

Community Health Assist Scheme

Introduction

The Community Health Assist Scheme (CHAS) was rolled out by the Ministry of Health with effect from 15th January 2012. CHAS is an enhancement of its predecessor, the Primary Care Partnership Scheme (PCPS), and aims to provide accessible and affordable primary healthcare for needy elderly and disabled Singaporeans. Under this expanded scheme, more Singaporeans would be eligible to receive subsidized basic and simple tertiary dental services, such as crowns, bridges, dentures and root canal treatment, at participating private dental clinics near their homes. This is in addition to the subsidized dental treatment that is already offered by the public sector.

Eligibility Criteria for Patients

The eligibility criteria were revised to extend CHAS to more Singaporeans. This is to ensure that Singaporeans from all walks of life, especially those who are less privileged, the needy, and the elderly will not be denied access to good dental healthcare.

The eligibility criteria for CHAS are as follows:

1. The qualifying age has been lowered from 65 to 40 years old.
 2. The qualifying income ceiling has been raised from \$800 to \$1500 per capita monthly household income.
- Dental Treatment Covered by CHAS and Subsidy Rates

The types of dental treatment covered by CHAS and their respective subsidy rates are presented in the table in page 16.

CHAS and PCPS patients are expected to co-pay part of their dental treatment. Under the PCPS, there was a table that stated the fixed treatment fees that the dentist could charge. The fixed treatment fees comprised a component that was subsidized under PCPS and the patient had to co-pay the remainder. However, unlike PCPS, CHAS only defines the subsidy rates covered by CHAS and does not fix the treatment fees. This means that the participating dentist can charge the standard treatment fees applicable to their clinics, of which the patient will have to co-pay the balance of the treatment fees less the CHAS subsidy.

For example, if a clinic charges \$300 for an upper full denture, the clinic will receive \$256.50 from CHAS while the patient will have to pay the balance of \$43.50 (\$300 - \$256.50) for a patient eligible for the blue tier subsidy. A patient who is eligible for the orange tier subsidy will have to pay \$129.50 if he visits the same clinic for an upper full denture while the clinic will receive the balance of \$170.50 from CHAS.

As with the previous PCPS, there is a limit to the number of claims that a CHAS patient is eligible for with respect to certain dental procedures. For example, a CHAS patient may claim subsidy for up to 2 scaling and polishing procedures within a calendar year; and he will have to foot the full bill without any subsidy if he attends for more scaling and polishing visits within the same year. Participating dental clinics can readily determine if the patient is still eligible for the subsidy via the claim report generated through the CHAS online portal (CHAS Online: <https://pcps.gpcare.sg/>)

In addition, for each patient, only one dental claim is allowed per day. For example, if a patient attends a clinic for multiple fillings and scaling in the morning and reverts back due to pain from a tooth that received a filling in the evening, only the claim for the morning visit is subsidized.

COMMUNITY HEALTH ASSIST SCHEME (CHAS)#			
Dental Subsidy Rates (from 15 Jan 2012)			
Type of Dental Treatment		Subsidy Rates (\$)	
		Blue Tier*	Orange Tier
Cementation		35	NA
Consultation (without treatment)		20.50	
Curettage		20.50	
Crown (Metal, Porcelain)		127.50	84.50
Complete Denture, Acrylic [∞] (Upper or Lower)		256.50	170.50
Partial Denture [∞] (Upper or Lower)	Replacing less than 6 teeth	98	65.50
	Replacing 6 teeth and above	210	140
Denture Reline		98	65.50
Denture Repair		43	NA
Extraction (per tooth)	simple	28.50	
	complex	68.50	
Filling, Amalgam	simple	20.50	
	complex	43	
Filling, Tooth-coloured	simple	35	
	complex	68.50	
Polishing [^]		20.50	
Root Canal Treatment (RCT)	Anterior	164	109.50
	Premolar	210	140
	Molar	256.50	170.50
Scaling [^]	simple	20.50	NA
	complex	43	
Topical Fluoride [^]		20.50	
X-ray		11	
# Previously known as Primary Care Partnership Scheme (PCPS)			
[^] Limited to 2 procedures per patient per calendar year.			
[∞] Limited to one set (upper and lower) per patient per calendar year.			
* Existing PA (Public Assistance) and CMB (Community Medical Benefits) cardholders enjoy the same subsidy as Blue Tier cardholders.			
<i>Correct as at 22 May 2012</i>			

How can Dental Clinics Participate under CHAS?

