



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

What is this guide about?

- This guide aims to guide a new employer/insurer in submitting internet reimbursement via the E-File service. It will provide pointers on where to download the excel template, how to fill in the necessary information in our excel template, where to obtain some of the necessary information and how to submit your completed excel template.

Contents

- Part 1: Download the excel template
- Part 2: Fill in the necessary information
- Part 2A: Where to obtain the Hospital Registration Number (HRN)
- Part 3: Saving the excel template in CSV format
- Part 4: Submitting the excel template



Part 1: Download the excel template

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

- (<https://www.cpf.gov.sg/member/business-partners/medisave-medishield-life-reimbursements>)

The screenshot shows the CPF website interface. At the top, there is a navigation bar with the CPF logo and the text 'A Singapore Government Agency Website'. Below this, a dark green header contains several menu items: 'Who we are', 'Tools and services', 'Infohub', 'Employer' (with a dropdown arrow), 'Login' (with a lock icon), and a search icon. Below the header, there are five main service categories: 'Employer obligations', 'Making CPF contributions', 'Making Voluntary Contributions', 'Compliance and rectifications', and 'Corporate service buyers'. The main content area has a breadcrumb trail: 'Home > Services for business partners > MediSave/MediShield Life reimbursements'. The main heading is 'Submitting MediSave/ MediShield Life reimbursements', followed by a sub-heading 'Life reimbursements'. Below this, there is a paragraph of text: 'Find out whether you're required to reimburse employees/insureds' medical costs, what the process is like and how to submit reimbursements.' To the right of the text are five social media icons: Facebook, Telegram, WhatsApp, a vertical ellipsis, and Print. Below the text is a dark green navigation bar with five buttons: 'What to consider', 'Order', 'How to submit', 'Resources', and 'FAQs'. The main content area below this bar has a light green background with the heading 'WHAT TO CONSIDER' and a sub-heading 'What you need to know about MediSave/MediShield Life reimbursements'. Below this is a paragraph of text: 'As an employer/insurer, you must reimburse your employees/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” to obtain the excel template

What to consider

Order

How to submit

Resources

FAQs

2. Submission

1) Scroll down to “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/insured’s final medical bill, CPF online statement, and Medisave deduction notification.

Download Excel file >

2) Click on the link to download the excel file



Part 2: Fill in the necessary information

Information required for your submission

Before commencing Part 2, please ensure that you have the following information on hand to facilitate a smooth submission process:

- Medical institution (MI) where treatment was sought
- Hospital Registration Number (HRN)
- Patient's NRIC
- MediSave Payers' details
- MediSave/MediShield Life amount used

Click [here](#), if you are unsure of where to obtain the required information.

Part 2: Fill in the necessary information

- After opening the excel template, you will notice that row 1 and 2 are already populated
- Row 1 indicates the various necessary information we need from you to process your reimbursement request
- Row 2 are short write-ups attempting to elaborate on what the necessary information are

	A	B	C	D	E
Row 1	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Identification Source	Patient Name	Admission-date (DD/MM/YYYY Format)	Discharge-date (DD/MM/YYYY Format)
Row 2	Identification No. as per the Hospital Record (NRIC/IN/PASSPORT NO)	'C' - for CPF Member / 'F' - Foreigner	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.	Patient's Discharge Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.

Part 2: Fill in the necessary information

- For each reimbursement that you wish to submit, fill in the necessary information in each row from row 3
- For example, if you have 5 reimbursements to submit, fill in the necessary information for these 5 reimbursements in rows 3 to 7

	A	B	C	D	E
1	Patient Identification no (if NRIC, key in as S1234567E) <i>(*Mandatory field)</i>	Patient Identification Source	Patient Name	Admission-date (DD/MM/YYYY Format)	Discharge-date (DD/MM/YYYY Format)
2	Identification No. as per the Hospital Record (NRIC/UIIN/PASSPORT NO)	'C' - for CPF Member / 'F' - Foreigner	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.	Patient's Discharge Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.
3					
4					
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Fill in 1 row for each reimbursement

Column A: Patient Identification No

- Key in the NRIC of the employee/insured you wish to make reimbursement to
- Only 1 NRIC should be keyed into each cell

	A	B	C	D	E
1	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Identification Source	Patient Name	Admission-date (DD/MM/YYYY Format)	Discharge-date (DD/MM/YYYY Format)
	Identification No. as per the Hospital Record (NRIC/UIIN/PASSPORT NO)	'C' - for CPF Member / 'F' - Foreigner	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.	Patient's Discharge Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.
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NRIC of employee or insured

Column B: Patient Identification Source (Optional)

