

## **HOW TO RETRIEVE YOUR LATEST HEALTHCARE PAYMENTS AND CLAIMS STATEMENTS**

Refer to the following section and page for the step-by-step guide:

Sections	Description	Page No.
A.	<a href="#">How to retrieve online healthcare payments and claims statement via the Healthcare dashboard</a>	2 to 7
B.	<a href="#">How to download and/or print a copy of the healthcare payments and claims statement</a>	8
C.	<a href="#">How to attach your healthcare payments and claims statement to email</a>	9 to 10

Additional resources available:

- **Video guides: How to access the healthcare payments and claims statements**

Video Titles	Links
How to access MediSave Claim Statements	<a href="http://cpf.gov.sg/retrieveMED">cpf.gov.sg/retrieveMED</a>
如何上网查看您的保健储蓄索赔结单	<a href="http://cpf.gov.sg/retrieveMEDCN">cpf.gov.sg/retrieveMEDCN</a>
Cara mengakses Penyata Tuntutan MediSave anda	<a href="http://cpf.gov.sg/retrieveMEDML">cpf.gov.sg/retrieveMEDML</a>
மருத்துவச் சேமிப்புத் திட்டக் கோரிக்கை அறிக்கையை எவ்வாறு அணுகுவது	<a href="http://cpf.gov.sg/retrieveMEDTM">cpf.gov.sg/retrieveMEDTM</a>

- **FAQ: Finding downloaded CPF documents on your device**

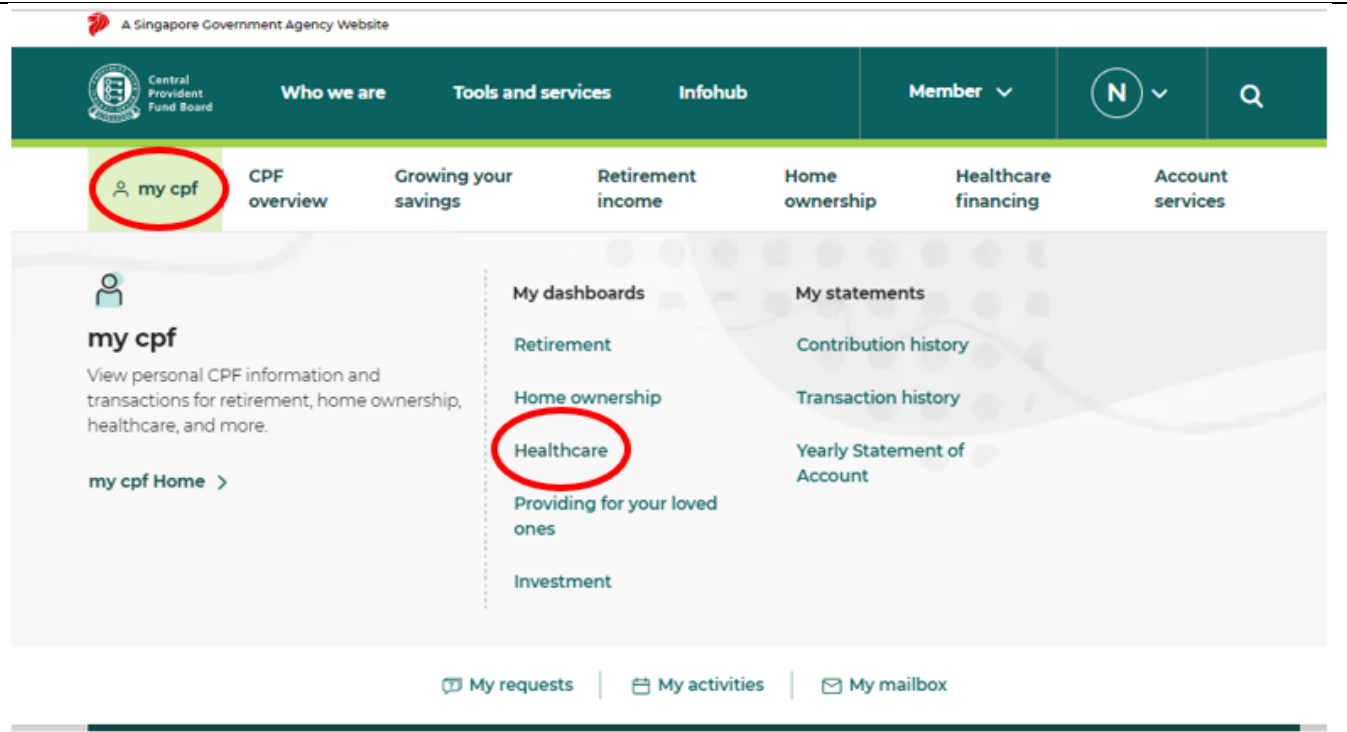
No.	FAQ
1.	<a href="#">How do I find my downloaded CPF documents on my mobile phone or tablet?</a>