Signing up for CHAS is easy and all private dental clinics are strongly encouraged to participate in CHAS.

Dental clinics and dentists are not required to be CDMP accredited unlike their medical counterparts. As such, dental clinics can sign up for CHAS whenever they are ready.

Application is done online via:

<https://pcps.gpcare.sg/NewSignMgmt/NewDentalSignUp.aspx>

An email acknowledging application for CHAS will be sent upon completion of the application form. A polyclinic administrator (from either SingHealth Polyclinics or National Healthcare Group Polyclinics) will be assigned and arrangements will be made to sign the CHAS contract upon approval of the clinic's application. Following which, the dental clinic will then be able to offer CHAS subsidies to their eligible patients.

Why should Dental Clinics Participate under CHAS?

With the revised eligibility criteria, more Singaporeans can now benefit from this scheme. Under CHAS, participating dental practitioners will also have the flexibility to determine the reasonable treatment fees to charge their patients, and can take into account their individual circumstances.

Perhaps, you have always wanted to volunteer your time and services to help needy and elderly Singaporeans but have not been able to do so due to time constraints. CHAS allows you to do that from the comfort of your own clinic and allows you to build up a steady pool of referring patients who live nearby.

Documentation Required by MOH for Audit Purposes

The CHAS consent form (Dental) must be completed and signed by the patient and the dental practitioner at the patient's first visit. This consent is required to facilitate the release of financial and clinical data collected from the patient's visit to MOH for administrative purposes. These consent forms must be filed properly as part of the patient's records. Existing CMB and PA cardholders, who have signed the PCPS Patient Consent Forms during their earlier visits and are still continuing treatment at the same clinic, are not required to sign the new CHAS Patient Consent Forms.

The CHAS consent forms are available in English, Malay, Chinese and Tamil. They can be downloaded online from <http://www.chas.sg/eformgpdental.aspx>.

Audits will be arranged and conducted by MOH or the polyclinic administrators to assess compliance with CHAS guidelines. The following table summarizes the areas of compliance that may be audited.

Reimbursement of Claim and Datelines

Claims are submitted online via the CHAS portal (CHAS Online: <https://pcps.gpcare.sg/>). Upon receipt of the claims, reimbursement to the dental clinics will be made within a month. If there are any queries regarding the claim(s), payment will be disbursed within seven days after successful resolution of all such queries.

Type of audit	Aspects of compliance that the Auditors will check for
Operational	<ul style="list-style-type: none"> • Was the clinical data submitted? • Was the CHAS (Dental) subsidy applied in accordance with the CHAS guidelines and specifications as stated in the CHAS contract? • Is there an itemized breakdown of the bills submitted for CHAS claims, including a record of the amount paid by the patient?
Clinical	<ul style="list-style-type: none"> □ Has the patient’s consent been obtained and properly filed together with patient’s clinical notes?

Helping Needy patients who have not applied for CHAS

These patients can be referred to the nearest Community Development Council (CDC), Community Centre/Club (CC), polyclinic or restructured hospital for an application.

Alternatively, the CHAS brochures and application forms may be downloaded via the CHAS resource webpage: http://www.chas.sg/page_patients.aspx?id=161.

Dental practitioners may also contact AIC for copies of these brochures and application forms via email gp@chas.sg or phone 6632 1199.