- This field is **optional**. You can leave it blank as it will not affect your submission
- Key in “C” if your employee/insured is a Singapore Citizen or Permanent Resident
- Key in “F” if your employee/insured is not a Singapore Citizen or Permanent Resident

	A	B	C	D	E
1	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Identification Source	Patient Name	Admission-date (DD/MM/YYYY Format)	Discharge-date (DD/MM/YYYY Format)
	Identification No. as per the Hospital Record (NRIC/UIN/PASSPORT NO)	'C' - for CPF Member / 'F' - Foreigner	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.	Patient's Discharge Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.
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Indicate “C” for SC/PR or
“F” for Foreigner

Column C: Patient Name

- Please enter the Patient's name, who should be your employee/insured, in unaccented alphabetical letters

	A	B	C	D	E
	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Identification Source	Patient Name	Admission-date (DD/MM/YYYY Format)	Discharge-date (DD/MM/YYYY Format)
1	Identification No. as per the Hospital Record (NRIC/UIIN/PASSPORT NO)	'C' - for CPF Member / 'F' - Foreigner	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.	Patient's Discharge Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.
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Please enter only unaccented alphabetical letters

Column D and E: Admission and Discharge Date (Optional)

- This field is **optional**. You can leave it blank as it will not affect your submission
- Please input the admission and discharge date of the patient is DD/MM/YYYY format

	A	B	C	D	E
1	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Identification Source	Patient Name	Admission-date (DD/MM/YYYY Format)	Discharge-date (DD/MM/YYYY Format)
	Identification No. as per the Hospital Record (NRIC/UIN/PASSPORT NO)	'C' - for CPF Member / 'F' - Foreigner	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.	Patient's Discharge Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.
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Admission date and discharge date must be in DD/MM/YYYY format

Column F: Total Refund Amount

- Please input the total amount you wish to reimburse to all payers' MediSave and MediShield Life
- Please note that:
 - The "Total Refund Amount" (Column F) should = "MED Refund Amt" (Column G) + "MSHL Refund Amt" (Column H)
 - Do not key in excel formula i.e. "Cell F3 = Cell G3 + Cell H3 . Please key in the amount excluding the "\$" e.g. 1234.56

F	G	H	I	J
Total Refund Amt (\$) <i>(*Mandatory field)</i>	MED Refund Amt (\$) <i>(*Mandatory field)</i>	MSHL Refund Amt (\$) <i>(*Mandatory field)</i>	Payer CPF A/c (1) (if NRIC, key in as S1234567E)	Payer Refund Amt (1)
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.	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.

Key in amount, include the cents

Column G: MED Refund Amount

- Please key in the amount you wish to reimburse to all payers’ **MediSave**
- Please indicate “0” if there is no reimbursement to MediSave
- Please note that:
 - The “MED Refund Amt” (Column G) should = “Payer Refund Amt (1)” (Column J) + “Payer Refund Amt (2)” (Column L) + “Payer Refund Amt (3)” (Column N) + “Payer Refund Amt (4)” (Column P)
 - Do not key in excel formula i.e. “Cell G3 = Cell J3 + Cell L3 + Cell N3 + Cell P3 . Please key in the amount excluding the “\$” e.g. 1234.56

F	G	H	I	J
Total Refund Amt (\$) <i>(*Mandatory field)</i>	MED Refund Amt (\$) <i>(*Mandatory field)</i>	MSHL Refund Amt (\$) <i>(*Mandatory field)</i>	Payer CPF A/c (1) <i>(if NRIC, key in as S1234567E)</i>	Payer Refund Amt (1)
Total 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.	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.

Key in amount, include the cents

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

Column H: MSHL Refund Amount

- Please key in the amount you wish to reimburse to your employee/insured's **MediShield Life**
- Please indicate "0" if there is no reimbursement to your employee/insured's MediShield Life.

Otherwise, please key in the amount excluding the "\$" e.g. 1234.56

F	G	H	I	J
Total Refund Amt (\$) <i>(*Mandatory field)</i>	MED Refund Amt (\$) <i>(*Mandatory field)</i>	MSHL Refund Amt (\$) <i>(*Mandatory field)</i>	Payer CPF A/c (1) (if NRIC, key in as S1234567E)	Payer Refund Amt (1)
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.	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.

Key in amount, include the cents

Column I: Payer CPF Account

- Please key in the NRIC of the first payer you are making MediSave reimbursement to
- If you are not making any reimbursement to MediSave i.e. “MED Refund Amt” (Column G) = “0” , this field can be left blank.
- It is useful to note that the payer of your employee/insured’s bill may not be your employee/insured. So do examine the bill carefully!

