Handbook for Healthcare Professionals

Includes instructions on use of Medisave for CDMP and chronic subsidies under Community Health Assist Scheme (CHAS)
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Overview-Update

1.1 Medisave for Chronic Disease Management Programme (CDMP)

The CDMP was introduced at the end of 2006, and involves: (a) evidence-based structured Disease Management Programmes (DMPs\(^1\)), where applicable and (b) option for patients to draw on their Medisave to help reduce out-of-pocket payments for outpatient treatment required in the management of their chronic diseases.

1.1.2 On 1 Oct 2006, CDMP was implemented for Diabetes Mellitus. This was extended to three additional diseases in Jan 2007, namely Hypertension, Lipid Disorders and Stroke. Asthma and Chronic Obstructive Pulmonary Disease (COPD) were added in Apr 2008. Since 2009, CDMP has also been extended to cover common psychiatric conditions, like Schizophrenia and Major Depression from Oct 2009, and Dementia and Bipolar Disorder from Nov 2011.

1.1.3 From Jan 2014, CDMP was further extended beyond conditions that traditionally benefited from DMPs (e.g. Diabetes Mellitus), to include more chronic conditions. The five additional chronic conditions added then were Osteoarthritis, Benign Prostatic Hyperplasia (BPH), Anxiety, Parkinson’s disease and Nephritis/Nephrosis.

1.2 Community Health Assist Scheme (CHAS)

1.2.1 CHAS, formerly known as the Primary Care Partnership Scheme (PCPS), was introduced in Jan 2012 to enable lower- to middle-income Singapore Citizens to receive subsidies for medical and dental care at CHAS General Practitioner (GP) and dental clinics.

1.2.2 Since its introduction, chronic conditions under CHAS and CDMP have been kept the same, allowing CHAS to complement CDMP. Eligible patients with selected chronic conditions are thus able to enjoy CHAS subsidies, as well as tap on their Medisave for the outpatient treatment of their chronic conditions.

1.2.3 The Pioneer Generation Package (PGP) was introduced in Sep 2014 to allow all Pioneers to receive special subsidies under CHAS.

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\(^1\) Components of disease management include: (a) population identification process; (b) evidence-based practice guidelines; collaborative practice models to include physician and support-service providers; (d) patient self-management education; (e) process and outcome management, evaluation, and management; and (f) routine reporting/feedback loop.
2 Inclusion of Epilepsy, Osteoporosis, Psoriasis and Rheumatoid Arthritis (RA)

2.1 From 1 Jun 2015, Epilepsy, Osteoporosis, Psoriasis and Rheumatoid Arthritis (RA) will be included into the CDMP/CHAS. This is expected to bring about better health outcomes for patients who will have better control of their conditions with close supervision from their doctors. This would also help CHAS GPs provide holistic care for Health Assist (HA)/Pioneer Generation (PG) cardholders under their care, in line with the vision of “One Family Physician for every Singaporean”.

2.2 It is recognised that the treatment of chronic diseases is costly when administered collectively over a long period. However, CDMP/CHAS will help reduce out-of-pocket payments and also reduce the barriers for patients to seek medical treatment.

2.3 With the inclusion of more chronic conditions under CDMP/CHAS, GPs will be able to take on a greater role in the management of chronic disease of their patients.

2.4 The use of CDMP/CHAS will apply to the 19 conditions listed below (newly introduced conditions are in bold for easy reference):

Table 1.1: Chronic Conditions under CDMP/CHAS

<table>
<thead>
<tr>
<th>Conditions under CDMP/CHAS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chronic Conditions with Established DMPs</strong> (Requiring the reporting of clinical indicators)</td>
</tr>
<tr>
<td>1) Diabetes Mellitus</td>
</tr>
<tr>
<td>2) Hypertension</td>
</tr>
<tr>
<td>3) Lipid Disorders</td>
</tr>
<tr>
<td>4) Asthma</td>
</tr>
<tr>
<td>5) Chronic Obstructive Pulmonary Disease (COPD)</td>
</tr>
<tr>
<td>6) Nephritis/Nephrosis</td>
</tr>
<tr>
<td><strong>CDMP-Mental Illnesses</strong> (Requiring participation of clinic/doctor in a Shared Care Programme)</td>
</tr>
<tr>
<td>7) Schizophrenia</td>
</tr>
<tr>
<td>8) Major Depression</td>
</tr>
<tr>
<td>9) Bipolar Disorder</td>
</tr>
<tr>
<td>10) Anxiety</td>
</tr>
<tr>
<td><strong>Other Chronic Conditions</strong></td>
</tr>
<tr>
<td>11) Stroke</td>
</tr>
<tr>
<td>12) Dementia</td>
</tr>
<tr>
<td>13) Osteoarthritis</td>
</tr>
<tr>
<td>14) Parkinson’s Disease</td>
</tr>
<tr>
<td>15) Benign Prostatic Hyperplasia (BPH)</td>
</tr>
<tr>
<td>16) Epilepsy</td>
</tr>
<tr>
<td>17) Osteoporosis</td>
</tr>
<tr>
<td>18) Psoriasis</td>
</tr>
<tr>
<td>19) Rheumatoid Arthritis (RA)</td>
</tr>
</tbody>
</table>

3 Clinical Guidelines and Clinical Data Submission

3.1 Participating clinics/medical institutions are expected to provide care to patients in line with the latest Clinical Practice Guidelines (CPG) and/or best available evidence-based practice, as well as to track clinical data at patient and clinic/medical

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2 This refers to chronic subsidies under CHAS.
institution level to monitor patient outcome. While participating clinics/medical institutions will still be required to submit relevant clinical indicators, **MOH has revised the requirement for clinical data submission to only 6 of the 19 conditions under CDMP/CHAS.** For the other 13 conditions, essential care components are expected to be documented and may be subjected to periodic audits.

3.2 Please refer to Chapter Two: The Clinical Guidelines for further details on the essential care components, indications for referral and specific examples of claimable/non-claimable items. These are recommended by Subject-Matter-Experts based on best available medical evidence. The list of clinical indicators to be submitted is detailed in Chapter Four: Capture and Submission of Clinical Data.
CHAPTER TWO:  
THE CLINICAL GUIDELINES

1 Enrolling Patients

1.1 Clinics participating in the CDMP/CHAS are required to provide all the essential care components detailed in this guidebook. The basis for establishing a diagnosis of the chronic diseases should conform to the prevailing MOH Clinical Practice Guidelines, where applicable.

1.2 The essential care components of each condition are recommended by the Clinical Advisory Committee appointed by MOH. These components are recommended based on current available evidence. They can be found in Chapter Two: The Clinical Guidelines of this handbook.

1.3 To facilitate integration of care across the various settings so that patients are able to continue and receive the appropriate management of their chronic conditions, MOH has worked with relevant specialists to develop continuing care guidelines:

   a) To identify suitable patients who are stable and can be managed in the community by their primary care physician rather than in a tertiary setting;  
   Or

   b) To identify patients who are at risk and may benefit from specialist opinion.

1.4 Patients often have one or more of the 3 common metabolic and cardiovascular diseases, namely Diabetes Mellitus, Hypertension and Lipid Disorders. For these patients, they should be enrolled into the respective DMPs according to Annex A (page 10).

1.5 For new diagnosis of Dementia or suspected cognitive impairment, when in doubt, it is advisable to refer to a geriatrician/psychiatrist/neurologist for confirmation as the diagnosis carries long term medical and legal implications.

2 Shared Care Programme for CDMP Mental Illnesses (CDMP-MI)

2.1 Mental health conditions, i.e. Schizophrenia, Major Depression, Bipolar Disorder and Anxiety, are included in the CDMP-MI. Doctors interested in making CDMP/CHAS claims for the above-mentioned conditions are required to attend training for CDMP-MI, and participate in Shared Care or GP Partnership Programmes with a public hospital to ensure that they have sufficient training and confidence in treating patients with mental health conditions.

2.2 For new diagnosis of mental health conditions, when in doubt, it is advisable to refer to a psychiatrist, as the diagnosis may carry medical, social and legal implications.

2.3 With effect from 1 Jan 2014, Dementia is no longer a CDMP-MI condition, and therefore doctors who wish to manage Dementia patients under CDMP/CHAS are no longer required to participate in the Shared Care or GP Partnership Programme.
3 Guidelines on Medisave Use for CDMP

3.1 Only doctors and clinics/medical institutions which are accredited for Medisave use and participating in the CDMP can make Medisave claims.

3.2 Doctors and participating clinics/medical institutions on the CDMP have to comply with these guidelines.

3.3 Some clinics have found it administratively easier to package their services for their patients. Packages should contain the care components detailed in the guidelines. Additional components, if any, can only be offered as add-ons.

3.4 Medisave use is only allowed for outpatient treatments of the approved chronic conditions in Table 1.1 and/or its associated complications. Clinics must indicate the relevant Medisave Scheme or Diagnosis of patients in the Medisave Authorisation Form or Medical Claims Authorisation Form when they make Medisave claims.

3.5 Medisave claims will be accepted only if:

   a) The patient is diagnosed to have one of the approved chronic conditions listed in Table 1.1;
   b) The claim must be related to the essential care components in the management of that specific DMP or for the treatment of the condition and its complications. The doctor in-charge must clearly document this causal relationship or link between the condition and its treatment;
   c) In this regard, Medisave claims will generally not be allowed for sleeping pills, slimming pills or erectile dysfunction drugs used for lifestyle purposes;
   d) Under certain equivocal circumstances, the auditors will seek further clarification with the prescribing doctor and decide on acceptance of claim on a case-by-case basis;
   e) Essential care components are to be documented in the doctor’s clinical notes. Audits may call for essential care components to be submitted at random.

3.6 Certain items including non-evidence-based treatments are not Medisave-claimable. This is to ensure judicious usage of patients’ Medisave dollars so that they cover essential care components and medications. A general list of claimable and non-claimable items is included in Table 2.1 below for reference.

Table 2.1: General List of Claimable and Non-Claimable Items /Services

<table>
<thead>
<tr>
<th>Claimable</th>
<th>Not claimable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Relevant investigations (laboratory and radiological) for the management of approved chronic conditions and/or their complications</td>
<td>• Investigations prior to establishing diagnosis, e.g. OGTT in a previously well patient</td>
</tr>
<tr>
<td>• Investigations for good prescribing practice to avoid drug-related</td>
<td>• Investigations unrelated to the management of the disease or its complications</td>
</tr>
<tr>
<td></td>
<td>• Screening tests, e.g. STD screen, Hepatitis screen, Tumour markers</td>
</tr>
<tr>
<td>Complications</td>
<td>Non-Approved Treatments</td>
</tr>
<tr>
<td>------------------------------------------------------------------------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>• Medications for the management of approved chronic conditions and/or their complications</td>
<td>• Traditional and complementary medicine (e.g. herbal medicine, Ayurveda)</td>
</tr>
<tr>
<td>• Gastro-protectants when prescribed with NSAIDs</td>
<td>• Vitamins and/or dietary supplements (except for cases with established deficiencies³)</td>
</tr>
<tr>
<td></td>
<td>• Lifestyle modifying medications (e.g. hair-loss or weight-loss medications)</td>
</tr>
<tr>
<td></td>
<td>• Non-HSA registered medications</td>
</tr>
<tr>
<td></td>
<td>• Off-label use of medications</td>
</tr>
<tr>
<td></td>
<td>• Sedatives-hypnotics</td>
</tr>
<tr>
<td>• Nursing and allied health services such as occupational therapy, physiotherapy, speech therapy, dietician and podiatry services as referred by physicians in accordance with patients’ integrated care plans</td>
<td>• Complementary, non-evidence-based therapies e.g. massage therapy, chiropractic, homeopathy, acupuncture</td>
</tr>
<tr>
<td></td>
<td>• Medical devices, such as blood pressure monitoring machines, splints, nasogastric tubes and ambulatory devices (e.g. walking sticks, wheelchairs)</td>
</tr>
<tr>
<td></td>
<td>• Home meal delivery, transport</td>
</tr>
</tbody>
</table>

*More disease-specific examples of claimable and non-claimable items/services can be found in the rest of Chapter Two: The Clinical Guidelines.

### 3.7 Eligible patients can use their personal Medisave account and immediate family members’ Medisave accounts for payment of their chronic disease treatments.

Immediate family members refer to the spouse, parent or child of the patient. Patients who are Singapore Citizens or Permanent Residents will also be able to use their grandchildren’s Medisave accounts to pay for their treatment.

**Scenario 1**
Mr Lim is a retiree with 2 working children. He is suffering from COPD and has Medisave from his earlier years of work. Mr Lim can make use of a maximum of $1,200 of Medisave from his and his children’s Medisave accounts (total of 3 accounts) every year to pay for his outpatient treatment for COPD.

**Scenario 2**
The grandmother and parents of Ms Tan are suffering from Diabetes Mellitus. However they have no Medisave. Ms Tan can make use of a total of $400 (annual withdrawal limit) of her own Medisave every year to pay for the outpatient treatments of all 3 of her elders.

**Scenario 3**
Mdm Haslina is a working adult and has no children. She has Hypertension and Asthma and can use up to $400 (annual withdrawal limit) from each of her and her spouse’s Medisave accounts to pay for treatment related to

³ In the absence of laboratory tests to definitively diagnose clinical deficiency, other supporting documented evidence (e.g. patient history, physical exam and/or other lab tests) can be accepted to support the clinical diagnosis of deficiency.
Patients may have employer benefits and outpatient insurance that can be used to pay for outpatient treatments. Bills should be paid using employers’ benefits and any relevant insurance that the patient may have first, before claiming from Medisave for the balance.

In cases where only part of the chronic disease outpatient treatment bill is payable by employer companies and the patient chooses to use Medisave for the balance of the bill, clinics would:

a) Follow the current arrangements it has with the employer to seek payment; and
b) Help patients submit the Medisave claim.

The maximum amount that can be withdrawn for chronic disease treatments/attendances taking place in the year 2012 and thereafter is $400 per Medisave account per calendar year, up to a maximum of 10 Medisave accounts.

**Guidelines on Use of CHAS Subsidy for CDMP Conditions**

Only doctors and clinics which are participating in the CHAS can make CHAS subsidy claims.

Doctors and participating clinics on the CHAS have to comply with the guidelines in this handbook.

The guidelines in paras 3.5 and 3.6 on CDMP apply to CHAS claims for CDMP conditions as well.

For patients who are eligible for both employee benefits and CHAS, the CHAS subsidies will apply before the employee benefits.
5 Disease-Specific Guidelines for the 19 CDMP Conditions

### Index 1: The Clinical Guidelines

<table>
<thead>
<tr>
<th>No.</th>
<th>Condition</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Diabetes Mellitus</td>
<td>11</td>
</tr>
<tr>
<td>2</td>
<td>Hypertension</td>
<td>14</td>
</tr>
<tr>
<td>3</td>
<td>Lipid Disorders</td>
<td>16</td>
</tr>
<tr>
<td>4</td>
<td>Asthma</td>
<td>18</td>
</tr>
<tr>
<td>5</td>
<td>Chronic Obstructive Pulmonary Disease (COPD)</td>
<td>20</td>
</tr>
<tr>
<td>6</td>
<td>Nephritis/Nephrosis</td>
<td>22</td>
</tr>
<tr>
<td>7*</td>
<td>Schizophrenia</td>
<td>24</td>
</tr>
<tr>
<td>8*</td>
<td>Major Depression</td>
<td>As above</td>
</tr>
<tr>
<td>9*</td>
<td>Bipolar Disorder</td>
<td>As above</td>
</tr>
<tr>
<td>10*</td>
<td>Anxiety</td>
<td>As above</td>
</tr>
<tr>
<td>11</td>
<td>Stroke</td>
<td>27</td>
</tr>
<tr>
<td>12</td>
<td>Dementia</td>
<td>29</td>
</tr>
<tr>
<td>13</td>
<td>Osteoarthritis</td>
<td>31</td>
</tr>
<tr>
<td>14</td>
<td>Parkinson’s Disease</td>
<td>32</td>
</tr>
<tr>
<td>15</td>
<td>Benign Prostatic Hyperplasia (BPH)</td>
<td>34</td>
</tr>
<tr>
<td>16</td>
<td>Epilepsy</td>
<td>36</td>
</tr>
<tr>
<td>17</td>
<td>Osteoporosis</td>
<td>38</td>
</tr>
<tr>
<td>18</td>
<td>Psoriasis</td>
<td>40</td>
</tr>
<tr>
<td>19</td>
<td>Rheumatoid Arthritis (RA)</td>
<td>43</td>
</tr>
</tbody>
</table>

* Conditions under the CDMP-MI
Enrolling patients with Diabetes Mellitus, Hypertension, Lipid Disorders and/or Stroke

- **DM?**
  - Yes: Diabetes Mellitus DMP
  - No: HPT?
- **HPT?**
  - Yes: Hypertension DMP
  - No: Lip?
- **Lip?**
  - Yes: Lipid Disorders DMP
  - No: No
**Diabetes Mellitus**
*(Requires reporting of clinical indicators)*

Diabetes mellitus is a heterogeneous metabolic disorder characterised by presence of hyperglycaemia resulting from defects in insulin secretion, insulin action, or both. Chronic hyperglycaemia is associated with long-term sequelae resulting from damage to various organs and tissues, particularly the kidney, eye, nerves, heart and blood vessels.

