



Where to obtain the Hospital Registration Number (HRN)

What is a HRN?

The HRN is a 13 alphanumeric characters, unique identifier of a claim. It can be used by employers/insurers to submit reimbursements.

This document will guides the user on where to obtain the HRN for the purpose of submitting a reimbursement to the Board.

There are 3 sources to obtain the HRN

- Your employee/insured's final medical bill
- Your employee/insured's CPF Online Statement (MediSave and Healthcare Insurance Claims and Reimbursement Online Statement).
- Your employee/insured's MediSave Withdrawal Statement

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

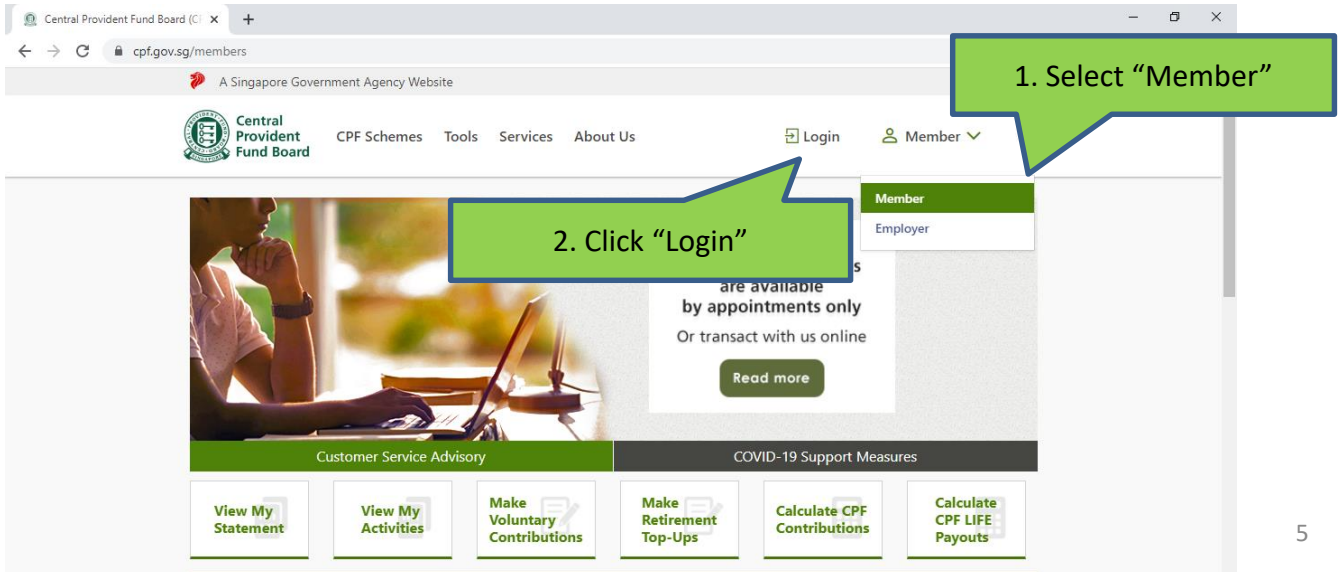
- The HRN can be found under "CCPS HRN" on some medical institutions' final bill

PAYMENT				
MEDISAVE FOR OUTPATIENT SCANS	05.01.2020	GIRO	74.90	74.90
	03.01.2020	AMEX	154.08	154.08
AMOUNT DUE FROM				
MEDISAVE FOR OUTPATIENT SCANS				0.00
				0.00
MSVOPSCAN				
ST: P	→ CCPS HRN : 12345678A9BC0			
Holder Name	MSV a/c No	MSV Deducted/	R	
		74.90	H	
First Consultation - without referral				
*** You are served by ***				

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

- Your employee/insured can login to their CPF Online Statement to obtain the HRN by following these steps:

Step 1: Navigate to www.cpf.gov.sg. Select “Member” and click on “Login”. Your employee/insured will be prompted to login to CPF website via his/her SingPass



The screenshot shows the Central Provident Fund Board website. The browser address bar displays cpf.gov.sg/members. The website header includes the CPF logo, navigation links for CPF Schemes, Tools, Services, and About Us, and buttons for Login and Member. A dropdown menu is open under the Member button, showing options for Member and Employer. A green callout box with a blue border points to the Member option, containing the text "1. Select 'Member'". Another green callout box with a blue border points to the Login button, containing the text "2. Click 'Login'". The main content area features a banner with a person working on a laptop and text stating "are available by appointments only" and "Or transact with us online", with a Read more button. Below the banner are two sections: Customer Service Advisory and COVID-19 Support Measures. At the bottom, there are six service tiles: View My Statement, View My Activities, Make Voluntary Contributions, Make Retirement Top-Ups, Calculate CPF Contributions, and Calculate CPF LIFE Payouts.

Step 2: Upon logging in, click on “My Statement” in the option menu on the left. Scroll down to “Section B” and select “MediSave and Healthcare Insurance Claims and Reimbursement”. Select the time period in which the medical bill was incurred and click “Proceed”.