F Total Refund Amt (\$) (*Mandatory field)	G MED Refund Amt (\$) (*Mandatory field)	H MSHL Refund Amt (\$) (*Mandatory field)	I Payer CPF A/c (1) (if NRIC, key in as S1234567E)	J Payer Refund Amt (1)
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.	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.

Key in the NRIC of the first
MediSave Payer

Column J: Payer Refund Amount

- Please key in the amount you wish to reimburse to the first payer’s **MediSave**
- Please indicate “0” if there is no reimbursement to MediSave. Otherwise, please key in the amount excluding the “\$” e.g. 1234.56

F Total Refund Amt (\$) <i>(*Mandatory field)</i>	G MED Refund Amt (\$) <i>(*Mandatory field)</i>	H MSHL Refund Amt (\$) <i>(*Mandatory field)</i>	I Payer CPF A/c (1) (if NRIC, key in as S1234567E)	J Payer Refund Amt (1)
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.	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.

Key in amount, include the cents, for the first MediSave payer

Column K,M,O: Payer CPF Account

- If there are more than 1 MediSave payer, please key in the other payers' NRIC in Column K, M and O
- You can leave these fields blank if there is only 1 MediSave payer

	K	L	M	N	O	P
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)
2	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)
3						
4						
5						
Key in the 2 nd , 3 rd and 4 th MediSave Payers' NRICs						
8						
9						
10						

Column L,N,P: Payer Refund Amount

- Likewise, please key in the amount you wish to reimburse to the 2nd, 3rd and 4th payers'

MediSave

- You can leave these fields blank if there is only 1 MediSave payer

	K	L	M	N	O	P
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)
2	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)
3						
4						
5						
6						
9						
10						

Key in amount, include the cents, for the 2nd, 3rd and 4th MediSave payers

Column S & T: Filler

- Please leave columns S and T blank

Q	R	S	T	U	V
Policy Number	Claim Number	Filler	Filler	Hospital code	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.	Please leave this column blank.	Not a required field.	HRN is the unique information to identify a claim. Please enter the 13 character HRN no. in this column.

↑ ↑

These fields should be left blank

Column U: Hospital Code (Optional)

- This field is **optional**. You can leave it blank as it will not affect your submission

Q	R	S	T	U	V
Policy Number	Claim Number	Filler	Filler	Hospital code	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.	Please leave this column blank.	Not a required field.	HRN is the unique information to identify a claim. Please enter the 13 character HRN no. in this column.

Hospital code is not required.

Column V: Hospital Registration Number (HRN)

- 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/insured's CPF Online Statement and MediSave deduction notification
- This field is mandatory.

Q	R	S	T	U	V
Policy Number	Claim Number	Filler	Filler	Hospital code	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.	Please leave this column blank.	Not a required field.	HRN is the unique information to identify a claim. Please enter the 13 character HRN no. in this column.

Refer to your employee/insured's final medical bill or CPF online statement or MediSave deduction notification.



Part 2A: Where to obtain the Hospital Registration Number (HRN)

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 deduction notification or hardcopy MediSave Transaction Statement



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

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

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

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



TAX INVOICE (Finalised)