Referrals to Specialist Outpatient Clinics at National Dental Centre (NDC)

For complicated cases requiring specialist intervention, CHAS patients may be referred to Specialist Outpatient Clinics and still enjoy CHAS subsidy rates. However, the referral must be unnamed (ie, the referring dentist cannot specify the exact specialist to be referred to). Currently, only the National Dental Centre (NDC) is enrolled in the CHAS subsidy network. The eventual Involvement of more tertiary specialist institutions is still under planning.

The dental referral must be accompanied by a CHAS cover note. The referring dental practitioner must inform the Specialist Outpatient Clinic that the patient is referred under the CHAS subsidy system while arranging for appointment at the Specialist Outpatient Clinic. The patient has to produce these documents, his Health Assist/ CMB/ PA card and NRIC upon registration at the specialist outpatient clinic.

The CHAS cover note is available via the CHAS eForms webpage: <http://www.chas.sg/eformgpdental.aspx>



Online Resources

CHAS website: <http://www.chas.sg/indexpatients.aspx>

eForms for CHAS: <http://www.chas.sg/eformgpdental.aspx>

Resource page for CHAS: http://www.chas.sg/page_patients.aspx?id=161

Online application for CHAS: <https://pcps.gpcare.sg/NewSignMgmt/NewDentalSignUp.aspx>

CHAS Online: <https://pcps.gpcare.sg/>

† Dr Tay Chong Meng, Dr Gabriel Chong

FREQUENTLY ASKED

QUESTIONS ABOUT CHAS

BY DR TAY CHONG MENG WITH INPUT FROM MR KEVIN KOW FROM AIC

IT HAS BEEN OVER A YEAR since CHAS has been introduced and we are glad that an increasing number of our dental colleagues in private practice are participating in this scheme. We have compiled the four most frequently asked questions about CHAS and provide answers to them here.

1 *This new patient comes to my clinic and says he is registered with CHAS but he has forgotten to bring his card today. How do I check whether he is registered to CHAS as he is in pain and urgently needs treatment today?*

Checking the patient's CHAS status is easy via the online CHAS portal;

- Log into the online CHAS portal. Click Claims Management >> Patient Card Enquiry. The Patient Card Enquiry page will be displayed (as shown below).
- Enter the Patient's NRIC or Patient Name and then click Search. The result will be displayed. You can check the expiry date of the subsidy card and the patient's subsidy tier here too.

Now, you can help manage this patient in need. However, do remember to let this patient sign the CHAS consent form before you do up the necessary claims for this patient!

NRIC	Patient's Name	Card Type	Status	Issue Date	Expiry Date	Subsidy Tier
S1234567E	ABC ABC	CMBED	A	02-Mar-2012	01-Mar-2014	Blue

*Status: A-Active, I-Inactive

I remember that there is a time-frame limit to certain dental procedures such as scaling and denture. How do I check if this patient is still eligible to CHAS subsidy for scaling and denture?

Yes, dental procedures such as scaling, polishing, topical fluoride application and dentures are limited in number of procedures per year. You can check the patient's remaining eligibility for this year via the online CHAS portal (as shown below). In fact, it is a good practice for you to do so before dental procedure for each patient to avoid misunderstanding.

- From the main menu, click Claims Management >> Dental Enquiry.
 - Enter the Patient's NRIC and then click Search. The result will be displayed subsidy tier here too.
- Now, you can help manage this patient in need. However, do remember to let this patient sign the CHAS consent form before you do up the necessary claims for this patient!

2 *Now, this patient with a CHAS card walks in and wants a scaling, some fillings and a new denture under CHAS subsidy but his current denture looks new! I have been hearing from my friendly colleagues in the neighborhoods nearby that there are some dissatisfied patients who hop around clinics seeking new dentures.*

DENTAL ENQUIRY

Please enter the Patient's Information

Patient's NRIC:

Status

For the Year : 2012

Procedure	Remaining Claims
Denture, Complete (Upper)	1
Denture, Complete (Lower)	1
Denture, Partial, Complex (Upper)	1
Denture, Partial, Complex (Lower)	1
Denture, Partial, Simple (Upper)	1
Denture, Partial, Simple (Lower)	1
Polishing	2
Scaling, Simple or Complex	1
Topical Fluoride	2

As the system updates do not occur in real-time, the latest remaining claims may not be reflected.

