



How to complete the MediSave/MediShield Life Internet Reimbursement E-File Submission

What is this guide about?

- This guide details how you can submit internet reimbursement via the E-File service. It will provide pointers on where to download the excel template (submission file), how to fill in the necessary information, where to obtain the information required, and how to submit your completed submission file.
- This guide is applicable to employers, platform operators, and insurers.

Part 1: Download the excel template and prepare your submission file

Step 1: Navigate to MediSave/MediShield Life Reimbursement Page on CPF Website

<https://www.cpf.gov.sg/employer/services-for-business-partners/medisave-medishield-life-reimbursements>

The screenshot shows the CPF website's navigation and content for the MediSave/MediShield Life reimbursement page. The top navigation bar includes the Central Provident Fund Board logo, links for 'Who we are', 'Tools and services', 'Infohub', 'Employer/Business' (with a dropdown arrow), 'Login' (with a lock icon), and a search icon. Below this is a secondary navigation bar with links for 'Employer obligations', 'Making CPF contributions', 'Making Voluntary Contributions', 'Compliance and rectifications', 'Platform operators', and 'Corporate service buyers'. The breadcrumb trail reads: 'Home > Services for business partners > MediSave/MediShield Life reimbursements'. The main heading is 'Submitting MediSave/ MediShield Life reimbursements', followed by a subtext: 'Find out whether you're required to reimburse employees/platform workers/insureds' medical costs, what the process is like and how to submit reimbursements.' Below the heading is a row of five buttons: 'What to consider', 'Order', 'How to submit', 'Resources', and 'FAQs'. The 'What to consider' button is selected, leading to a section titled 'WHAT TO CONSIDER' with the subheading 'What you need to know about MediSave/MediShield Life reimbursements'. The text below states: 'As an employer/platform operator/insurer, you must reimburse your employees/platform workers/insureds' MediSave and/or MediShield Life if you're contractually obliged to do so.'

Central Provident Fund Board

Who we are Tools and services Infohub Employer/Business Login Search

Employer obligations Making CPF contributions Making Voluntary Contributions Compliance and rectifications Platform operators Corporate service buyers

Home > Services for business partners > MediSave/MediShield Life reimbursements

Submitting MediSave/ MediShield Life reimbursements

Find out whether you're required to reimburse employees/platform workers/insureds' medical costs, what the process is like and how to submit reimbursements.

What to consider Order How to submit Resources FAQs

WHAT TO CONSIDER

What you need to know about MediSave/MediShield Life reimbursements

As an employer/platform operator/insurer, you must reimburse your employees/platform workers/insureds' MediSave and/or MediShield Life if you're contractually obliged to do so.

Step 2: Scroll down to “2. Submission” and click on the “Download Excel file”

The screenshot shows a website navigation bar with the following items: a back arrow, 'What to consider', 'Order', 'How to submit' (which is underlined and highlighted), 'Resources', and 'FAQs'. Below the navigation bar, the page content is titled '2. Submission'. To the left of this title is a green callout box with a blue border containing the text '1) Scroll down to “2. Submission”'. The main content area is titled 'Download and fill in the E-File Excel document'. Below this title is a paragraph: 'Once your registration is completed, you can start submitting reimbursements via E-File.' This is followed by another paragraph: 'Download the Excel file and fill in the following **mandatory** information:'. Below this is a bulleted list:

- Patient's NRIC
- MediSave payer's NRIC for MediSave reimbursement
- MediSave and/or MediShield Life amount to be refunded
- [Hospital Registration Number \(HRN\)](#)

 Below the list is a paragraph: 'You can get this information from the employee's/platform worker's/insured's final medical bill, CPF online statement, and MediSave deduction notification.' At the bottom of the content area is a link: 'Download Excel file >'. To the right of this link is a green callout box with a blue border containing the text '2) Click on the link to download the excel file'.

< What to consider Order How to submit Resources FAQs

2. Submission

Download and fill in the E-File Excel document

Once your registration is completed, you can start submitting reimbursements via E-File.

Download the Excel file and fill in the following **mandatory** information:

- Patient's NRIC
- MediSave payer's NRIC for MediSave reimbursement
- MediSave and/or MediShield Life amount to be refunded
- [Hospital Registration Number \(HRN\)](#)

You can get this information from the employee's/platform worker's/insured's final medical bill, CPF online statement, and MediSave deduction notification.

[Download Excel file >](#)

Step 3: Prepare information required for your submission

If you lack the required information and need to obtain them from your employee/platform worker/insured, we urge you to accept **digital copies** of these documents. Please note that these documents should not be included in your submission.