Page 1 of 2

BILL REF. NO. BILL DATE
26 JAN 2022

LOCATION
GCLR DSEC

HRN
001234567890X

ADMISSION DATE DISCHARGE DATE
17 JAN 2022 12:31 PM ► 17 JAN 2022 05:15 PM



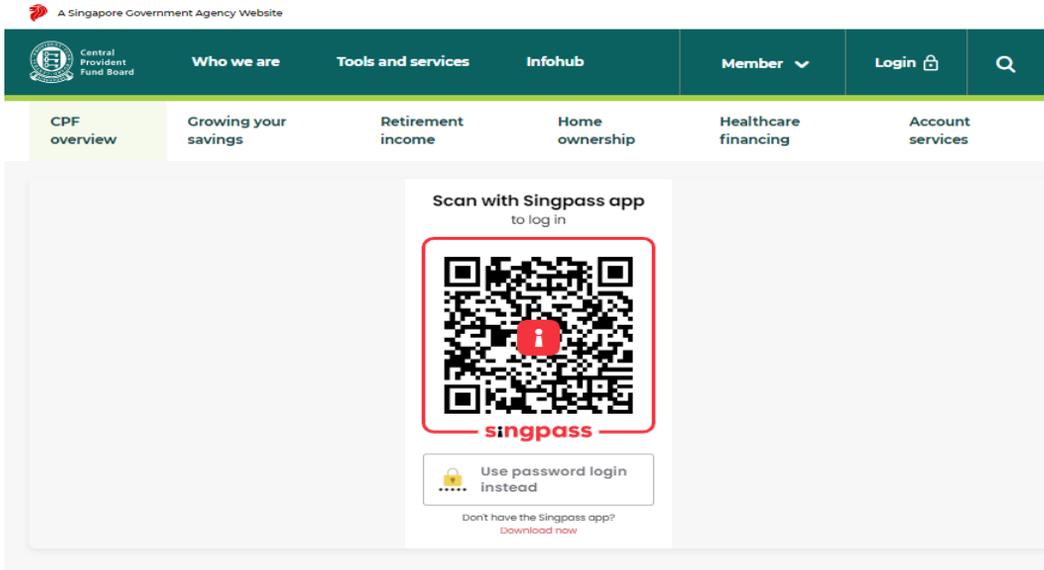
Accepts: PayNow

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/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: Log in to Healthcare dashboard (cpf.gov.sg/healthcare) under my cpf digital services. Your employee/insured will be prompted to login to the Healthcare dashboard via his/her Singpass.

A Singapore Government Agency Website



Central Provident Fund Board

Who we are Tools and services Infohub Member ▾ Login 🔒 🔍

CPF overview Growing your savings Retirement income Home ownership Healthcare financing Account services

Scan with Singpass app to log in



singpass

Use password login instead

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

Source 2: Your employee/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.

A Singapore Government agency website

Central Provident Fund Board

Who we are | Tools and services | Infohub | Member ▾ | < ▾ | 🔍

my cpf | CPF overview | Growing your savings | Retirement income | Home ownership | Healthcare financing | Account services

Home > my cpf > Healthcare

<-NAME OF S01S2291D TEST ONLY-->, S01S2291D

Healthcare dashboard

as at 17 Nov 2021

MediSave Account balance ⓘ
\$30,000.00

To check if you have other messages, go to [My Messages](#).

Health insurance | Utilisation of healthcare benefits | **Latest healthcare payments and claims**

Source 2: Your employee/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/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/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** Govern >

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 S7019586J	14 Apr 2021 to 14 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$149.67
<hr/>			
	MediSave payment and claims For Hospital Registration Number Q42021A01914I		
Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME OF S7019586J	13 Apr 2021 to 13 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$3,529.05
<hr/>			
	MediSave payment and claims For Hospital Registration Number Q42021A0152AF		
Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME OF S7019586J	05 Apr 2021 to 05 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$212.00
<hr/>			
	MediSave payment and claims For Hospital Registration Number Q42021A0152BD		
Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME OF S7019586J	05 Apr 2021 to 05 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$52.08
<hr/>			
	MediSave payment and claims For Hospital Registration Number Q42021A012TZB		
Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME OF S7019586J	29 Mar 2021 to 29 Mar 2021	NG TENG FONG GENERAL HOSPITAL	\$39.75

[View past 15 months >](#)

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

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

1. Select the time period 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

01/2021 to Mar 2022 Search Q

< 2021 >

Jan Feb Mar

Apr May Jun

Jul Aug Sep

Oct Nov Dec

to 08 Mar 2022 1 of 1 page

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

Source 2: Your employee/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/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
	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/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



Part 3: 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

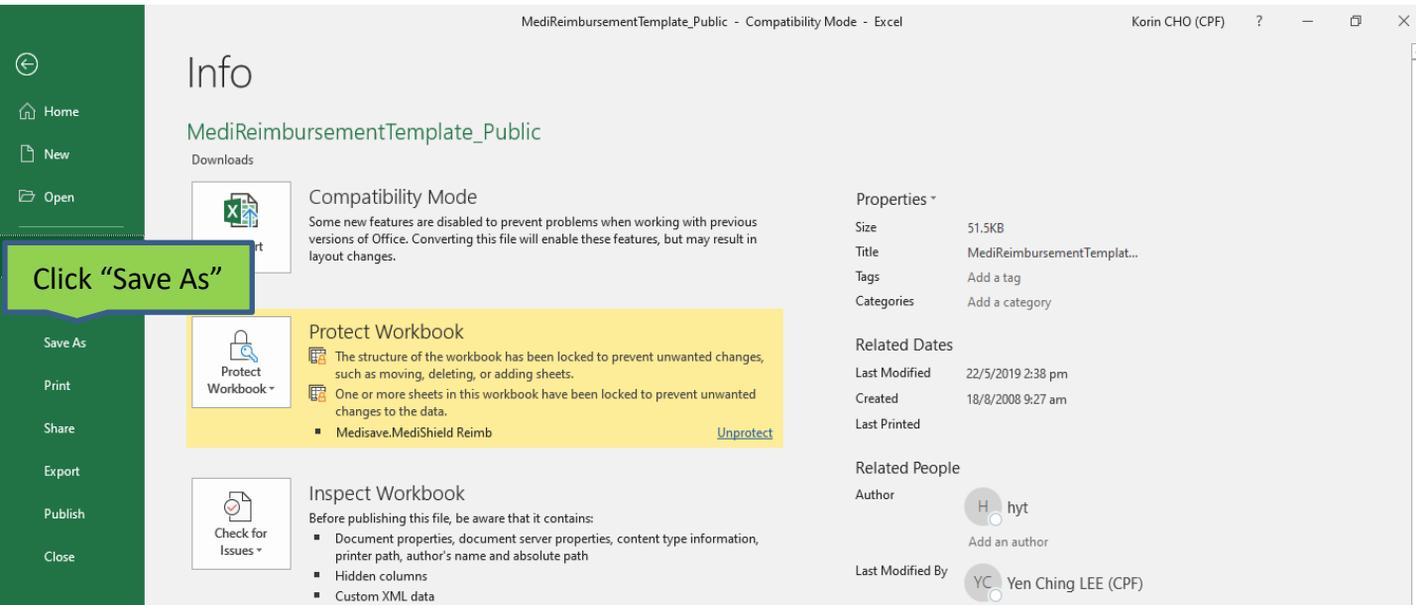
Click “File”

