

User Manual

For

eHealth System (Subsidies)

eHealth System (Subsidies) project team
Version 2.3
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Amendment History

Version No.	Date of Amendment	Prepared by	Description
1	Sep 2008	eHS(S) Project Team	Initial Release
1.1	Dec 2008	eHS(S) Project Team	Addition of functions related to voucher claim, temporary voucher recipient account maintenance and monthly statement.
1.2	Mar 2009	eHS(S) Project Team	Addition of printing options
1.3	Aug 2009	eHS(S) Project Team	Elimination of Voucher Account Creation Form
1.4	Oct 2010	eHS(S) Project Team	<ol style="list-style-type: none"> 1. Update on claiming transaction, Record Confirmation, Claim Transaction Management, eHealth (Subsidies) Account Rectification and Monthly Statement to cope with different schemes. 2. Accepted six identity document types, they are: <ol style="list-style-type: none"> i. Hong Kong Birth Certificate (Established) ii. Hong Kong Re-entry Permit iii. Document of Identity iv. Permit to Remain in HKSAR (ID235B) v. Non-Hong Kong Travel Document vi. Certificate issued by the Births and Deaths Registry for adopted children 3. Addition of Smart IC
1.5	Nov 2010	eHS(S) Project Team	Add vaccination record enquiry.
1.6	Jan 2012	eHS(S) Project Team	Enhancement of functions upon extension of the Health Care Voucher Pilot Scheme
1.7	Sept 2012	Department of Health	Amendment on the layout of the monthly statement and the legend.
1.8	Mar 2013	Department of Health	Amendment on the layout of the monthly statement and the legend.
1.9	Jul 2014	Department of Health	Enhancement of functions upon changing face value of voucher from \$50 to \$1
2.0	Mar 2015	Department of Health	eHealth System rename to eHealth System (Subsidies)

2.1	October 2016	Department of Health	Merge all vaccination subsidy schemes into one single Vaccination Subsidy Scheme
2.2	Mar 2017	Department of Health	Update on get username in My Profile
2.3	October 2018	Department of Health	<ol style="list-style-type: none">1. Enhancement of password reset function to allow service provider to unlock own account2. Enhancement of functions upon implementation of new arrangement for checking residential status of Hong Kong Identity Card holders

1 Introduction

1.1 Purpose

This document is prepared for the Service Provider and the delegated Data Entry Account to use the online eHealth System (Subsidies). The instructions and procedure to access the functions provided by eHealth System (Subsidies) for Service Providers are described here.

This document covered the functions related to claim transaction, eHealth (Subsidies) account creation, reimbursement, login and logout, inbox, service provider profile management and data entry account management.

1.2 System Overview

eHealth System (Subsidies) provides platform for the enrolled health care service providers to assist eligible persons to claim subsidy online. The System was first developed to support the Health Care Voucher Scheme (HCVS). Starting from 19 October 2009, three new schemes are introduced into eHealth System (Subsidies) for claiming vaccination subsidies for eligible patients. The three new schemes are, Childhood Influenza Vaccination Subsidy Scheme (CIVSS), Elderly Vaccination Subsidy Scheme (EVSS) and Residential Care Home Vaccination Programme (RVP).

Besides Hong Kong Identity Card (HKIC) and Certificate of Exemption (EC), six identity document types are accepted for different schemes. They are, Hong Kong Birth Certificate (Established) (HKBC), Hong Kong Re-entry Permit (REPMT), Document of Identity (Doc/I), Permit to Remain in HKSAR (ID235B), Non-Hong Kong Travel Document (VISA) and Certificate issued by the Births and Deaths Registry for adopted children (ADOPC).

2 Definitions

Validated eHealth (Subsidies) account	A registered and validated account in the eHealth System (Subsidies).
Temporary eHealth (Subsidies) account	Account registered in eHealth System (Subsidies) but has not been validated with Immigration Department.

3 Login

The system is available in Chinese and English version and some of the functions are available in text-only version. You can switch among the versions by pressing the “[繁體](#)”, “English” and “Text only version” on the top right hand side.

Service Providers can login the system with their username, password and the token’s passcode while the delegated data entry accounts can login the system with their username, password and the service provider ID or username.



Fig. 3-1 Login Page

3.1 Service provider Login

Service Providers can access the System using the service provider ID or username created in the account activation process, own password and the passcode of the token.

- In the login page, select ‘Service Provider’ from the Account Type. (Fig 3.1-1)
- Input login ID, password and the token’s passcode in the login screen.
- Click "Login" button to login.

d. After login is successful, the home page is displayed. (Fig. 3.1-2)

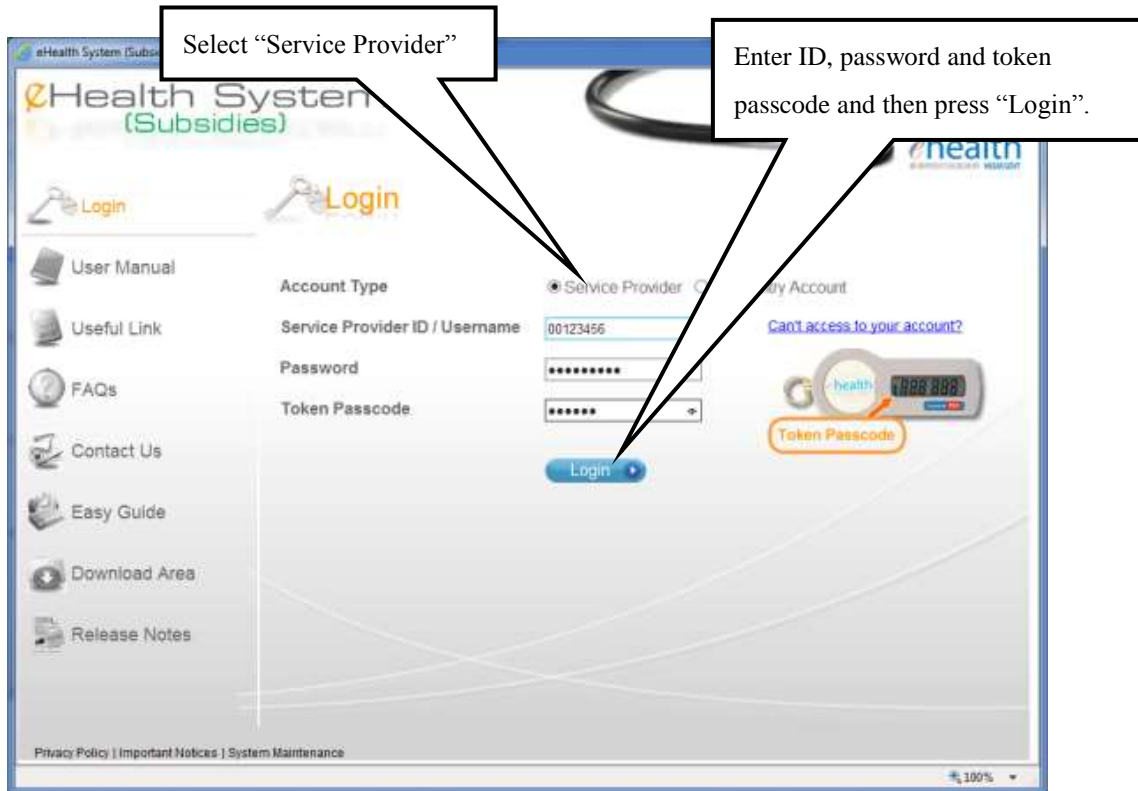


Fig. 3.1-1 Login Page



Fig 3.1-2 Home Page

Remarks:

- i. You should input the login information carefully as the system will auto lock the user after 5 consecutive invalid attempts. To unlock your account, please refer to section 6.1 ‘Service Provider – Forgot Password/ Account Locked’ for details.
- ii. A warning message will be displayed at your home page if you haven’t changed your password for over 60 days.
- iii. You will be logged out automatically after idling for 20 minutes.

3.2 Data Entry Account Login

Service Providers can create Data Entry account to assist them in the daily operation. The Data entry account can login the system using the username, password and the corresponding service provider ID or username.