Information required	Documents that will help with the submission
<ul style="list-style-type: none">• Medical institution (MI) where treatment was sought• Hospital Registration Number (HRN)• MediSave Payers' details• MediSave/MediShield Life amount used	1. Your employee/platform worker/insured's final medical bill
<ul style="list-style-type: none">• Medical institution (MI) where treatment was sought• Hospital Registration Number (HRN)• MediSave/MediShield Life amount used	2. Digital copy of your employee/platform worker/insured's CPF Online Statement or MediSave deduction notification

Step 4: Fill in the necessary information in the template

- After opening the excel template, you will notice that row 1 and 2 are already populated. Please do not make any changes to these rows as doing so may result in file rejection during submission.
- Row 1 indicates the column headers
- Row 2 provides more information on what you should input for each column
- For each reimbursement that you wish to submit, fill in the necessary information in each row from row 3 onwards

	A	B	C	D	E	F
Row 1	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Name	Admission-date (DD/MM/YYYY Format)	Total Refund Amt (\$) (*Mandatory field)	MED Refund Amt (\$) (*Mandatory field)	MSHL Refund Amt (\$) (*Mandatory field)
Row 2	Identification No. as per the Hospital Record (NRIC/INPASSPORT NO)	Name of the Patient	Patient's Admission Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.	Total of MediSave Refund Amt + MediShield Life Refund Amt	Total MediSave Amt in this record to be refunded. At least one MediSave Refund Amt must be present.	The MediShield Life Refund Amt must be present if there is reimbursement to be made to MSHL. Otherwise, please indicate 0.
Row 3						

Step 5: Mandatory fields must be filled

- Columns indicating (***Mandatory field**) must be filled up correctly for successful file submission:
 - Patient ID (Column A)
 - Total Refund Amt (Column D) = MED Refund Amt (Column E) + MSHL Refund Amt (Column F)
 - MED Refund Amt (Column E) = Sum of MED payers reimbursement amt (Columns H, J, L and N)
 - MSHL Refund Amt (Column F)
 - Hospital Registration Number (Column R)

	A	B	C	D	E	F
1	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Name	Admission-date (DD/MM/YYYY Format)	Total Refund Amt (\$) (*Mandatory field)	MED Refund Amt (\$) (*Mandatory field)	MSHL Refund Amt (\$) (*Mandatory field)
2	Identification No. as per the Hospital Record (NRIC/IN/PASSPORT NO)	Name of the Patient	Patient's Admission Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.	Total of MediSave Refund Amt + MediShield Life Refund Amt	Total MediSave Amt in this record to be refunded. At least one MediSave Refund Amt must be present.	The MediShield Life Refund Amt must be present if there is reimbursement to be made to MSHL. Otherwise, please indicate 0.
3						
4						
5						
6						

O	P	Q	R
Policy Number	Claim Number	Filler	Hospital Registration Number (HRN) (*Mandatory field)
Based on your internal reference. For example, Insurance policy no. or Employment policy no.	Based on your internal reference. For example, Insurance Claim no. or Employment Claim no.	Please leave this column blank.	HRN is the unique information to identify a claim. Please enter the 13 character HRN no. in this column.

Step 5 cont'd: Total Refund Amt (Column D)

- Total Refund Amt (Column D) = MED Refund Amt (Column E) + MSHL Refund Amt (Column F)
- Please do not key in excel formula otherwise your file will be rejected

	A	B	C	D	E	F
	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Name	Admission-date (DD/MM/YYYY Format)	Total Refund Amt (\$) (*Mandatory field)	MED Refund Amt (\$) (*Mandatory field)	MSHL Refund Amt (\$) (*Mandatory field)
1	Identification No. as per the Hospital Record (NRIC/UIIN/PASSPORT NO)	Name of the Patient	Patient's Admission Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.	Total of MediSave Refund Amt + MediShield Life Refund Amt	Total MediSave Amt in this record to be refunded. At least one MediSave Refund Amt must be present.	The MediShield Life Refund Amt must be present if there is reimbursement to be made to MSHL. Otherwise, please indicate 0.
2						
3						
4						
5						
6						

Step 5 cont'd: MED Refund Amount (Column E) is the sum of all MED payers reimbursement

- Please indicate "0" if there is no reimbursement to MediSave
- MED Refund Amt (Column E) = Sum of MED Payers reimbursement amount (columns H, J, L and N)
- Please do not key in excel formula otherwise your file will be rejected

	A	B	C	D	E	F
	Patient Identification no (if NRIC, key in as S1234567E) <i>(*Mandatory field)</i>	Patient Name	Admission-date (DD/MM/YYYY Format)	Total Refund Amt (\$) <i>(*Mandatory field)</i>	MED Refund Amt (\$) <i>(*Mandatory field)</i>	MSHL Refund Amt (\$) <i>(*Mandatory field)</i>
1	Identification No. as per the Hospital Record (NRIC/INPASSPORT NO)	Name of the Patient	Patient's Admission Date as in the Hospital Record. This information can be found on the patients hospital bill. Not a required field.	Total of MediSave Refund Amt + MediShield Life Refund Amt	Total MediSave Amt in this record to be refunded. At least one MediSave Refund Amt must be present.	The MediShield Life Refund Amt must be present if there is reimbursement to be made to MSHL. Otherwise, please indicate 0.
2						
3						
4						
5						
6						