**A. Retrieve your online healthcare payments and claims statement via the Healthcare dashboard on the CPF website**

**Step 1/6**

Login to the [Healthcare dashboard](#) with your Singpass.

Alternatively, you can go to [cpf.gov.sg](http://cpf.gov.sg) > login to my cpf digital services with your Singpass > Select my cpf > My dashboards > Healthcare



## Step 2/6

Select 'Latest healthcare payments and claims' from the menu bar and click on 'View past 15 months'

The screenshot displays the 'Latest healthcare payments and claims' page. The page header includes 'Insurance', 'Utilisation of healthcare benefits', 'Latest healthcare payments and claims', and 'Government'. The main title is 'Latest healthcare payments and claims' with a sub-header 'as at 13 May 2022'. There are three entries for MediSave payment and claims, each with a heart icon and a dropdown arrow. The first entry is for Hospital Registration Number Q42021A01909E, with a total bill of \$149.67. The second entry is for Hospital Registration Number Q42021A0152BD, with a total bill of \$52.08. The third entry is for Hospital Registration Number Q42021A012TZB, with a total bill of \$39.75. A red circle highlights the 'View past 15 months' button at the bottom of the page. Below the button, there is a list of links and information regarding unauthorised deductions and the Integrated Shield Plan.

Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME	14 Apr 2021 to 14 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$149.67
ABV NAME	05 Apr 2021 to 05 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$52.08
ABV NAME	29 Mar 2021 to 29 Mar 2021	NG TENG FONG GENERAL HOSPITAL	\$39.75

[View past 15 months >](#)

- To report an unauthorised deduction, click [here](#).
- An Integrated Shield Plan combines MediShield Life with an additional private insurance coverage component (e.g. for patients staying at private hospitals and class A/B1 wards in public hospitals) from a private insurer. For more information on the Integrated Shield Plan, please contact your insurer.

**Step 3/4**

Select the period you require and click 'Search'.

