below. To submit your medical bill record, click the [Submit] button

File Upload | Bill Inquiry

Medical Bill Eligibility / Submission

Vendor ID :S0750256G
 Vendor Name :Healthcare Clinic Pte Ltd
 *Licence No. :LIC-22222
 Bill Status :Pending Submission

Check Eligibility

* Patient ID No (NRIC/FIN) :S0049576Z
 Patient Name :
 * Receipt Amount (\$) :25
 * Receipt Date (dd/mm/yyyy) :28/07/2008

Bill Details

* Receipt No. :

I. Verify the patient's NRIC or Civil Service Card (CSC)

II. Key in 3 mandatory fields to check the eligibility:

- NRIC number
- Total consultation fee
- Receipt date

III. Key in the last field for submission

- Receipt number

Submission (Dialysis Centres)

Single/Multiple Submission

Billing Details Add New Details

S/N	Patient Details 1				Valid	Delete
	ID	Name				
	S0054512J	JESSE RALA				
	Receipt Details					
1	No	Date	Amount	Amount Payable (By Patient)	✓	✗
	123456	01/07/2013	230	40.00		
	Medical Certificate Details [Optional]					
	No	Start Date	End Date			

S/N	Patient Details 2				Valid	Delete
	ID	Name				
	Receipt Details					
2	No	Date	Amount	Amount Payable (By Patient)	⚠	✗
	Medical Certificate Details [Optional]					
	No	Start Date	End Date			

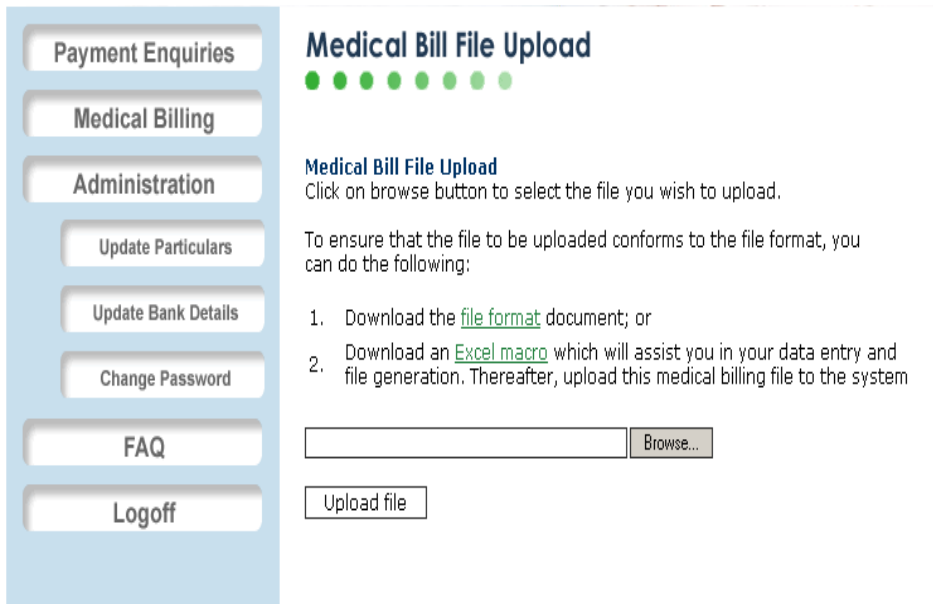
I. Verify the patient's NRIC or Civil Service Card (CSC)

II. Key in 4 mandatory fields to check the eligibility:

- ✓ NRIC number
- ✓ Total consultation fee
- ✓ Receipt date
- ✓ Receipt number

1. Submission (File Upload)

Batch Submission



The screenshot shows a web interface for 'Medical Bill File Upload'. On the left is a navigation menu with buttons for 'Payment Enquiries', 'Medical Billing', 'Administration', 'Update Particulars', 'Update Bank Details', 'Change Password', 'FAQ', and 'Logoff'. The main content area is titled 'Medical Bill File Upload' and includes a progress indicator (seven green dots), the title 'Medical Bill File Upload', and instructions: 'Click on browse button to select the file you wish to upload.' Below this, it states: 'To ensure that the file to be uploaded conforms to the file format, you can do the following:' followed by a list: '1. Download the [file format](#) document; or' and '2. Download an [Excel macro](#) which will assist you in your data entry and file generation. Thereafter, upload this medical billing file to the system'. At the bottom of the main area, there is a file input field with a 'Browse...' button and an 'Upload file' button.