CPF Schemes

Tools

Services

About Us

My CPF

Logout

Member



1. Click “My Statement”

Get Started

my cpf Home

My Statement

My Requests

My Messages

My Activities

My Notifications

My Mailbox

Online Demo

My Life Events

3. Select the time period and click “Proceed”

Investing

Section B

CPF Statements (As at 25 Feb 2021)

Type of Statement *

Transaction History

Contribution History

Yearly Statement of Account

Retirement Sum Topping-Up Scheme Yearly Statement

MediSave and Healthcare Insurance Claims and Reimbursement

2. Select “MediSave and Healthcare Insurance Claims and Reimbursement”

Period

Apr 2017



to

Jun 2018



Proceed

Step 3: The system will extract all medical episodes during the selected time period. Click on the particular medical episode your employee/insured is trying to make a claim for

NAME OF S1726943G TEST ONLY (CPF Account Number: S1726943G)

My Statement - Medisave and/or MediShield Life/Integrated Shield Plan Claims

For 01 Apr 2017 to 26 Jun 2018

[PDF](#) | [Print](#)

Name of Patient	Medical Institution	Hospitalisation Period
NAME OF S1726943G TEST ONLY	MOUNT ALVERNIA HOSPITAL	10 Oct 2017 to 20 Oct 2017

◀ ◁ 1 ▷ ▶

1 - 1 of 1 items

Step 4: Depending on whether MediSave and/or MediShield Life was used, click on the hyperlinked figure on the right of either “MediShield Life Payment” or “MediSave Payment”

NAME OF S1726943G TEST ONLY (CPF Account Number: S1726943G)

My Statement - Summary of Healthcare Payment

For 01 Apr 2017 to 26 Jun 2018

Name of Patient	NAME OF S1726943G TEST ONLY
Medical Institution	MOUNT ALVERNIA HOSPITAL
Hospitalisation Period	10 Oct 2017 - 20 Oct 2017
Total Bill ^[a]	\$19,852.76
MediShield Life payment: ^[b]	\$4,112.36 ←
Medisave Payment ^[c]	\$8,450.00 ←
Balance Bill Amount ^[a-b-c]	\$7,290.40

Reimbursement of Bill by Employer or Private Insurer(s)

Amount Reimbursed to Medisave Payers of this Bill	\$2,000.00
Amount Reimbursed to Offset MediShield Life Payout	\$1,000.00

Step 5: Locate the HRN under the “Hospital Reference No.”

NAME OF S1726943G TEST ONLY (CPF Account Number: S1726943G)

My Statement - MediShield Life Claim Payment Details

For 01 Apr 2017 to 26 Jun 2018

MediShield Life Claim Payment Details

Name of patient :NAME OF S1726943G TEST ONLY
 Medical Institution: MOUNT ALVERNIA HOSPITAL
Hospital Reference No.: 612017092610J
 Date of Admission: 10 Oct 2017
 Date of Discharge: 20 Oct 2017
 Ward of Discharge: PRIVATE HOSPITAL
 Policy Year: 1 Jan 2017 - 31 Dec 2017
 Pro-ration applied(%)*: 35

BENEFITS*	DAYS	-CLAIM LIMITS (\$)	PRO-RATED (35%) AMT INCURRED (\$)	#CLAIM PAYABLE (\$)
HOSPITALISATION BENEFITS				
Room & Board(Normal Ward)-\$700/day	10.0	7,000.00	5,086.70	5,086.70
SURGICAL BENEFITS				
Surgery Table 5		1,400.00	1,861.77	1,400.00
			Subtotal	6,486.70
Less deductible*				(2,000.00)
Less co-insurance*				(374.34)
			Subtotal	4,112.36
MEDI SHIELD LIFE PAYMENT				4,112.36

NAME OF S1726943G TEST ONLY (CPF Account Number: S1726943G)

My Statement - Medisave Deduction Details

For 01 May 2017 to 18 Jul 2018

Medisave Deduction Details

Name of Patient: NAME OF S1726943G TEST ONLY
 Medical Institution: MOUNT ALVERNIA HOSPITAL
Hospital Reference No.: 612017092610J
 Date of Admission: 10 Oct 2017
 Date of Discharge: 20 Oct 2017
 Ward of Discharge: PRIVATE HOSPITAL

BENEFITS	DAYS	WITHDRAWAL LIMITS (\$)	AMT INCURRED (\$)	#AMT PAYABLE (\$)
HOSPITALISATION BENEFITS				
Daily Hospital Charges	10	4,500.00	12,533.42	4,500.00
SURGICAL BENEFITS				
Surgery Table 5C		3,950.00	5,319.34	3,950.00
Total Bill (inc. items not payable by Medisave)			19,852.76	
MediShield Life /Integrated Shield Plan pays			4,112.36	
MEDISAVE PAYMENT*				8,450.00

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

If your employee/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 N U H (INPATIENT) HOSPITAL REGISTRATION NO.: 12345678A9BC0 01/04/2020 - 01/04/2020	2,788.40
10 Jun 2020 N U H (INPATIENT) HOSPITAL REGISTRATION NO.: 12345678A9BC2 01/04/2020 - 01/04/2020	2,500.00