The screenshot shows the Microsoft Excel interface. The title bar reads "MediReimbTemplate.xls - Compatibility Mode - Saved to this PC". The ribbon includes "File", "Home", "Insert", "Page Layout", "Formulas", "Data", "Review", "View", "Automate", and "Help". A yellow notification bar at the top states "UPDATES AVAILABLE Updates for Office are ready to be installed, but first we need to close some apps. Update now". The formula bar shows "115". The main area contains a table with the following structure:

	A	B	C	D	E
1	Patient Identification no (if NRIC, key in as S1234567E) <i>(*Mandatory field)</i>	Patient Identification Source	Patient Name	Admission-date (DD/MM/YYYY Format)	Discharge-date (DD/MM/YYYY Format)
	Identification No. as per the Hospital Record (NRIC/UIN/PASSPORT NO)	'C' - for CPF Member / 'F' - Foreigner	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.	Patient's Discharge Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.
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8					

Saving the excel template in CSV format

Step 2: Click “Save As”



The screenshot shows the Microsoft Excel application window titled "MediReimbursementTemplate_Public - Compatibility Mode - Excel". The user is logged in as "Korin CHO (CPF)". The interface is in Compatibility Mode. A green callout box with a white border and a blue shadow points to the "Save As" option in the left-hand navigation pane. The main area displays the "Info" tab for the file "MediReimbursementTemplate_Public" located in the "Downloads" folder. The "Compatibility Mode" section is highlighted in yellow, with a sub-section "Protect Workbook" also highlighted in yellow. The "Protect Workbook" section contains the following text: "The structure of the workbook has been locked to prevent unwanted changes, such as moving, deleting, or adding sheets." and "One or more sheets in this workbook have been locked to prevent unwanted changes to the data." with a sub-bullet point: "Medisave.MediShield Reimb" and a blue "Unprotect" link. The "Inspect Workbook" section contains the text: "Before publishing this file, be aware that it contains:" followed by a list of items: "Document properties, document server properties, content type information, printer path, author's name and absolute path", "Hidden columns", and "Custom XML data". The right-hand pane shows "Properties" (Size: 51.5KB, Title: MediReimbursementTemplat..., Tags: Add a tag, Categories: Add a category), "Related Dates" (Last Modified: 22/5/2019 2:38 pm, Created: 18/8/2008 9:27 am, Last Printed), and "Related People" (Author: Hyt, Add an author, Last Modified By: YC Yen Ching LEE (CPF)).

MediReimbursementTemplate_Public - Compatibility Mode - Excel

Korin CHO (CPF)

Info

MediReimbursementTemplate_Public

Downloads

Compatibility Mode

Some new features are disabled to prevent problems when working with previous versions of Office. Converting this file will enable these features, but may result in layout changes.

Protect Workbook

The structure of the workbook has been locked to prevent unwanted changes, such as moving, deleting, or adding sheets.

One or more sheets in this workbook have been locked to prevent unwanted changes to the data.