	G	H	I	J	K	L	M	N
	Payer CPF A/c (1) (if NRIC, key in as S1234567E)	Payer Refund Amt (1)	Payer CPF A/c (2) (if NRIC, key in as S1234567E)	Payer Refund Amt (2)	Payer CPF A/c (3) (if NRIC, key in as S1234567E)	Payer Refund Amt (3)	Payer CPF A/c (4) (if NRIC, key in as S1234567E)	Payer Refund Amt (4)
1	First Payer CPF A/c No. must be present if MediSave Refund Amt is not 0.	First Payer CPF A/c No. must be present if MediSave Refund Amt is not 0.	2nd Payer CPF A/c (Optional)	2nd Payer Refund Amt (Optional)	3rd Payer CPF A/c (Optional)	3rd Payer Refund Amt (Optional)	4th Payer CPF A/c (Optional)	4th Payer Refund Amt (Optional)
2								
3								
4								

Interesting Fact!

Your employee/platform worker/insured's medical bill could be paid by his relatives. In such a case, the reimbursement for your employee/platform worker/insured should be made to his relatives' MediSave instead. Our excel template allows you to make reimbursements up to 4 distinct payers.

Step 5 cont'd: MSHL Refund Amount (Column F)

- Please indicate "0" if there is no reimbursement to your employee/platform worker/insured's MediShield Life

	A	B	C	D	E	F
	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Name	Admission-date (DD/MM/YYYY Format)	Total Refund Amt (\$) (*Mandatory field)	MED Refund Amt (\$) (*Mandatory field)	MSHL Refund Amt (\$) (*Mandatory field)
1	Identification No. as per the Hospital Record (NRIC/IN/PASSPORT NO)	Name of the Patient	Patient's Admission Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.	Total of MediSave Refund Amt + MediShield Life Refund Amt	Total MediSave Amt in this record to be refunded. At least one MediSave Refund Amt must be present.	The MediShield Life Refund Amt must be present if there is reimbursement to be made to MSHL. Otherwise, please indicate 0.
2						
3						
4						
5						
6						

Key in amount, include the cents

Step 5 cont'd: Hospital Registration Number (HRN) (Column R)

- The HRN is a 13 alphanumeric characters, unique identifier of a claim.
- It can be found on some Medical Institutions' final medical bill, and your employee/platform worker/insured's CPF Online Statement and MediSave deduction notification
- Refer to [Annex](#) for the guide to obtaining the HRN

O	P	Q	R
Policy Number	Claim Number	Filler	Hospital Registration Number (HRN) (*Mandatory field)
Based on your internal reference. For example, Insurance policy no. or Employment policy no.	Based on your internal reference. For example, Insurance Claim no. or Employment Claim no.	Please leave this column blank.	HRN is the unique information to identify a claim. Please enter the 13 character HRN no. in this column.

Step 6: MED Payers details and reimbursement amount (Columns G to N)

- If you are making reimbursements to MediSave, please key in the NRIC of the MED payers and the reimbursement amount accordingly.
- If you are **not** making any reimbursement to MediSave i.e. MED Refund Amt (Column E) is 0, columns G to N should be blank
- It is useful to note that the payer of your employee/platform worker/insured's bill may not be your employee/platform worker/insured. So do examine the bill carefully!

	G	H	I	J	K	L	M	N
	Payer CPF A/c (1) (if NRIC, key in as S1234567E)	Payer Refund Amt (1)	Payer CPF A/c (2) (if NRIC, key in as S1234567E)	Payer Refund Amt (2)	Payer CPF A/c (3) (if NRIC, key in as S1234567E)	Payer Refund Amt (3)	Payer CPF A/c (4) (if NRIC, key in as S1234567E)	Payer Refund Amt (4)
1	First Payer CPF A/c No. must be present if MediSave Refund Amt is not 0.	First Payer CPF A/c No. must be present if MediSave Refund Amt is not 0.	2nd Payer CPF A/c (Optional)	2nd Payer Refund Amt (Optional)	3rd Payer CPF A/c (Optional)	3rd Payer Refund Amt (Optional)	4th Payer CPF A/c (Optional)	4th Payer Refund Amt (Optional)
2								
3								
4								

Key in the NRIC of the first
MediSave Payer

Part 2: Saving the excel template in CSV format

Saving the excel template in CSV format

Step 1: After keying in the necessary information, click “File” on the top left hand corner

Click “File”

