

EASY GUIDE

(A) Using online platform for Checking Residential Status of Elders holding Hong Kong Identity Card (HKIC) before Creating eHealth (Subsidies) Account (eH(S)A) and/or Making Voucher Claim


(B) Using Interactive Voice Response System for Checking Residential Status of Elders holding HKIC before Making Voucher Claim


(A) Using Online Platform - Login the System

eHealth System (Subsidies) - System Login - Internet Explorer

Text Only Version 繁體 English

醫健通 ehealth 香港特別行政區政府 HKSAR GOVT

 Login

 Login

User Manual

Useful Link

FAQs

Contact Us

Easy Guide

Download Area

Release Notes


Account Type ☒ Service Provider ☐ Data Entry Account

Service Provider ID / Username

Forgot "Password"

Password

Token Passcode

 Token Passcode

Login

Login the System

Privacy Policy | Important Notices | System Maintenance

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100%

Search for eH(S)A

eHealth System (Subsidies) - Home Page - Internet Explorer

Click 'Claim' in the Menu bar.

LIN, HON LAM
Inbox Logout

Claim

Vaccination Record Enquiry

Record Confirmation

Claim Transaction Management

eHealth (Subsidies) Account Rectification

Monthly Statement

My Profile

User Manual

Proper Practice

Menu

English

醫健通 ehealth HKSAR GOVT

12/09/2018 11:56:32

Login Information

Last Successful Login: 12 Sep 2018 11:16

Last Failure Login: 07 Sep 2018 17:19

Task List

List of Unread Message

You have 3 unread message(s).

GO

List of Claims Pending Confirmation

You have 73 record(s) pending confirmation.

GO

Page 3

100%

通 lth HKSAR GOVT

Search for eH(S)A

(If input information by manual method, please go to Page 5;
if using Smart ID Card Reader, please go to Page 6)

eHealth System (Subsidies) - Claim - Internet Explorer

eHealth System (Subsidies)

LIN, HON LAM
Home Inbox Logout

Claim

>>>1. Search eHealth (Subsidies) Account 2. Enter ... Complete Claim

Search eHealth (Subsidies) Account

Practice LIN HON LAM Clinic

Scheme Health Care Voucher

Document Type

- ☒ Hong Kong Identity Card
- ☐ Hong Kong Birth Certificate (Established)
- ☐ Non-Hong Kong Travel Documents
- ☐ Certificate of Exemption
- ☐ Hong Kong Re-entry Permit
- ☐ Certificate issued by the Births and Deaths Registry for adopted children
- ☐ Document of Identity
- ☐ Permit to Remain in HKSAR (ID 235B)

Please input information OR read Smart ID Card to search eHealth (Subsidies) Account [Help](#) [Tips on reading Smart ID](#)

HKIC Symbol ☐ A ☐ C ☐ R ☐ U ☐ Others

Manual Input

HKIC No.

Date of Birth

[Search](#)

Read Old Form of Smart ID

(Chip facing up)

HONG KONG PERM 香港永久居民身份證 樣本 SAMPLE

李智龍 LEE, Chi Nan

HKIC Symbol (The first alphabet, which can be A, C, R, U or other alphabet)

2621 2535 5174

Date of Birth 01-01-1968 男 M

***A2

簽發日期 Date of Issue (01-79)

HKIC No. C668668(E)

[Read Card and Search](#)

Read New Form of Smart ID

(Chip facing up)

HONG KONG PERM 香港永久居民身份證 樣本 SAMPLE

申智龍 SAN, Chi Nan

HKIC Symbol (The first alphabet, which can be A, C, R, U or other alphabet)

3947 2535 5174

Date of Birth 23-01-1968 男 M

***A2

簽發日期 Date of Issue (06-96)

HKIC No. C668668(E)

[Read Card and Search](#)

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Choose Hong Kong Identity Card (HKIC) under 'Document Type'.