In patients with hyperglycemic crisis, diabetes mellitus can be diagnosed without further testing.

In patients with typical symptoms, diabetes mellitus can be diagnosed if any one of the following is present.

1. Casual plasma glucose ≥ 11.1 mmol/L
2. Fasting plasma glucose ≥ 7.0mmol/L
3. 2-hour post-challenge plasma glucose ≥ 11.1 mmol/L

HbA1c is not recommended as a screening and diagnostic tool for diabetes mellitus until its performance in our multi-ethnic population has been evaluated.

**Part I: Clinical Indicators**

<table>
<thead>
<tr>
<th>Essential Care Components</th>
<th>Minimum Frequency for Reporting*</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Glycated Haemoglobin (HbA1c)</td>
<td>Twice a year</td>
<td>General HbA1c target of ≤7.0%, but target of treatment should be personalised (e.g. for elderly)</td>
</tr>
<tr>
<td>Blood Pressure Measurement</td>
<td>Twice a year</td>
<td></td>
</tr>
<tr>
<td>Weight and BMI Assessment</td>
<td>Twice a year</td>
<td>Keep &lt;25kg/m² (For Asian population, keep BMI &lt; 23 kg/m²)</td>
</tr>
<tr>
<td>Lipid Profile</td>
<td>Annually</td>
<td>All patients should be risk stratified (as recommended in the Lipids CPG) Targets of treatment should be personalised by levels of risk</td>
</tr>
<tr>
<td>Nephropathy Assessment Serum Cr and eGFR, and Urine Albumin-Creatinine (uACR)</td>
<td>Annually</td>
<td>Good glycaemic control and good BP control with Angiotensin Converting Enzyme (ACE) inhibitor or Angiotensin Receptor Blocker (ARB) preferred to slow progression of Diabetic Nephropathy Annual screening of serum Cr, eGFR in all patients Submission of uACR required only for patients with Nephropathy</td>
</tr>
<tr>
<td>Eye Assessment</td>
<td>Annually</td>
<td>Includes retinal photography and visual acuity Patients with T1 DM: First assessment within 3-5 years after diagnosis of diabetes once patient is aged ten years or older, then annually Patients with T2 DM: First assessment at diagnosis, then annually</td>
</tr>
<tr>
<td>Foot Assessment</td>
<td>Annually</td>
<td>Screen for peripheral neuropathy, peripheral vascular disease, bone, joint, skin and nail abnormalities, and poor footwear</td>
</tr>
</tbody>
</table>
Part I: Clinical Indicators (continued)

<table>
<thead>
<tr>
<th>Essential Care Components</th>
<th>Minimum Frequency for Reporting*</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smoking Assessment</td>
<td>Annually</td>
<td>Assessment on smoking habits (estimated sticks/day; zero for non- or ex-smoker) and provide smoking cessation counselling</td>
</tr>
<tr>
<td>Cardiac Assessment#</td>
<td>At diagnosis before initiating medications</td>
<td>Includes baseline ECG</td>
</tr>
</tbody>
</table>

*more frequently if clinically indicated

#non-reportable care component; may be subjected to periodic audits

Part II: Consideration for Collaborative Care

Specialist Referral Recommended

Special Patient Population

- Adults with suspected Type 1 DM
- Children and adolescents with suspected DM (regardless of type)
- Pregnant women or those planning pregnancy who require pre-conception intensive glycaemic control
- Patients with morbid obesity who are open to the option of intensive weight management including bariatric surgery

Complications Requiring Active Specialist Management

- Nephrology referral if any of the following:
  - Unexpected or rapid decline in renal function
  - Difficult management issues (blood pressure, hyperkalaemia control)
  - Atypical features (e.g. haematuria, presence of casts in the urine sediment, presence of renal bruit, nephritic range proteinuria (>3g/day), absence of retinopathy)
- Ophthalmology referral if any of the following:
  - Hard exudates/retinal thickening within one disc diameter of the fovea (diabetic macular oedema)
  - Severe non-proliferative diabetic retinopathy
  - Unexplained drop in visual acuity/eye findings
    Early referrals
    - Neovascularisation from proliferative diabetic retinopathy
    - Pre-retinal and/or vitreous haemorrhage
    - Rubeosis iridis (new vessels on the iris)
    Urgent referrals
    - Sudden loss of vision
    - Retinal detachment
    - Neovascular glaucoma
- Foot-care team (podiatry, orthopaedics surgery, vascular surgery) if any of the following:
  - Ulceration, gangrene, severe foot infection
  - Suspected acute Charcot’s foot
  - Vascular claudication
**Part II: Consideration for Collaborative Care (continued)**

<table>
<thead>
<tr>
<th>Consider Specialist Input</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>High Risk Individuals</strong></td>
</tr>
<tr>
<td>- Individuals with or at risk for recurrent severe hypoglycaemia*, diabetic ketoacidosis (DKA) or hyperglycaemic hyperosmolar state (HHS) regardless of HbA1c</td>
</tr>
<tr>
<td>- High risk patients who may benefit from intensive control of blood glucose and/or other risk factors (e.g. to retard progression of retinopathy or nephropathy)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Consider Collaborative Care with Primary Care Physician</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>In patients who</strong></td>
</tr>
<tr>
<td>- Are able to achieve satisfactory HbA1c control and/or for optimisation/management of glycemic control</td>
</tr>
<tr>
<td>- Are able to recognise and manage episodes of hypoglycaemia</td>
</tr>
<tr>
<td>- Complications of DM are stable, or are under regular review by the appropriate specialist.</td>
</tr>
</tbody>
</table>

* Severe hypoglycaemia refers to hypoglycaemia where assistance from another person is required.

**Part III: Claimable/Non-Claimable Items**

<table>
<thead>
<tr>
<th>Specific Examples of Claimable/Non-Claimable Items:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Claimables</strong></td>
</tr>
<tr>
<td>- Drugs related to the treatment of DM complications, e.g. Ischaemic Heart Disease, Chronic Renal Failure, Neuropathic pains (e.g. Amitriptyline and Carbamazepine) and Peripheral Vascular Diseases (e.g. Pentoxifylline)</td>
</tr>
<tr>
<td>- Items involved in drug administration, such as insulin pens, syringes and needles dispensed in appropriate quantities, necessary for the patient’s own use</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Non-claimables</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>- Items not involved in drug administration, such as lancets, glucometers, glucometer strips and blood pressure monitoring equipment</td>
</tr>
<tr>
<td>- Weight management and lifestyle management programmes</td>
</tr>
<tr>
<td>- Slimming pills and drugs for erectile dysfunction</td>
</tr>
<tr>
<td>- Vitamins/supplements such as Vitamin B/B12 (except for cases with documented deficiency)</td>
</tr>
</tbody>
</table>
**Hypertension**  
*(Requires reporting of clinical indicators)*

Blood Pressure (BP) levels are continuously related to the risk of cardiovascular disease (CVD). Even within the normotensive range, people with higher levels of BP have higher rates of CVD.

BP is characterised by large spontaneous variations. The diagnosis of hypertension should be based on multiple BP measurements taken on several separate occasions. When the systolic and diastolic BP fall into different categories, the higher category should apply.

### Part I: Clinical Indicators

<table>
<thead>
<tr>
<th>Essential Care Components</th>
<th>Minimum Frequency for Reporting*</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Blood Pressure Measurement</td>
<td>Twice a year</td>
<td></td>
</tr>
<tr>
<td>Weight and BMI Assessment</td>
<td>Twice a year</td>
<td>Keep BMI &lt;25kg/m^2. (For Asian population, keep BMI &lt; 23 kg/m^2)</td>
</tr>
<tr>
<td>Smoking Assessment</td>
<td>Annually</td>
<td>Assessment on smoking habits (estimated sticks/day; zero for non- or ex-smoker) and provide smoking cessation counselling</td>
</tr>
<tr>
<td>Lipid Profile#</td>
<td>At or soon after diagnosis</td>
<td>All patients should be risk stratified (as recommended in the Lipids CPG) Targets of treatment should be personalised by levels of risk</td>
</tr>
<tr>
<td>Cardiac Assessment#</td>
<td>At diagnosis before initiating medications</td>
<td>Includes baseline ECG</td>
</tr>
</tbody>
</table>

*more frequently if clinically indicated  
#non-reportable care component; may be subjected to periodic audits

### Part II: Consideration for Collaborative Care

**Specialist Referral Recommended**

- Emergency or urgent treatment indicated e.g. malignant hypertension, hypertensive cardiac failure or other impending complications
- Hypertension difficult to manage e.g. unusually labile BP, hypertension refractory to multiple drug regimens (3 or more)
- Secondary hypertension i.e. hypertension due to an underlying cause, such as hyperaldosteronism
- Hypertension in special circumstances e.g. pregnancy, young children

**Consider Specialist Input**

- Young hypertensive patients who are less than 30 years old
- Patients suspected to have secondary causes of hypertension

**Consider Collaborative Care with Primary Physician**

- In patients who are able to achieve satisfactory blood pressure control and/or for optimisation/management of anti-hypertensive medication
Part III: Claimable/Non-claimable Items

<table>
<thead>
<tr>
<th>Specific Examples of Claimable/Non-claimable:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Claimable</strong></td>
</tr>
<tr>
<td>• For patients with complications of Hypertension, such as Ischaemic Heart Disease, investigations like 2D Echocardiogram, MIBI scans</td>
</tr>
<tr>
<td><strong>Non-claimable</strong></td>
</tr>
<tr>
<td>• Purchase of blood pressure monitoring equipment</td>
</tr>
</tbody>
</table>
**Lipid Disorders**  
*(Requires reporting of clinical indicators)*

Lipid disorders (dyslipidaemia) play a major role in the pathogenesis of coronary heart disease. It is a modifiable cardiovascular risk factor that may be inherited or acquired. Hypercholesterolaemia, mixed (combined) dyslipidaemia and hypertriglyceridaemia are the three commonest dyslipidaemias.

Common causes of secondary dyslipidaemia should be excluded in any patient presenting with dyslipidaemia.

### Part I: Clinical Indicators

<table>
<thead>
<tr>
<th>Essential Care Components</th>
<th>Minimum Frequency for Reporting*</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lipid Profile</td>
<td>Annually</td>
<td>All patients should be risk stratified (as recommended in the Lipids CPG) Targets of treatment should be personalised by levels of risk</td>
</tr>
<tr>
<td>Smoking Assessment</td>
<td>Annually</td>
<td>Assessment on smoking habits (estimated sticks/day; zero for non- or ex-smoker) and provide smoking cessation counselling</td>
</tr>
<tr>
<td>Serum transaminases #</td>
<td>Before starting statins and 8-12 weeks after; Annually</td>
<td>Especially when the statin dose is increased or when combination therapy is initiated</td>
</tr>
<tr>
<td>Serum creatine kinase #</td>
<td>Before starting statins and 8-12 weeks after; Annually</td>
<td>Look out for rapid increase in creatine kinase post-initiation or increase of statin or fibrate. Stop the medication if the CK is three times ULN) or at about 800 IU/L (whichever is lower)</td>
</tr>
</tbody>
</table>

*more frequently if clinically indicated  
#non-reportable care component; may be subjected to periodic audits

### Part II: Consideration for Collaborative Care

**Specialist Referral Recommended**

**Referral to A&E**
- If the ALT/AST is $\geq 5\times$ ULN (upper limit of normal) or if patient is clinically ill/decompensating

**Referral to Endocrinologist**
- Initiation of rosuvastatin at doses higher than 20mg

**Referral to Gastroenterologist**
- For clinical presentation of acute hepatitis

**Consider Specialist Input**

**Consider Referral to Endocrinologist**
- Triglyceride level more than 4.5mmol/L despite treatment
- Target parameters not achieved despite maximal drug therapy

**Consider Referral to Gastroenterologist**
- Pre-treatment transaminases are 1.5 to 3 times above normal range
- Persistently high transaminases (at least 3 times above normal range) during statin therapy or when statin has been stopped
Consider Collaborative Care with Primary Physician

<table>
<thead>
<tr>
<th>In patients who are</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Able to achieve satisfactory lipid control and/or for optimisation/management of lipid disorder medication</td>
</tr>
</tbody>
</table>

Part III: Claimable/Non-Claimable Items

Specific Examples of Claimable/Non-Claimable:

<table>
<thead>
<tr>
<th>Claimable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Omega 3 fish oils, only for patients with severe hypertriglyceridemia (e.g TG &gt;10mmol/L [900mg/dL]) where fibrates alone may not adequately lower the markedly elevated TG levels</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non-claimable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Red yeast supplements (Hypocol) and Co-enzyme Q10</td>
</tr>
</tbody>
</table>
**Asthma**
*(Requires reporting of clinical indicators)*

Asthma is a chronic reversible airway disorder that is common in people of all ages. It can be severe and may be fatal. Asthma may present with cough, wheezing, and unexplained dyspnoea and chest tightness. Symptoms are often transient, may be persistent and tend to be worse at night or in the early mornings.

Asthma symptoms may be precipitated or aggravated by upper respiratory tract infections, cigarette smoke, environmental haze, exercise, drugs (e.g. aspirin, NSAIDs, β-blockers, ACE inhibitors), pets and occupational exposure to triggers.

Spirometry is the most reliable test of reversible airway obstruction. Improvement in FEV1 of more than 12% is significant. Peak expiratory flow rate is a less reliable test but patients may improve by 15% or more in response to inhaled bronchodilators, or present with diurnal variability for PEFR of > 10% in adults and >15% in children.