- Medisave.MediShield Reimb [Unprotect](#)

Inspect Workbook

Before publishing this file, be aware that it contains:

- Document properties, document server properties, content type information, printer path, author's name and absolute path
- Hidden columns
- Custom XML data

Properties

Size 51.5KB
Title MediReimbursementTemplat...
Tags Add a tag
Categories Add a category

Related Dates

Last Modified 22/5/2019 2:38 pm
Created 18/8/2008 9:27 am
Last Printed

Related People

Author Hyt
Add an author

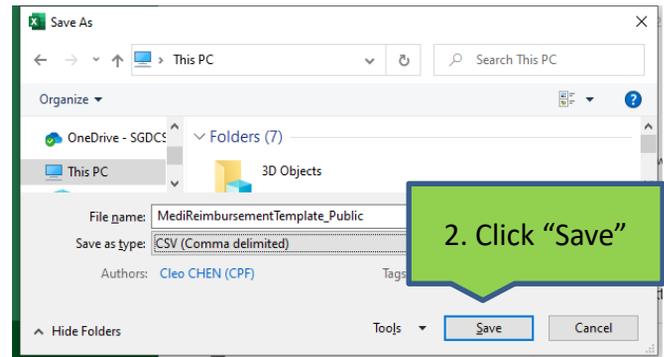
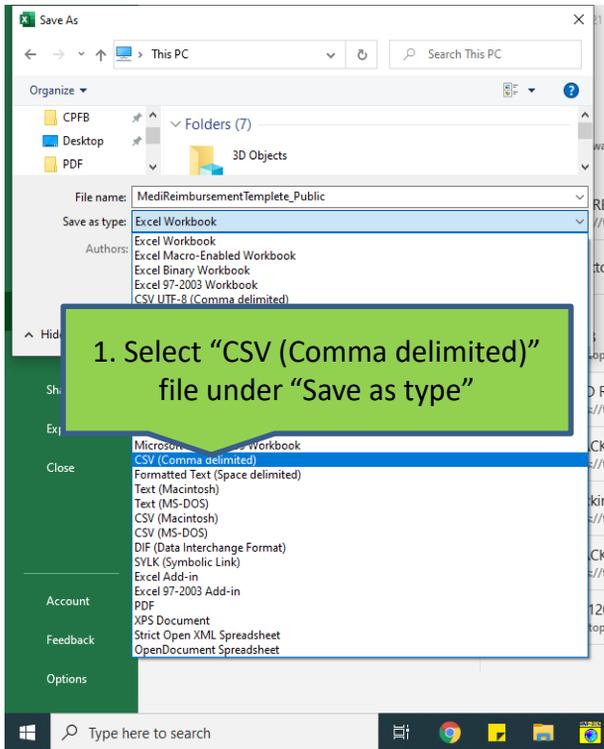
Last Modified By YC Yen Ching LEE (CPF)

Click “Save As”

Save As
Print
Share
Export
Publish
Close

Saving the excel template in CSV format

Step 3: After selecting the 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”





Part 4: Submitting the excel template

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

The image shows a screenshot of the Central Provident Fund Board (CPF) website. The header is dark green with the CPF logo and navigation links: "Who we are", "Tools and services", and "Infohub". A dropdown menu is open under "Employer", showing options for "Member" and "Employer". A "Login" button with a lock icon is visible. A banner below the header features the text "Changes to CPF contribution rate from 1 Jan 2022" and a "Learn more" button. The background of the banner shows a person's hands using a laptop and a smartphone. Three green callout boxes with white text and arrows point to the "Member" dropdown, the "Employer" option, and the "Login" button, indicating the steps to follow.

A Singapore Government Agency Website

Central Provident Fund Board

Who we are Tools and services Infohub

Employer obligations Making CPF contributions

1. Click “Member”

2. Select “Employer”

3. Click “Login”

Member

Employer

Login

Corporate service buyers

Changes to CPF contribution rate from 1 Jan 2022

Learn more >

Step 2: Select “Other Employer Services” and then “For UEN-registered entities”

The screenshot displays the Central Provident Fund Board website interface. The top navigation bar includes the logo, 'Who we are', 'Tools and services', 'Infohub', 'Employer', and 'Login'. Below this, a secondary navigation bar lists categories: 'Employer obligations', 'Making CPF contributions', 'Making Voluntary Contributions', 'Compliance and rectifications', and 'Corporate service buyers'. The main content area is titled 'Select a digital service' and features two service cards: 'CPF EZPay' and 'Other employer services'. A green callout box with a blue border points to the 'Other employer services' card, containing the text '1. Select “Other Employer Services”'. Below this, the 'Other employer services login' page is shown, featuring two login options: 'Log in as UEN-registered entity' and 'Log in as individual trading under own name'. A second green callout box with a blue border points to the 'Log in as UEN-registered entity' option, containing the text '2. Select “For UEN-registered entities”'. The bottom navigation bar is identical to the top one.