Search for eH(S)A by

(i) manual input

(Please go to Pages 10 - 12 for subsequent steps)

eHealth System (Subsidies) - Claim - Internet Explorer

Choose the HKIC symbol. The HKIC symbol can be A, C, R, U or Others and you must choose the correct alphabet according to the symbol on the HKIC of the elder concerned.

When the first alphabet below the date of birth on the front face of the elder's HKIC is not A, C, R or U, you can then choose "Others".

Click 'Search' after input the HKIC No. and date of birth as shown on the elder's HKIC. The System will check the elder's residential status in Hong Kong automatically.

HKIC Symbol ☐ A ☐ C ☐ R ☐ U ☐ Others

Manual Input

Read Old Form of Smart ID

Read New Form of Smart ID

HKIC No.

Date of Birth

HKIC Symbol (The first alphabet, which can be A, C, R, U or other alphabet)

Date of Birth

HKIC No. C668668 (E)

Read Card and Search

Search for eH(S)A by (ii) using Smart ID Card Reader

eHealth System (Subsidies) - Claim - Internet Explorer

Health (Subs) LIN, HON LAM Home Inbox

Menu Claim

>>>1. Search eHealth

Search eHealth (S) Practice LIN HO Health Scheme

Document Type

☒ Hong Kong Identity Card

☐ Hong Kong Birth Certificate (Completed)

☐ Non-Hong Kong Travel Documents

☐ Certificate of Exemption

☐ Hong Kong Re-entry Permit

☐ Certificate issued by the Births and Deaths Registry for adopted children

Please input information OR read Smart ID Card to search eHealth (Subsidies) Account

HKIC Symbol ☐ A ☐ C ☐ R ☐ U ☐ Others

Manual Input

Read Old Form of Smart ID (Chip facing up)

Read New Form of Smart ID (Chip facing up)

Request the elder to insert his/her HKIC into smart ID card reader with chip facing up. Please note that the chip of the new form of smart HKIC is embedded at the back of the HKIC.

Click 'Read Card and Search' in the relevant box according to the version of smart HKIC of the elder concerned. The System will check the elder's residential status in Hong Kong automatically.

Choose the HKIC symbol. The HKIC symbol can be A, C, R, U or Others, and you must choose the correct alphabet according to the symbol on the HKIC of the elder concerned.

