

Claims incurred from 1 April 2023 that are assessed to be inappropriate will be counted towards the escalation and enforcement framework (EEF) and enforcement actions will be taken against doctors who are submitting the inappropriate claims.



1st NON-COMPLIANCE

WARNING

- Doctor will be issued a letter of advice detailing the non-compliance(s) and stepped up monitoring against repeating the misconduct.



2nd NON-COMPLIANCE

WARNING + MANDATORY TRAINING

- Doctor will be required to complete mandatory training within stipulated timeline to familiarise themselves with the relevant claim requirements and guidelines.
- Failure to do so may lead to immediate suspension of the doctor's MediSave and MediShield Life (2M) accreditation.



3rd NON-COMPLIANCE

SUSPENSION OF 2M ACCREDITATION

- Doctor's MediSave and MediShield accreditation will be suspended for 6 months. He/she will not be able to submit claims for 2Ms and IP insurance as the claims systems are integrated.
- The list of doctors with their 2M accreditation suspended will be listed on MOH's website.
- Doctor will be informed prior to the effective date of the 2M suspension. He/she should inform new and existing patients about the suspension and inability to submit 2M and IP claims.



4th NON-COMPLIANCE

REVOCATION OF 2M ACCREDITATION

- Doctor's 2M accreditation will be revoked for 2 years and he/she will not be able to submit 2M and IP claims.
- The list of doctors with their 2M accreditation revoked will be listed on MOH's website.
- Doctor will be informed prior to the effective date of revocation. He/she should inform new and existing patients about the revocation and inability to submit 2M and IP claims.



Additional Notes:

- Non-compliances need not be of same nature.
- Providers with severe non-compliances (e.g. multiple types or significant number of non-compliances) could be escalated more quickly.
- Doctors will be referred to SMC for any professional misconduct.
- Where an individual has made a false declaration, omits information, or provides information which is false or misleading in a material that results in a claim being overpaid, they can be prosecuted under Section 19 of the MediShield Life Act. MOH may also refer cases of potential fraud to the police for criminal investigation and prosecution.