1. Select “Other Employer Services”

2. Select “For UEN-registered entities”

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"

The screenshot displays the website's navigation bar and a form for entering a CPF Submission Number. The navigation bar includes the Central Provident Fund Board logo, 'Who we are', 'Tools and services', 'Infohub', 'Employer', a user profile icon, and a search icon. Below the navigation bar, there are links for 'Employer services', 'Employer obligations', 'Making CPF contributions', 'Making Voluntary Contributions', 'Compliance and rectifications', and 'Corporate service buyers'. The main content area features an illustration of two people working at a desk. To the right, the form is titled 'Enter CPF Submission Number' and contains a label 'CPF Submission Number' above three input fields. The first field contains the text 'S1234567A'. Below the input fields, there is a note: 'Enter a valid CPF Submission Number, e.g. S1234567A-PTE-01'. A 'Proceed' button is located below the form. Two callout boxes provide instructions: '1. Fill in your company's CSN' points to the input fields, and '2. Click "Proceed"' points to the 'Proceed' button. At the bottom of the form, there is a link: 'Don't have a CPF Submission Number (CSN)? [Apply for a CSN now.](#)'

Central Provident Fund Board

Who we are | Tools and services | Infohub | Employer | T | Q

Employer services | Employer obligations | Making CPF contributions | Making Voluntary Contributions | Compliance and rectifications | Corporate service buyers

Enter CPF Submission Number

CPF Submission Number

S1234567A

Enter a valid CPF Submission Number, e.g. S1234567A-PTE-01

Proceed

1. Fill in your company's CSN

2. Click "Proceed"

• Don't have a CPF Submission Number (CSN)? [Apply for a CSN now.](#)

Step 5: Click “View all” under the “Others” category

The screenshot displays the CPF Board website interface. At the top, there is a navigation bar with the CPF Board logo and menu items: "Who are we", "Tools and services", "Infohub", "Employer", and a search icon. Below this is a secondary navigation bar with categories: "Employer services", "Employer obligations", "Making CPF contributions", "Making Voluntary Contributions", "Compliance and rectifications", and "Corporate service buyers".

The main content area features a welcome message for "TAN LI LING" (SIZ345672) and a "Transacting for" section for "HAPPILY EVER AFTER PTE. LTD." with branch name "NOVENA" and CPF Submission Number "12345678H-PTE-01".

Below this is a "Browse digital services" section with six cards:

- Employer account services**: Apply for a CPF Submission Number (CSN) or update employer particulars with the CPF Board here. [View all >](#)
- Direct Debit for CPF contributions**: Add or terminate Direct Debit arrangements. [View all >](#)
- Voluntary CPF contributions**: Top up employees' CPF accounts. [View all >](#)
- Refund or adjustment of CPF contributions**: Apply for a refund or an adjustment of CPF contributions. [View all >](#)
- Composition amount payments**: Pay composition amounts for late payment offences. [View all >](#)
- Others**: Update us if you cease to have employees in service, apply to contribute higher CPF for your Singapore Permanent Resident employees. [View all >](#)

The "Others" card is highlighted with a red rectangular box. A green callout bubble with a white border points to the "View all >" link of the "Others" card, containing the text "1. Click 'View all'".

Step 6: Scroll to the end of the page and click “Submit reimbursements”

The screenshot shows the website's navigation menu with the following items: Who we are, Tools and services, Infohub, Employer (dropdown), Login (lock icon), and a search icon. Below the menu, there are five main categories: Employer obligations, Making CPF contributions (highlighted in orange), Making Voluntary Contributions, Compliance and rectifications, and Corporate service buyers. The breadcrumb trail reads: Home > Tools and services > Forms and e-applications > Others. The 'Others' section has a sub-header and a paragraph: 'Update us if you cease to have employees in service, apply to contribute higher CPF for your Singapore Permanent Resident employees.' Below this is a social media sharing bar with icons for Facebook, Email, WhatsApp, a menu, and Print. The main content area is titled 'Other forms' and contains two cards. The left card is titled 'Apply jointly to contribute CPF at higher rates for 1st/2nd year Singapore Permanent Resident (SPR)' and includes a 'Submit reimbursements >' button. The right card is titled 'MediSave and MediShield Life Reimbursement' and includes a 'Submit reimbursements >' button. A green callout box with a white border and a blue shadow points to the 'Submit reimbursements >' button on the right card, containing the text '1. Click “Submit reimbursements”'. At the bottom of the page, there are links for 'For UEN-registered entities' and 'For individuals', both with external link icons.

Central Provident Fund Board

Who we are Tools and services Infohub Employer Login Search

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

Home > Tools and services > Forms and e-applications > Others

Others

Update us if you cease to have employees in service, apply to contribute higher CPF for your Singapore Permanent Resident employees.

Other forms

Apply jointly to contribute CPF at higher rates for 1st/2nd year Singapore Permanent Resident (SPR)

Apply jointly with your 1st/2nd Year Singapore Permanent Resident employees to contribute CPF at higher rates.