- a. In the login page, select ‘Data Entry Account’ from the Account Type. (Fig 3.2-1)
- b. Input username, password and the service provider ID/username in the login screen.
- c. Click “Login” button to login.
- d. After login is successful, the home page is displayed. (Fig 3.2-2)

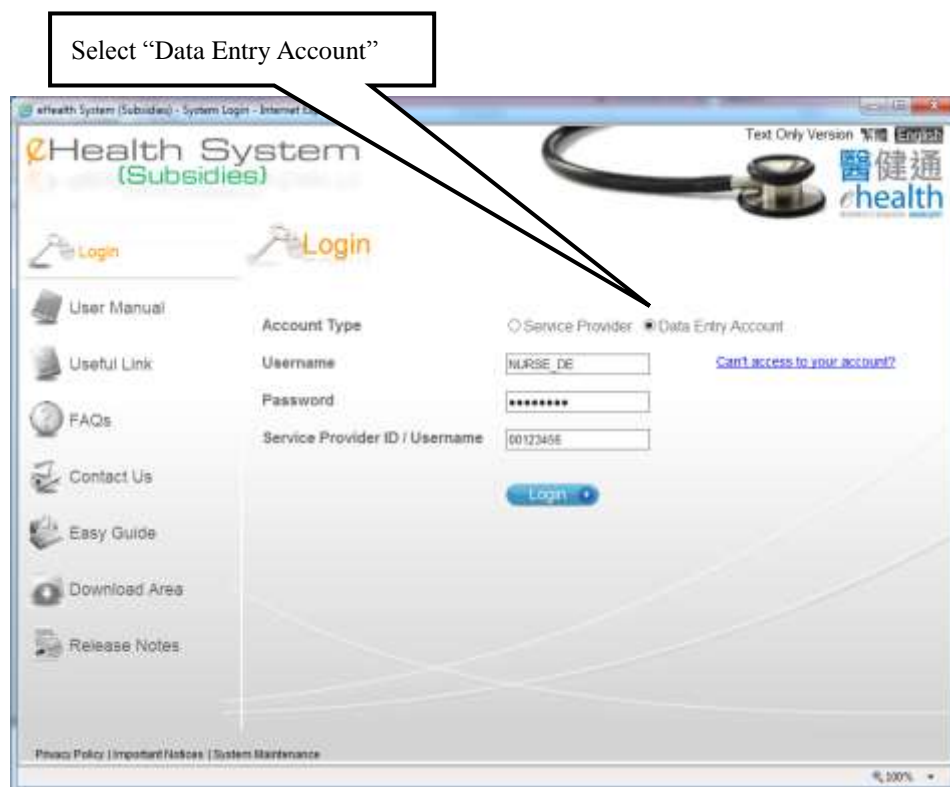


Fig 3.2-1 Login

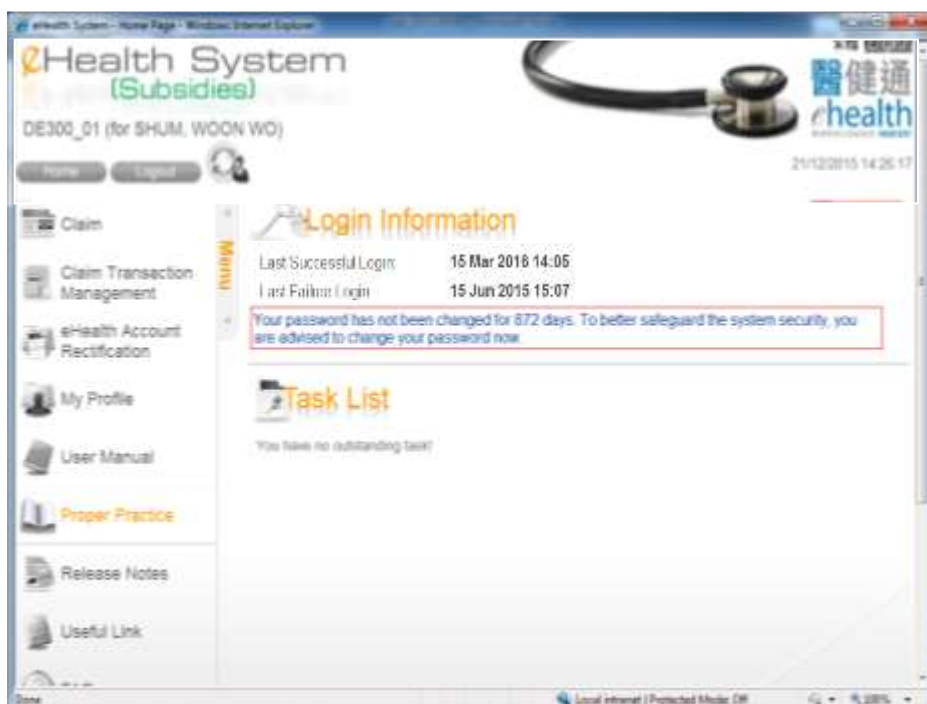


Fig 3.2-2 Home Page

In the first successful login, the data entry account will be asked to change the password before going to the home page (Fig. 3.2-3).

- a. Enter the current password in the field ‘Old Password’
- b. Enter the new password for fields ‘New password’ and ‘Confirm password’
- c. Click the “Accept” and press the “Confirm” button to confirm.
- d. The password will be changed and the Home page will be displayed afterwards.

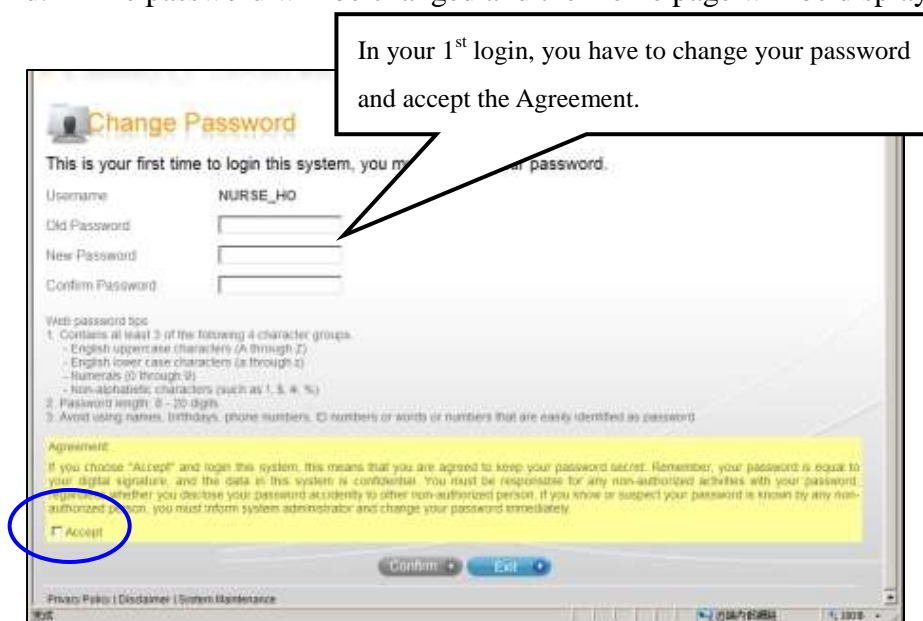


Fig 3.2-3 Data entry account to change password for 1st login

Remarks:

- i. You should input the login information carefully as the system will auto lock the user after 5 consecutive invalid attempts. To unlock your account, you should contact your Service Provider.
- ii. A warning message will be displayed at your home page if you haven't changed your password for over 60 days.
- iii. You will be logged out automatically after idling for 20 minutes.

4 Home Page

After successful login, the Home page will be displayed. The service provider Home page will have the Task List showing the outstanding tasks to be completed. (Fig. 4-1). What's new will be displayed if there is new information to be announced.

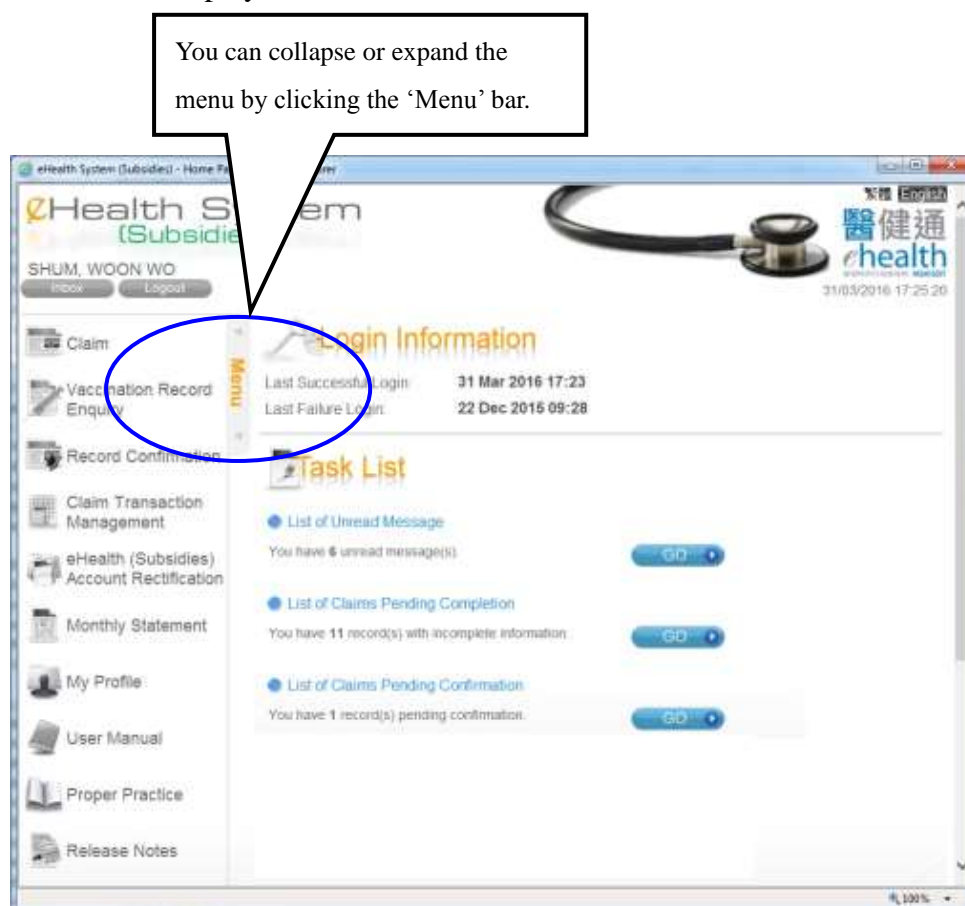


Fig. 4-1 Home page for Service Provider



Fig. 4-2 Home page with collapsed menu.