MediReimbTemplate.xlsx • Saved to this PC

File Home Insert Page Layout Formulas Data Review View Automate Help

Paste Digital Signing Encrypt Document

Clipboard Data Protection

Font

Alignment

Number

Styles

Cells

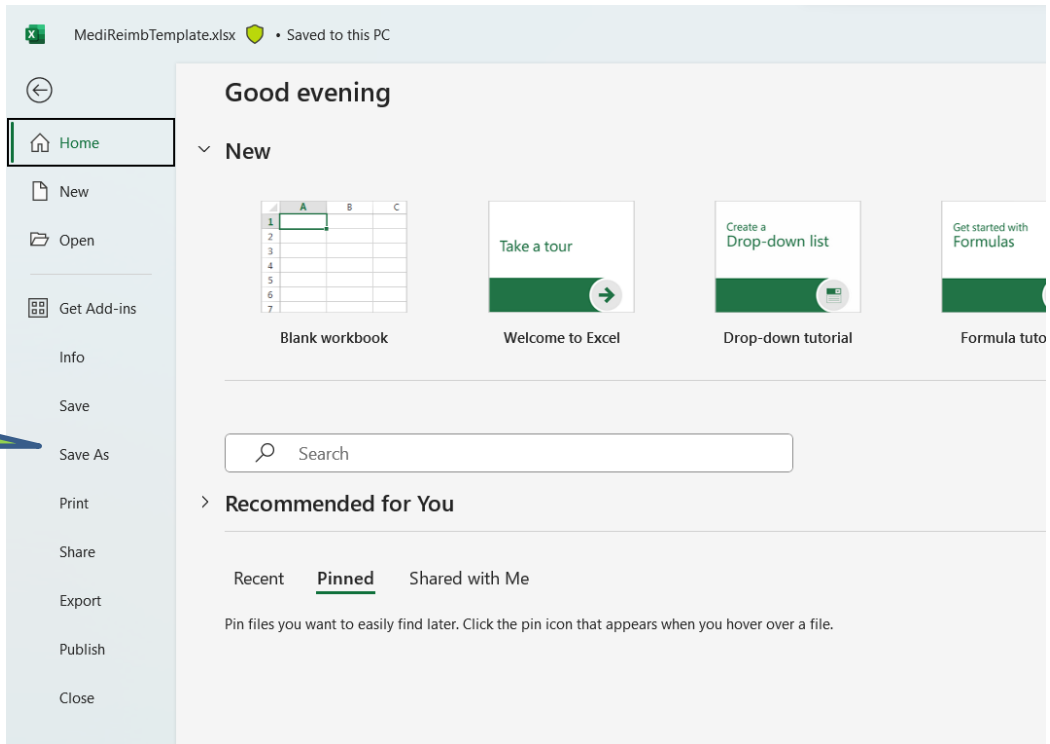
Editing

A3

	A	B	C	D	E	F
	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Name	Admission-date (DD/MM/YYYY Format)	Total Refund Amt (\$) (*Mandatory field)	MED Refund Amt (\$) (*Mandatory field)	MSHL Refund Amt (\$) (*Mandatory field)
1	Identification No. as per the Hospital Record (NRIC/IN/PASSPORT NO)	Name of the Patient	Patient's Admission Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.	Total of MediSave Refund Amt + MediShield Life Refund Amt	Total MediSave Amt in this record to be refunded. At least one MediSave Refund Amt must be present.	The MediShield Life Refund Amt must be present if there is reimbursement to be made to MSHL. Otherwise, please indicate 0.
2						
3						
4						
5						
6						

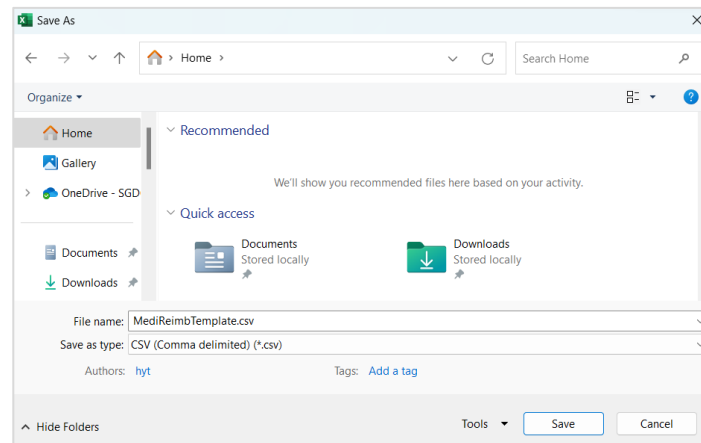
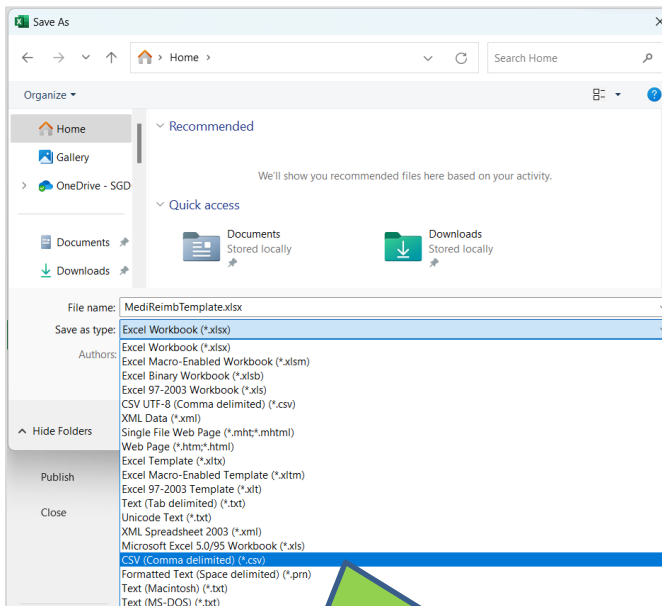
Saving the excel template in CSV format