**Part I: Clinical Indicators**

<table>
<thead>
<tr>
<th>Essential Care Components</th>
<th>Minimum Frequency for Reporting*</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asthma Control Test (ACT) score</td>
<td>Twice a year</td>
<td>Recommended for assessment of control at every visit, for patients 4 years and above. For those below 4 years old, proper documentation of symptom frequency and severity (e.g. daytime or night-time symptoms, whether symptoms affect the patient’s sleep, feeding, activities) from patient’s carer is required</td>
</tr>
<tr>
<td>Self-Management Education (with Written Asthma Action Plan)#</td>
<td>At diagnosis</td>
<td>Check for compliance to treatment Provide and review patient’s Written Asthma Action Plan when there is any change in treatment Inhaler technique assessment</td>
</tr>
<tr>
<td>Smoking Assessment</td>
<td>Annually</td>
<td>Assessment on smoking habits (estimated sticks/day; zero for non- or ex-smoker) and provide smoking cessation counselling</td>
</tr>
</tbody>
</table>

*more frequently if clinically indicated
# non-reportable care component; may be subjected to periodic audits

**Part II: Consideration for Collaborative Care**

**Specialist Referral Recommended**

**Control: Failure to achieve asthma control despite optimal treatment**

- Patients who are currently on or recently stopped daily oral corticosteroid therapy to achieve control
- History of near-fatal asthma requiring intubation and ventilation
- Severe asthma requiring step 4 care and yet experiencing exacerbation despite compliance to treatment
Specialist Referral Recommended (continued)

Control: Failure to achieve asthma control despite optimal treatment
- Poorly controlled asthmatics with ≥ 2 hospitalisations and/or requires ≥ 2 courses of burst therapy with oral corticosteroids in the past one year

Confusing Sign and Symptoms
- Suspected occupational asthma will require further diagnostic determination of the industrial trigger agent
- Patient with atypical signs and symptoms such as unilateral wheeze to exclude other tracheobronchial pathology

Children
- Has poor asthma control with frequent urgent care needs
- Is below 3 years with atypical features e.g. failure to thrive and/or are not responding to low dose inhaled steroid (BUD < 200 mcg/day BDP/FP < 100 / day)
- Requires high dose steroids. (BUD / FP > 400mcg/day or BDP > 200mcg/day)
- Is on prolonged inhaled steroid therapy for more than 6 months and remains symptomatic
- Suffered from a severe acute attack and requires prolonged or repeated oral steroids for control
- Diagnosis is uncertain

Consider Specialist Input

Co-Morbidity
- Concurrent heart failure which may complicate management
- Psychiatric disease or multiple psychosocial problems, including the use of sedative
- Concurrent active GERD which may mimic asthma

Consider Collaborative Care with Primary Care Physician

In patients who
- Require symptom monitoring and optimisation/management of asthma medications
- Require social support to cope with their disease

Part III: Claimable/Non-Claimable Items

Specific Examples of Claimable/Non-Claimable:

Claimables
- Investigations for management of the disease and complications (e.g. CXR, pulmonary function tests, allergy tests)
- Investigations for good prescribing practice to avoid drug-related complications (e.g. serum theophylline)
- Items involved in drug administration, such as spacers and accompanying masks dispensed in appropriate quantities, necessary for the patient’s own use

Non-claimables
- Investigations done prior to diagnosis (e.g. spirometry) or unrelated to the follow-up of Asthma
- Non-evidence based investigations such as hand-held spirometry
**Chronic Obstructive Pulmonary Disease (COPD)**  
(Requires reporting of clinical indicators)

Chronic Obstructive Pulmonary Disease (COPD) is a heterogeneous disorder characterised by airflow obstruction that is not fully reversible. The airflow limitation is usually both progressive and associated with exposure to noxious particles or gases. Smoking is by far the most important risk factor.

Patients may present with chronic productive cough and breathlessness. Acute exacerbations of COPD may require hospitalisation. The prevalence of COPD is highest after age 50, and is generally higher in men than women.

A pulmonary function test/spirometry result will establish the diagnosis of COPD for CDMP/CHAS purposes.

**Part I: Clinical Indicators**

<table>
<thead>
<tr>
<th>Essential Care Components</th>
<th>Minimum Frequency for Reporting*</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>COPD Assessment Test (CAT) Score</td>
<td>Annually</td>
<td></td>
</tr>
<tr>
<td>Smoking Assessment</td>
<td>Annually</td>
<td>Assessment on smoking habits (estimated sticks/day; zero for non- or ex-smoker) and provide smoking cessation counselling</td>
</tr>
<tr>
<td>Influenza Vaccination</td>
<td>Annually</td>
<td></td>
</tr>
<tr>
<td>Weight and BMI Assessment</td>
<td>Annually</td>
<td>Nutritional intervention should be considered in all COPD patients with BMI &lt;18.5 kg/m² or significant involuntary weight loss (&gt;10% during the last 6 months or &gt; 5% in the past month)</td>
</tr>
<tr>
<td>Self-Management Education*</td>
<td>At diagnosis</td>
<td>Educate on what to do during acute exacerbations; Inhaler technique assessment</td>
</tr>
<tr>
<td>Spirometry#</td>
<td>At or soon after diagnosis</td>
<td></td>
</tr>
</tbody>
</table>

*more frequently if clinically indicated  
#non-reportable care component; may be subjected to periodic audits

**Part II: Consideration for Collaborative Care**

**Specialist Referral Recommended**

**Severe Cases**
- Rapidly progressive course of disease
- Acute exacerbation of COPD not responsive to therapy
- Development of new symptoms (e.g. haemoptysis) or new physical signs (e.g. cyanosis, peripheral oedema)
- End stage COPD (requiring long term oxygen therapy or considering surgery)
### Consider Specialist Input

#### Severe or Complex Cases

- Severe COPD (i.e. FEV1<50% predicted)
- Frequent exacerbations (e.g. two or more a year) despite compliance to treatment

#### Consider Collaborative Care with Primary Care Physician

**In patients who**
- Require follow-up monitoring for onset of new symptoms, decreased effort tolerance, adherence to medication and smoking cessation advice

### Part III: Claimable/Non-Claimable Items

#### Specific Examples of Claimable/Non-Claimable:

**Claimables**

- Items involved in drug administration, such as spacers and accompanying masks dispensed in appropriate quantities, necessary for the patient’s own use
- Investigations for good prescribing practice to avoid drug-related complications (e.g. serum theophylline)

**Non-claimables**

- Medications not approved for COPD, including mast cell stabilisers (e.g. Ketotifen)
- Investigations done prior to diagnosis (e.g. spirometry) or unrelated to the follow-up of COPD
- Non-evidence based investigations such as hand-held spirometry
- Purchase of oxygen tanks, nebulisers or other home nursing equipment
**Nephritis/Nephrosis**  
*(Requires reporting of clinical indicators)*

Haematuria and proteinuria are the hallmarks of glomerular disease. In addition, hypertension, impaired renal function and fluid retention can be present to varying extents. The nature and severity of the underlying glomerular injury often dictate the nature and severity of these symptoms.

Conditions covered include (a) Chronic Glomerulonephritis (presenting as nephritic or nephrotic syndromes), (b) Nephropathies (e.g. secondary to underlying diabetes or other conditions) and (c) Chronic Kidney Diseases (with or without known underlying aetiology).

### Part I: Clinical Indicators

<table>
<thead>
<tr>
<th>Essential Care Components</th>
<th>Minimum Frequency for Reporting*</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Blood Pressure Measurement</strong></td>
<td>Twice a year</td>
<td>ACE-I and ARBs should be used for BP control when proteinuria is present</td>
</tr>
<tr>
<td><strong>Renal Function – eGFR or Serum Creatinine</strong></td>
<td>Annually</td>
<td>If eGFR is submitted, it should be using the MDRD formula; Serum Creatinine to be submitted for calculation (for calculation) if lab does not generate MDRD-eGFR</td>
</tr>
<tr>
<td><strong>Urinary Protein – Urine Protein Creatinine Ratio (uPCR) or Albumin-Creatinine Ratio (uACR)</strong></td>
<td>Annually</td>
<td>*more frequently if clinically indicated</td>
</tr>
</tbody>
</table>

### Part II: Consideration for Collaborative Care

**Specialist Referral Recommended**

<table>
<thead>
<tr>
<th><strong>Significant Proteinuria</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Urine protein &gt; 1 g/day (or its equivalent i.e. uPCR&gt;100mg/mmol or ACR&gt;70mg/mmol)</td>
<td></td>
</tr>
</tbody>
</table>

**Persistent Haematuria**

**Declining Renal Function**

• eGFR < 45 ml/min/1.73 m² or rapid decline (> 5 ml/min/1.73 m² per year)

**Difficult BP Control**

• BP>150/90mmHg despite 3 anti-hypertensive medications at maximal doses

**Consider Collaborative Care with Primary Care Physician**

In patients who

• Are able to reach individualised BP target reached based on severity of glomerulonephritis and proteinuria
• Have stable renal function (decline <30% over 4 month follow-up)
• Are not hyperkalaemic
### Specific Examples of Claimable/Non-Claimable:

<table>
<thead>
<tr>
<th><strong>Claimables</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Pre- and post-dialysis investigations</td>
</tr>
<tr>
<td>• The treatment of complications, such as renal osteodystrophy, as well as</td>
</tr>
<tr>
<td>complications of dialysis</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Non-claimables</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Supplements such as Iron/Calcium/Vitamin D (except in cases with documented</td>
</tr>
<tr>
<td>deficiency)</td>
</tr>
<tr>
<td>• Unrelated or pre-diagnosis investigations e.g. myeloma panels</td>
</tr>
<tr>
<td>• Transplant-related investigations and/or procedures</td>
</tr>
</tbody>
</table>
**CDMP-Mental Illness**

*(While clinical indicator submission is not currently required, clinicians are required to document these assessments in case notes)*

**Schizophrenia** is a mental illness characterised by delusions, hallucinations, disorganised speech, disorganised or catatonic behaviour, and negative symptoms. Other psychotic disorders and organic brain disorders should be excluded.

**Major Depression** is a mental illness characterised by low mood, anhedonia, significant weight loss/gain, insomnia, psychomotor agitation or retardation, fatigue or loss of energy, feeling of worthlessness or inappropriate guilt, diminished ability to think or concentrate, and recurrent thoughts of suicide. Other milder psychiatric conditions, organic conditions or prescription medication-induced depression should be excluded.

**Bipolar Disorder** is a mental illness characterised by episodes of mania and depression. During acute episodes, there may be either an elevation of mood with increased energy and activity, or a lowering of mood with decreased activity. Manic episodes may last between two weeks and five months (with median duration of four months), while depressive episodes may last longer.

**Anxiety** is an emotion experienced by everyone in everyday life to perceived threats, but it is considered to be a disorder when it is of greater intensity and/or duration than would be expected in the given circumstances, affects daily life, gives rise to unexplained physical symptoms, or leads to avoidance of situations and places.

*In order to provide greater support (e.g. professionally as well as drugs) for family physicians managing patients with mental illness, family physicians are required to participate in Shared Care or GP Partnership Programmes with Restructured Hospitals before CDMP/CHAS claims can be made.*

*Anxiety disorders claimable under CDMP/CHAS are General Anxiety Disorder, Panic Disorder, Phobic Anxiety Disorders, Obsessive-Compulsive Disorder, and Post-traumatic Stress Disorder.*

**Part I: Clinical Indicators**

*Applicable to all Mental Illnesses*

<table>
<thead>
<tr>
<th>Essential Care Components</th>
<th>Minimum Frequency*</th>
<th>Remarks</th>
</tr>
</thead>
</table>
| Clinical Global Impression (CGI) Scale | Annually | CGI assessment for  
  - Severity (Scores 1-7)  
  - Clinical improvement (Scores 1-7)  
  *1 indicates “normal/no mental illness” or “very much improved” |
| Consultations for CDMP Mental Health | Twice a year | Consultation includes assessment for symptoms, response and adherence to medications, psychosocial interventions, risk of harm to self or others and general physical health |

*more frequently if clinically indicated*
### Part II: Consideration for Collaborative Care

#### a) Schizophrenia

**Specialist Referral Recommended**

**Initial assessment**
- Assessment, diagnosis and initiation of treatment, when in doubt

**High Risk Individuals**
- Risk of violence to self or others
- Unstable/uncontrolled symptoms, e.g. recent hospitalisation within last 6 months

**Consider Specialist Input**

**Special Patient Population**
- Pregnant, paediatric or geriatric patients
- Forensic or medico-legal issues involved

**Complex Cases**
- Unexpected changes in symptomatology
- Drug-related complications
- Treatment resistance

**Consider Collaborative Care with Primary Care Physician**

**Follow up**
- Monitoring for adherence, early signs of relapse, medication side effects and medication adjustment
- Optimisation of metabolic risk factors (especially for patients on anti-psychotics)

#### b) Major Depression and c) Bipolar Disorder

**Specialist Referral Recommended**

**Initial assessment**
- Assessment, diagnosis and initiation of treatment, when in doubt

**High Risk Individuals**
- Patients experiencing manic episode
- Risk of violence to self or others, especially patients with suicidal risk
- Having psychosis (hallucinations or odd beliefs)
- Symptoms of catatonia (refusing to talk, eat or drink)
- Need for hospitalisation

**Failure of treatment**
- Failure of one or two trials of medication
- Need for augmentation or combination therapy (e.g. with mood stabilisers, psychotherapy)
- Need for specialised treatment (e.g. Electroconvulsive treatment)

**Consider Specialist Input**

**Special Patient Population**
- Pregnant or paediatric patients
- Forensic or medico-legal issues involved
### Consider Specialist Input (continued)

#### Complex Cases
- Complicated by medical, psychiatric and/or psychosocial co-morbidities, including addiction disorders and substance abuse
- Unstable/uncontrolled symptoms, e.g. recent hospitalisation within last 6 months

#### Consider Collaborative Care with Primary Care Physician

#### Follow up
- Monitoring for adherence, early signs of relapse, medication side effects and medication adjustment
- Optimisation of metabolic risk factors (especially for patients on anti-psychotics)

---

### d) Anxiety

#### Specialist Referral Recommended

#### Initial assessment
- Assessment, diagnosis and initiation of treatment, when in doubt

#### High Risk Individuals
- Patients with suicidal risk
- Unstable/uncontrolled symptoms, e.g. recent hospitalisation within last 6 months

#### Failure of treatment
- Marked functional impairment, disruptive personality disorders
- Failure of one or two trials of medication
- Need for hypnotics (e.g. Benzodiazepines, Zolpidem), and/or formal psychotherapy

#### Consider Specialist Input

#### Special Patient Population
- Paediatric patients

#### Complex Cases
- Complicated by medical, psychiatric and/or psychosocial co-morbidities, including addiction disorders and substance abuse

#### Consider Collaborative Care with Primary Care Physician
- Monitoring for adherence, early signs of relapse, medication side effects and medication adjustment

---

### Part III: Claimable/Non-Claimable items

#### Applicable to all Mental Illnesses

#### Specific Examples of Claimable/Non-Claimable:

#### Claimable
- Treatments such as Psychological Therapy, Electro-Convulsive Therapy (ECT), Occupational Therapy, Physiotherapy and Speech Therapy

#### Non-claimable
- Sedatives-hypnotics
Stroke
(While clinical indicator submission is not currently required, clinicians are required to document these assessments in case notes)

Cerebrovascular disease (CVD) is a heterogeneous disease. There are clear pathological subtypes – transient ischaemic attack (TIA), cerebral infarction, primary intracerebral haemorrhage and subarachnoid haemorrhage – with over 100 potential underlying causes. It may affect men and women of any age, and can manifest as a minor episode lasting less than 24 hours (TIA), to a major life threatening or disabling event, and even death. Survivors of strokes may make a complete recovery, or have varying degrees of disability.

Part I: Clinical Indicators

<table>
<thead>
<tr>
<th>Essential Care Component</th>
<th>Minimum Frequency*</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thromboembolism Risk Assessment</td>
<td>As clinically indicated</td>
<td>Evaluate for atrial fibrillation, cardiac murmurs, fasting glucose and need for anti-thrombotic therapy</td>
</tr>
<tr>
<td>Rehabilitation Need Assessment</td>
<td>Baseline</td>
<td></td>
</tr>
</tbody>
</table>
| Blood Pressure Measurement       | Twice a year       | All patients should be risk stratified (as recommended in the Lipids CPG)  
                              |                    | Targets of treatment should be personalised by levels of risk                 |
| Lipid Profile                    | Annually           |                                                                         |
| Smoking Assessment               | Annually           | Assessment on smoking habits (estimated sticks/day; zero for non- or ex-smoker) and provide smoking cessation counselling |

*more frequently if clinically indicated

Part II: Consideration for Collaborative Care

Specialist Referral Recommended
- New (suspected) onset of TIA or Stroke
- New onset of atrial fibrillation or cardiac murmurs requiring further evaluation

Consider Collaborative Care with Primary Care Physician

In patients who are
- On long term anticoagulation (i.e. warfarin) for dose adjustment
- On anti-platelet therapy and require continued management of their cardiovascular risk factors

Part III: Claimable/Non-Claimable Items

Specific Examples of Claimable/Non-Claimable:

Claimable
- Treatment of stroke complications such as depression

Non-claimables
- Investigations done prior to diagnosis of Stroke/Transient Ischemic Attacks (e.g. CT or MRI brain)
- Supplements such as Vitamin B/B12 (except for cases with documented deficiency)
- Dietary supplements (e.g. Glucerna, Ensure)
- Purchase of medical equipment such as blood pressure monitoring equipment, walking aids, wheelchairs and other home nursing equipment
- Non-HSA licensed medications and nootropics (e.g. piracetam)
**Dementia**
(While clinical indicator submission is not currently required, clinicians are required to document these assessments in case notes)

Dementia is a neurodegenerative disease that is characterised by progressive impairment of cognitive function. As the disease increases in severity, patients may experience some or all of the following: memory loss, language impairment, disorientation, changes in personality, difficulty with activities of daily living, self-neglect, neuropsychiatric symptoms and out of character behaviour.