Inbox button

- Pressing this button will go to the Inbox function. “Inbox” is only available for service provider and not for data entry account.

Logout button

- Pressing this button will logout from the system.

Menu

- User can access function by pressing the menu item on the left hand side. You can also collapse or expand the menu by clicking the ‘Menu’. (Fig. 4-1, 4-2)

Login Information

- To show the last successful login and last failure login time for user reference.

What’s New

- What’s new will be displayed if there is new information to be announced to users.

5 My Profile

In the function of “My profile”, the service provider can view of his own information, change the web username, web password, IVRS password, printing option, default web interface language and maintain the data entry account. While for data entry account, only change password and printing option are allowed in this function.

You can access the “My profile” from the menu on the left hand side.



Fig. 5-1 The menu

5.1 Service Provider

5.1.1 View personal, medical organization, practice and bank information


Click the tab page of “Personal particulars”, “Medical Organization Information”, “Practice Information” and “Bank Information” to view own information (Fig 5.1.1-1 to 5.1.1-5). The “Show Active Record only” in tab page of “Medical Organization Information”, “Practice Information” and “Bank Information” is defaulted to be clicked so that only those active medical organizations, practices and banks are shown. You can unclick it to view all records. Click the  a popup window will show the legend of scheme in “Practice Information”.



Fig. 5.1.1-1 Personal Particulars

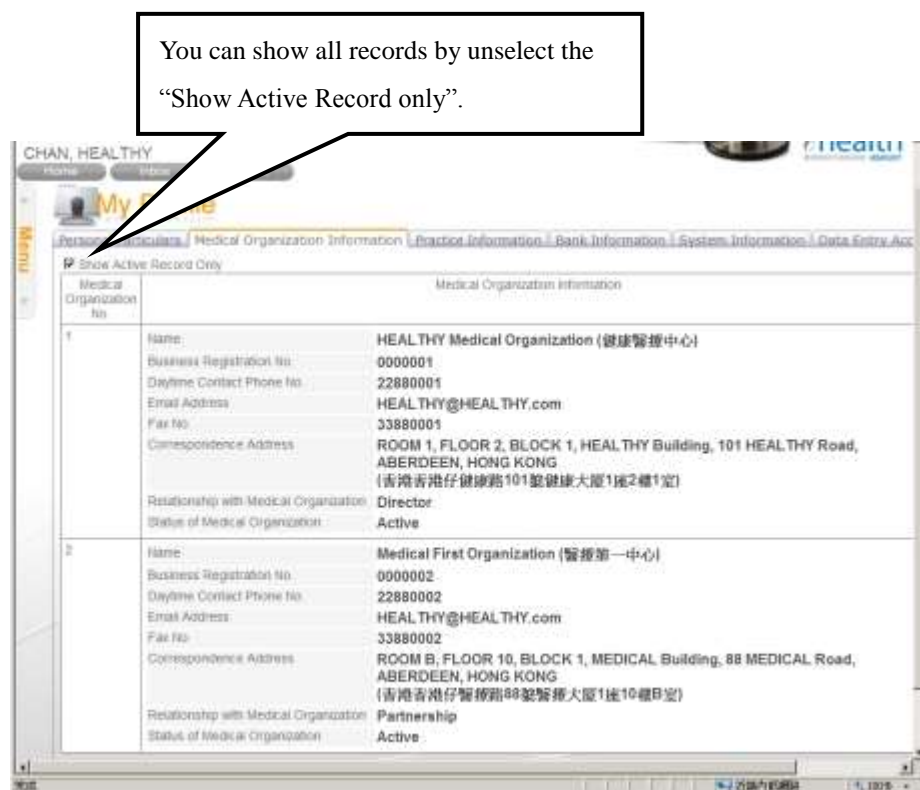


Fig. 5.1.1-2 Medical Organization

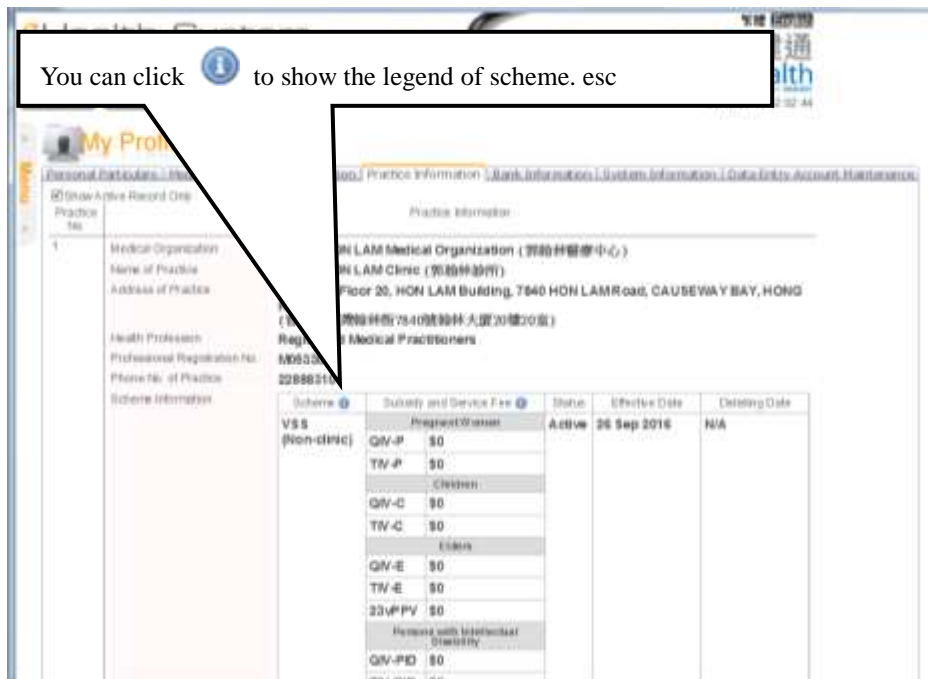


Fig 5.1.1-3 Practice Information

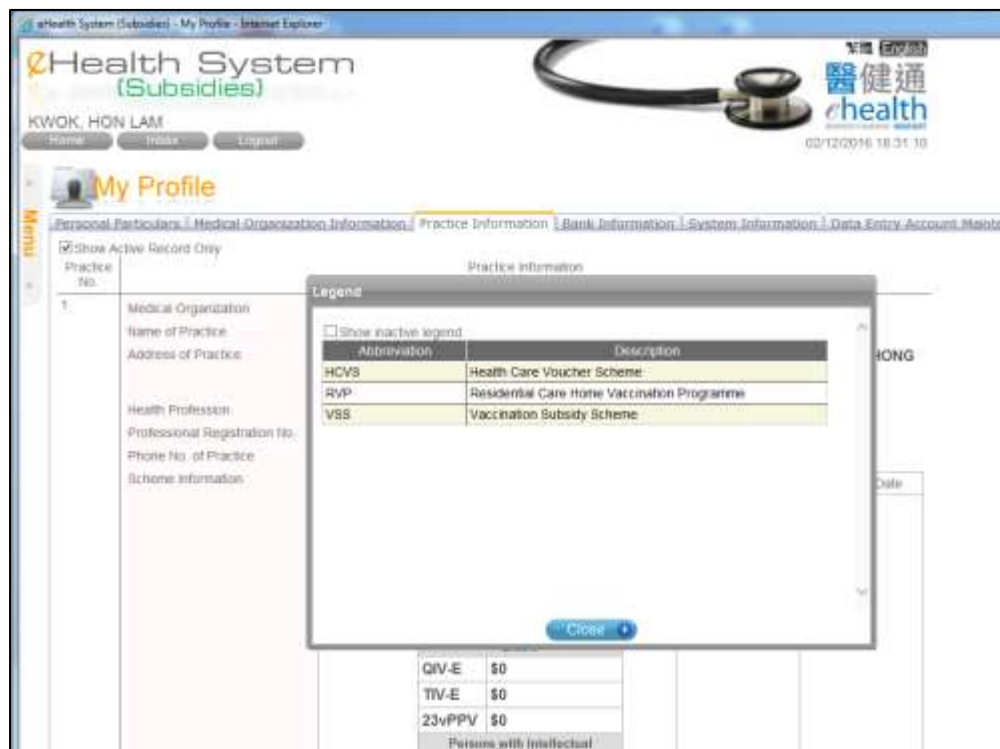


Fig. 5.1.1-4 Legend of the Scheme



Fig 5.1.1-5 Bank Information

5.1.2 Change System information

Click the tab page of “System Information” under “My Profile” (Fig 5.1.2-1). Click “Edit” button and you can change system information.