Step 2: Click “Save As”



Saving the excel template in CSV format

Step 3: After selecting your desired location to save the excel file and deciding on the “File name”, select “CSV (Comma delimited)” under “Save as type” and click on “Save”



2. Click “Save”

1. Select “CSV (Comma delimited)”
file under “Save as type”

Part 3: Submitting the csv submission file

Step 1: Navigate to www.cpf.gov.sg. Click on “Member” and select “Employer/Business” from the drop down list. Then click “Login”

The screenshot shows the CPF.gov.sg website interface. The top navigation bar is dark green with white text. The 'Employer/Business' menu is open, showing 'Member' and 'Employer/Business' options. The 'Login' button is highlighted with a green callout box. Below the navigation bar, there are links for 'Employer obligations', 'Making CPF contributions', 'Compliance', 'Corporate service buyers', and 'Employment'. A large banner below the navigation bar features the text 'GO ONLINE Stay home, use CPF Digital Services' and 'We're here for you online. Get the support you need.' with a 'Find out more' button. The banner also includes an illustration of two people working at a desk with a laptop and a potted plant.

1. Click “Member”

2. Select “Employer/Business”

3. Click “Login”

GO ONLINE
Stay home, use CPF Digital Services
We're here for you online. Get the support you need.

Find out more >

Step 2: Select “Other Services” and then “Log in as UEN-registered entity”

The screenshot shows the Central Provident Fund Board website. The top navigation bar includes links for 'Who we are', 'Tools and services', 'Infohub', 'Employer/Business', 'Login', and a search icon. Below the navigation bar, there are several service categories: 'Employer obligations', 'Making CPF contributions', 'Making Voluntary Contributions', 'Compliance and rectifications', 'Platform operators', and 'Corporate service buyers'. The main content area is titled 'Select a digital service' and includes a note: 'You will need a CPF Submission Number registered with the CPF Board before you access these services.' There are two service cards: 'CPF EZPay' and 'Other services'. A green callout box with the text '1. Select “Other Services”' points to the 'Other services' card. Below the service cards, there is a secondary navigation bar with the same links as the top bar. The bottom section of the screenshot shows the 'Other services login' page, which has two login options: 'Log in as UEN-registered entity' and 'Log in as individual trading under own name'. A green callout box with the text '2. Select “Log in as UEN-registered entity”' points to the first login option.

Select a digital service

You will need a **CPF Submission Number** registered with the CPF Board before you access these services.

CPF EZPay

Submit and pay your CPF contributions for employees, view records of past payments, and more.

Other services

Update employer's information, apply for CPF Submission Number, and more.

1. Select “Other Services”

Other services login

Log in as UEN-registered entity

Log in as individual trading under own name

2. Select “Log in as UEN-registered entity”

Step 3: Log in with Singpass



Log in with Singpass

Your trusted digital identity

Singpass app

Password login


Scan with Singpass app
Logging in as [Business User](#)



Don't have Singpass app? [Download now](#)

Step 4: Key in your company's CPF Submission Number (CSN) and click "Proceed"

[Services](#)[Employer obligations](#)[Making CPF contributions](#)[Making Voluntary Contributions](#)[Compliance and rectifications](#)[Platform operators](#)[Corporate service buyers](#)



Enter CPF Submission Number

I am transacting for

☒ My company ☐ My client

CPF Submission Number

Enter a valid CPF Submission Number (e.g. 123456789A-PTE-01).

- Don't have a CPF Submission Number (CSN)? [Apply for a CSN](#) now.
- Only valid Unique Entity Number(s) (UEN) you are authorised to access are shown. If you cannot find your UEN, or if you see a UEN that isn't yours, please contact your company's Corppass Admin.

1. Fill in your company's CSN

2. Click "Proceed"

Step 5: Click 'Tools and services'

The screenshot shows the 'Tools and services' page of the CPF Board. The page is divided into several sections:

- Tools and services**: This section contains links to 'CPF EZPay', 'Forms and e-applications', and 'Additional services'. A red box highlights the 'Forms and e-applications' link, with a red arrow pointing to the 'Write to us' link in the 'No CPF contributions payable' section.
- OTHERS**: This section contains links to 'Other forms', 'MediSave and MediShield Life Reimbursements', and 'Additional services'. A red box highlights the 'Submit reimbursements' link, with a red arrow pointing to the 'Entry point 2' label.
- Additional services**: This section contains links to 'MediSave/MediShield Life reimbursements' and 'e-File'. A red box highlights the 'MediSave/MediShield Life reimbursements' link, with a red arrow pointing to the 'Entry point 1' label.

Entry point 1: click on 'Tools and services', scroll down to 'Additional services' to access 'e-File' for submission

Entry point 2: click on 'Tools and services', followed by 'Form and e-applications', scroll to 'Other forms' and click on 'submit reimbursements'

Click "e-File"

Step 6: Form start page

OTHERS

Submit MediSave and MediShield Life reimbursements

Use this form to submit reimbursements for medical expenses covered by MediSave or MediShield Life

To submit MediSave and MediShield Life reimbursement details, use the [Excel template](#) to format the information and export the file in csv format for submission.

