

## Frequently Asked Questions Managed Healthcare System Change of General Practitioners (GP) and Specialists Clinics

### 1. Income has sent me a letter informing of a change in the Administrator with effect from 1 July 2016. How will this change affect me?

This letter is to inform you that we have engaged a new Administrator, Make Health Connect (MHC) to manage our new panel of GP and Specialists.

Please check if the current GP and/or Specialists that you are visiting is in the list of GPs and Specialists managed by our new Administrator. You may want to select a new GP and/or Specialist if your current GP and/or Specialists is not in the list of GP and Specialists managed by our new Administrator.

As this list is constantly updated, we encourage you to refer to our website for the latest list of clinics under this panel.

### 2. Where can I locate the new list of GP and Specialists panel and when is the change to be effected?

The new panel of GP and Specialists will be effective 1 July 2016.

You can refer to <https://appsonline.income.com.sg/uiGPSP/uiPanelListing.aspx> for the list of GP and Specialists.

Do note that there are two versions of panel clinic listings in the website:

**Before 01 Jul 2016:** Please refer to **VISTA MEDICARE** GP and Specialist Panel Listing

**From 01 Jul 2016 onwards:** Please refer to **MHC** GP and Specialist Panel Listing

### 3. What happens should my GP and Specialist clinic decide not to join the new MHS panel?

Should the clinics of your choice decide not to join the new MHS panel after 1 July 2016, they will be deemed as non-panel.

### 4. Are Specialist Outpatient Clinics in Restructured Hospitals included in the new panel?

Yes, Specialist Outpatient Clinics (SOC) in Restructured Hospitals will continue to be in our new Specialists panel.

### 5. Is there a change in payment arrangement for Specialised Investigations?

Yes, there is a change in payment arrangement for Specialised Investigations.

#### **Before 01 Jul 2016**

You pay 10% co-payment upfront and the balance of the medical fees will be claimed by the GPs and Specialists from Income.

#### **From 01 Jul 2016 onwards**

The 10% co-payment still applies, however you need to pay the medical fees in full and seek reimbursement from Income. The claim form can be obtained from <http://www.income.com.sg/claims/life-and-health-insurance/outpatient-claim>

### 6. What do I need to bring along when visiting a GP or Specialist clinic?

You will need to produce your MHS membership card and your identity card when visiting our panel GP and Specialist clinic.

You will also need to bring along the referral letter when visiting the Specialist clinic. Otherwise, the consultation and medical expenses incurred at the Specialist clinic will not be payable.

**7. Will there be any change to my MHS membership card?**

Yes. We will issue a new membership card for use from 1 July 2016 at the new panel of GP and Specialists. Your new membership card will display the new Administrator, MHC logo.

From now till 30 June 2016, please continue to use your existing membership card with VISTA MEDICARE logo.

**8. When will I receive my new MHS membership card?**

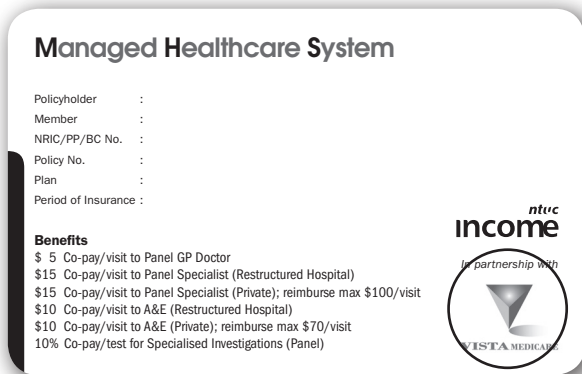
If you have renewed your MHS policy with us, you would have received the new membership card with MHC logo along with this letter.

However, if your MHS policy is pending for renewal, please be assured that we will mail the new membership card to you upon receipt of your renewal premium.

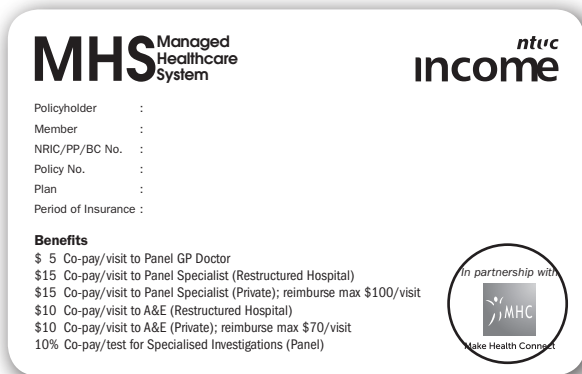
**9. What is the difference between the new membership card and the old membership card? Which card should I use?**

Please refer to the following sample images of the membership card. We have replaced the Administrator's logo for the new membership card.

**Before 01 Jul 2016:** Please use the card with **VISTA MEDICARE** logo



**From 01 Jul 2016 onwards:** Please use the card with **MHC** logo



**10. If the GP which I currently visit is not in your new panel, can I refer the clinic to Income?**

If the GP that you regularly visit does not fall in our new panel, and we do not have a clinic in the vicinity, you may make your recommendation to us by contacting our customer service officer at 6332 1133 or email us at healthcare@income.com.sg. We will work with our new Administrator to invite the GP to join our panel.

Information is correct as of 23 May 2016