Fig 5.1.2-1 System Information

5.1.2.1 Change username

You can enter a new username and check whether the new username is free to use by pressing the ‘Check Availability’ button. If you are the current user of PPI-ePR/eHRSS, you can get your username from PPI-ePR/eHRSS by pressing ‘Get Username from PPI-ePR/eHRSS’ button. Please note that the username cannot be 8 numeric digits. You can press ‘Save’ to save the change or ‘Cancel’ to abort the change.

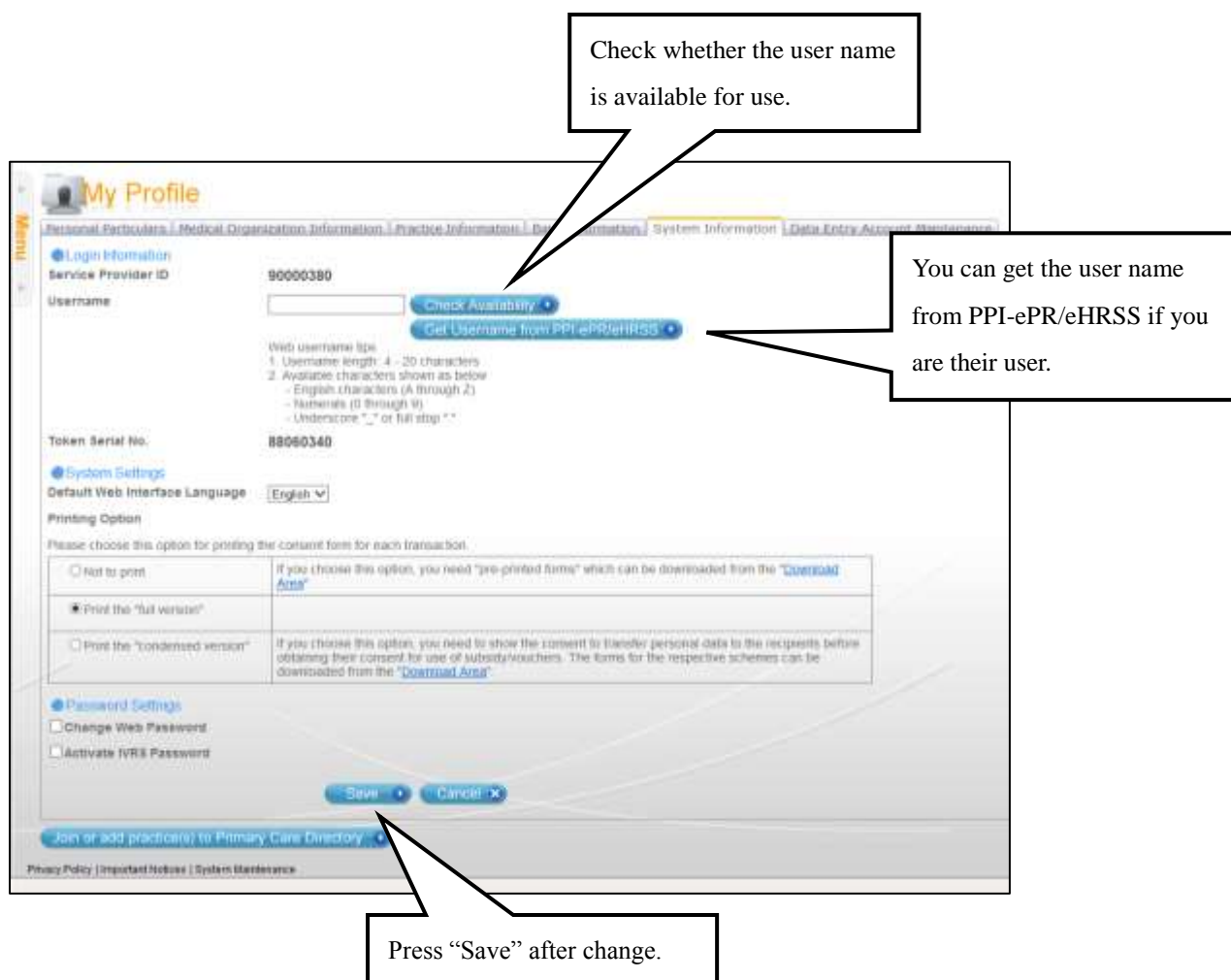


Fig 5.1.2.1-1 Change username

5.1.2.2 Change default language

You can select the default language to either Chinese or English. The selection will also be applied to the subject of the email to your email address or the message to your Inbox. You should press “Save” to save the change and the selection will be effective in your next login.

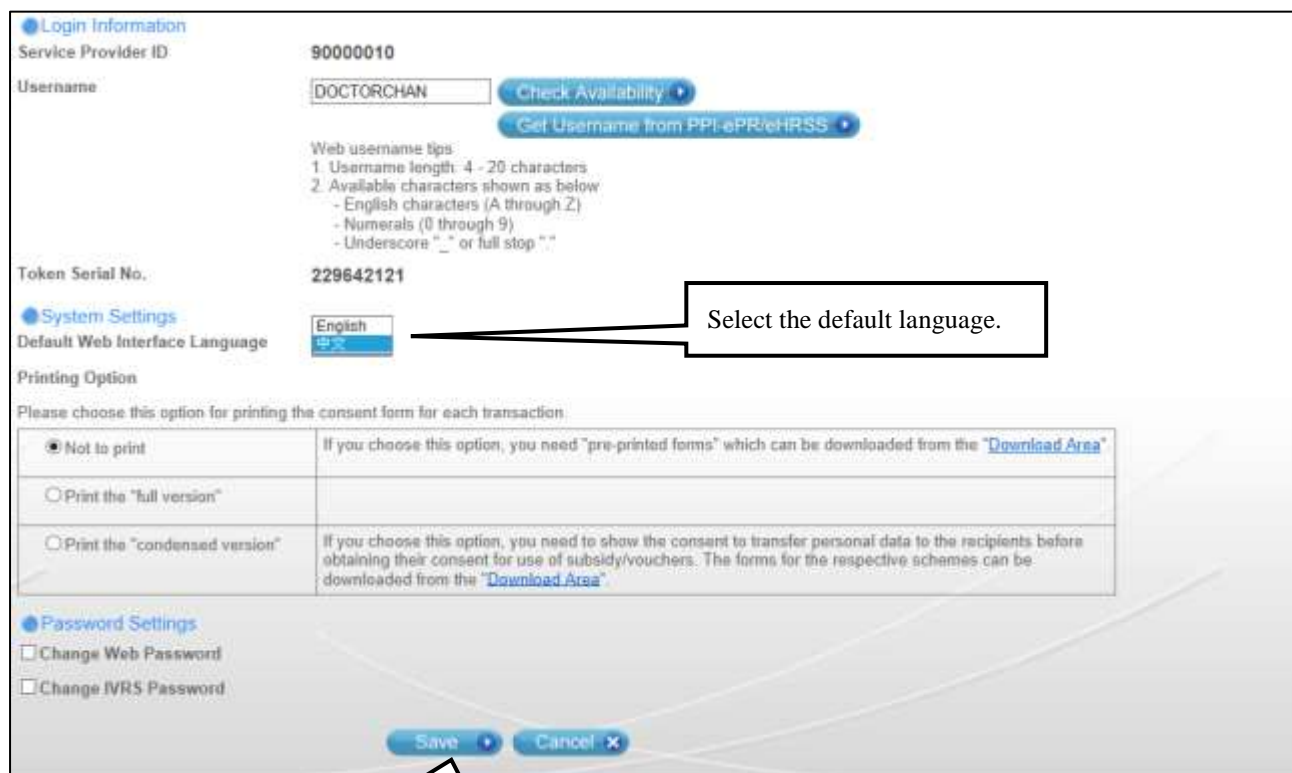


Fig. 5.1.2.2-1 Change default language

5.1.2.3 Change printing option

You can select personalized printing option for printing the consent form when claiming transaction. .

There are 3 options for you to select:

➤ Not to print

If you choose this option, you select to use “pre-printed forms” instead of using system generated consent forms.

The pre-printed forms can be downloaded from the “Download Area”.

➤ Print the “full version”:

If you choose this option, you select to use system generated forms of full version of consent forms.

➤ Print the “condensed version”

If you choose this option, you select to use system generated forms of condensed version of consent forms.