Important notes

- This service can only be accessed if you have an approved Direct Debit Arrangement between CPF Board and your bank for MediSave and MediShield Life reimbursements. This Direct Debit Arrangement is different from the one your business may have with us for the purpose of processing CPF contributions.
- The daily cut-off time for submissions is 5:30pm (SGT).
- If you make multiple submissions in a day, only the last submission of the day will be processed.

1. Tick the terms of use

☒ I have read and accepted the [Terms of use](#)

2. Click 'Start'

Start >

Take note of this!

1. Tick the terms of use

2. Click 'Start'

Step 7: Submission file upload page

Home > Tools and services > Forms and e-applications > Submit MediSave and MediShield Life reimbursements


Submit MediSave and MediShield Life reimbursements

1 Upload file 2 Contact details 3 Review

Upload submission file

Upload a copy of your reimbursement submission file.

- Ensure that your reimbursement submission file is correctly formatted. Use the [Excel template](#) to format before exporting in csv format.
- File size should not exceed 5MB individually.



Drag and drop 1 file to proceed.

Add document +

Back Next >

1. Drag and drop your submission file here or click 'Add document'

Home > Tools and services > Forms and e-applications > Submit MediSave and MediShield Life reimbursements

Submit MediSave and MediShield Life reimbursements

1 Upload file 2 Contact details 3 Review

Upload submission file

Upload a copy of your reimbursement submission file.

- Ensure that your reimbursement cases are correctly formatted. Use the [Excel template](#) to format before exporting in csv format.
- File size should not exceed 5MB individually.

TS04 TC05 07 13 IP JUN.csv 4.9MB

Back Next >

2. Click 'Next'

Step 8: Fill in your contact details

Home > Tools and services > Forms and e-applications > Submit MediSave and MediShield Life reimbursements

Submit MediSave and MediShield Life reimbursements

1 — 2 — 3

Upload file Contact details Review

Enter contact details

Email

employer1@gmail.com.sg

Back Next >

1. You will receive an email acknowledgement to this email address upon successful submission.

2. Click 'Next'

Step 9: Review your submission details

Home > Tools and services > Forms and e-applications > Submit MediSave and MediShield Life reimbursements

Submit MediSave and MediShield Life reimbursements

1 Upload File 2 Contact details 3 Review

Review your submission

Please review these details before you proceed with the submission.

File submission

[TS04 TC05 07 13 IP JUN.csv](#) 999.9MB

Contact details

Email
employer1@gmail.com.sg

[Back](#) [Submit >](#)

Click 'Submit'

Step 10: Acknowledgement page and email

Home > Tools and services > Forms and e-applications > Submit MediSave and MediShield Life reimbursements

NAME OF EMPLOYER/INSURER, CSN

Submit MediSave and MediShield Life reimbursements

Acknowledgement

Your submission has been received.

Submission details

Transaction details

Service name
Submit MediSave and
MediShield Life
reimbursements

Transaction number
E0149402023061300001

Transaction date
1 Jan 2023 12:00pm

Submission progress

Cases submitted
140
[Download submitted cases](#)
(CSV, 2.2MB)

Contact details

Email
employer1@gmail.com.sg

- To check the transaction status and to download the reimbursement reports, go to [Activities](#).

[Return to start](#)

Sample email acknowledgement:

CPF (MediSave/MediShield Life Reimbursement) Service - File Submission Acknowledgement



CPF Board (UAT) <NoReply_eService-ack@cpf.gov.sg>
To

[Reply](#)

[Reply All](#)

[Forward](#)

[...](#)

Fri 10-May-24 4:23 PM

The MediSave / MediShield Life Reimbursement file CPF submission UAT_1.csv has been successfully submitted to the CPF Board.

The 8 reimbursement transactions submitted in the file are now being processed by CPFB.

Please note your transaction number 320500009961509 as you may use it later to enquire on the status of your submission.

Please ensure your bank account is in order for payment of reimbursements to go through.

WARNING : This communication is meant only for the addressee(s) named above and may contain information which is confidential and/or legally privileged. If you are not the named addressee(s), or the agent responsible for receiving and delivering this communication to the named addressee(s), this communication has been sent to you in error. If so, kindly notify the sender and delete the information immediately. Unauthorised dissemination, distribution, copying or reliance on this communication is prohibited and may attract criminal penalties.

Take note of the transaction number as you will need it to enquire the status of your submission.

You can monitor your submission progress via employer 'Activities'.



Annex: Where to obtain the Hospital Registration Number (HRN)

There are 3 sources to obtain the HRN

- Your employee/platform worker/insured's final medical bill
- Your employee/platform worker/insured's CPF Online Statement (MediSave and Healthcare Insurance Claims and Reimbursement Online Statement)
- Your employee/platform worker/insured's MediSave deduction notification or hardcopy MediSave Transaction Statement



Please note that CPF Board does not require these documents from employers/platform worker/insurers to process the MediSave/MediShield Life reimbursement.