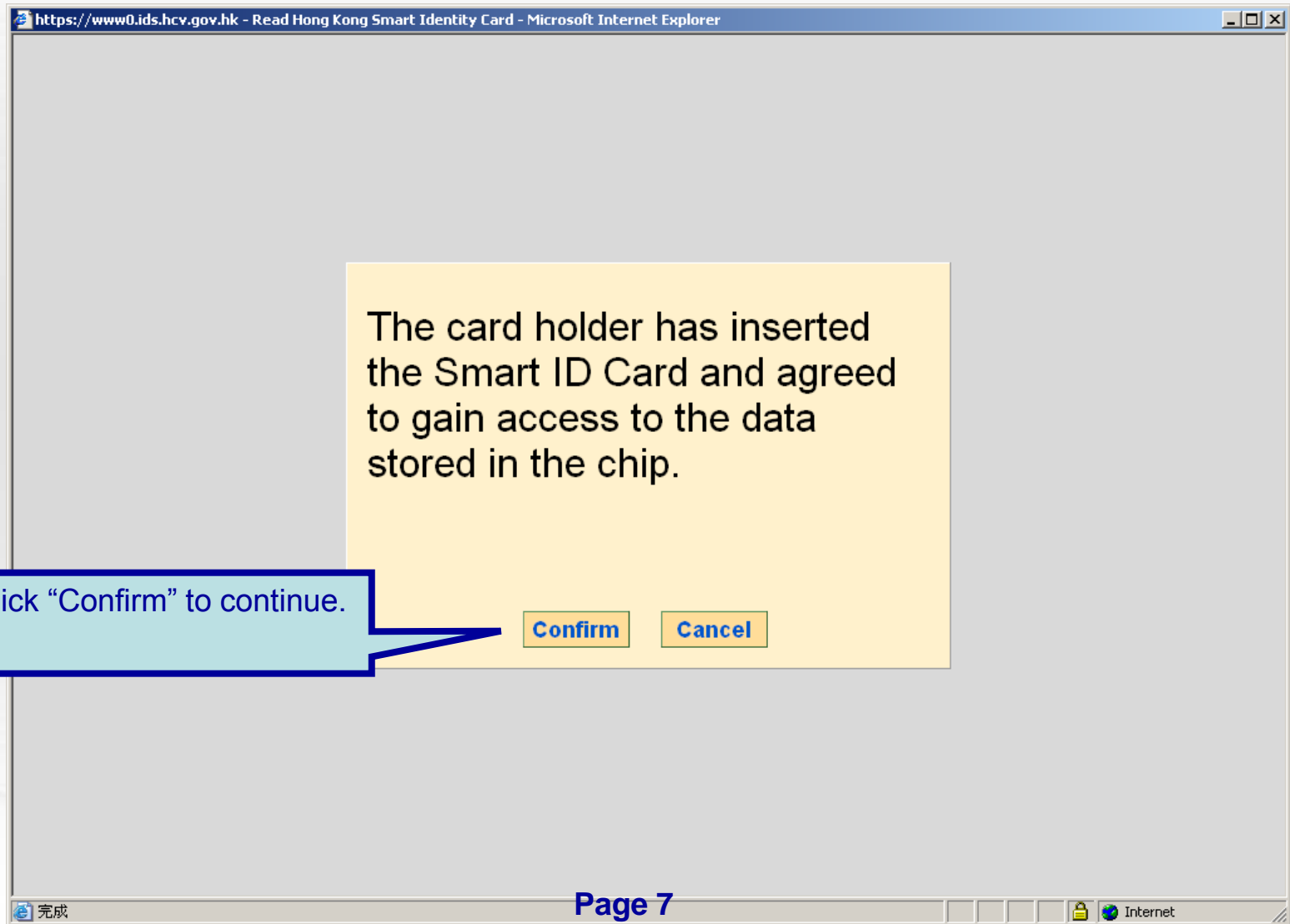
When the first alphabet below the date of birth on the front face of the elder's HKIC is not A, C, R or U, you can then choose "Others".

HONG KONG PERMANENT RESIDENT ID CARD
李智能
LEE, Chi Nan
2621 235 5174
Date of Birth 1968 男 M
Date of Issue (01-79)
HKIC No. C668668 (E)