**Part I: Clinical Indicators**

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<tr>
<th>Essential Care Component</th>
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<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment of Memory</td>
<td>Annually</td>
<td>For patients on cognitive enhancers, objective documentation of memory assessment with a bedside cognitive screening instrument (e.g. Mini-Mental State Examination) must be performed.</td>
</tr>
<tr>
<td>Assessment of Mood and Behaviour</td>
<td>Annually</td>
<td>Enquiring about mood and behaviour and initiating appropriate non-pharmacological and/or pharmacological treatment where appropriate</td>
</tr>
<tr>
<td>Assessment of Social Difficulties and Caregiver stress (if any)</td>
<td>Annually</td>
<td>Assessment and referral to care coordinator, medical social worker or appropriate community services may be required</td>
</tr>
<tr>
<td>Functional Needs Assessment</td>
<td>Annually</td>
<td>To assess home safety, driving safety, falls, functional decline and swallowing difficulties</td>
</tr>
</tbody>
</table>

*more frequently if clinically indicated

**Part II: Consideration for Collaborative Care**

**Specialist Referral Recommended**
- Young onset Dementia (YOD) i.e. onset before the age of 65
- Patients who decline rapidly (based on feedback from caregiver and clinical impression)
- Patients in whom diagnosis of Dementia is uncertain
- Uncontrolled behavioural and neuropsychiatric symptoms despite trial of pharmacological / non-pharmacological interventions

**Consider Collaborative Care with Primary Care Physician**

In patients who
- Have minimal behaviour problems or behaviours that are well controlled with modest doses of medications
- Are stable with minimal coping issues in both patient and caregiver
- Have mild/moderate dementia and are keen to drive will require a driving assessment by the Occupational Therapist

**Part III: Claimable/Non-Claimable Items**

**Specific Examples of Claimable/Non-Claimable:**

**Non-claimables**
- Off-label/non-HSA registered/non-evidence-based medications or therapies (e.g.
NSAIDs, COX2 inhibitors and Prednisolone) for prevention of cognitive decline

- Dietary supplements (e.g. Vitamin E, Ginkgo) or traditional medications/therapies (e.g. aromatherapy or massage therapy)
**Osteoarthritis**  
(While clinical indicator submission is not currently required, clinicians are required to document these assessments in case notes)

Osteoarthritis typically affects older people. The diagnosis can be made clinically based on history and physical examination, with laboratory and radiologic investigations selectively undertaken to exclude inflammatory arthritis, secondary osteoarthritis and non-articular causes of joint pain.

**Part I: Clinical Indicators**

<table>
<thead>
<tr>
<th>Essential Care Components</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Joint Pain and Function</td>
<td>Annually</td>
<td></td>
</tr>
<tr>
<td>Prescription and Review of Exercise Plan</td>
<td>Annually</td>
<td>In the form of a directed or supervised muscle strengthening or aerobic exercise programme Can be undertaken by physiotherapist</td>
</tr>
<tr>
<td>Weight and BMI Assessment</td>
<td>Annually</td>
<td>Weight reduction should be advocated for patients with BMI of ≥23 kg/m². Obese patients with BMI ≥30 kg/m² should be referred to a medically-supervised weight reduction programme</td>
</tr>
<tr>
<td>Activities of Daily Living (ADL) Assessment</td>
<td>Annually</td>
<td>Referral to physiotherapy/occupational therapy assessment for assisted devices made, should ADL be impaired</td>
</tr>
</tbody>
</table>

**Part II: Consideration for Collaborative Care**

**Specialist Referral Recommended**
- Unsatisfactory improvement of pain, stability or function despite adequate conservative (non-pharmacological and pharmacological) treatment

**Consider Collaborative Care with Primary Care Physician**

In patients who
- Require long-term follow up of mild to moderate disease
- Pain is adequately controlled with analgesics and physiotherapy
- Have severe disease with multiple co-morbidities, not a suitable candidate for surgical management

**Part III: Claimable/Non-Claimable Items**

**Specific Examples of Claimable/Non-Claimable:**

**Claimables**
- Intra-articular steroid injections
- Investigations related to the management (e.g. X-ray, MRI) and complications (e.g. diagnostic knee aspiration after intra-articular steroid injections) of Osteoarthritis

**Non-claimables**
- Off-label/non-HSA registered medications, dietary supplements or alternative therapies (e.g. Glucosamine, Calcium, and Acupuncture and Chiropractic)
- Intra-articular viscosupplementation, oral steroids and therapeutic knee aspirations, due to weak evidence
Parkinson’s Disease
(While clinical indicator submission is not currently required, clinicians are required to document these assessments in case notes)

Parkinson’s disease is an age-related chronic progressive neurodegenerative disorder. In its early stages, Parkinson’s disease usually presents with asymmetric tremor, bradykinesia and rigidity. In later stages, non-motor features, such as autonomic dysfunction, falls, sleep disturbances, and cognitive abnormalities, appear. While the disease may occur in a younger population, the average age of onset is in the early to mid-60s.

For the purpose of CDMP/CHAS, this is defined to include Parkinson’s disease and Parkinsonism (excluding Drug-induced Parkinsonism).

Part I: Clinical Indicators

<table>
<thead>
<tr>
<th>Essential Care Components</th>
<th>Minimum Frequency*</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review of Diagnosis</td>
<td>Annually</td>
<td>The diagnosis would be reviewed regularly and reassessed if there are atypical features (e.g., falls at presentation and early in the disease course, poor response to levodopa, symmetry at onset, rapid progression to Hoehn &amp; Yahr stage 3 in 3 years, lack of tremor or dysautonomia)</td>
</tr>
<tr>
<td>Review of Treatment</td>
<td>Annually</td>
<td>Review and discussion with regard to medical and surgical treatment options, as well as need for rehabilitative therapies (physiotherapy, occupational therapy and speech therapy)</td>
</tr>
<tr>
<td>Review of Complications</td>
<td>Annually</td>
<td>Assessment for cognitive impairment, psychiatric disorders (e.g. depression, psychosis), autonomic dysfunction (e.g. constipation, incontinence, orthostatic hypotension), falls, sleep disorders, and medication-related side effects</td>
</tr>
</tbody>
</table>

*more frequently if clinically indicated

Part II: Consideration for Collaborative Care

Specialist Referral Recommended

Complicated or Atypical Parkinsonism
- Young-onset (≤ 55 years old) Parkinson’s disease
- Atypical Parkinsonism
- Parkinson’s disease complicated by dyskinesia, dystonia, myoclonus or gaze palsies

Consider Specialist Input

Complicated or Atypical Parkinsonism
- Patients who do not respond to levodopa or dopamine agonists
- Patients with cognitive impairment or neuropsychiatric dysfunction
- Family history of Parkinson’s disease

Consider Collaborative Care with Primary Physician

In patients who
- Require long-term follow up and medication
# Part III: Claimable/Non-Claimable Items

## Specific Examples of Claimable/Non-Claimable:

<table>
<thead>
<tr>
<th>Claimable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Laxatives for bedbound/wheelchair bound patients</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Non-claimable</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Dietary supplements or traditional medications/therapies (e.g. CoEnzyme Q10)</td>
</tr>
</tbody>
</table>
**Benign Prostatic Hyperplasia (BPH)**
(While clinical indicator submission is not currently required, clinicians are required to document these assessments in case notes)

Benign Prostatic Hyperplasia (BPH) is among the commonest urological problems in the elderly. Patients present with acute retention of urine, or lower urinary tract symptoms, such as hesitancy, poor stream, intermittency, and feeling of incomplete voiding. Irritative symptoms are nocturia, frequency and urgency.

Important differential diagnoses are carcinoma of the prostate and bladder, occult neuropathic bladders due to ageing, diabetes mellitus or Parkinson’s disease.

### Part I: Clinical Indicators

<table>
<thead>
<tr>
<th>Essential Care Components</th>
<th>Minimum Frequency*</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review of Lower Urinary Tract Symptoms</td>
<td>Annually</td>
<td>Recommended tool for assessment of LUTS is the International Prostate Symptom /Quality of Life Score</td>
</tr>
<tr>
<td>Clinical Examination – Abdominal and Digital Rectal Exam</td>
<td>Initial assessment</td>
<td>Abdominal examination includes assessment for a palpable bladder. Rectal examination to assess size, consistency and regularity of prostate</td>
</tr>
<tr>
<td>Co-Morbidity Assessment (includes medication review)</td>
<td>Initial assessment</td>
<td></td>
</tr>
<tr>
<td>Urine Labstick or Microscopy</td>
<td>Initial assessment</td>
<td>Screen for haematuria, pyuria and glycosuria</td>
</tr>
</tbody>
</table>

*more frequently if clinically indicated

### Part II: Consideration for Collaborative Care

**Specialist Referral Recommended**
- Hard and/or irregular prostate

**Consider Specialist Input**
- Retention of urine, palpable bladder and/or high residual urine
- Urinary incontinence and/or other persistent bothersome symptoms
- Haematuria
- Proven urinary tract infection
- Bladder stones

**Consider Collaborative Care with Primary Physician**
In patients whose
- Symptoms well controlled, require long term follow up and assessment

### Part III: Claimable/Non-Claimable Items

**Specific Examples of Claimable/Non-Claimable:**

**Claimable**
- Investigations related to the management of Benign Prostatic Hyperplasia and complications (e.g. PSA tests)
Non-claimables

- Phosphodiesterase-5 inhibitors
- Testosterone tests
- Dietary supplements or traditional medications/therapies (e.g. Saw palmetto extract)
Epilepsy
(While clinical indicator submission is not currently required, clinicians are required to document these assessments in case notes)

Diagnosis of Epilepsy
Epilepsy is a chronic disorder of the brain characterised by recurrent seizures. Seizures are episodes of involuntary shaking which may involve a part of the body (partial) or the entire body (generalised), sometimes accompanied by loss of consciousness and control of bowel or bladder function, and result from excessive electrical discharges in a group of brain cells and may occur in different parts of the brain.

The diagnosis of epilepsy in adults should be established by a neurologist who will have better access to the investigative tools necessary to confirm the diagnosis including classifying the epilepsy syndrome.

The diagnosis of epilepsy in children and adolescents should be established by a paediatric neurologist.

Part I: Clinical Indicators

<table>
<thead>
<tr>
<th>Essential Care Components</th>
<th>Minimum Frequency*</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Seizure Frequency</td>
<td>Annual</td>
<td></td>
</tr>
<tr>
<td>Seizure Type</td>
<td>Annual</td>
<td></td>
</tr>
<tr>
<td>Seizure Free Duration</td>
<td>Annual</td>
<td></td>
</tr>
</tbody>
</table>

*more frequently if clinically indicated

Part II: Consideration for Collaborative Care

**Consider Specialist Input**
- Inadequate seizure control (e.g. in general less than 1 year between seizures while on anti-epileptic drug (AED))
- Potential withdrawal of AEDs in patients with more than one AED

**Consider Collaborative Care with Primary Care Physician**
- Able to achieve good seizure control (i.e. seizure-free for at least 1 year)
- Titration and review of AEDs by the family physician according to a weaning regimen prescribed by the specialist for patients who have been seizure-free for at least 2 years

Part III: Claimable/Non-Claimable Items

**Specific Examples of Claimables/Non-Claimables:**

**Claimables**
- Investigations (except genetic testing) to evaluate etiology, e.g. EEG and MRI brain
- Investigations to monitor epilepsy and related disease complications, e.g. full blood count, renal panel, liver function test, vitamin D and calcium levels
- Ketogenic diet initiated by a specialist in neurology or paediatrics for children who have drug resistant epilepsy (i.e. child has failed to become seizure free / stay seizure free with adequate trials of two AEDs) and where medically necessary as treatment for those who are on enteral feeding or predominately on milk feeds
Part III: Claimable/Non-Claimable Items

Specific Examples of Claimables/Non-Claimables (continued):

**Claimables**
- Investigations to monitor/guide treatments, e.g. AED blood levels for detection of non-adherence, suspected toxicity, adjustment of phenytoin dose, HLA-B 1502 genotyping for susceptibility to carbamazepine allergy
- Investigations to monitor complications of treatments (including ketogenic diet)
- Supplements in specific situations where there is documented deficiency or where medically indicated (e.g. supra-physiological doses of pyridoxine, pyridoxal phosphate and folinic acid for vitamin-responsive seizures, and carnitine for those on sodium valproate and at risk of secondary carnitine deficiency)

**Non-Claimable**
- Genetic testing for epilepsy

Table 2.2: List of Claimable Investigations for Patients on Ketogenic Diet

<table>
<thead>
<tr>
<th>At baseline and on routine follow-up if indicated:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full blood count</td>
</tr>
<tr>
<td>Renal panel</td>
</tr>
<tr>
<td>Liver panel</td>
</tr>
<tr>
<td>Lipid panel</td>
</tr>
<tr>
<td>ECG</td>
</tr>
<tr>
<td>AED level</td>
</tr>
<tr>
<td>Betahydroxybutyrate</td>
</tr>
<tr>
<td>Random urine calcium &amp; creatinine</td>
</tr>
</tbody>
</table>
Osteoporosis
(While clinical indicator submission is not currently required, clinicians are required to document these assessments in case notes)

Diagnosis of Osteoporosis
Osteoporosis is a ‘progressive systemic skeletal disease characterised by low bone mass and microarchitectural deterioration of bone tissue, with a consequent increase in bone fragility and susceptibility to fracture’.4

Common sites of fracture are the vertebral bodies of the spine, the hip, the forearm and the proximal humerus.

Osteoporosis should be diagnosed based on Dual Energy X-Ray Absorptiometry (DXA) of hip and spine, and/or previous fragility fracture. Currently, the use of methods other than hip dual energy X-ray absorptiometry to diagnose osteoporosis is not recommended.

Individuals found to have osteoporosis should have relevant clinical, laboratory and radiological assessments to exclude diseases that mimic, cause or aggravate osteoporosis, so that appropriate management may be implemented.

Table 2.3: WHO definitions based on BMD

<table>
<thead>
<tr>
<th>BMD T-score (S.D.)</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>≥ -1</td>
<td>Normal</td>
</tr>
<tr>
<td>&lt; -1 to &gt; -2.5</td>
<td>Low bone mass (osteopenia)</td>
</tr>
<tr>
<td>≤ -2.5</td>
<td>Osteoporosis</td>
</tr>
<tr>
<td>≤ -2.5 and a fragility fracture</td>
<td>Severe or established osteoporosis</td>
</tr>
</tbody>
</table>

Part I: Clinical Indicators

<table>
<thead>
<tr>
<th>Essential Care Components</th>
<th>Minimum Frequency*</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEXA scan</td>
<td>At least once every 2 years5</td>
<td>BMD readings at femoral neck, total hip and lumbar spine. Minimal measurement: BMD of femoral neck.</td>
</tr>
<tr>
<td>WHO Fracture Risk Assessment Tool (FRAX Score)</td>
<td>Annual</td>
<td><a href="http://www.shef.ac.uk/FRAX/tool.jsp">http://www.shef.ac.uk/FRAX/tool.jsp</a> to access FRAX score calculator</td>
</tr>
</tbody>
</table>

*more frequently if clinically indicated

Part II: Consideration for Collaborative Care

Consider Specialist Input
- Male or pre-menopausal female patients

---

5 When BMD has normalised, frequency of DEXA scans should be based on patient’s osteoporosis risk (viz low, moderate or high) as defined in Osteoporosis Self-Assessment Tool for Asians (OSTA).
Consider Specialist Input (continued)

- Patients with / suspected of secondary osteoporosis (e.g. disproportionately low Z-scores, long-term steroid use, co-existing endocrine diseases such as hyperparathyroidism, hypogonadism, hypercortisolism and hyperthyroidism)
- Patients with structural or congenital bone condition

Consider Collaborative Care with Primary Care Physician

- Patients with primary osteoporosis and on bone protective agent
- Patients with secondary osteoporosis who are stable and compliant with medications

Part III: Claimable/Non-Claimable Items

Specific Examples of Claimables/Non-Claimables:

**Claimables**

- Oral bisphosphonates and evidence supported therapies, e.g.
  - IV Zoledronic acid, raloxifene, s/c teriparatide, and denosumab where medically indicated, such as for patients at high risk of fractures and unable to comply with oral bisphosphonates
  - Vitamin D analogues (e.g. alfacalcidol and calcitriol) for glucocorticoid-induced osteoporosis
- Investigations related to the management of osteoporosis (DEXA scans and blood tests for levels of calcium, vitamin D, thyroid stimulating hormone, parathyroid hormone)
- Calcium and vitamin D for patients with established deficiencies or those who are unlikely to meet the respective daily requirements

**Non-Claimable**

- Testosterone and hormone replacement therapy (HRT)
**Psoriasis**
(While clinical indicator submission is not currently required, clinicians are required to document these assessments in case notes)

**Diagnosis of Psoriasis**
Psoriasis is a chronic inflammatory skin disease that typically follows a relapsing and remitting course. Plaque psoriasis presents with well-delineated erythematous, scaly plaques, with or without pustules.