You need to first print out the consent to transfer personal data form which you can download from the “Download Area”. The consent forms for various schemes are different. This printed copy can be shown repeatedly to different subsidy recipients when requesting their consent.

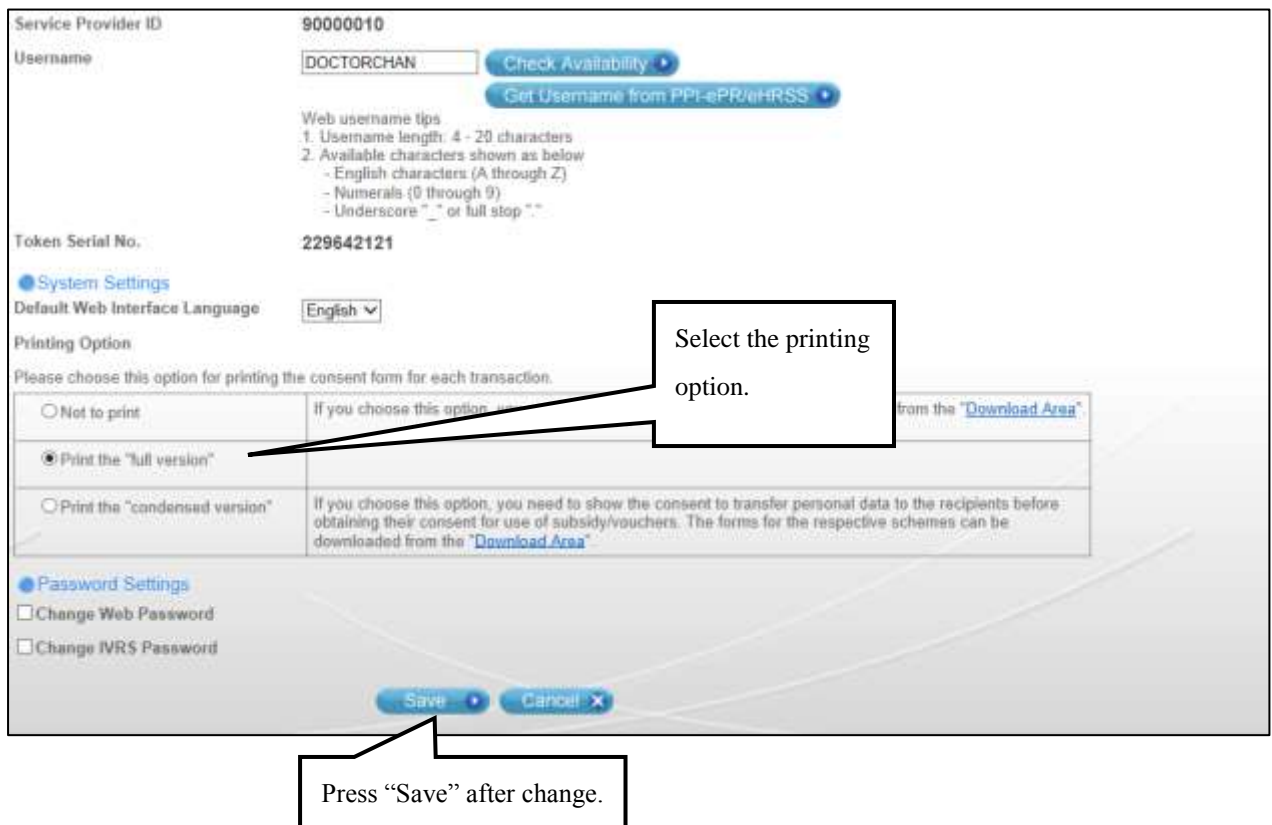


Fig. 5.1.2.3-1 Change print option

5.1.2.4 Change web password

To change your web password, you should click the checkbox of “Change web password”. The old, new and confirm password will be displayed for input. You can enter the current password to the ‘Old password’ and enter new password to the “New Password” and “Confirm Password”. You should press “Save” to save the change.

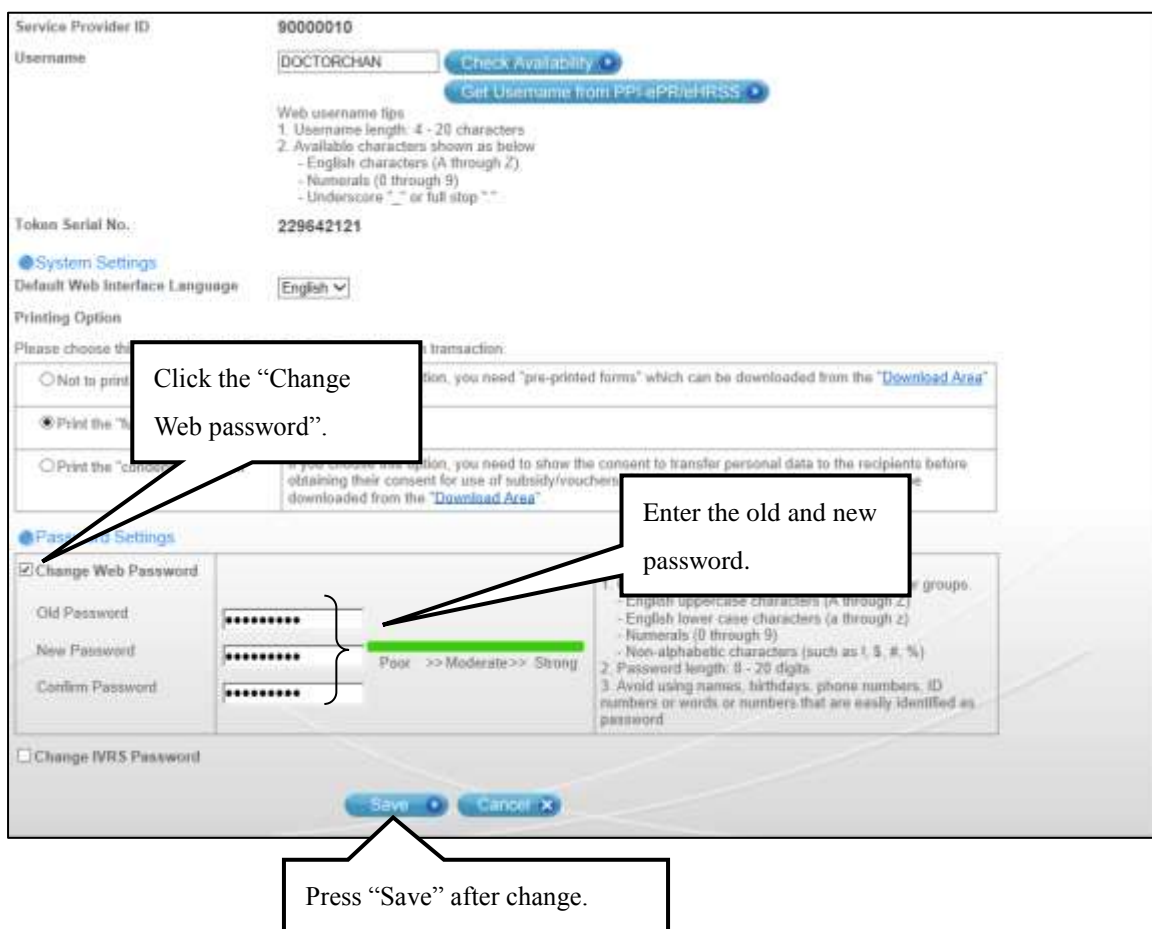


Fig. 5.1.2.4-1 Change web password

5.1.2.5 Activate IVRS account / change IVRS password

Activate IVRS account

IVRS account is available for HCVS. If you haven't activated your IVRS account, the "Activate IVRS password" checkbox will be shown. Click the checkbox and the new and confirm password will be displayed for input. You can enter the password in the 'New Password' and "Confirm password" and press "Save" button to save the change; then your IVRS account will be activated. After pressing "Save" button, the "Activate IVRS password" checkbox will be changed to "Change IVRS password".

