

Managed Healthcare System (MHS) Outpatient Medical Claim Form

Important notes:

It is important to read the notes below before you complete the claim form.

- The acceptance of this form is **not** an admission of liability on the part of Income. Any documentary proof or medical report shall be furnished at the expense of the policyholder.
- Please submit the following documents within 60 days from date of visit:
 - Duly completed and signed original claim form
 - Original final tax invoices (itemised bills), bills or receipts showing the patient's name and date of treatment
 - Copy of referral letter from panel general practitioner to panel specialist or hospital (if you are claiming for specialist visit)
 - Copy of the attending physician's prescription for claims on purchase of drugs
- Please use **one claim form per patient**.
- All required documents, duly completed and signed forms must be submitted to avoid any delay in claim processing. Please indicate "N.A" if not applicable.
- An eligible claim will be reimbursed according to the following priority:
 - Policyholder if he or she has settled the eligible medical bills by cash
 - Medisave account as indicated in the tax invoices or bills
 - Patient's Medisave-approved Private Integrated Plan (if applicable)

To be completed by policyholder

1. Particulars of policyholder

1a. Policy number	1b. Name (as shown in NRIC or Passport)		
1c. NRIC number or FIN	1d. Date of birth (dd/mm/yyyy)	1e. Gender <input type="checkbox"/> Male <input type="checkbox"/> Female	1f. Contact number
1g. Email address		1h. Address	

If your contact particulars (i.e. contact number, email address and address) indicated in this form are different from your existing records with us, we will not update all your existing policies with the new contact particulars.

2. Particulars of patient (Compulsory if patient is spouse or child of policyholder)

2a. Name (as shown in NRIC, Passport or BC)			
2b. NRIC, BC number or FIN	2c. Date of birth (dd/mm/yyyy)	2d. Gender <input type="checkbox"/> Male <input type="checkbox"/> Female	2e. Relationship to policyholder <input type="checkbox"/> Spouse <input type="checkbox"/> Child

3. Details of illness or injury

3a. Type of claim ¹ <input type="checkbox"/> GP <input type="checkbox"/> SP <input type="checkbox"/> Others (Please specify) _____	3b. Date of visit (dd/mm/yyyy)	3c. Description of illness or injury	3d. Name of referring GP and clinic (For specialist visit only)
<input type="checkbox"/> GP <input type="checkbox"/> SP <input type="checkbox"/> Others (Please specify) _____			
<input type="checkbox"/> GP <input type="checkbox"/> SP <input type="checkbox"/> Others (Please specify) _____			
<input type="checkbox"/> GP <input type="checkbox"/> SP <input type="checkbox"/> Others (Please specify) _____			

¹ "GP" refers to general practitioner and "SP" refers to specialist.

4. Please complete the following if you have sustained injury as a result of an accident

4a. Date (dd/mm/yyyy) and time of accident	4b. Place of accident	4c. Is it work-related? <input type="checkbox"/> Yes <input type="checkbox"/> No
4d. State <u>how</u> the injury or accident happened		
4e. Is the medical expenses claimable under your company's Work Injury Compensation Act Policy?		<input type="checkbox"/> Yes <input type="checkbox"/> No

5. Other information

Are you making or intending to make a claim from any insurer, other employer or any other parties for reimbursement of your medical bills? If 'Yes', please state the party that you are claiming from and submit a copy of the settlement letter or payment voucher.	<input type="checkbox"/> Yes <input type="checkbox"/> No
<p>Note: It is important that you inform us if you are claiming from other insurance or any other parties for the same bill. You can only claim or be reimbursed for the amount that you have incurred, regardless of the number of medical insurance policies you may have. We reserve the right to recover the excess amount paid to you.</p>	
<p>Payment to be made by:</p> <input type="checkbox"/> Cheque <input type="checkbox"/> Credit into policyholder's bank account: Bank _____ Branch _____ Account number _____	
<p>Note:</p> <ul style="list-style-type: none"> • If this is your first time requesting for direct credit, please submit a copy of your bank account details page for set up purpose. • Please update us if there is a change of bank account. Income is not liable if the account numbers or the recipient name you have provided are incorrect. 	

Personal data collection statement

Income recognises its obligations under the Personal Data Protection Act 2012 (PDPA) which include the collection, use and disclosure of personal data for the purpose for which an individual has given consent to.