Typical sites of involvement are the scalp, behind the ears or in the concha, on extensor surfaces (i.e. elbows and knees), and the sacral area and natal cleft. It is associated with characteristic nail changes (more than 5 pits on any nail, onycholysis or subungual hyperkeratosis) and joint pains, especially fingers showing dactylitis or sausage shaped joints.

Psoriatic arthritis is an inflammatory polyarthritis that may develop in up to 30% of people with psoriasis. There is no definitive test to diagnose psoriatic arthritis. Some associated conditions are achilles tendinitis and plantar fasciitis.

**Part I: Clinical Indicators**

<table>
<thead>
<tr>
<th>Essential Care Components</th>
<th>Minimum Frequency*</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment of psoriatic arthritis</td>
<td>Annual</td>
<td>Monitor for joint pain. If present, to proceed with recommended tool for assessment – Psoriasis Epidemiology Screening Tool (PEST) and refer to specialist</td>
</tr>
<tr>
<td>Body Surface Area (BSA) affected by psoriasis</td>
<td>Annual</td>
<td>Use patient’s palm as an estimate of 1% BSA and consider referral to specialist if BSA &gt; 10%</td>
</tr>
</tbody>
</table>

*more frequently if clinically indicated

**Part II: Consideration for Collaborative Care**

**Specialist Referral Recommended**
- Psoriatic arthritis
- Patients with rash that cannot be controlled with topical therapy
- Patients with such severity or type of psoriasis potentially requiring systemic agent or phototherapy

**Consider Specialist Input**
- Patient with “unstable” rash i.e. rapid and/or considerable change in psoriasis (e.g. rapid BSA extension, frequent flares, plaque psoriasis fluctuating between pustulation and remission)
- Patients with generalised pustular psoriasis or erythroderma

**Consider Collaborative Care with Primary Care Physician**

In patients who
- Have stable/low disease activity
- Are on long term methotrexate* (with specialist review every six months to one year)
In the management of these patients, primary care physicians should be guided by detailed management plans set out by the specialist (who should oversee the monitoring of the lifetime dose for patients, as well as perform drug titration if necessary).

**Figure 1: Decision tree for collaborative care**

Based on American Academy of Dermatology Guidelines for Psoriasis 2011
Part III: Claimable/Non-Claimable Items

Specific Examples of Claimables/Non-Claimables:

**Claimables**
- Phototherapy
- Systemic non-biologic therapy, e.g. Methotrexate, Cyclosporine, Acitretin
- Biologics treatment
- Baseline investigations before starting systemic and biologics therapy (e.g. full blood count, renal panel, liver panel, chest radiograph, hepatitis B and C screening)
- Routine investigations for patients on oral systemic and biologics therapy
- Investigations to monitor joint involvement
- Topical applications where **prescribed**:
  - Standard moisturisers (e.g. aqueous cream, urea cream and white soft paraffin)
  - Corticosteroid creams/ointment (e.g. hydrocortisone, betamethasone valerate, betamethasone dipropionate)
  - Coal tar, salicylic acid, olive oil
  - Vitamin D analogues

**Non-Claimable**
- Over-the-counter products (e.g. moisturisers, emollients, bath solutions) purchased without a prescription

| Table 2.4: List of Claimable Investigations for Patients who are presently on or initiating Oral Systemic and Biologic Therapy |
|---|---|
| **At baseline:** | **On routine follow-up:** |
| Full blood count | For patients on MTX: |
| Liver panel | Full blood count |
| Renal panel | Liver panel |
| Chest x-ray | Creatinine (periodically) |
| Hep B and C screening | Liver fibroscan/Magnetic resonance elastography if indicated |
| TB-spot (for pre-biologic) | For patients on Cyclosporin: |
| Liver fibroscan/Magnetic resonance elastography if indicated | Renal panel |
| **Before starting Acitretin** | Liver Panel |
| Fasting lipids | For patients on Acitretin: |
| **Before starting Cyclosporine** | Liver Panel |
| Fasting lipids | Fasting lipids |
| Serum magnesium | |
**Rheumatoid Arthritis (RA)**
*(While clinical indicator submission is not currently required, clinicians are required to document these assessments in case notes)*

**Diagnosis of Rheumatoid Arthritis (RA)**
Rheumatoid arthritis is a chronic inflammatory autoimmune disease of unknown etiology. It is characterised by inflammatory pain and stiffness of synovial joints, with progressive joint destruction if untreated. It is associated with extra-articular manifestations (such as sicca symptoms, interstitial lung disease, and vasculitis), and systemic comorbidities (such as cardiovascular disease and osteoporosis).

Patients who meet one of the following classification criteria will be eligible for claims under Rheumatoid Arthritis.

1. Patients who meet the 1987 ARA criteria for rheumatoid arthritis or the 2010 ACR/EULAR Diagnostic criteria for rheumatoid arthritis.
2. Established rheumatoid arthritis with characteristic features such as joint swelling and deformity
3. Early rheumatoid arthritis previously diagnosed and followed up by a rheumatologist.
4. Juvenile rheumatoid arthritis previously diagnosed and followed up by a rheumatologist.

Spondyloarthritis/Ankylosing Spondylitis, Adult Onset Still's Disease are not claimable under the CDMP Rheumatoid Arthritis.

**Part I: Clinical Indicators**

<table>
<thead>
<tr>
<th>Essential Care Components</th>
<th>Minimum Frequency</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assessment of RA Disease Activity</td>
<td>Annually</td>
<td>Number of tender / swollen joints, CRP or ESR; Measures of disease activity must be obtained and documented regularly, as frequently as monthly for patients with high/moderate disease activity, or less frequently (at least at 6 month intervals) for patients in sustained low disease activity or remission.</td>
</tr>
</tbody>
</table>

*more frequently if clinically indicated*

**Part II: Consideration for Collaborative Care**

**Specialist Referral Recommended**
- Patients requiring new initiation of DMARD therapy
- Patients with extra-articular manifestations of RA
- Patients on biologic DMARD therapy
- Paediatric patients with six weeks or more of persistent joint swelling, and joint pain

**Consider Specialist Input**
- Patients who develop active disease (1 or more swollen and/or tender joints, high ESR/CRP) while on collaborative care

**Consider Shared Care with Primary Care Physician**
- Patients deemed to be in DMARD-free remission
• Patients deemed to have quiescent/low disease activity (no swollen and/or tender joints, ESR/CRP within normal range) for at least 3-6 months under a specialist’s care
• Patients on (non-biologic) DMARD therapy at maintenance dosage

Figure 2: Decision tree for collaborative care
### Part III: Claimable/Non-Claimable Items

<table>
<thead>
<tr>
<th>Specific Examples of Claimables/Non-Claimables:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Claimables</strong></td>
</tr>
<tr>
<td>• Investigations for the monitoring of the disease and related complications (e.g. full blood count, renal panel, liver function test, CRP, ESR, X-rays)</td>
</tr>
<tr>
<td>• Non-biologic DMARD therapy</td>
</tr>
<tr>
<td>• Biologic DMARD therapy where medically indicated (e.g. where disease is inadequately controlled with non-biologic DMARD therapy)</td>
</tr>
<tr>
<td>• Investigations performed <strong>prior</strong> to the initiation of DMARD (biologic &amp; non-biologic) therapy, e.g. hepatitis B and C serology, T-spot TB</td>
</tr>
<tr>
<td>• Baseline eye screening, and annually after five years of drug institution, for patients on hydroxychloroquine</td>
</tr>
<tr>
<td>• Anti-inflammatory agents (e.g. NSAIDS, selective COX-2 inhibitors and glucocorticoids) as adjunct treatments</td>
</tr>
<tr>
<td><strong>Non-Claimable</strong></td>
</tr>
<tr>
<td>• Serum Rheumatoid Factor (RF), anti-CCP Antibody testing and other investigations done prior to diagnosis of disease</td>
</tr>
</tbody>
</table>
CHAPTER THREE:  
REGISTRATION AND MEDISAVE USE

1. Policy on Medisave Use

1.1. The primary purpose of Medisave is to help Singaporeans afford costly hospitalisation bills. For chronic conditions, early detection and good management help patients avoid subsequent costly hospitalisations. To bring about better health outcomes, MOH has allowed Medisave to cover selected chronic conditions in the outpatient setting.

1.2. From 1 July 2014, the $30 deductible applicable for each outpatient CDMP bill using Medisave has been removed. Nonetheless, to ensure prudent use of Medisave funds, two safeguards remain in place under the CDMP:

   a) **Co-payment**: A co-payment of 15% will apply on each outpatient CDMP bill; and
   b) **Annual withdrawal limit**: An annual withdrawal limit of $400 per Medisave account applies. This will be reset on 1 January of each year.

   **Example**:  
   For a CDMP bill of $100, the patient pays $15 out-of-pocket. The remaining $85 can be claimed from Medisave.

1.3. Only doctors and clinics/medical institutions which are accredited for Medisave use and participating in the CDMP can make Medisave claims for patients. To make claims for Mental Illnesses\(^6\) (i.e. Schizophrenia, Major Depression, Bipolar Disorder and Anxiety), doctors also need to attend training for CDMP-MI and participate in a Shared Care or GP Partnership Programme with a public hospital\(^7\). Doctors with the qualifications below are exempted from having to attend training for CDMP-MI:

   a) GPs on the existing Mental Health GP Partnership Programme;
   b) Doctors with MMed(FM), GDFM or on the Register of Family Physicians need not attend CDMP Mental Health training if the mental health training modules of these programmes include all the conditions in CDMP Mental Illnesses.
   c) Doctors with Family Medicine (FM) training who had 3 months posting at psychiatric departments at the various Restructured Hospitals from May 2007;
   d) Doctors (Family Physicians, Family Doctors, Medical Officers) who had 6 months posting at psychiatric departments at the various Restructured Hospitals; OR
   e) Holders of the Graduate Diploma in Mental Health.

---

\(^6\) Dementia will not be considered a mental illness under the CDMP as of 1 Jan 2014, and therefore physicians who wish to manage Dementia under CDMP are not required to participate in the Shared Care Programme.

\(^7\) The Shared Care Programme was meant to provide specialised support (e.g. from psychiatrists and mental health trained nurses, as well as supply of drugs for mental illness) to primary care doctors and ensure that they have sufficient training and confidence in treating patients with mental health conditions.
2. **Registration Process for Medisave for CDMP**

2.1. **Clinics That Wish to Participate in the CDMP**

2.1.1. To be in the CDMP, both the clinic/medical institution and its doctor(s) have to register with and be accredited by MOH. Upon accreditation, the doctors can then make Medisave claims for their patients.

2.1.2. An outline of the registration and accreditation process is provided in **Table 3.1**.

<table>
<thead>
<tr>
<th>Steps</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Clinics submit E-Application form to MOH</td>
<td>↓</td>
</tr>
<tr>
<td>Interested clinics submit documents to CPF Board and NCS</td>
<td>↓</td>
</tr>
<tr>
<td>Clinic representative(s) attends training session (process, IT and Medisave guidelines)</td>
<td>↓</td>
</tr>
<tr>
<td>MOH approves the participation of the clinics</td>
<td>↓</td>
</tr>
<tr>
<td>NCS configures the system setup &amp; issues token cards</td>
<td>CPF Board prepares Deed of Indemnity with clinics</td>
</tr>
<tr>
<td>Doctors submit accreditation forms to MOH</td>
<td>↓</td>
</tr>
<tr>
<td>Effective date of participation in the CDMP by clinics</td>
<td></td>
</tr>
</tbody>
</table>

2.2. **Registration of Clinic/Medical Institution with MOH**

2.2.1. To join the CDMP, clinics/medical institutions will need to fulfil the following criteria:

   a) Be able to make Medisave claims for patients through the online MediClaim system\(^8\) or other Clinic Management Systems such as ClinicAssist;

   b) Sign a Deed of Indemnity with CPF Board; and

   c) Submit clinical data to MOH.

2.2.2. To make claims for patients through the online MediClaim system, clinics/medical institutions need to have:

   a) A MediClaim User account;

   b) A Security Token Card (Incurs a non-refundable cost of $191.20 (inclusive of 7% GST and delivery fee) for two to three years of use. The subsequent token is priced at $171.20.);  

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\(^8\) Clinics which are not ready to make claims through Medisave e-service could opt to submit claims via other Clinic Management Systems such as ClinicAssist.
c) A Personal Computer / Laptop with the following configuration:
   (i) CPU Pentium III and above,  
   (ii) Memory (RAM) Minimum of 256MB,  
   (iii) Operating System Windows XP,  
   (iv) Browser Internet Explorer 6.0, and  
   (v) Internet connection;  

d) GIRO arrangement with CPF Board for Medisave payments to be credited into the clinic/medical institution’s bank account; and  
e) Attended training to process Medisave claims.  

2.2.3 Clinics/medical institutions interested in joining the CDMP will need to submit the following forms to MOH:  

a) E-Application for Clinics to Participate in the Medisave for CDMP (by MOH);  

and  

b) Direct Authorisation Credit Form (by CPF Board).  

The E-Application website can be accessed via: https://www.mediclaim.moh.gov.sg/mmae/OverviewApplication.aspx  

2.2.4 Clinic/medical institution staff who will be making Medisave claims are required to attend a free half-day training session on Medisave claims process, Medisave use guidelines and use of the MediClaim system.  

2.2.5 Clinics/medical institutions participating in the CDMP will be subjected to:  

a) Clinical quality checks conducted by MOH on patients who make Medisave claims through the clinics/medical institutions;  

b) Professional medical audits conducted by MOH on Medisave claims; and/or  

c) Operational audits conducted by CPF Board on Medisave claims.  

2.3 Registration of Doctor with MOH  

2.3.1 Doctors practising at accredited clinics/medical institutions need to register with MOH to participate in the CDMP before they can make Medisave claims for their patients.  

2.3.2 Interested doctors can submit an E-Application to participate in the CDMP. The website is: https://www.mediclaim.moh.gov.sg/mmae/OverviewApplication.aspx  

Registration for Medisave accreditation of doctors needs to be renewed every 2 years.  

2.3.3 Registered doctors will be audited by MOH and CPF Board on the clinical outcomes and Medisave claims of their patients.  

3 Process of Making a Medisave Claim  

A typical process of making a Medisave claim for a patient is described below:
3.1 What to convey to patient or immediate family members who wish to use Medisave:

a) The treatment components
b) The cost of treatment
c) Estimated amount that can be claimed from Medisave, and
d) Out-of-pocket cash payment that the patient needs to make

3.2 Administrative Procedure

a) Each Medisave account holder will need to sign a Medisave Authorisation Form or a Medical Claims Authorisation Form to authorise the CPF Board to deduct his/her Medisave funds for the treatment of the patient. The authorisation can be made on a per treatment basis or over a period of time. Authorisations over a period of time will stand until revoked in writing.
b) Clinic/medical institution staff should witness the identity and the signature by the patient or account holder. Clinic/medical institution staff should also verify relationships declared, where possible.
c) Clinics/medical institutions are to submit the Medisave claims electronically to CPF Board for processing via the MediClaim System.

3.3 If the patient is deemed to be mentally incapacitated (see definition of mentally incapacitated person below), his immediate family members would need to authorise the use of the patient’s own Medisave. The doctor in charge would need to certify on the relevant part of the form that the patient is mentally incapacitated.

Definition: A mentally capacitated person either:

a) has a medical report from a psychiatrist declaring that the patient is permanently mentally incapacitated; or
b) is determined by a doctor, at the material time, to be unable to make a decision for himself. An inability to make a decision is when a patient is unable to:
   (i) Understand the information relevant to the decision;
   (ii) Retain that information relevant to the decision;
   (iii) Use or weigh that information as part of the decision making process; and
   (iv) Communicate his decision (by any means).