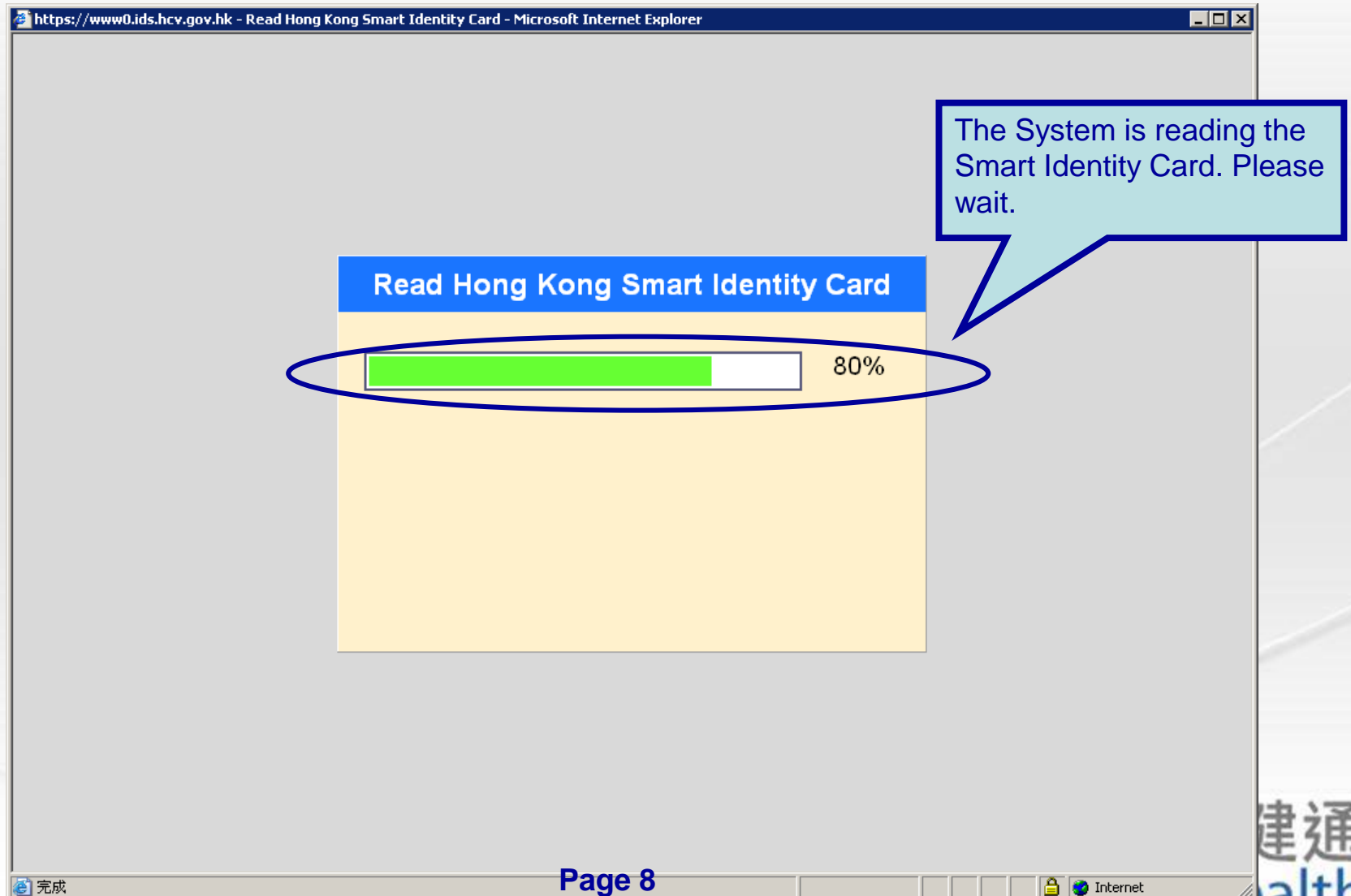
HONG KONG PERMANENT RESIDENT ID CARD
申智能
SAN, Chi Nan
2621 235 5174
Date of Birth 1968 男 M
Date of Issue (06-96)
HKIC No. C668668 (E)