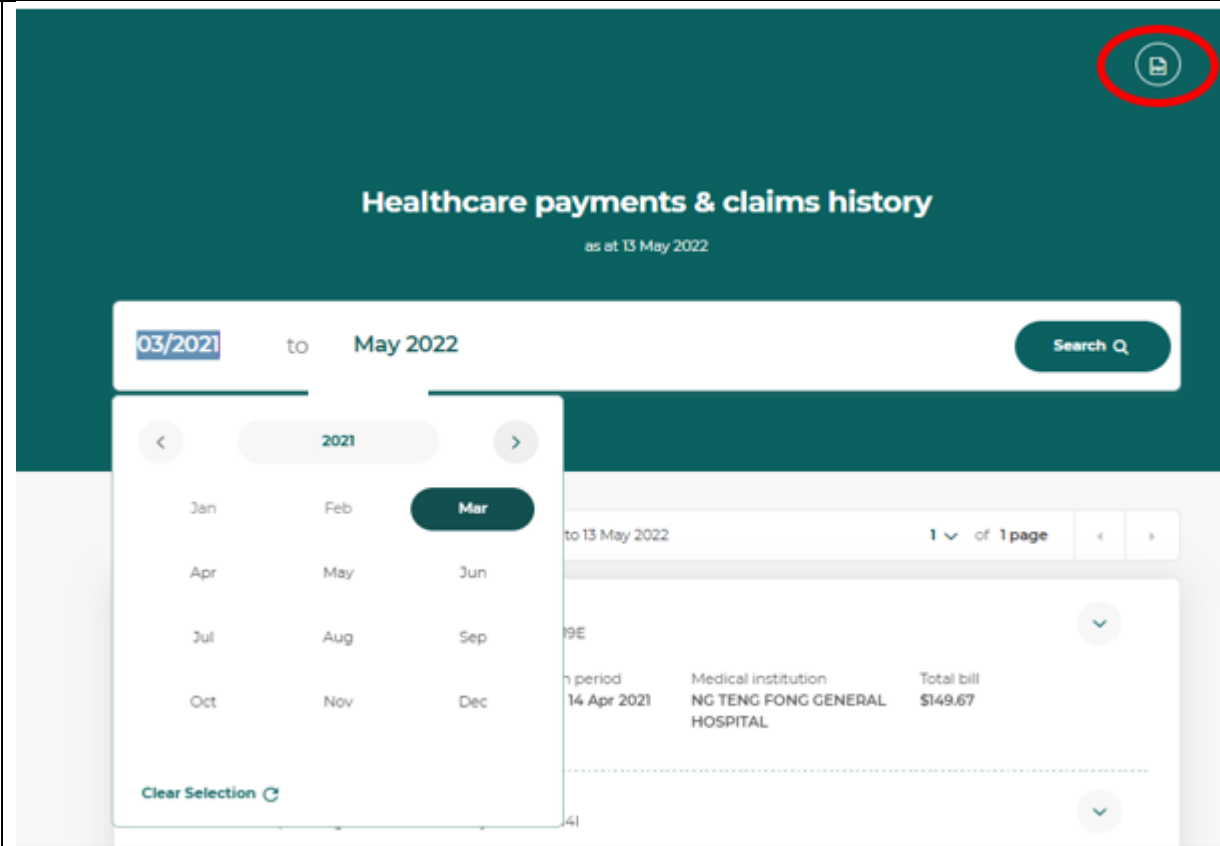
The screenshot displays a web interface for "Healthcare payments & claims history" as of 13 May 2022. A search bar at the top shows the date range "03/2021 to May 2022" with a "Search Q" button. A calendar pop-up is open, showing the month of March 2021, with "Mar" selected. Below the calendar, a table lists claims data. The table has columns for "Period", "Medical institution", and "Total bill". One entry is visible for the period "14 Apr 2021" at "NG TENG FONG GENERAL HOSPITAL" with a total bill of "\$149.67".

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

#### Step 4/5

Click the PDF icon at the top right-hand corner of the page to download your statement.

Depending on your laptop/mobile settings, the PDF statement will either be automatically downloaded (Windows users) or a preview pop-up will appear (MacBook users).



## Step 5/6

The PDF statement comprises of two components:

### 1. Summary Listing

This summarises all the payments and claims you have made in the selected period.

### 2. Individual Transactions

This shows the details of the individual payment and claim.

## 1.Summary Listing

Central Provident Fund Board  
cpf.gov.sg

**Name of**  
(CPF Account Number: S 586J)  
06 Apr 2022 11:56 AM (Singapore Standard Time)

**Healthcare payments and claims**  
(from 01 Mar 2021 to 06 Apr 2022)

S/N	Patient name	Hospital	Hospitalisation period	Medical institution	Total bill (\$)
1	ABV NAME OF	Q42021A00Q8BI	01 Mar 2021 to 01 Mar 2021	NG TENG FONG GENERAL HOSPITAL	385.55
2	ABV NAME OF	Q42021A00UKMF	10 Mar 2021 to 10 Mar 2021	NG TENG FONG GENERAL HOSPITAL	44.88
3	ABV NAME OF	Q42021A00WRDF	15 Mar 2021 to 15 Mar 2021	NG TENG FONG GENERAL HOSPITAL	3,553.63
4	ABV NAME OF	Q42021A00WRCH	15 Mar 2021 to 15 Mar 2021	NG TENG FONG GENERAL HOSPITAL	2.61
	ABV NAME OF		20 Mar 2021 to 20	NG TENG FONG	