Should you need to request these documents from your employee/platform worker/insured to obtain the HRN, we urge you to accept digital copies over physical documents.

Source 1: Your employee/platform worker/insured's final medical bill

- The HRN can be found under “CCPS HRN” on some medical institutions' final bill.



Singapore
General Hospital
SingHealth

TAX INVOICE (Finalised)

Page 1 of 2

BILL REF. NO.

BILL DATE

26 JAN 2022

LOCATION

GCLR DSEC

HRN

001234567890X

NRIC / FIN / MRN

ADMISSION DATE

17 JAN 2022 12:31 PM

DISCHARGE DATE

▶ 17 JAN 2022 05:15 PM



Accepts: PayNow

TOTAL AMOUNT (BEFORE GST) \$

ROUNDING ADJUSTMENT \$

7% GST \$

TOTAL AMOUNT \$

Payable by MEDISAVE \$

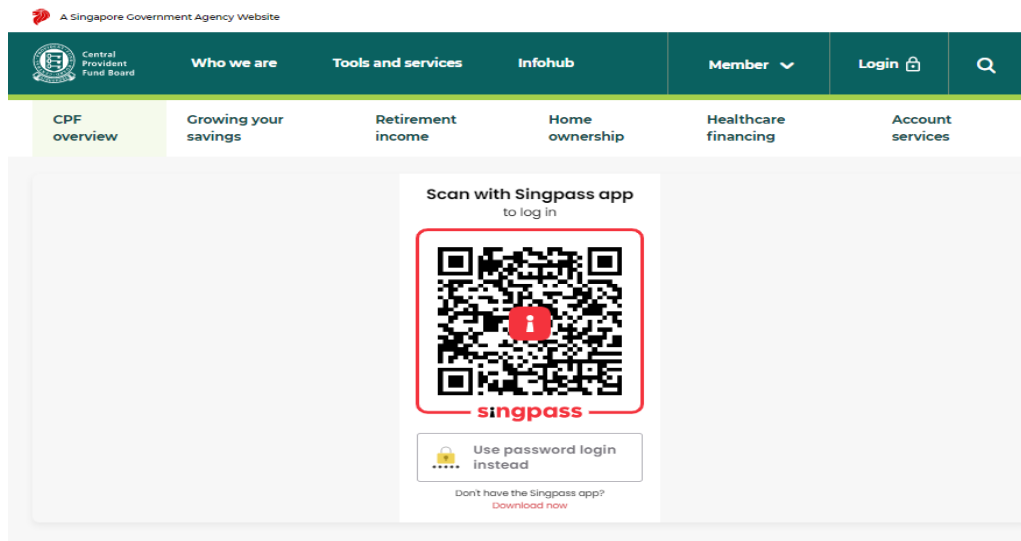
TOTAL AMOUNT PAYABLE \$

Net Payment made \$

FINAL AMOUNT PAYABLE \$

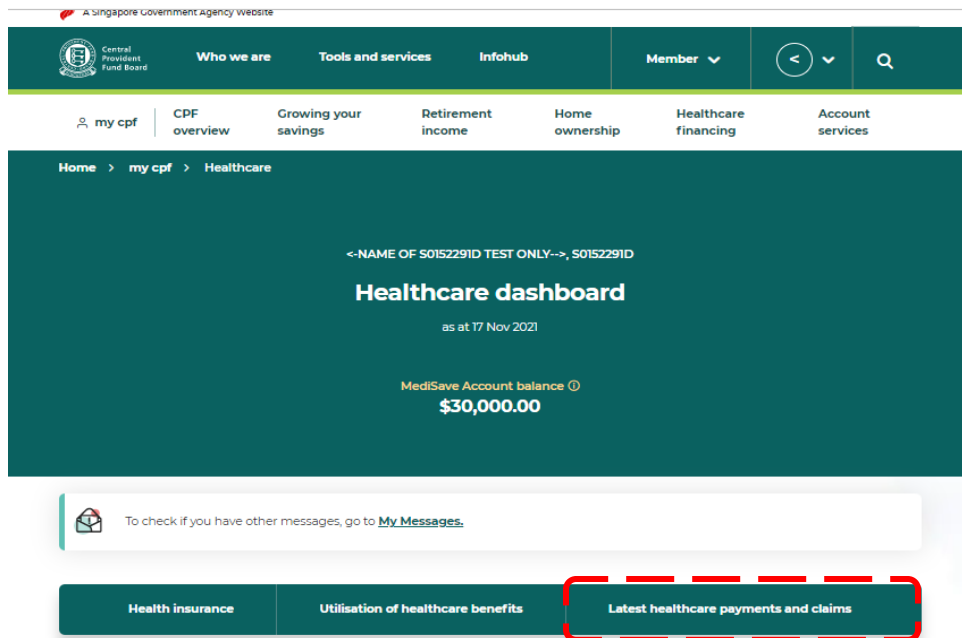
Source 2: Your employee/platform worker/insured's CPF Online Statement

- Your employee/platform worker/insured can login to their CPF Online Statement to obtain the HRN by following these steps:
- Step 1: Log in to Healthcare dashboard (cpf.gov.sg/healthcare) under my cpf digital services. Your employee/platform worker/insured will be prompted to login to the Healthcare dashboard via his/her Singpass.