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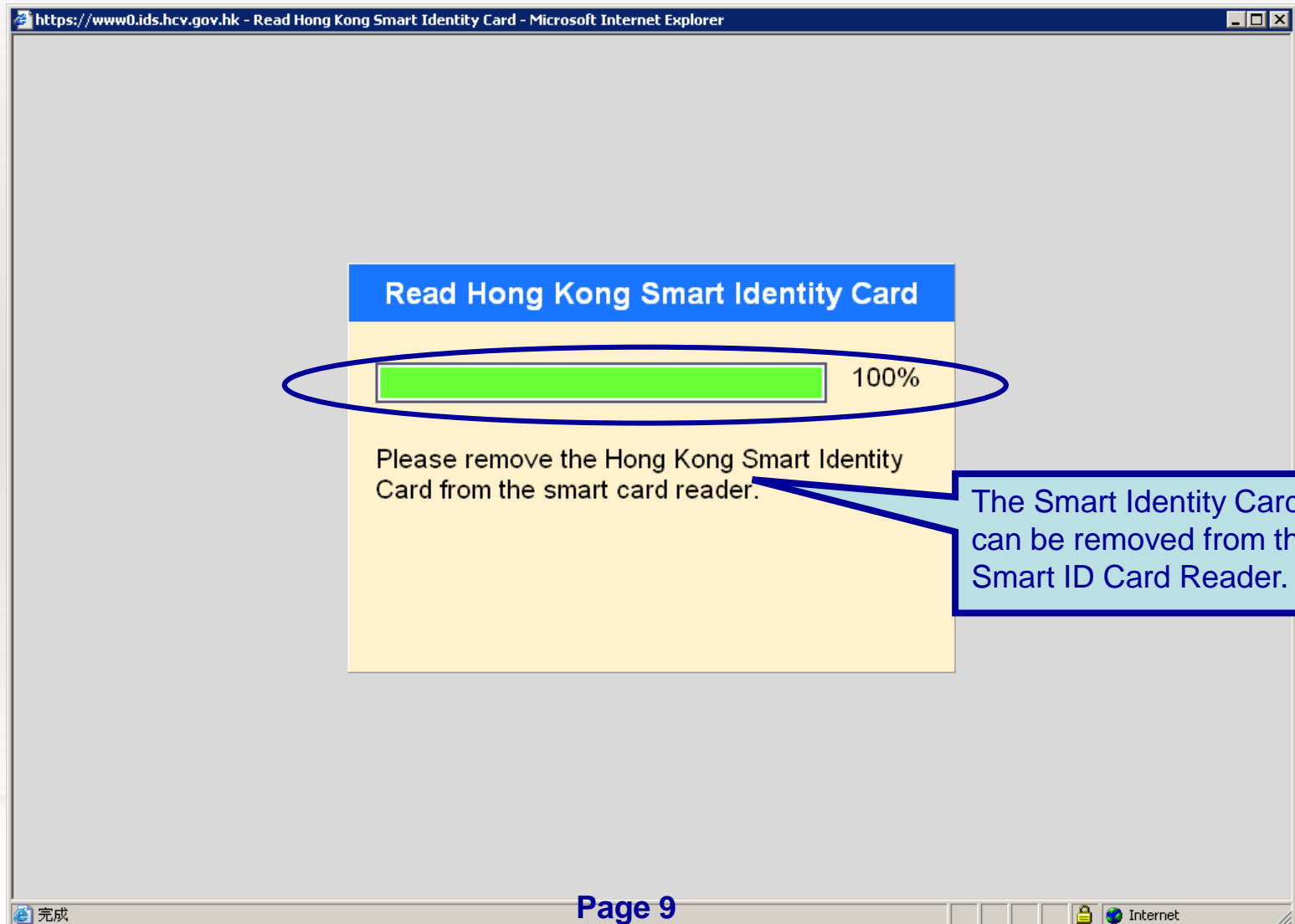
Search for eH(S)A by (ii) using Smart ID Card Reader



Search for eH(S)A by (ii) using Smart ID Card Reader



Search for eH(S)A by (ii) using Smart ID Card Reader



Scenario 1

Elder eligible to use vouchers but no existing eH(S)A is found

eHealth System (Subsidies) - Claim - Internet Explorer

eHealth System (Subsidies)

English

醫健通 ehealth

6:20:40

LIN, HON LAM

Home Inbox Logout

Claim

>>>1. Search eHealth (Subsidies) Account 2. Enter Details 3. Complete

>>>1a. Get Consent 1b. Enter Details 1c. Complete Creation

Temporary eHealth (Subsidies) Account Creation

● Search Information

Document Type Hong Kong Identity Card

HKIC No. 0000363(9)

There is no record of this eHealth (Subsidies) Account. Please obtain consent from the applicant to provide personal information to create a temporary account.

Cancel X Create Account

For an elder eligible to use vouchers but no existing eH(S)A is found, you can proceed to create temporary eH(S)A and make voucher claim (if applicable) for the elder concerned following the existing procedures.