While our administrators try to update the system as quickly as possible, it is dependable on submission by our fellow dental colleagues and their clinic managers. Therefore, please submit your claims as soon as possible, preferably within the same session even though there is a 1-month window for claims.

3 You know, I am a busy practitioner; While I would like to file for CHAS claims immediately after every patient, I don't really have the time for it. Are there any ways CHAS can help make it easier?

We understand that in the typical practice setting, the dental practitioner will have his hands full of patients and find it difficult to file for CHAS in between patients. The CHAS claims submission system has been made friendlier to the practitioners in the following ways.

You can set up the system in such a way that your clinic assistant can key in the entries for you. In order to do so, you have to first add the clinic assistant in your clinic information page.

- From the main menu, click Clinic Management >> Maintain Clinic Assistant. The Maintain Clinic Assistant page is displayed as shown.
- Click Add Clinic Assistant and enter all the necessary details.

HAZTASH CLINIC ASSISTANT

Assistant's NRIC	Assistant's Name	Contact No.
999999999	ABC	99999999

Assistant Information

Name: NRIC:

Address

Block: Floor:
 Unit: Street:
 Building: Postal Code:

Contact

Phone: Fax:
 Email:

The clinic assistant can then log into the CHAS portal, key in the claims on your behalf and save this claim as a draft. All you have to do is to confirm that the entries are accurate when you are free and submit it. The claims submission page also allows you the flexibility of sending claim one at a time or submitting all at one go once you have confirmed their accuracy.

There is also an advantage to entry of claims in real-time: When you key in the cost of your procedure, the system will automatically calculate the amount of co-payment that the patient has to foot in consideration of his subsidy tier as shown below. You can always submit immediately or save it as a draft for review at the end of your session for accounting purposes.

Selected Procedure Details

Procedure Name	Quantity	Subsidy Amount	Patient Payable Procedure/Cost Amt	Edit	Delete
Cementation	1	35.00	10.00	<input type="button" value="Edit"/>	<input type="button" value="Delete"/>
Total		35.00	10.00		

Please do remember to file a copy of the patient's receipt with itemized breakdown of the procedures for audit purpose.

4 I have been filing claims for CHAS for a while now; can I get a report on my claims so that I can check on my clinic returns?

The claims report feature on CHAS portal can be accessed as follows:

- From the main menu, click Report >> Claims Details Report. The Claims Details Report page will be displayed as shown below.
- Enter the field as required and the report will be generated as an Excel worksheet for download.

CLAIMS REPORT

Filter Criteria

Clinic Name:

Patient NRIC:

Bill Generate Date: To:

Visit Date From: To:

Submission Date From: To:

Paid Date From: To:

Claim Status:

5 Am I going to be audited for CHAS claims and what do I need to prepare?

Yes, all CHAS claims are subject to audit. Standard clinical records are required to show auditors that the claims are in compliance with CHAS claims guidelines as follows:

- Patient invoices containing itemized breakdown of procedures and charges
- Patient records detailing procedures (for example, date of procedure, filling on which tooth, which surface and what filling materials)
- Relevant radiographic records (for root canal treatment and extractions)

These are standard requirements for financial returns and healthcare audits and thus should not take up much administrative effort. The only additional paperwork required specifically for CHAS audit is minimal; the dental practice only needs to file the completed CHAS consent form (Dental) for patients benefiting from CHAS.

More functions about CHAS portal can be found in the e-CHAS user guide that has been sent to every dental practitioner registered with CHAS. If you have any further questions, feel free to consult the friendly AIC staff.