3.4 Payment will be made daily to Medisave-accredited clinics/medical institutions via InterBank Giro (IBG) on the 3rd working day after the approval date of the Medisave claims.

3.5 Where a clinic/medical institution has made an over-claim or unauthorised deduction from Medisave, it will have to refund the amount deducted to the Medisave account. The clinic/medical institution will have to pay the interest lost by individuals if it is the

---

9 Authorisation can be for a period of 3, 6 or 12 months, or for an open-ended length of time subject to revocation in writing.
3.6 For clinics/medical institutions that offer treatment packages for chronic diseases, such packages should only be valid for one year from the date of the first treatment received under the package. Where such package lapses or is cancelled with remaining treatments, clinics/medical institutions should refund the unused Medisave amount to the appropriate payer.

3.7 Clinics submit Medisave claims electronically.

4 Audit

4.1 All Medisave claims for CDMP conditions may be subjected to audit. The CPF Board may carry out regular audits of the participating clinic’s/medical institution’s records for Medisave claims. There are 2 types of audits for the Medisave claims:

a) Operational audit: This audit looks at the operational aspect of making Medisave claims such as proper documentation and the completion of Medisave Authorisation Forms;
b) Professional audit: This audit looks at treatments and investigations administered for each Medisave claim to determine if it is related to the diagnosis.

4.2 Medisave claims for all CDMP conditions may be subject to audit. Prior notice will be given to identify the cases to be audited. The following documents may be required for the audit:

a) Hard copies of Claim Forms submitted electronically,
b) Medisave Authorisation Forms / Medical Claims Authorisation Forms,
c) Itemised bills/Payment records (detailing consultation charges, individual drug charges, DRP, nursing charges, other services),
d) Photocopies of identification papers (where necessary),
e) Case records of the patient for the visits which were claimed (For claims on the complications of the approved chronic diseases, doctors have to document the causal relationship. For packages, please indicate dates of visits which are claimed),
f) Investigation/Test reports where available e.g. HbA1c results, lipid results,
g) Prescription records, and
h) Evidence supporting diagnosis e.g. documentation in case records or laboratory reports.

4.3 Routine clinical data submission will only be required for Diabetes Mellitus, Hypertension, Lipid Disorders, COPD, Asthma and Nephritis/Nephrosis. Please note that in case the Medisave claim includes treatment for complication(s) due to the chronic disease, the doctor would need to document clearly the causal relationship between the approved chronic condition and the complication(s) which arose from it.
4.4 Clinics/medical institutions or doctors found guilty of wrong claims will be required to refund the amount to the affected Medisave accounts. Each time the doctor is found making wrong claims for his/her patients, he/she will be issued a warning letter. Repeated infringements by a doctor can lead to suspension of the Medisave accreditation of the doctor.
CHAPTER FOUR: CAPTURE AND SUBMISSION OF CLINICAL DATA

1 Commencement of Clinical Data Submission

1.1 Data submission should commence at the patient’s first visit to the doctor for selected CDMP/CHAS conditions. These are Diabetes Mellitus, Hypertension, Lipid Disorders, Asthma, COPD and Nephritis/Nephrosis.

1.2 The quality of patient care for these six chronic conditions will be evaluated according to whether the relevant process and care components have been met as listed below:

<table>
<thead>
<tr>
<th>Chronic Condition</th>
<th>Care Components Per Year&lt;sup&gt;10&lt;/sup&gt;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diabetes Mellitus</td>
<td>• Two blood pressure measurements</td>
</tr>
<tr>
<td></td>
<td>• Two bodyweight measurements</td>
</tr>
<tr>
<td></td>
<td>• Two haemoglobin A1c (HbA1c) tests</td>
</tr>
<tr>
<td></td>
<td>• One serum cholesterol level (LDL-C) test</td>
</tr>
<tr>
<td></td>
<td>• One smoking habit assessment</td>
</tr>
<tr>
<td></td>
<td>• One eye assessment</td>
</tr>
<tr>
<td></td>
<td>• One foot assessment</td>
</tr>
<tr>
<td></td>
<td>• One nephropathy assessment (Additional indicators for patients with nephropathy will follow that of Nephritis/Nephrosis)</td>
</tr>
<tr>
<td>Hypertension</td>
<td>• Two blood pressure measurements</td>
</tr>
<tr>
<td></td>
<td>• Two bodyweight measurement</td>
</tr>
<tr>
<td></td>
<td>• One smoking habit assessment</td>
</tr>
<tr>
<td>Lipid Disorders</td>
<td>• One serum cholesterol level (LDL-C) test</td>
</tr>
<tr>
<td></td>
<td>• One smoking habit assessment</td>
</tr>
<tr>
<td>Asthma</td>
<td>• Two Asthma Control Test (ACT)&lt;sup&gt;11&lt;/sup&gt; scores</td>
</tr>
<tr>
<td></td>
<td>• One smoking habit assessment</td>
</tr>
<tr>
<td>COPD</td>
<td>• One smoking habit assessment</td>
</tr>
<tr>
<td></td>
<td>• One bodyweight measurement</td>
</tr>
<tr>
<td></td>
<td>• One COPD Assessment Test (CAT) score</td>
</tr>
<tr>
<td></td>
<td>• One influenza vaccination</td>
</tr>
<tr>
<td>Nephritis/Nephrosis</td>
<td>• Two blood pressure measurements</td>
</tr>
<tr>
<td></td>
<td>• One renal function – creatinine and/or eGFR</td>
</tr>
<tr>
<td></td>
<td>• One urine protein – urine protein : creatinine ratio</td>
</tr>
</tbody>
</table>

1.3 Although data submission is not required for the remaining 13 conditions, clinicians are advised to manage according to best clinical practices and document essential care components as listed below:

<sup>10</sup> ‘per year’ refers to 12 months from the first visit of the patient for the chronic condition(s).

<sup>11</sup> This is only applicable for patients aged 4 and above. For patients aged 4 to < 12 years, please use the Childhood ACT, and for those aged 12 years and above, the ACT.
### Table 4.2: List of Clinical Indicators for CDMP/CHAS (Routine Data Submission not required)

<table>
<thead>
<tr>
<th>Chronic Condition</th>
<th>Minimum Clinical Indicators (Per Year)(^{12})</th>
</tr>
</thead>
<tbody>
<tr>
<td>Schizophrenia</td>
<td>• Two consultations for CDMP Mental Health&lt;br&gt;• One Clinical Global Impression (CGI) Scale for each item (severity, improvement)&lt;br&gt;• Blood test for fasting glucose and fasting lipids(^{13})</td>
</tr>
<tr>
<td>Major Depression</td>
<td>• Two consultations for CDMP Mental Health&lt;br&gt;• One Clinical Global Impression (CGI) Scale for each item (severity, improvement)</td>
</tr>
<tr>
<td>Bipolar Disorder</td>
<td>• Two consultations for CDMP Mental Health&lt;br&gt;• One Clinical Global Impression (CGI) Scale for each item (severity, improvement)</td>
</tr>
<tr>
<td>Anxiety</td>
<td>• One Clinical Global Impression (CGI) Scale for each item (severity, improvement)</td>
</tr>
<tr>
<td>Stroke</td>
<td>• Two blood pressure measurements&lt;br&gt;• One serum cholesterol level (LDL-C) test&lt;br&gt;• One smoking habit assessment&lt;br&gt;• One clinical thromboembolism risk assessment&lt;br&gt;• One rehabilitation need assessment</td>
</tr>
<tr>
<td>Dementia</td>
<td>• Documentation of:&lt;br&gt;  i. Assessment of mood and behaviour&lt;br&gt;  ii. Assessment of social difficulties and caregiver stress (if any)&lt;br&gt;  iii. Assessment of functional needs assessment&lt;br&gt;• Two consultations for CDMP Dementia&lt;br&gt;• For patients on cognitive enhancers, documentation of objective assessment of memory (MMSE or CMMSE testing or other validated instruments)</td>
</tr>
<tr>
<td>Osteoarthritis</td>
<td>• One Joint function assessment&lt;br&gt;• One bodyweight measurement&lt;br&gt;• One exercise and/or weight loss plan (if indicated)&lt;br&gt;• One Activities of Daily Living (ADL) assessment</td>
</tr>
<tr>
<td>Parkinson’s Disease</td>
<td>• One Unified Parkinson’s Disease Rating Scale (for falls)&lt;br&gt;• One Schwab and England Activities of Daily Living Scale&lt;br&gt;• One review of diagnosis</td>
</tr>
<tr>
<td>BPH</td>
<td>• One International Prostate Symptom Score (I-PSS)&lt;br&gt;• One Abdominal examination/Digital rectal examination&lt;br&gt;• One Urine dipstick test</td>
</tr>
</tbody>
</table>

\(^{12}\) ‘per year’ refers to 12 months from the first visit of the patient for the chronic condition(s).

\(^{13}\) Only for patients with Schizophrenia on atypical antipsychotic medications.
<table>
<thead>
<tr>
<th>Chronic Disease Management Programme</th>
<th>Epilepsy</th>
<th>Osteoporosis</th>
<th>Psoriasis</th>
<th>Rheumatoid Arthritis</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• One seizure frequency assessment</td>
<td>• One seizure frequency assessment</td>
<td>• One psoriatic arthritis assessment</td>
<td>• One RA disease activity assessment</td>
</tr>
<tr>
<td></td>
<td>• One seizure type assessment</td>
<td>• At least one DEXA scan every 2 years</td>
<td>• One psoriatic arthritis assessment</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• One seizure free duration assessment</td>
<td>• One WHO Fracture Risk Assessment Tool (FRAX Score)</td>
<td>• One Body Surface Area (BSA) percentage assessment</td>
<td></td>
</tr>
</tbody>
</table>

2 **Collection and Submission of Clinical Data**

2.1 The collection of clinical data can be carried out by:
   a) Manually recording the clinical data on a hardcopy template (Annex B, page 54-55). Please note that for submission purposes the data will subsequently have to be keyed in via the online CIDC e-Service (see Chapter Five: User Manual for e-Service Clinical Data Submission);
   b) Recording the clinical data directly onto electronic records through the Clinic Management System installed for electronic submission of clinical data for CDMP/CHAS enrolled patients.

3 **Deadlines for Submission of Clinical Data to MOH**

3.1 Submission of clinical data is an essential component of the CDMP/CHAS.

3.2 We encourage clinics to submit clinical data as soon as possible, during or immediately after the patient’s clinic visit. Doing this would reduce the backlogs in submitting clinical data.

3.3 Clinics are allowed to accumulate patient records for submission in batches. However for batch submissions, regular (e.g. weekly or monthly) submissions are encouraged.

3.4 When using the electronic Clinic Management System to capture data during the consultation, the system may allow submission of data automatically at the end of each patient consultation.

3.5 The deadline for the clinical data submission will be fourteen days after the end of each quarter. As an example, for the quarter from Jan to Mar 2015, the deadline for data submission will be 14 Apr 2015.
### Data Fields Required for Clinical Data Submission

<table>
<thead>
<tr>
<th>Patient Details</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient Name</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NRIC/FIN</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DOB (dd/mm/yyyy)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td>Male ( ), Female ( )</td>
<td></td>
</tr>
<tr>
<td>Race</td>
<td>Chinese ( ), Malay ( ), Indian ( ), Others ( )</td>
<td></td>
</tr>
<tr>
<td>Height (m)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Current Smoker</td>
<td>Yes ( ), No ( )</td>
<td></td>
</tr>
<tr>
<td>Year Started Smoking (yyyy)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Medical History</th>
<th>Yes (V)</th>
<th>Year of Diagnosis (yyyy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hypertension</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hyperlipidemia</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Coronary Heart Disease (CHD)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diabetes (DM)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DM Retinopathy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DM Nephropathy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>DM Foot Complications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asthma</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chronic Obstructive Pulmonary Disease (COPD)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Nephritis/Nephrosis</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Diabetes Treatment</th>
<th>Yes (V)</th>
<th>Year of Diagnosis (yyyy)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Medications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Insulin</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hypertension Treatment</td>
<td>Yes (V)</td>
<td>Year of Diagnosis (yyyy)</td>
</tr>
<tr>
<td>Oral Medications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hyperlipidemia Treatment</td>
<td>Yes (V)</td>
<td>Year of Diagnosis (yyyy)</td>
</tr>
<tr>
<td>Oral Medications</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Asthma Treatment</td>
<td>Yes (V)</td>
<td>Year of Diagnosis (yyyy)</td>
</tr>
<tr>
<td>Requires Controller</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
A) Diabetes, Hypertension and Lipid Disorders DMP

<table>
<thead>
<tr>
<th>Date of Visit (dd/mm/yy)</th>
<th>LDL-C (mg/dL)/(mmol/L)</th>
<th>Systolic BP (mmHg)</th>
<th>Diastolic BP (mmHg)</th>
<th>Weight (kg)</th>
<th>Avg no. cigs/day</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For Diabetes only

<table>
<thead>
<tr>
<th>Date of Visit (dd/mm/yy)</th>
<th>Glucose HbA1c (%)</th>
<th>Eye (√)</th>
<th>Foot (√)</th>
<th>Nephropathy (√)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For DM Nephropathy only

<table>
<thead>
<tr>
<th>Date of Visit (dd/mm/yy)</th>
<th>Serum Creatinine (μmol/L)</th>
<th>eGFR (ml/min/1.73m²)</th>
<th>Urine ACR (mg/mmol)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

B) Asthma and Chronic Obstructive Pulmonary Disease (COPD) DMP

<table>
<thead>
<tr>
<th>Date of Visit (dd/mm/yy)</th>
<th>Avg no. cigs/day</th>
<th>Asthma Control Test (ACT) Score</th>
<th>Weight (kg)</th>
<th>COPD Assessment Test (CAT) Score</th>
<th>Influenza Vaccination (√)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

C) Nephritis/Nephrosis DMP

<table>
<thead>
<tr>
<th>Date of Visit (dd/mm/yy)</th>
<th>Systolic BP (mmHg)</th>
<th>Diastolic BP (mmHg)</th>
<th>Serum Creatinine (μmol/L)</th>
<th>eGFR (ml/min/1.73m²)</th>
<th>Urine ACR or Urine PCR (mg/mmol)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CHAPTER FIVE:
USER MANUAL FOR CLINICAL DATA SUBMISSION VIA CIDC E-SERVICE

1  Introduction

1.1  Purpose

1.1.1  The manual serves as a guide on how to use the Clinical Indicators Data Collection (CIDC) e-Service for the submission of data to MOH as part of CDMP.

1.1.2  The manual is intended for the hospital/clinic staff who are doing clinical data and indicators submission. The staff should already be familiar with web browsing and the MediClaim e-Service.

1.2  System Requirements

1.2.1  In order to use the CIDC e-Service, an Internet-enabled computer with the following is required:

   a)  Hardware Requirements
       The minimum recommended hardware configuration is:
       •  Pentium III MHz Processor with 256MB RAM
       •  At least 200 MB free hard disk space

   b)  System Software Requirements
       •  Windows XP
       •  Internet Explorer 6.0 and above
       •  Broadband Internet Connection

   c)  Other Requirements
       •  RSA token card
       •  MediClaim user account

2  Getting Started

2.1  User Account

2.1.1  You will be using your MediClaim system user account to access the CIDC e-Service. The MediClaim account is the same one used for the submission of claims.

2.1.2  If you do not have an account for the claims submission, you will need to approach MOH for the creation of a new account.
2.2 Accessing the C IDC e-Service

2.2.1 The web URL to access the MediClaim system is: https://access.medinet.gov.sg.

2.2.2 Upon successful login to the MediClaim system, you will be able to see the CIDC e-Service in the left hand menu as shown on Screen 2 below. All users with access to the Chronic Disease Claim Form e-Service will have access to the CIDC e-Service.

2.2.3 Click on the menu to display the functions available:

a) Submission is used to submit a new report.

b) Search is used to retrieve submitted reports.

3 Clinical Indicators Report Submission

3.1 This function is used to submit clinical data on patients who have used their Medisave under the CDMP. A new submission can be made each time there is additional indicator information for the patient either on a per visit basis or consolidated over a few visits. All submissions are distinct and will be used for analysis by MOH on a cumulative basis.