Source 2: Your employee/platform worker/insured's CPF Online Statement

- Step 2: Scroll down to “Latest healthcare payments and claims” section or select “Latest healthcare payments and claims” from the menu bar.



Source 2: Your employee/platform worker/insured's CPF Online Statement


- Step 3: The latest five healthcare payments and claims will be displayed here. Select the particular medical episode your employee/platform worker/insured is making a claim for. Locate the HRN under “For Hospital Registration Number”.
- If there are more than five medical episodes, or if your employee/platform worker/insured is making a claim for a past medical episode, please proceed to click the button “View past 15 months”. Please refer to the next page for sample image.

Step 3: Cont.

[Insurance](#) [Utilisation of healthcare benefits](#) [Latest healthcare payments and claims](#) [Governance](#)


Latest healthcare payments and claims

as at 08 Mar 2022




MediSave payment and claims
For Hospital Registration Number Q42021A01939E

Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME OF S70195863	14 Apr 2021 to 14 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$149.67




MediSave payment and claims
For Hospital Registration Number Q42021A019141

Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME OF S70195863	13 Apr 2021 to 13 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$3,529.05




MediSave payment and claims
For Hospital Registration Number Q42021A0152AF

Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME OF S70195863	05 Apr 2021 to 05 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$212.00



MediSave payment and claims
For Hospital Registration Number Q42021A0152BD

Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME OF S70195863	05 Apr 2021 to 05 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$52.08



MediSave payment and claims
For Hospital Registration Number Q42021A012TZB

Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME OF S70195863	29 Mar 2021 to 29 Mar 2021	NG TENG FONG GENERAL HOSPITAL	\$39.75

[View past 15 months >](#)

Source 2: Your employee/platform worker/insured's CPF Online Statement

- Step 4: Select the time period in which the medical bill was incurred and click "Search".

Home > my cpf > Healthcare > Healthcare payments and claims history

LONG NAME OF S7019586J, S7019586J

Healthcare payments & claims history

as at 08 Mar 2022

1. Select the time period and click "Search"

01/2021 to Mar 2022 Search Q

< 2021 >

Jan Feb Mar

Apr May Jun

Jul Aug Sep

Oct Nov Dec

1 to 08 Mar 2022 1 of 1 page

Period	Medical institution	Total bill
14 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$149.67

Source 2: Your employee/platform worker/insured's CPF Online Statement

- Step 5: The system will extract all medical episodes during the selected time period. Click on the particular medical episode your employee/platform worker/insured is trying to make a claim for to view more details. Locate the HRN under “For Hospital Registration Number”.

Home > my cpf > Healthcare > Healthcare payments and claims history

LONG NAME OF S7019586J, S7019586J

Healthcare payments & claims history

as at 08 Mar 2022

Jan 2021 to Mar 2022 Search Q

Items per page: 20 1-13 of 13 items from 01 Jan 2021 to 08 Mar 2022 1 of 1 page

	MediSave payment and claims For Hospital Registration Number Q42021A01939E				
Patient name ABV NAME OF S7019586J	Hospitalisation period 14 Apr 2021 to 14 Apr 2021	Medical institution NG TENG FONG GENERAL HOSPITAL	Total bill \$149.67		
<hr/>					
	MediSave payment and claims For Hospital Registration Number Q42021A01914I				
Patient name ABV NAME OF S7019586J	Hospitalisation period 13 Apr 2021 to 13 Apr 2021	Medical institution NG TENG FONG GENERAL HOSPITAL	Total bill \$3,529.05		

Source 3: Your employee/platform worker/insured's MediSave Withdrawal Statement

- If your employee/platform worker/insured received a MediSave Withdrawal Statement for his medical expenses, the HRN can be found under “Hospital Registration No.”.

Dear Member

MediSave Withdrawals for Medical Expenses

For Period : 05 June 2020 to 11 June 2020
From MediSave Account of :
Account No. : SXXXX778B

The withdrawals from the above MediSave Account for the medical expenses incurred by the patient(s) are listed below.

Please contact the medical institution if you require any clarifications regarding the MediSave withdrawals. If there are any unauthorised withdrawals, please contact CPF Board immediately.

Withdrawal Date	Description of Withdrawal	Withdrawal Amount \$
10 Jun 2020	XXXXXXXXXXXXXXXXXXXX N U H (INPATIENT) HOSPITAL REGISTRATION NO.: 12345678A9BC0 01/04/2020 - 01/04/2020	2,788.40
10 Jun 2020	XXXXXXXXXXXXXXXXXXXX N U H (INPATIENT) HOSPITAL REGISTRATION NO.: 12345678A9BC2 01/04/2020 - 01/04/2020	2,500.00