[For UEN-registered entities](#)

[For individuals](#)

MediSave and MediShield Life Reimbursement

Submit [MediSave and MediShield Life reimbursements](#) to employees and other insured persons.

[Submit reimbursements >](#)

1. Click “Submit reimbursements”

Step 7: Select “MediSave/MediShield Life Reimbursement” in the menu on the left. Select “Submission of MediSave/MediShield Life Reimbursement Details”

A Singapore Government Agency Website

Central Provident Fund Board

Who We Are Tools And Services Infohub Logout 🔍

1. Select “MediSave/MediShield Life Reimbursement”

MediShield Life Internet Reimbursement - Menu Page

Welcome to MediSave / MediShield Life Reimbursement Service. As long as you are in this secure 'MediSave / MediShield Life Reimbursement' menu page, you need not login again for your subsequent transactions. To exit from MediSave / MediShield Life Reimbursement service click 'Logout'.

CPF Submission Number

Name of Employer / Insurer

- > Submission of MediSave / MediShield Life Reimbursement Details
To submit MediSave / MediShield Life Reimbursement Details
- > Enquiry on submission status
To enquire on the status of submission(s)
- > Log Enquiry
To enquire on the transactions performed during last three months
- > MediSave / MediShield Life E-Form Mode
MediSave / MediShield Life E-Form Mode

2. Select “Submission of MediSave/MediShield Life Reimbursement Details”

Step 8: Upload the prepared excel template by clicking on “Browse” and select the excel template (in CSV format) from its saved location. Once you have upload the submission file, click “Submit”

Current File Submission

You may submit the MediSave / MediShield Life reimbursement details in a batch file using a Text file format or Excel CSV(comma delimited) file format.

Please fill in the latest [Excel File](#) and then convert it to a text file or an Excel CSV (comma delimited) file before submitting via the portal. The file format is updated as at 28-Apr-2019.

To submit a MediSave / MediShield Life reimbursement, click on Browse to select a file to upload.

File name *

Instructions for supporting document submission

Ensure that the file name is not more than 50 characters.

Ensure that the file size is not more than 1 MB.

Only .csv, .dtl and .txt file types will be accepted for submission.

1. Click on “Browse” and select the prepared excel template

2. Click “Submit” to upload

Submit

Step 9: Lastly, check that the details are correct. If no errors, click “Submit” to complete the upload

A Singapore Government Agency Website

Central Provident Fund Board

Who We Are Tools And Services Infohub Logout 🔍

Employers Online Services

- Employers Home
- Employer Details
- Online Applications
- MediSave / MediShield Life Reimbursement**
- Enquiry on Status of Previous Transactions

Confirmation of MediSave / MediShield Life Reimbursement Details

CPF Submission Number

Name of employer / insurer

You are about to submit a MediSave / MediShield Life Reimbursement file from "Copy of MediReimbursementTemplate_Public.csv."

To confirm your submission, click "Submit". Otherwise, click "Cancel"

Submit Cancel

Click “Submit” to complete the upload

Step 10: Upon successful uploading, you will be brought to the acknowledgement page. Please take note of the “Submission number” as you can use it to check the status of your submission subsequently

A Singapore Government Agency Website

Central Provident Fund Board

Who We Are Tools And Services Infohub Logout

Employers Online Services

- Employers Home
- Employer Details
- Online Applications
- MediSave / MediShield Life Reimbursement
- Enquiry on Status of Previous Transactions

Acknowledgement

CPF Submission Number

Name of employer / insurer

The MediSave / MediShield Life Reimbursement file "**Copy of MediReimbursementTemplate_Public.csv**" for CPF Submission Number **TE-01** has been submitted successfully to the CPF Board.

Your file has been renamed as **349538820211124.dtl**

The **2** reimbursement cases submitted in the file are now being processed by CPFBS

Please note your submission number **34953882021112400001** as you may use it later to check the status of submission.

You may check your file submission status and download the reimbursement reports from the menu Enquiry on Submission status. These reports will be available online for 3 months after your submission.

Please ensure that your bank account is in order.

Please note that some banks charge an administration fee for each unsuccessful deduction.

Useful Points to Note

- You can only make one submission per day.
- The cut-off time for a day's submission is 5.30pm. Any file submitted after 5.30pm will be treated as the following day's submission.
- Please ensure you do not have more than 15,000 rows in your excel template, and file size does not exceed 5MB.



Annex

Information required for your submission and where to find them

If you lack the required information and need to obtain them from your employee/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	<ol style="list-style-type: none">1. Your employee/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	<ol style="list-style-type: none">2. Digital copy of your employee/insured's CPF Online Statement or MediSave deduction notification