## 2. Individual Transactions

Central Provident Fund Board  
cpf.gov.sg

**Name of**  
(CPF Account Number: S 586.J)  
13 May 2022 12:23 PM (Singapore Standard Time)

**1. Healthcare payments and claims details**  
(as at 13 May 2022)

Patient name	ABV NAME OF
Hospital Registration Number	Q4202IA00Q8BI
Medical institution	NG TENG FONG GENERAL HOSPITAL
Hospitalisation period	01 Mar 2021 to 01 Mar 2021
Total bill	\$385.55
Claims under Integrated Shield Plan (IP)	\$0.00
IP additional coverage	\$0.00
Claim under MediShield Life	\$346.76
Payment from MediSave	\$38.53
Balance bill amount	\$0.26

**Reimbursement of bill by employer or private insurers**

Amount reimbursed to offset MediShield Life payout	\$0.00
Amount reimbursed to offset	< 2 / 10 > - 120% +

### Step 6/6

To print your statement, go to File > 'Print'.

To download the softcopy, select one of the following options under 'Printer' or 'Destination' field and click 'Print':

1. Microsoft Print to PDF
2. Microsoft to Print
3. Export to PDF

## B. Print out a hardcopy or download a softcopy of a particular payment/claim transaction

If there are multiple transactions in the period you selected, but you wish to only print out or download a particular transaction, please follow the steps below.

Perform Steps 1 to 5 of section A (Page 2 to 6). Followed by the following:

Identify the pages/statements that you would like to print.

Input the page numbers of these pages under 'Pages to Print' or 'Pages' field in print preview.

### To print hardcopy:

Select your printer in the 'Printer' or 'Destination' field and click 'Print'.

### To download softcopy:

Select one of the following options under 'Printer' or 'Destination' field and click 'Print':

1. Microsoft Print to PDF
2. Microsoft to Print
3. Export to PDF

The screenshot displays a print preview window for a healthcare bill. The document preview on the left shows the following details:

**Central Provident Fund Board**  
Name of CPF Account Number: 87 85,2  
06 Apr 2022 11:56 AM (Singapore Standard Time)

**1. Healthcare payments and claims details**  
(as at 06 Apr 2022)

Patient name	ABY NAME
Hospital Registration Number	043021A00088
Medical Institution	NG TENG FONG GENERAL HOSPITAL
Hospitalisation period	01 Mar 2021 to 01 Mar 2021
Total bill	\$385.95
Claims under Integrated Shield Plan (IP)	\$0.00
IP additional coverage	\$0.00
Claim under MediShield Life	\$346.76
Payment from MediSave	\$38.53
Balance bill amount	\$0.26

**Reimbursement of bill by employer or private insurers**

Amount reimbursed to offset MediShield Life payout	\$0.00
Amount reimbursed to offset MediSave payers of this bill	\$0.00

The print settings panel on the right includes the following options:

- Print: 1 sheet of paper
- Destination: Microsoft Print to PDF
- Pages: Custom (with '2' selected)
- Color: Color
- More settings: (dropdown arrow)
- Print button: (highlighted with a red circle)
- Cancel button

### C. Attach the healthcare payments and claims statement in email

If you need to send the statement via email, you may follow the steps below:

#### Step 1:

Create a fresh email, or click 'Reply' to an existing email thread.