I. Select and open the Excel macro.

II. Key in the indicated fields.

III. Save the excel file into your folder.

IV. Upload it into the online system.

2. Bill Inquiry

Payment Enquiries

Medical Billing

Administration

Update Particulars

Update Bank Details

Change Password

FAQ

Logoff

Medical Bill Inquiry

Use the screen below to make inquiry on medical bills submitted

Medical Bill Inquiry

Search By : Receipt Date

From (dd/mm/yyyy) :

To (dd/mm/yyyy) :

Status : Please Select

You can search by:

- Receipt date
- Payment date
- Reference Number

Select the bill status:

- Submitted
- Pending
- Paid

2. Bill Inquiry



Bill Inquiry List

Medical Billing Inquiry List



[Payment Enquiries](#) | [Medical Billing](#) | [Update Particulars](#) | [Change Password](#) | [FAQ](#) | [Logout](#) |

The following shows a list of records satisfying your search criteria. Please note that claim records submitted more than 2 months are house-kept from this system.

To download your claim records information, please click [here](#).

Patient ID	Patient Name	Licence No.	Receipt No.	Receipt Date	Receipt Amt(\$)	Patient Co-Payment Amt(\$)	Govt i
S7912354A	TAN LI SI	LIC-NO21	12341234	03/10/2006	20.00	10.00	
S0151123C	TONY TAY	LIC-NO21	12341111	03/10/2006	100.00	90.00	
Sub Total For Bills Submitted					120.00	100.00	
<input type="button" value="Back to Medical Bill Inquiry"/>							

3. View and Update of Medical Bills

I. Select the patient ID to view the full detail.

Medical Billing Inquiry List

[Payment Enquiries](#) | [Medical Billing](#) | [Update Particulars](#) | [Change Password](#) | [FAQ](#) | [Logout](#) |

The following shows a list of records satisfying your search criteria. Please note that claim records submitted more than 2 months are house-kept from this system.

To download your claim records information, please click [here](#).

Patient ID	Patient Name	Licence No.	Receipt No.	Receipt Date	Receipt Amt(\$)	Patient Co-Payment Amt(\$)	Govt
S7912354A	TAN LI SI	LIC-NO21	12341234	03/10/2006	20.00	10.00	
S0151123C	TONY TAY	LIC-NO21	12341111	03/10/2006	100.00	90.00	
Sub Total For Bills Submitted					120.00	100.00	

[Back to Medical Bill Inquiry](#)

II. Update the necessary field and submit the bill.

Medical Bill Submission (Update)

Update medical a bill using the screen below. To update your medical bill record, click the [Submit] button

Medical Bill Submission (Update)

Vendor ID :TESTID021
 Vendor Name :VENDOR TESTNAME21
 Licence No. :LIC-NO21
 Bill Status :Submitted

Check Eligibility

* Patient ID No (NRIC/FIN) :S7912354A
 Patient Name : TAN LI SI
 * Receipt Amount (\$) :20
 * Receipt Date (dd/mm/yyyy) :03/10/2006 [Check Eligibility](#)

Bill Details

* Receipt No. :12341234 [Submit](#)

[Cancel](#)

4. Enquiry on Payment History

Payment Enquiries

Medical Billing

Administration

Update Particulars

Update Bank Details

Change Password

FAQ

Logoff

Payment Enquiries



Invoice Date From 21/07/2006 To 19/10/2006

Sort by Invoice Number

Submit Cancel

You can search by:

- Invoice date
- Payment date

Sort the enquiry result by:

- Invoice number
- Invoice date
- Payment reference
- Payment date

Contacts

- **Website**

- www.mbs.gov.sg

- **Address**

- Accountant-General's Department
100 High Street
#06-01 The Treasury
Singapore 179434