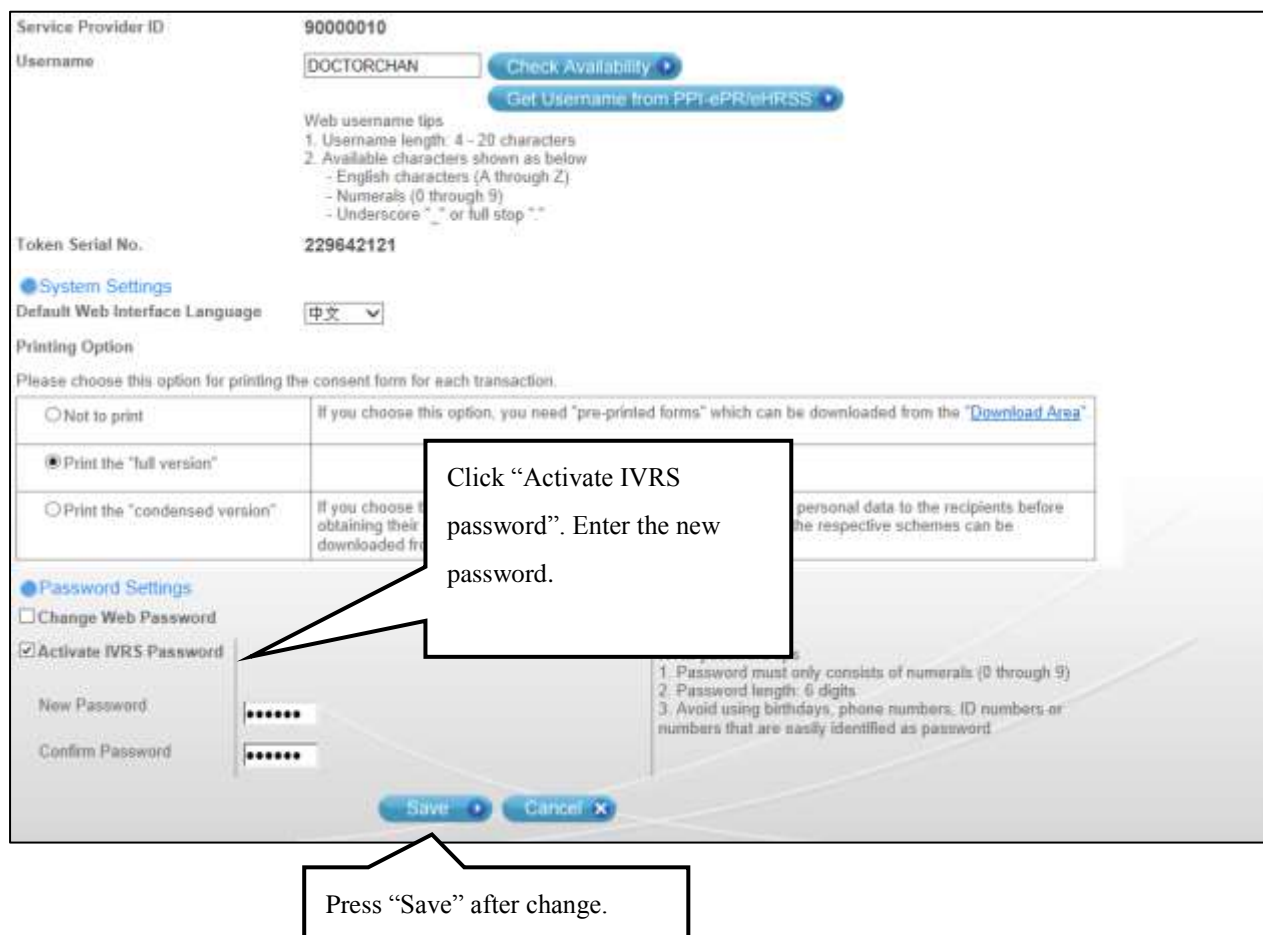


Fig. 5.1.2.5-1 Activate IVRS account

Change IVRS password

If you have activated your IVRS account, you can click the “Change IVRS password” checkbox to change your IVRS password. After clicking the “Change IVRS password” checkbox, the old, new and confirm password are displayed for input. You can enter the current password to the ‘Old password’ and enter new password to the “New Password” and “Confirm Password”. Then you can press “Save” to save the change.

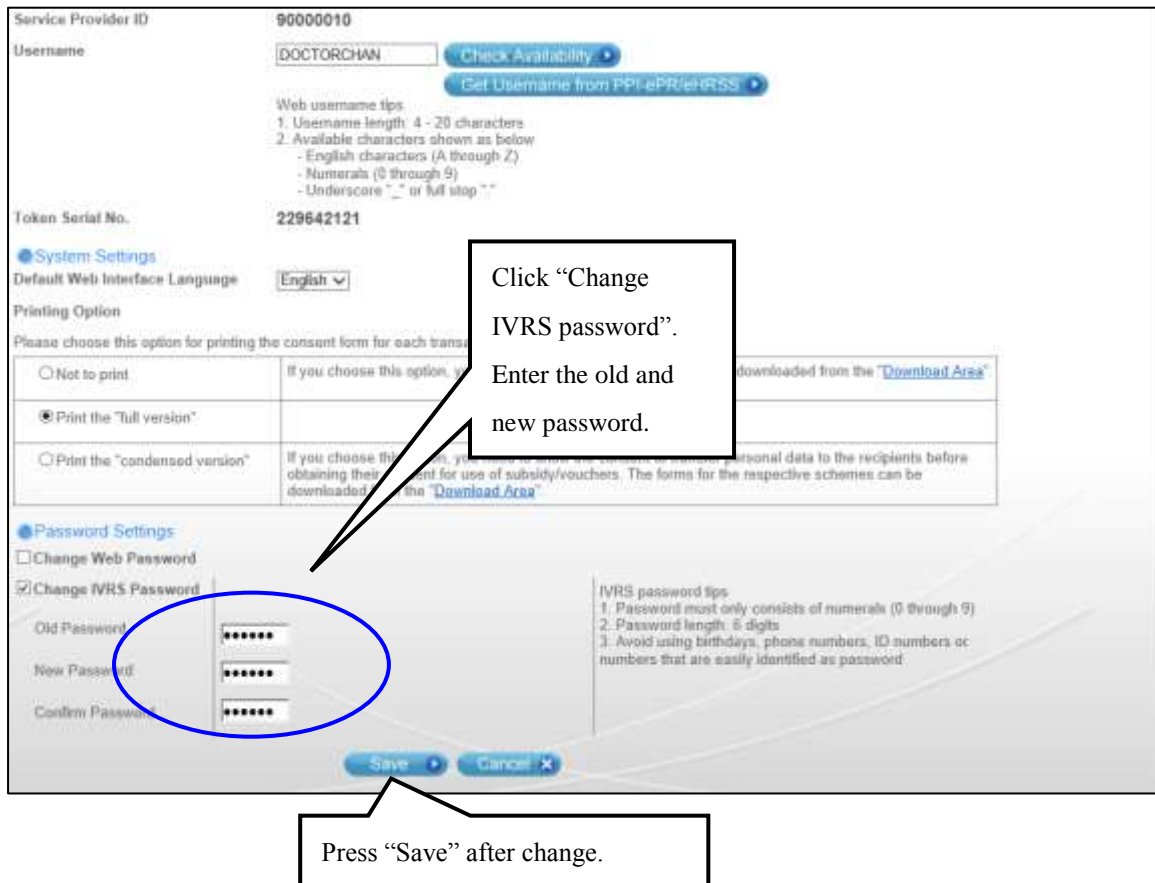


Fig. 5.1.2.5-2 Change IVRS password

5.1.3 Maintain Data Entry Account

Service Providers can delegate data entry accounts to assist them in daily operation. To maintain the data entry account, Service Provider should click the tab page of “Data Entry Account Maintenance” under “My profile”.



Fig. 5.1.3-1 Data Entry Account Maintenance

5.1.3.1 Create Data Entry Account

- Press “Add” button in tab page “Data Entry Account Maintenance” under “My Profile”.
- Enter the data entry account username, select the available practices and enter the initial password. The username should be unique under the Service Provider. You should follow the password tips to input the password.
- Press “Save” to create the data entry account. Then the username of the new data entry account will be shown in the “Data Entry Account List” on the left hand side.

Press “Add” to add Data Entry Account.