The personal data collected by Income includes all personal data provided in this form, or in any document provided, or to be provided to us by you or your insured persons or from other sources, for the purpose of this insurance transaction. It includes all personal data for us to evaluate or administer this transaction. For example, if you are submitting a claim for an insurance policy, in addition to the personal data provided in the claim form, the personal data will also include any subsequent information we collect on health or any information that is necessary for us to decide whether to pay the claim, such as test results, medical examination results, and health records from medical practitioners or other insurance companies.

You may not alter any of the wording in this 'Personal data collection statement'. Any attempt to do so will be of no effect.

1. Purpose of collection

We may collect and use the personal data to:

- (a) carry out identity checks;
- (b) carry out membership or information checks;
- (c) communicate on purposes relating to an application or policy;
- (d) decide whether to insure or continue to insure you and your insured persons;
- (e) determine and verify your creditworthiness for the financial and insurance products you apply for;
- (f) provide financial advice for product recommendation based on your financial needs analysis;
- (g) provide ongoing services and respond to your inquiries or instructions;
- (h) make or obtain payments;
- (i) investigate and settle claims;
- (j) recover any debt owed to us;
- (k) detect and prevent fraud, unlawful or improper activities;
- (l) conduct research and statistical analysis;
- (m) coach employees and monitor for quality assurance;
- (n) reinsure risks and for reinsurance administration;
- (o) comply with all applicable laws, including reporting to regulatory and industry entities; and
- (p) inform you of our philanthropic and charity initiatives, i.e. OrangeAid, including soliciting donations, acknowledging donations, and facilitating tax exemption.

2. Disclosure of personal data

We may disclose personal data belonging to you and your insured persons for the purposes set out in Section 1 above to these parties:

- (a) your financial advisers;
- (b) medical professionals and institutions;
- (c) insurers and reinsurers;
- (d) local or overseas service providers to provide us with services such as printing, mail distribution, data storage, data entry, marketing and research, disaster recovery or emergency assistance services;
- (e) debt collection agencies;
- (f) dispute resolution parties;
- (g) parties that assist us to investigate, administer and adjudicate claims;
- (h) financial institutions;
- (i) credit reference agencies;
- (j) industry associations; and
- (k) regulators, law enforcement and government agencies.

3. Consequence of withdrawing consent to the collection, use and disclosure of personal data

You may refuse or withdraw your consent for us to collect, use or disclose your personal data and your insured persons' personal data by giving us reasonable notice so long as there are no legal or contractual restrictions preventing you from doing so. For example, you may withdraw your consent for your personal data to be used for marketing purposes, and this withdrawal will not affect our ability to provide you with the products and services that you asked for or have with us. But if you withdraw your consent for us to use your personal data for your insurance matters, this will affect our ability to provide you with the products and services that you asked for or have with us, including preventing us from keeping your insurance cover in force or properly assessing and processing your claim. Withdrawing such consent will require you to surrender or terminate all your policies with us.

4. Access and correction rights

You can request access to any personal data of yours that we have, and request to know how it is being used and disclosed for the last 12 months to the extent your right is allowed by law. If we allow you access, we may charge you a reasonable fee. You also have the right to request correction of your personal data.

You may make your request to access or correct your personal data by writing to:

The Data Protection Officer, Income Centre, 75 Bras Basah Road, Singapore 189557. Alternatively, you can email to: DPO@income.com.sg

For any request to withdraw your consent, please contact Income Contact Centre at 6788 1777 or email to consentwithdrawal@income.com.sg

You may refer to Income's Privacy Policy for more information in our website. Privacy Policy: (<https://www.income.com.sg/privacy-policy>)

Declaration and authorisation

I certify that the information in this form is true and complete and I have not withheld any material information.

I confirm that I understand and agree to the 'Personal data collection statement'.

For the purposes of policy administration including processing and investigating this claim, and deciding whether Income is to insure or continue to insure me for my insurance applications or policies,

- a. I authorise any person or organisation who has relevant information pertaining to this claim, including any medical practitioner, health care provider or institution, insurance company, and investigative agencies, to release and exchange such information (including personal health information) requested by Income and/or its claims service providers.
- b. I authorise Income and its claims service providers to collect, use, disclose and to exchange with the persons or organisations listed above any information (including personal health information).
- c. I am authorised to disclose information (including personal health information) about the insured person if this claim is made on behalf of them.

I agree that a photocopy or electronic version of this authorisation shall be as valid as the original.

Name and signature of policyholder

NRIC number or FIN of policyholder

Date (dd/mm/yyyy)

Name and signature of patient
(If different from policyholder and age above 21 years)

NRIC number or FIN of patient

Date (dd/mm/yyyy)