3.2 To submit a new set of clinical data for a patient to MOH, click on the “Submission” sub-menu. The following screen will appear.
Screen 3: New Submission

3.2.1 Select the Identification Type and enter the Patient NRIC/FIN.

3.2.2 Select the chronic condition applicable to this patient. You can select one or more conditions, as applicable.

3.2.3 Click on [Next] to proceed to the Clinical Indicator Form.
**Chronic Disease Management Programme**

### Patient Details:

- **Patient Name:** Tan Ah Kun
- **NRIC/FIN:** S1234567D
- **Sex:** Male
- **Date of Birth:** 14041971
- **Race:** Chinese
- **Height (Metres):** 1.62

### Chronic Disease Management Programme

**Known Medical History:**

<table>
<thead>
<tr>
<th>Medical Condition</th>
<th>Diagnosis Year</th>
<th>Medical Condition</th>
<th>Diagnosis Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>Diabetes</td>
<td>2007</td>
<td>Hypertension</td>
<td>(YYYY)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lipid Disorder</td>
<td>(YYYY)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cerebrovascular Accident (CVA)</td>
<td>(YYYY)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Coroary Heart Disease (CHD)</td>
<td>(YYYY)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>COPD</td>
<td>(YYYY)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Schizophrenia</td>
<td>2007</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dementia</td>
<td>(YYYY)</td>
</tr>
</tbody>
</table>

**Diabetes Treatment:**

<table>
<thead>
<tr>
<th>Treatment</th>
<th>Year Started</th>
<th>Treatment</th>
<th>Year Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Medications</td>
<td>(YYYY)</td>
<td>Insulin</td>
<td>(YYYY)</td>
</tr>
</tbody>
</table>

**Hypertension Treatment:**

<table>
<thead>
<tr>
<th>Treatment</th>
<th>Year Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Medications</td>
<td>(YYYY)</td>
</tr>
</tbody>
</table>

**Lipid Disorder Treatment:**

<table>
<thead>
<tr>
<th>Treatment</th>
<th>Year Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Medications</td>
<td>(YYYY)</td>
</tr>
</tbody>
</table>

**Asthma Treatment:**

<table>
<thead>
<tr>
<th>Treatment</th>
<th>Year Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventer</td>
<td>(YYYY)</td>
</tr>
</tbody>
</table>

**Schizophrenia Treatment (Only for CDMP Mental Health Programme patients):**

<table>
<thead>
<tr>
<th>Treatment</th>
<th>Year Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atypical Antipsychotics Prescribed</td>
<td>2000 (YYYY)</td>
</tr>
</tbody>
</table>

**Bipolar Disorder Treatment (Only for CDMP Mental Health Programme patients):**

<table>
<thead>
<tr>
<th>Treatment</th>
<th>Year Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atypical Antipsychotics Prescribed</td>
<td>(YYYY)</td>
</tr>
</tbody>
</table>

**Dementia Treatment (Only for CDMP Mental Health Programme patients):**

<table>
<thead>
<tr>
<th>Treatment</th>
<th>Year Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atypical Antipsychotics Prescribed</td>
<td>(YYYY)</td>
</tr>
</tbody>
</table>

**Current Smoker:** Yes

* denotes a mandatory field
3.3 The Clinical Indicator Form consists of 4 sections:

a) Patient Details,
b) Known Medical History,
c) Clinical and Assessment Indicators, and
d) Attending Physician Information.

4 Patient Details

4.1 This section details the patient’s basic bio-data. If it is your first submission for the patient, only Patient NRIC, Name, Date of Birth, Sex, Race, and Current Smoker is required. For subsequent submissions, only the Patient NRIC and Name are mandatory.
4.2 In the event of differences between two submissions, the data from the latest submission will be considered as the up-to-date information.

Screen 5: Patient Details

5 Known Medical History

5.1 This section details the patient’s medical history. If it is your first submission for the patient, please enter all the details. For subsequent submissions, you can omit the details if there are no changes.

5.2 If you are unsure whether you have submitted the information, it is recommended you fill in the details.

Screen 6: Known Medical History and Treatment Sections
5.3 Enter the relevant medical conditions for the patient. If a particular condition is selected, then the year of diagnosis is mandatory. You only need to fill in medical conditions that apply to the patient.

6 Clinical Indicators and Assessment

6.1 This section enables you to enter the indicator measurement and assessment done on the patient over any period. Only measurements and assessments not reported previously need to be entered in this section.

6.2 Initially there will be no clinical indicators added to the report.

6.3 Fill in all the clinical indicators and use the [Add Indicators] button to save them (as shown in Screen 7).

6.4 There must not be any unsaved data left in the Clinical Indicators Section before submitting the form.
6.5 After saving the data, you can use the delete button to remove any mistakes.

6.6 By default, the data displayed is sorted by date of visit and indicators. You can also click on the “Indicators” and “Date” headers to sort the data according to your preference.

6.7 After saving the data, you can use the delete button to remove any mistakes.

6.8 By default, the data displayed is sorted by date of visit and indicators. You can also click on the “Indicators” and “Date” headers to sort the data according to your preference.

7 Attending Physician Information

7.1 This section details the physician attending to the patient. It is required for each submission.
7.2 If there is more than one physician attending to the patient, the main physician information should be entered here.

![Attending Physician Information]

**Screen 9: Physician Information**

8 Report Submission

8.1 Once you have completed the data entry, you can submit the report to MOH by clicking on the [Submit] button.

8.2 If you are not yet ready to submit, you can click on the [Save Draft] button and retrieve the report later from the search function for submission.

The Table below describes the function for each button:

<table>
<thead>
<tr>
<th>Button</th>
<th>Function Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Submit</td>
<td>Submits the form after completion. Deletes any existing drafts saved previously.</td>
</tr>
<tr>
<td>Save Draft</td>
<td>Saves the inputs in the unfinished form as a draft for completion in the future.</td>
</tr>
<tr>
<td>Close</td>
<td>Closes the current form and returns to the main menu.</td>
</tr>
</tbody>
</table>

9 Search Clinical Indicator Reports

9.1 After you have submitted a report or created a draft, you can retrieve the reports at a later stage using the search function. This function allows you to specify search criteria and retrieve all reports matching the criteria.

9.2 After retrieving the report, you can also proceed to “Amend” it if there was any mistake in the previous submission, or delete it altogether.

9.3 To access this function, click on the “Search” sub-menu under the “Clinical Indicators” main menu as shown on Screen 10.
9.4 The Search page will be shown. Enter your search criteria and click on the [Search] button. The search is case insensitive.

9.5 At least one of the search criteria must be entered before you can proceed with the search.

| Search: |
|-----------------|-----------------|
| Patient Name:   |                 |
| Patient NRIC/FIN: |                |
| From Date:      |                 |
| (DDMMYYYY)      |                 |
| To Date:        |                 |
| (DDMMYYYY)      |                 |
| Sort By:        | Patient Name ▼ | Ascending ▼ |

**Screen 11: Search Criteria**

9.6 All submissions made by your clinic which matches the criteria will be displayed as shown on Screen 12.
If the number of search results is too large, you can either specify more restrictive search criteria or use the page number to navigate through the results.

Click on the Patient Name hyperlink to view the report submitted.

When the [Amend] button is clicked, the selected record will be displayed in editable mode as shown on Screen 13.
### Chronic Disease Management Programme

#### Diabetes Treatment
<table>
<thead>
<tr>
<th>Treatment</th>
<th>Year Started</th>
<th>Treatment</th>
<th>Year Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Medications</td>
<td>YYYY</td>
<td>Insulin</td>
<td>YYYY</td>
</tr>
</tbody>
</table>

#### Hypertension Treatment
<table>
<thead>
<tr>
<th>Treatment</th>
<th>Year Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Medications</td>
<td>YYYY</td>
</tr>
</tbody>
</table>

#### Lipid Disorder Treatment
<table>
<thead>
<tr>
<th>Treatment</th>
<th>Year Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Oral Medications</td>
<td>YYYY</td>
</tr>
</tbody>
</table>

#### Asthma Treatment
<table>
<thead>
<tr>
<th>Treatment</th>
<th>Year Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Preventer</td>
<td>YYYY</td>
</tr>
</tbody>
</table>

#### Schizophrenia Treatment (Only for CDMP Mental Health Programme patients):
<table>
<thead>
<tr>
<th>Treatment</th>
<th>Year Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atypical Antipsychotics Prescribed</td>
<td>YYYY</td>
</tr>
</tbody>
</table>

#### Bipolar Disorder Treatment (Only for CDMP Mental Health Programme patients):
<table>
<thead>
<tr>
<th>Treatment</th>
<th>Year Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atypical Antipsychotics Prescribed</td>
<td>YYYY</td>
</tr>
</tbody>
</table>

#### Dementia Treatment (Only for CDMP Mental Health Programme patients):
<table>
<thead>
<tr>
<th>Treatment</th>
<th>Year Started</th>
</tr>
</thead>
<tbody>
<tr>
<td>Atypical Antipsychotics Prescribed</td>
<td>YYYY</td>
</tr>
</tbody>
</table>

#### Clinical Indicators:

**Date of Visit (DDMMYYYY):**

**Blood Pressure (Systolic/Diastolic):**

**LDL-C:**

**HbA1c (%):**

**Weight (kg):**

(use 999 if not measurable)

**Smoking Assessment #:**

**Cigarettes smoked per day (average) #:**

**ACT Score (Asthma only):**

**DM - Eye Assessment:**

**DM - Nephropathy Assessment:**

**DM - Foot Assessment:**

**Stroke - Thromboembolism Risk Assessment:**

**Inhaler Technique Assessment (Asthma & COPD only):**

**Influenza Vaccination Assessment (COPD only):**

**The following care components are only for CDMP Mental Health Programme Patients:**

**CGI - Severity of illness:**

**CGI - Global Improvement:**

**Computation for CDMP Mental Health (Indicate the patient attendance):**

**For patients on cognitive enhancers, demonstration of objective assessment of memory (MMSE or Clinical Assessment of Cognition in Dementia Patients):**

**Assessment of Functional and Social Difficulties (if any):**

**Fasting Lipids Blood Test #:**

**Fasting Glucose Blood Test ###:**

**Assessment of Memory:**

**Assessment of Mood and Behaviour:**

**Assessment of Rehabilitation Needs:**

* denotes a mandatory field

# For current smokers, smoking cessation advice should be given; For non- or ex-smoker, please reinforce the benefits of not smoking cigarettes

### Add Indicators

Click to add clinical indicators (only those performed)
10 CIDC Clinic Reports

10.1 This function provides standard report(s) for use by clinics. One report is currently available and additional reports may be added in future releases.

10.2 To access this function, click on the CIDC Clinic Reports under the Reports menu button. A page displaying all the available reports and their description will be loaded.

Screen 14 – CIDC Clinic Reports

10.3 List of NRCIs for patients for whom Clinical Indicators have not been submitted:

a) This report enables the clinics to have a listing of all the patients’ NRIICs for whom the clinics had made claims in the specified year but no clinical
indicator reports were submitted within a fixed period of 12 months from the claim submission date of each patient. This report is built in to assist doctors and clinics to keep track of the outstanding clinical indicator reports they would require to submit with each claim.

b) Click on the report title from the list of available reports as shown on Screen 15. A report page with a textbox would appear for the user to key in the year of the requested report, as shown below.

c) Upon entering a valid year, a list of patient NRIC numbers will be generated. The report generated below shows the record of a patient who had a claim submitted but with no submission of any clinical indicator.

11 Troubleshooting

11.1 Enabling of Pop Ups: Certain screens within the application will be displayed as pop-up windows. In order to access the full system functionality, you need to enable pop-up windows for the MediClaim website. To enable this feature, follow the steps below:

a) Select Tools>Pop-up Blocker> Pop-up Blocker Settings...
b) Enter "*.medinet.gov.sg" and "*.moh.gov.sg", then click on Add.

12 Fall-Back Procedures

12.1 In the event that the submission cannot be done online immediately, you can keep a record of the information and submit it at a later date.
13 Contact Information for Queries Related to Clinical Data Collection and Submission

13.1 For online e-service related technical queries, please e-mail to mediclaim@ncs.com.sg, or contact NCS at: 6776 9330 (Mon - Fri, excluding public holidays, 8:30 am to 6:00 pm).

13.2 For clinical data collection and submission issues related feedback, please email to moh_cds@moh.gov.sg (preferred method), or contact at: 6325 1757 (Mon - Fri, excluding public holidays, 8:30 am to 6:00 pm).
A. CLINICAL MATTERS
For Doctors who have already registered in the CDMP/participating in CHAS

Q1. I have a patient with Diabetes Mellitus, Hyperlipidaemia and Asthma. Which DMPs should I enrol him/her into?

Your patient should be enrolled into both Diabetes AND Asthma DMPs. He/She will then be able to use Medisave/CHAS to co-pay for the total bill for the treatment administered for all 3 conditions. However, you will also need to submit clinical outcome data based on the essential care components of Diabetes, Lipid Disorders and Asthma. (Please refer to Annex A on page 10 for details.)

Q2. My patient has DM, however, he also has symptoms and signs of Hypothyroidism. Can I use his Medisave/CHAS to co-pay the thyroid function test?

In this instance, thyroid function test was done to screen for a possible condition and not for monitoring of the primary condition or its complication(s). Hence, it is suggested that his bill be itemised so that the patient can use cash to pay for the thyroid function test and Medisave/CHAS to co-pay the rest of the bill which is related to DM care components. (Please refer to Chapter 2.)

Q3. Who decides on the stipulated clinical care components?

The clinical care components were drawn from the Clinical Practice Guidelines, with inputs from professional bodies, which include leading specialists in the respective fields and respected primary care physicians. They were also endorsed by the Clinical Advisory Committee.

Q4. What if the patient has symptoms suggestive of both Asthma and COPD? Which DMP should I enrol him into?

For patients whose signs and symptoms are not so distinct between the two conditions, spirometry and/or bronchodilator reversibility testing may be performed to help classify the patient into one of the two diagnoses or to differentiate these conditions from other diseases that may mimic its presentation.

It is important to try to classify the patient into the correct DMP as this will help to determine the management of the patient and also prevent any issues with respect to the Medisave/CHAS claims.

(Please refer to the Clinical Practice Guidelines for more information on diagnosis and management of Asthma and COPD).
Q5. Can the patient use Medisave/CHAS to pay for pulmonary rehabilitation?

Yes, only if the patient has been diagnosed to have COPD, and it is clinically deemed to be beneficial for the patient.

Q6. Can I make claims for ambulatory aids (e.g. walking sticks) for my patient with Stroke, or for oxygen concentrators for my patient with COPD requiring long-term oxygen therapy?

Currently, medical devices not used for the purposes of drug administration are generally not claimable items under Medisave for CDMP/CHAS. However, for a patient with COPD, he may claim up to $75 per month for rental of devices for long-term oxygen therapy.

The Seniors’ Mobility and Enabling Fund (SMF) may be used to subsidise purchases of mobility devices for means-tested patients above the age of 60 years old.

Q7. Can I make claims for Glucosamine/Chondroitin supplements for my patient who has Osteoarthritis?

You may prescribe Glucosamine/Chondroitin supplements for suitable patients, but they are currently not claimable items under CDMP/CHAS.

Although Glucosamine and Chondroitin supplements are commonly prescribed for patients with Osteoarthritis, their benefits have not been supported by sufficient clinical evidence. Patients’ Medisave/CHAS should only be claimed for evidence-based medications and treatment modalities, such as physiotherapy.

Q8. Can I claim for outpatient vaccinations and/or health screenings?

Medisave claims for the following are allowed, but not under the CDMP framework. However, these claims fall under the same withdrawal limit as CDMP i.e. $400 per Medisave account per year.

**Vaccinations**
- a) Pneumococcal vaccinations for children under the age of 6 years;
- b) Human Papillomavirus (HPV) (for females aged between 9 – 26 years of age);
- c) Hepatitis B vaccinations;
- d) Vaccinations under the National Childhood Immunisation Schedule (NCIS) – Measles, Mumps and Rubella (MMR), Tuberculosis (BCG), Diptheria, Pertussis and Tetanus (DTaP/Tdap), Poliomyelitis, Haemophilus Influenza Type B (Hib); and
- e) Influenza and pneumococcal vaccinations (for persons with higher risk of developing influenza-related complications and severe pneumococcal disease respectively).