Fig 5.1.3.1-1 Create Data Entry Account

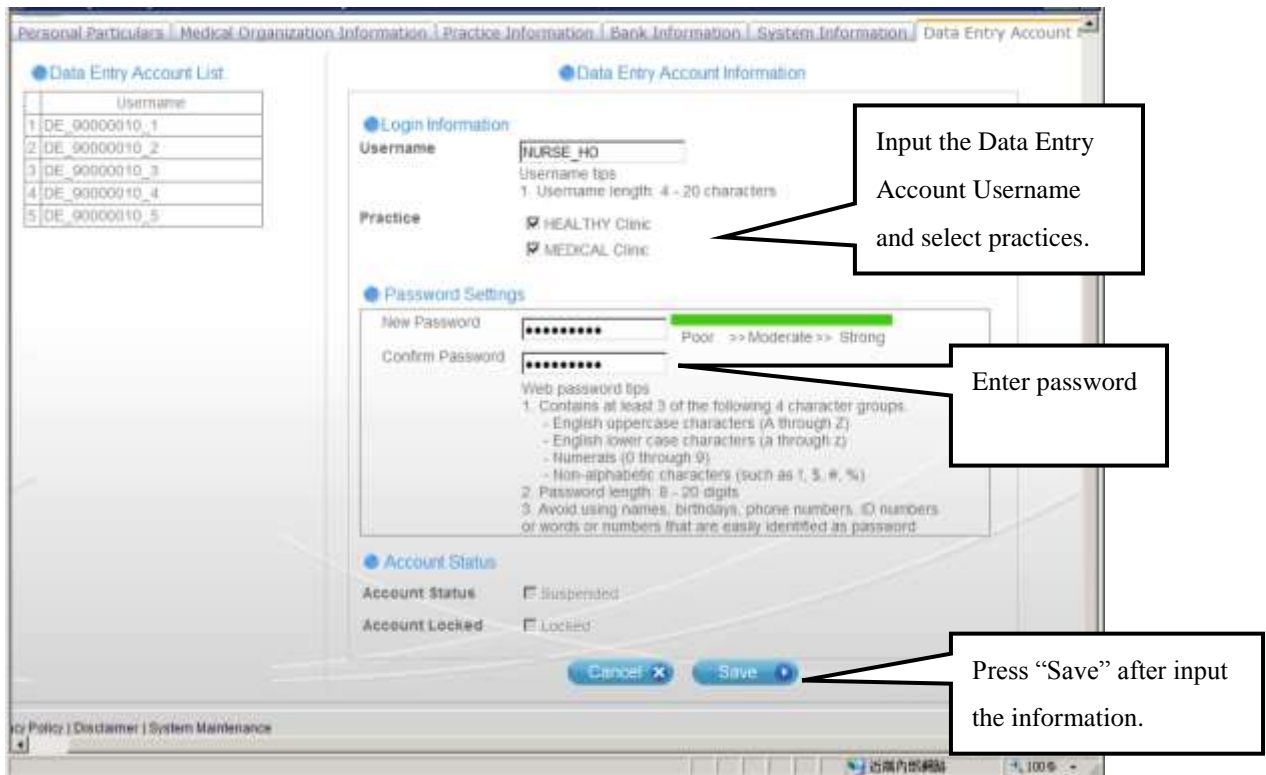


Fig. 5.1.3.1-2 Input and Save Data Entry Account

5.1.3.2 Edit Data Entry Account

You should first select a data entry account to edit.

- Click the tab page “Data Entry Account Maintenance” under “My Profile”.
- Select the data entry account from the “Data Entry Account List” on the left hand side. The corresponding data entry account details will be shown under the “Data Entry Account Information”.
- Press “Edit” button. You can then change practice, reset password, suspend and reactive a data entry account. After all changes are done, press “Save” button to make the change effective.



Fig. 5.1.3.2-1 Edit Data Entry Account

5.1.3.2.1 Change practice for data entry account

You can change the practice for the data entry account by clicking the corresponding checkbox of the practice. Then press “Save” button to make effective the change.

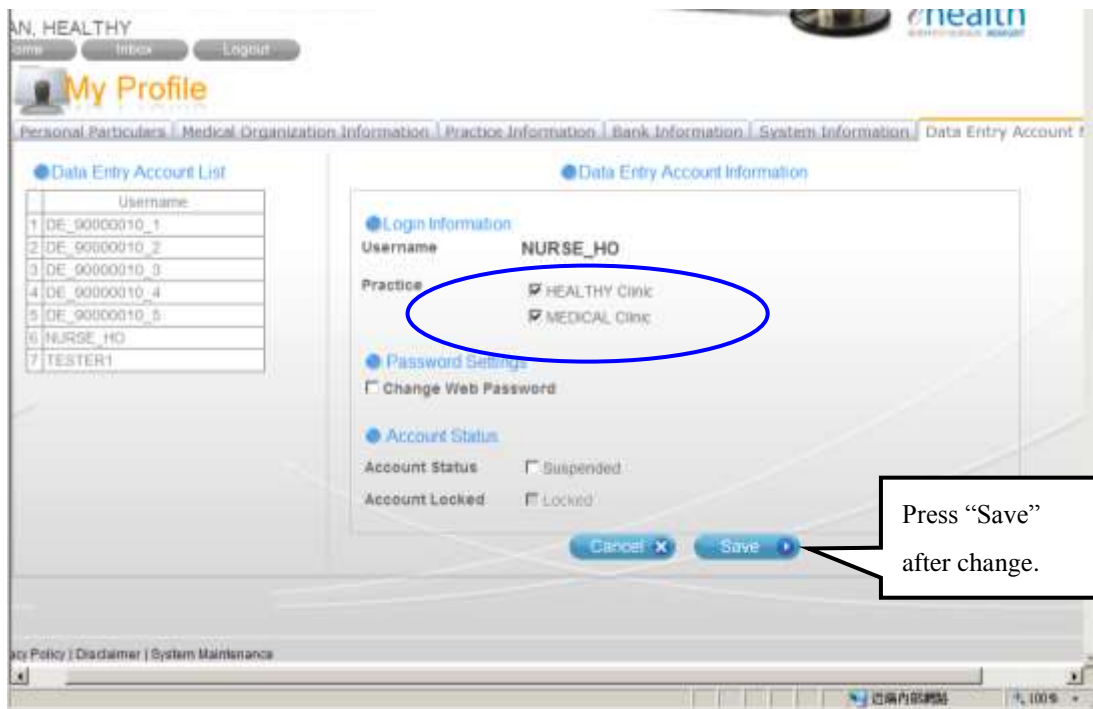


Fig. 5.1.3.2.1-1 Change practice for data entry account

5.1.3.2.2 Change/Reset password for data entry account

To change the password, you should click the “Change web password” checkbox. The new and confirm password will be displayed for input.

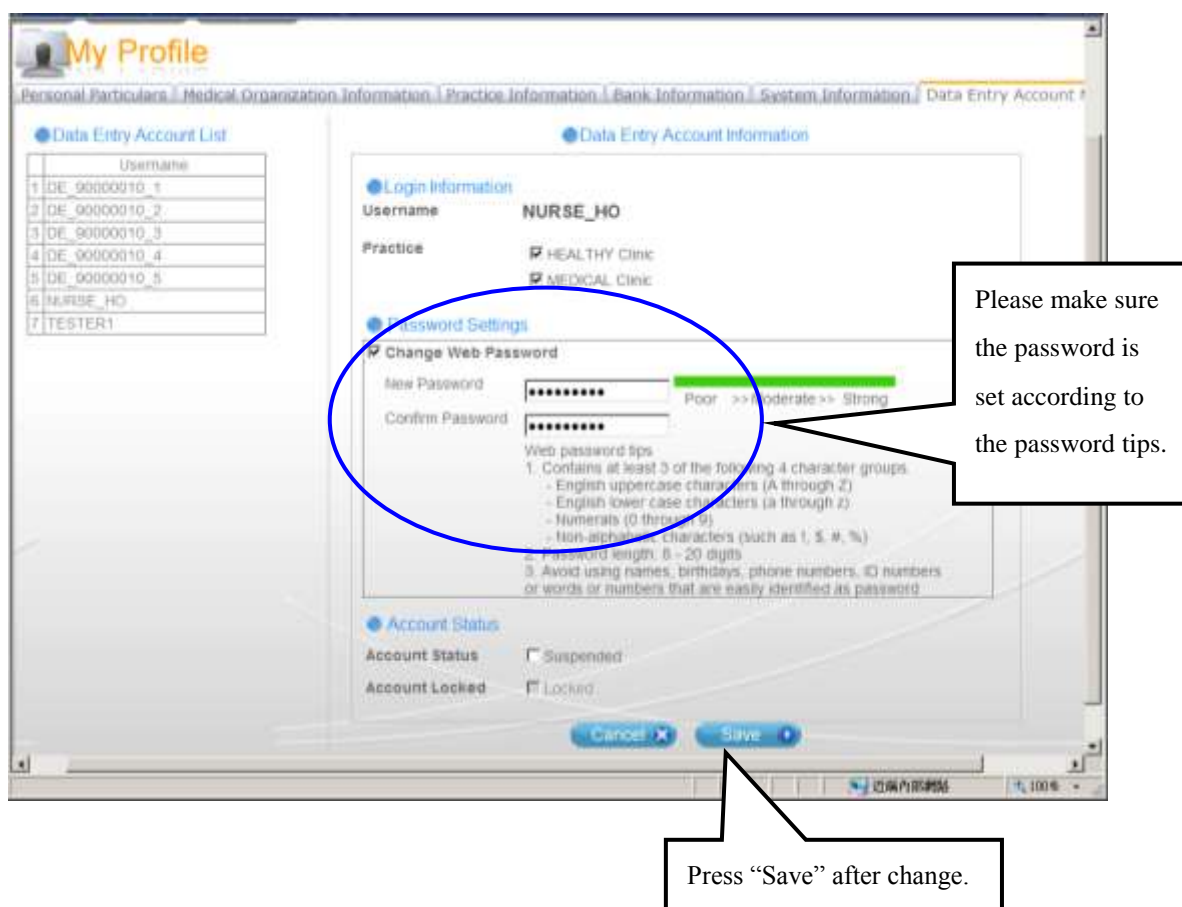


Fig. 5.1.3.2.2-1 Reset password for data entry account

5.1.3.2.3 Suspend and reactive data entry account

Click “Suspended” for the Account Status will suspend the data entry account. Uncheck “Suspended” will reactive the account.