建通 ehealth

Page 10

Privacy Policy | Important Notices | System Maintenance

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Scenario 2

Elder eligible to use vouchers and an existing eH(S)A is found

eHealth System (Subsidies) - Claim - Internet Explorer

eHealth System (Subsidies)

English 醫健通 ehealth 香港特別行政區政府 HKSAR GOVT 07/09/2018 10:51:44 醫療券 Health Care Voucher 香港特別行政區政府 The Government of the Hong Kong Special Administrative Region

LIN, HON LAM Home Inbox Logout

Claim

1. Search eHealth (Subsidies) A

Enter Details

● Account Information

Document Type **Hong Kong Identity Card**

Name **CHAN, TAI MAN (陳大文)** Date of Birth / Gender **1945 / Male**

HKIC No. / Symbol **A654XXX(X) / A** Date of Issue **01-01-01**

● Claim Information

Practice **LIN HON LAM Clinic (1)**

Scheme **Health Care Voucher Scheme**

Service Date **07-09-2018**

Available Voucher Amount **10-10-2018**

Voucher Amount Claimed (S) \$ **270**

Net Service Fee Charged \$

Reason for Visit

Principal

Please select --- Please select --- Please select ---

Cancel X Claim ▶

Privacy Policy | Important Notices | System Maintenance

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For an elder eligible to use vouchers and an existing eH(S)A is found, you can proceed to enter claim details for the elder concerned following the existing procedures.

Note

For an elder holding HKIC with the first alphabet of its symbol as C or U, you should make the claim for use of vouchers on the same date as the date of provision of the related healthcare services to the elder concerned.

Scenario 3

Elder **NOT** eligible to use vouchers

For an elder **NOT** eligible to use vouchers, you cannot create eH(S)A or make voucher claim for the elder concerned. In such case, the following message will be shown in the System.

Validation Fail
The service recipient is not eligible to use vouchers/ vaccination subsidy due to his/ her current residential status. [990000-E-00409]

Note
You should first check if the inputted personal particulars of the elder (including the HKIC symbol) are correct. If affirmative, please explain to the elder concerned that he/she is not eligible to use vouchers due to his/her current residential status and the elder can settle the fees of healthcare services (if applicable) by other payment method (e.g. cash). If it is found that any information inputted is incorrect, you should correct the relevant information and repeat the relevant checking procedures.

YUEN, CHUNG KAI
Home Inbox

Claim
Menu

>>> 1. Search eHealth (Subsidies) Account 2. Enter L 3. Complete Claim

Search eHealth (Subsidies) Account
Practice YUEN, CHUNG KAI Clinic (1)