**Health Screenings**
- a) Mammogram screening for women aged 50 and above; and
b) Selected screening tests for newborns in the outpatient setting.

**CHAS claims** can be made in the following circumstances:

**Vaccinations**
- a) The cost of consultation for vaccinations, but not the cost of the vaccines, can be claimed under the acute tier of CHAS subsidies; and
- b) For patients with COPD, the cost of consultation and influenza vaccine can be claimed under the chronic tier of CHAS subsidies, as it is an essential care component of COPD.

**Health Screenings**
Tests for recommended health screening by the Health Promotion Board (HPB) are free at participating CHAS clinics (doctor’s consultation charges apply). HA/PG/PA cardholders are eligible for CHAS subsidies for doctor’s consultation charges for health screening.

### B. REGISTRATION MATTERS

*For Doctors and Clinics which wish to be registered into the CDMP:*

**Q1. What are the requirements to be on the CDMP?**

Clinics that wish to participate in the CDMP must agree to:

- c) Provide treatment to chronic disease patients through evidence-based DMPs. These DMPs will include MOH-recommended key treatment components;
- d) Treat patient medical information with confidentiality;
- e) Submit to MOH, with the informed consent of patient, data on patient care delivery on an annual basis or as specified by MOH, for the purpose of medical audits. Relevant aggregated performance data will be published to assist patients in making informed choices;
- f) Be accredited for the use of Medisave for CDMP; and
- g) Be periodically reviewed and audited, both clinically and administratively.

Any clinic/medical institution that fails to satisfy the minimum standards of clinical performance set by MOH, will be asked to withdraw from the Programme. (See Chapter Two: The Clinical Guidelines).

**Q2. How do I register for the CDMP?**

For clinics who are not in the CDMP, they must submit the following forms for registration:

- a) E-Application for Clinics to Participate in the Medisave for Chronic Disease Management Programme (by MOH);
- b) Direct Authorisation Credit Form (by CPF Board);
- c) GIRO Form (MediClaim charges by NCS); and
- d) GIRO Form (Medisave charges by CPF Board).
The E-Application website can be accessed via https://www.mediclaim.moh.gov.sg/mmae/OverviewApplication.aspx

Clinics participating in the CDMP will also have to sign a Deed of Indemnity with the CPF Board.

Doctors need to be individually registered under the Programme in order to process Medisave claims for their patients.Doctors can do so by submitting the Application Form for Medical Professionals, which can be found in the link: http://www.mediclaim.moh.gov.sg/mmae/DoctorApplication.aspx.

Q3. My clinic is already participating in CDMP. Can I make Medisave claims for my patient who is suffering from Schizophrenia, Major Depression, Bipolar Disorder or Anxiety?

In addition to participating in CDMP, your clinic will also need to be participating in a Shared Care or GP Partnership Programme with a Restructured Hospital before your clinic is registered as a “CDMP-MI” clinic, and Medisave claims for patients with mental illnesses can be made. This is part of an assurance framework to ensure quality of care for patients.

Q4. How do I register for a Shared Care or Partnership Programme with a Restructured Hospital?

You may register via MOH’s MMAE website (http://www.mediclaim.moh.gov.sg/mmae/overview.aspx) by selecting the “Chronic Disease Management Programme (CDMP) – Shared Care Programmes”.

Q5. What will be the cost of registration and start-up?

Apart from computer hardware and Internet access subscription (which may already be in place), there is a one-time non-refundable cost of $191.20 (inclusive of 7% GST and delivery fee) for the security token to access the Medisave claims system. The token is valid for two to three years. The subsequent token is priced at $171.20. This security token is required only when using the MediClaim e-service.

You or your staff will need to attend a half-day training session on Medisave claims process, guidelines on Medisave use and the use of the MediClaim system. This training session is free-of-charge.

Q6. How do patients sign up for the CDMP?

All patients treated by a Medisave and CDMP accredited doctor for at least one of the approved chronic conditions are eligible for CDMP. The patient need to complete the Medisave Authorisation Form / Medical Claims Authorisation Form to allow the doctor to make Medisave claims on the patient’s behalf.
C. MEDISAVE CLAIMS, REIMBURSEMENT, BILLING

For Doctors and Clinics that wish to be registered into the CDMP:

Q1. In total, how much can patients claim from Medisave for chronic disease treatments?

Patients can claim up to $400 per Medisave account per year for outpatient treatment of the approved chronic conditions, regardless of the number of chronic conditions they might have.

Q2. Whose Medisave account(s) can a patient make use of, apart from his/her own?

Patients can use their own Medisave account(s) and the account(s) of their immediate family members (i.e. parents, children, and spouse). In addition, patients who are Singapore Citizens or PRs can also use the Medisave accounts of their grandchildren. Claims can be made once the Medisave payor has signed the relevant Medisave Authorisation Form.

Q3. What will be the exact level of deductible and co-payment? Are the levels different for packages and individual visits?

The $30 deductible has been removed since 1 July 2014. There is still a 15% co-payment of the CDMP bill for each claim that the patient has to pay in cash, regardless if the claim is for an individual visit or packaged treatment.

Q4. Who should submit Medisave claims?

Any of the permanent staff of a Medisave-accredited clinic/medical institution who has attended the training sessions, e.g. doctors, nurses, counter staff, clinic managers, can submit Medisave claims.

Q5. If the patient sees me for both a chronic condition and an acute condition at the same time, can the entire bill be claimed?

Medisave can only be used for treatment related to the 19 chronic conditions listed, subject to a cap of $400 per Medisave account per year, up to 10 accounts. If patient attendance is purely for an acute or unrelated condition, Medisave deduction is not allowed even though the patient may have an existing chronic condition. Checks will be made during audits to ensure that claims made are only in relation to the approved chronic conditions and/or their complication(s).

Q6. How does the annual cycle of the $400 limit apply? Is it calculated based on the time that the patient first seeks treatment under the scheme?

The $400 annual limit is reset at the start of each calendar year i.e. $400 for the period from 1 Jan to 31 Dec.
Q7. Will Medisave use be allowed for purchasing equipment (e.g. blood pressure monitoring equipment, glucometer or strips, etc.)?

No. In line with existing Medisave guidelines, Medisave use generally does not cover equipment purchase, whether for chronic disease treatment or other uses. From 1 Jun 2015, Medisave can be used for the purchase of spacers and accompanying masks if necessary, for Asthma/COPD patients, as well as insulin pens, syringes and needles for Diabetic patients. These should be dispensed in appropriate quantities, necessary for the patient’s own use.

Q8. How will I know if the patient has sufficient balance left for claims?

To help patients and their family members keep track of the amount of Medisave used under Medisave400, participating clinics can check the Medisave balances under the CDMP on behalf of their patients, upon authorisation from patient.

An enquiry function to check the available withdrawal amount is available via the MediClaim e-service. Clinics may use this function to check the remaining balance of the Medisave account holder with his/her consent.

Alternatively, you can request for the Medisave holders to show you a print-out or electronic statement of their current Medisave balance. They can obtain their current Medisave balance from the CPF Board’s website (www.cpf.gov.sg) under My CPF Online Services - My Statement, by logging in with their SingPass. You may wish to ask your patients to bring along a copy of the Medisave balance of the Medisave payers if you do not have a computer terminal at your clinic.

Q9. If the Medisave balance is insufficient to cover the costs, can the patient top up the difference in cash?

Yes.

Q10. Can the bill be split among two or more accounts according to a given percentage?

Yes, a claim can be shared by a maximum of 10 Medisave accounts.

Q11. Will patients have to pay the full amount upfront and then be reimbursed or can they make partial payment based on estimated Medisave payout?

This decision will depend on the individual clinics. However, clinics should explain to their patients on the mode of payment clearly so as to avoid any confusion or unhappiness.

Q12. How will refunds for Medisave withdrawals be handled (e.g. if a patient opts out of a package)?

The clinic will have to amend the approved Medisave claim through the MediClaim system to return the money back to the relevant Medisave accounts. CPF Board will
liaise with the clinics to debit and credit the amounts accordingly. Medisave will have first claim on any refunds. Clinics should refund the patient the unutilised cash co-payment collected from the patient previously.

Q13. If patients have signed up for the Programme, can they opt out of it at a later date? Do I need to refund the amount that he had paid up for a package?

Patients can opt out at a later date by informing the clinic from which he/she is receiving care. Funds withdrawn from Medisave must be reimbursed to the Medisave accounts. Refunds on cash co-payment is a private arrangement between the provider and the patient. Patients should find out the provider’s policy on refunds before signing up for packages.

Q14. Is Medisave withdrawal dependent on the patient having only one specific primary care provider?

No. Patients are encouraged to have continuity of care with one family physician but they are free to choose and switch providers. Hence, they can make Medisave claims at any Medisave-accredited clinic.

Q15. How will claims be made if a patient is referred to an unaccredited provider?

Medisave claims will not be allowed at an unaccredited clinic. However, the referring party can make arrangements to bill on behalf of his unaccredited partners. The referring party is expected to bear full responsibility for any such arrangements made. In addition, the referring party is also responsible for the submission of clinical data for the patient.

Q16. How will the scheme apply to Permanent Residents and Foreigners?

Current Medisave rules apply. As long as Permanent Residents or Foreigners have Medisave accounts or their immediate family members have Medisave accounts, they are eligible for the scheme.

Q17. How will the scheme apply to those who have employer medical benefits or an existing comprehensive insurance plan?

Claims can be made under employer plans. This also applies to pensioners. Employer medical benefits or an existing comprehensive insurance plan can be used to cover the cost of the deductible and co-payment. Any amount in excess of the employer medical benefits or the insurance plan can be paid using Medisave, subject to co-payment. Clinics will have to liaise directly with their partnering employers for payment under employer plans as per their current arrangements.

Q18. What is the process of making Medisave claims like? Will it involve a huge change in my clinic operations?

The process is as follows:
a) The clinic/doctor should explain the following to patients suffering from any of the approved chronic conditions and their immediate family member(s) whose Medisave account(s) is/are being used (if any):

- the treatment components
- the cost of treatment
- estimated amount that can be claimed from Medisave
- the out-of-pocket cash payment that the patient will need to make

b) When the patient and/or his/her immediate family member(s) have decided to use Medisave for the bill, each Medisave account holder who wishes to make use of his/her Medisave account need to sign a Medisave Authorisation Form / Medical Claims Authorisation Form to authorise the CPF Board to deduct his/her Medisave savings for the treatment of the patient. The authorisation can be made on a per treatment basis or over a period. Authorisations over a period of time stands until revoked in writing. Clinic/medical institution staff should witness the signing and verify the relationship(s) to the patient as stated in the MAF.

c) Clinics/medical institutions can then submit the Medisave claims electronically to the CPF Board for processing via the MediClaim System.

d) Payment will be made daily to Medisave-accredited medical institutions via InterBank Giro (IBG) on the 3rd working day after the approval date of the Medisave claims.

Q19. Can GPs who are contracted by nursing homes to provide outpatient care for their residents help the ones suffering from one of the approved chronic conditions make Medisave claims?

Yes, if the GP and his/her clinic are accredited for Medisave use for CDMP. He/She can help the nursing home patients to make a Medisave claim for their outpatient chronic disease treatment(s) through his/her clinic.

D. DATA SUBMISSION, CLINICAL IMPROVEMENT AND AUDITS

Q1. Why is the patient’s medical and treatment history required?

The data collected will provide a better profile of patients on CDMP/CHAS. This information will be useful for fine-tuning for programme planning and management purposes.

Q2. Must the medical history be captured at each visit?

The items in the medical history data will only need to be captured once but should be updated as and when there are changes.
Q3. How do I record the actual year of diagnosis of patients with long standing chronic diseases?

The estimated year of diagnosis for the patient’s chronic condition can be recorded if the exact year is not known.

Q4. Will data on all clinical parameters be required at every visit?

No. Only data on assessments or tests performed during the visit need to be captured.

Q5. Would I need to repeat HbA1c or LDL cholesterol if my patient is able to produce the results of a test done elsewhere?

You can submit the relevant details of your patient’s test results that have been performed elsewhere instead of repeating the test. If you do so, please keep a copy of the record of the test results.

Q6. What if the patient is lost to follow up?

Please note it down in your clinical documentation. Alternatively, if you are using the web-based CIDC e-Service for data submission, you may also document the information using the textbox available under the Patient Participation Module present on the navigation bar. If you are using CMS for data submission, please contact your CMS provider for more details on capturing of this type of information electronically.

Q7. What if the patient refuses certain tests?

Tests are performed, when indicated, as part of the proper management of the chronic disease. As such, the physician should inform the patient as to the rationale and provide other key information regarding these tests. If the patient refuses the tests, please note this response in the patient’s clinic notes.

Q8. If I missed the previous deadline for submission of clinical data, do I still need to submit the data for that period?

Yes, you should still submit the relevant data for that period as well as the current data.

Q9. Which healthcare provider should submit clinical data if the patient makes Medisave/CHAS claims at three different healthcare providers during one year?

It would be appropriate for each provider to collect relevant data for the care that has been provided, and to submit the data. If they are not able to make the submission, they should forward the data to the primary physician who is coordinating the care of the patient’s chronic condition so that he/she may be updated and make the submission.
Q10. If a patient starts making Medisave/CHAS claims from June onwards, must I submit clinical information captured before June?

You can capture the relevant clinical data of the patient. However, for the purpose of assessing the care process and outcome of the chronic condition, the period of one year (taken from the date when the patient first enrolled into the CDMP/CHAS for the chronic condition) will be used.

Q11. My patient claimed Medisave/CHAS for treatment of a chronic condition when he first consulted me on 5 Jan 2014, but paid cash for three subsequent visits (in Mar, Jul, Oct 2014) for the same chronic condition. Would I still need to submit clinical data for the latter three visits?

Yes, you should continue to submit the patient’s clinical data on this chronic condition for one year from 5 Jan 2014.

Q12. Can the clinical data submitted be shared by different healthcare providers within the same clinic / institution / cluster?

This will depend on the electronic Clinic Management System (if any) that is used by the healthcare institution.

Q13. If I have already fulfilled the number of care components for the chronic condition, do I still need to submit clinical data subsequently?

The care components are the essential aspects of medical care that are recommended for management of the chronic conditions. The data submission system allows you to submit more than the recommended number of care components.

Q14. Will clinical data submitted be shared with the providers?

The clinical data received will be used to monitor the success of the CDMP/CHAS, and also to give feedback routinely to the registered clinics for quality improvement. Clinical data submitted have been routinely fed back to the clinic as the online CDMP outcome reports via the Mediclaim system from the first quarter 2008 onwards. In these reports, a clinic will be able to compare its performance against the aggregated local and national performance. Over time, each clinic will also be able to track its own performance trends.

Q15. What will the clinical quality improvement process be like?

The clinical data that is monitored is useful for clinical quality improvement in the care of chronic conditions. When meaningfully used, it will empower patients to take charge of managing their chronic condition as guided and supervised by their family physician. This can improve compliance with the recommended care of the chronic condition(s) with better longer term outcomes.

Q16. What will the clinical audit process be like?
Periodic audits will be carried out to ensure accuracy of clinical data submission and to ensure that minimum standards of performance are met. Due consideration will be given so that such audits do not disrupt clinic operations and patient care processes.

**Q17. What documents must I submit if my clinic is selected for audit?**

Photocopies of the following documents should be submitted by post:

a) Doctor’s clinical notes for the visit/visits submitted for specified claim;

b) Laboratory results relevant to the medical condition(s) for which claim was made e.g. HbA1c, Lipid Panel, Spirometry test etc;

c) Prescription or clinical notes with documentation of details of the drugs prescribed (i.e. name of drug, frequency, dose, duration); and

d) Invoices/receipts showing the itemized breakdown (medication(s), investigation (if any), consultation & total claim amount) of the bill(s) submitted for claim.

**Q18. Am I allowed to divulge patients’ medical information to the CDMP/CHAS Audit Teams for audit?**

Yes, clinics are subject to audits by CDMP/CHAS Auditors appointed by MOH, as stated in the Agreements. In addition, the patient would have provided consent to sharing his/her medical information for the purpose of the audit when he/she signed the Medisave Authorisation Form/Medical Claims Authorisation Form/CHAS Patient Consent Form.

**Q19. How do I submit my bills for audit?**

All items claimed need to be itemised.