#### Step 2:

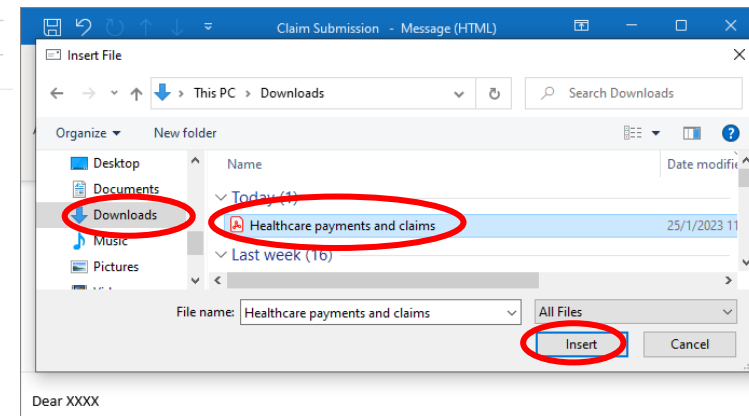
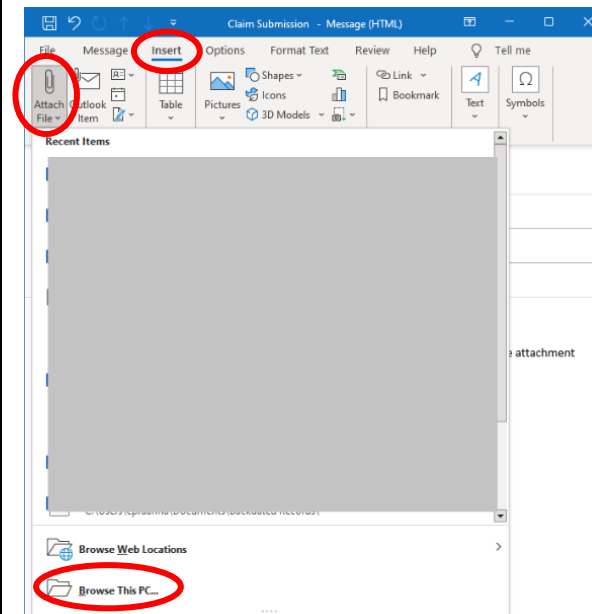
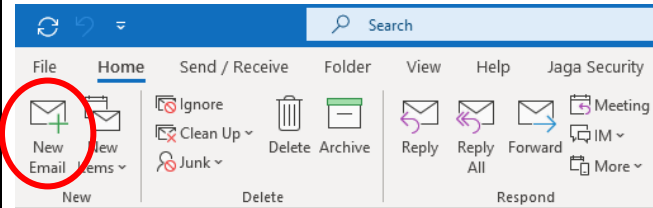
For Outlook users: Click on 'Insert' > 'Attach file' > 'Browse This PC'.

For Gmail users: Click on the paperclip icon.

This brings up a window for you to browse your folders and select the file to attach. When you done selecting, click on the Insert button.

Note: The PDF file will typically be in the downloads folder, depending on your device settings.

#### Outlook



## Gmail

The image displays two screenshots of the Gmail web interface. The top screenshot shows the main inbox view with the 'Compose' button in the left sidebar circled in red. The bottom screenshot shows the 'New Message' composition window with the 'Attach files' button circled in red.

**Top Screenshot: Gmail Inbox**

- Browser: safe.menlosecurity.com/https://mail.google.com/mail/u/0/#inbox
- Search: Search mail
- Compose: **Compose** (circled in red)
- Inbox: 3,363
- Starred, Snoozed, Important, Sent, Drafts: 55
- Categories: More
- Primary: 1-50 of 5,635
- Promotions: 49 new (Live Nation Singapore, Fave, Fav...)
- Social: 16 new (LinkedIn, Nikita @ LinkedIn Lear...)
- Message list: 2:16 PM, 2:05 PM, 1:54 PM, 1:36 PM, 11:26 AM, Feb 7

**Bottom Screenshot: Gmail Compose Window**

- Browser: safe.menlosecurity.com/https://mail.google.com/mail/u/0/#inbox?compose=new
- Compose: **Compose**
- Inbox: 3,363
- Starred, Snoozed, Important, Sent, Drafts: 55
- Categories: More
- Labels: Cost Account, Deleted Items, eBMU, HDB, Managing Div, Organisations, Personal
- New Message: To, Subject, Cc, Bcc
- Rich Text Editor: Sans Serif, Bold, Italic, Underline, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Undo, Redo, Clear All, Text Color, Background Color, Bulleted List, Numbered List, Indent, Outdent, Link, Unlink, Undo, Redo, Clear All
- Buttons: **Send**, **Attach files** (circled in red), Attach files, Attach files