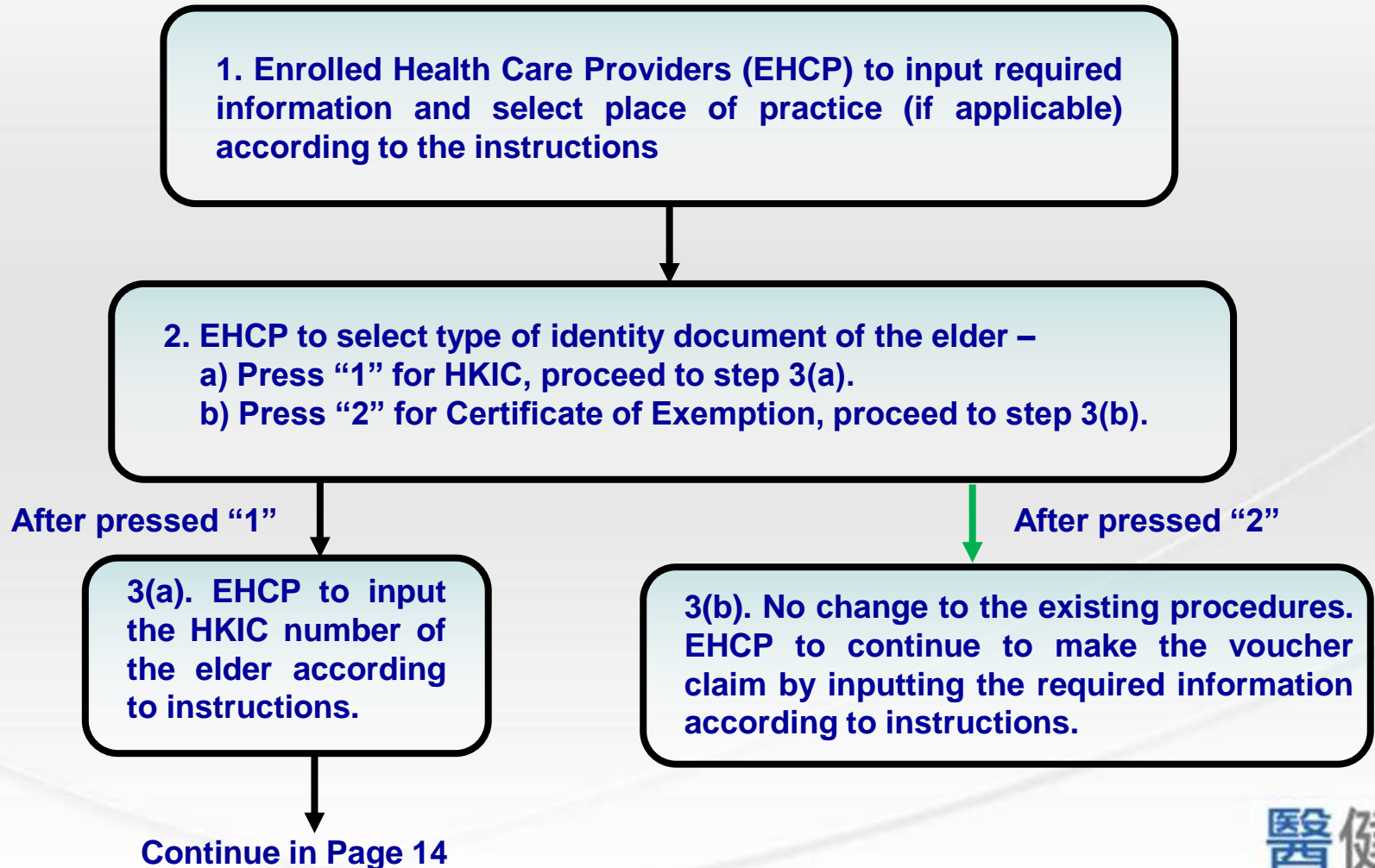
Document of Identity
Permit to Remain in HKSAR (ID 235B)

Deaths
es) Account Help

HONG KONG PERMANENT RESIDENT ID CARD
李智能 LEE, Chi Nan
2621 2535 5174
Date of Birth 出生日期 Date of Birth 01-01-1968 男 M
***A**
簽發日期 Date of Issue (01-79)
HKIC No. C668668 (E)

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香港特別行政區政府 HKSAR GOVT

(B) Using Interactive Voice Response System



(B) Using Interactive Voice Response System

4. EHCP to input HKIC symbol relating to residential status of the elder –

- Press “1” if the HKIC Symbol is “A”
- Press “2” if the HKIC Symbol is “C”
- Press “3” if the HKIC Symbol is “R”
- Press “4” if the HKIC Symbol is “U”
- For others, press “5”

5. The eHealth System (Subsidies) to check the elder’s residential status in Hong Kong automatically

For elders eligible to use vouchers

6(a). EHCP to make voucher claim for the elder concerned following the existing procedures.

Note: For an elder holding HKIC with the first alphabet of its symbol as “C” or “U”, EHCP should make the claim for use of vouchers on the same date as the date of provision of the related healthcare services.

OR

For elders NOT eligible to use vouchers

6(b). EHCP cannot make voucher claim for the elder concerned. In such case, the following message will be read out by the system-

Sorry, the service recipient is not eligible to use vouchers due to his/her current residential status.

~ Thanks for watching ~