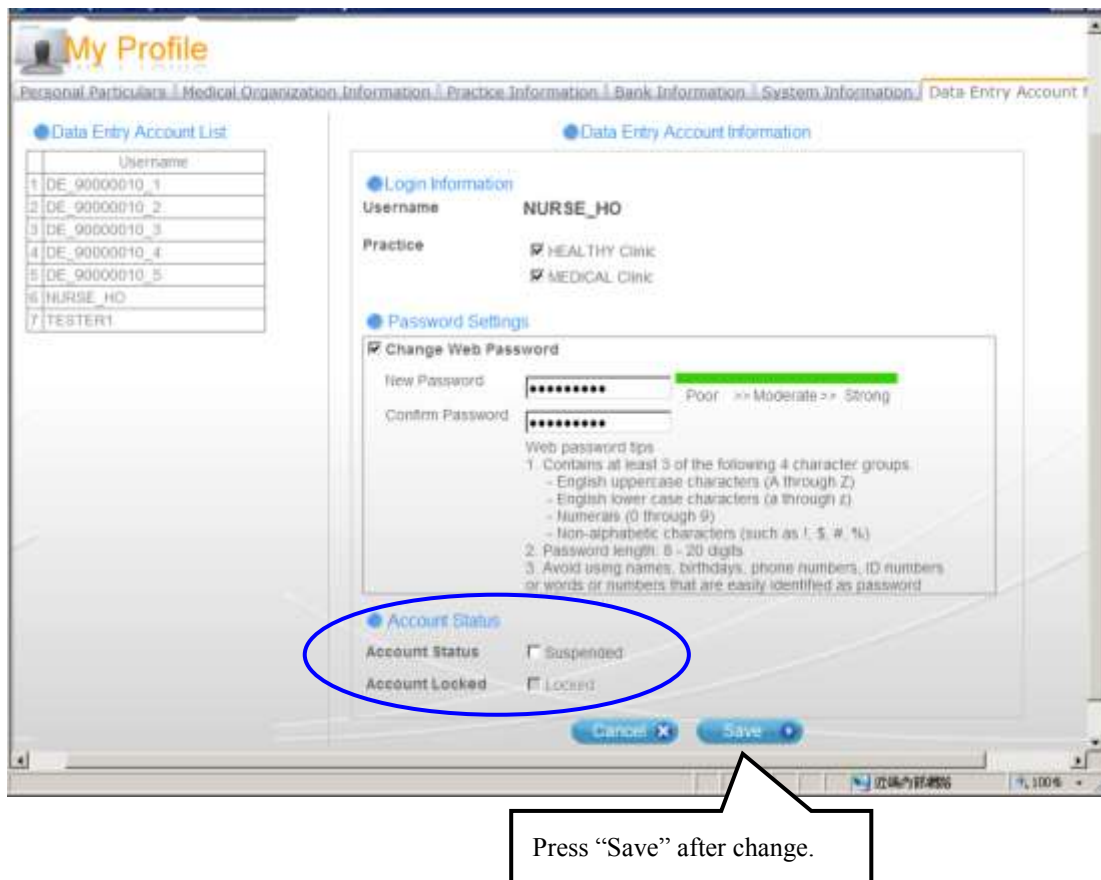


Fig. 5.1.3.2.3-1 Suspend and reactive data entry account

5.1.3.2.4 Unlock data entry account

If the data entry account has attempted 5 consecutive invalid login, the account is locked and cannot login again. Service provider can unlock the account by un-clicking the “Locked” from the Account Locked field.



Fig. 5.1.3.2.4-1 Unlock Data Entry Account

5.2 Data Entry Account

Data entry account can change printing option and change password under “My profile”.



Press 'Edit' to start edit.

Fig. 5.2-1 My profile

5.2.1 Change printing option

Press 'Edit' button to start changing. You can select option for printing the consent form. Then press 'Save' button to save the change. Please refer to the previous section of 'Change printing option' under Service provider (Section 5.1.2.3) for details.



Fig. 5.2.1-1 Change printing option

Press 'Save' button to confirm.

5.2.2 Change Password

Click the “Edit” button. Then click the checkbox of “Change Web Password”. The old password, new password and confirm password fields are shown. Input the current password to the ‘Old password’ and enter the new password to the “New Password” and “Confirm Password”. Please make sure the new password follow the rules in web password tips. Press “Save” button to confirm the change. You can use the new password in next login.

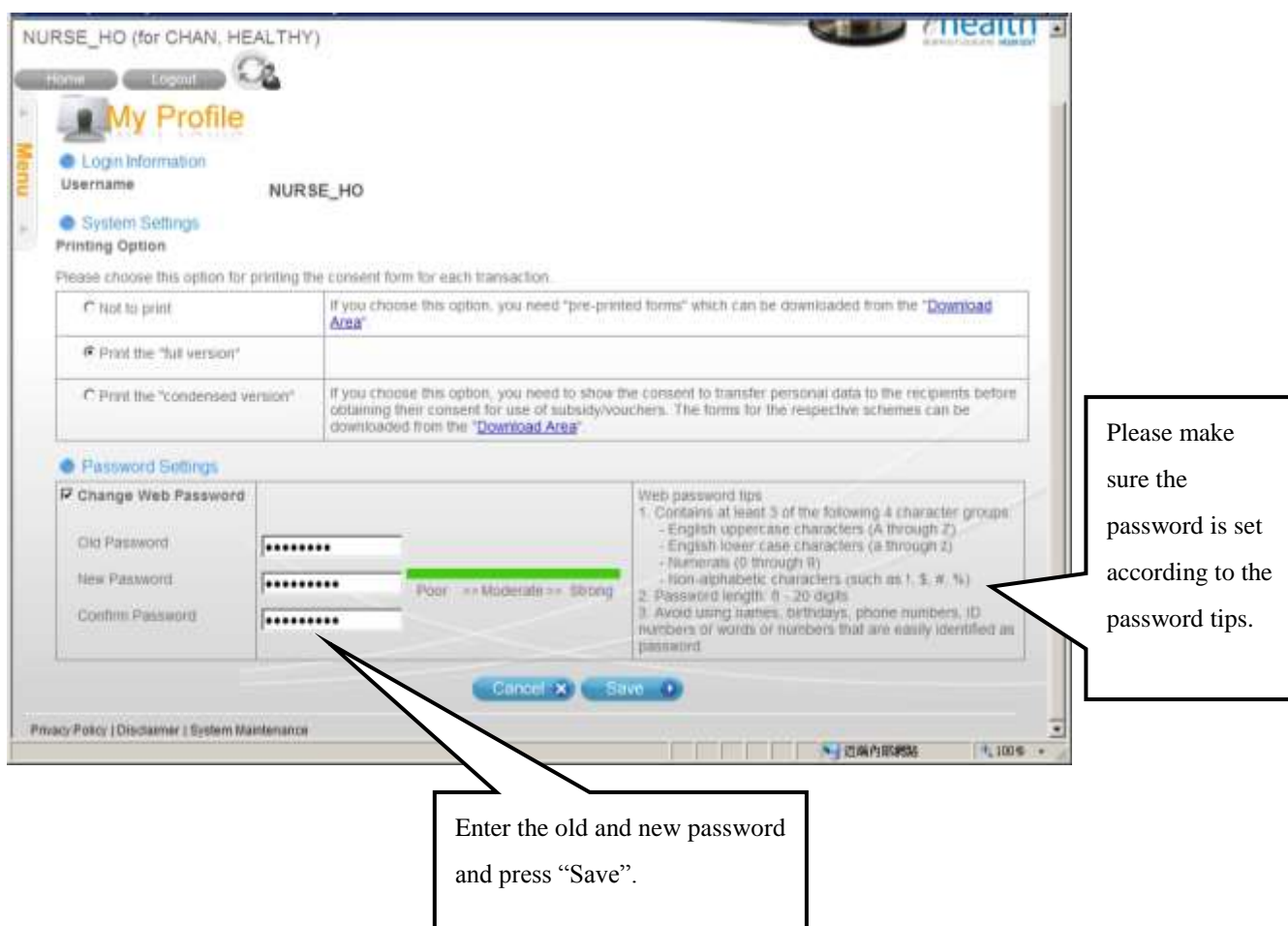


Fig. 5.2.2-1 Change password

6 Recover Login

6.1 Service Provider – Forgot Password/ Account Locked

If Service Provider has forgotten the web/IVRS password or the account has been locked, you can recover your login by “Can’t access to your account” function.

- a. In the login page, select “Service Provider” from Account Type. (Fig. 6.1-1)
- b. Press the “Can’t access to your account” link. The “Recover Login” page is displayed. (Fig 6.1-2)
- c. Enter the Service Provider ID, registered email address (the Service Provider’s email address as recorded in the eHealth System (Subsidies)) and the token passcode. Then press “Next”.
- d. The system will check whether your information is correct. If so, a verification code will be sent to your registered email address for password reset process. The verification code would be valid for 10 minutes and the last sending time is shown for reference. In case you cannot receive the email or the verification code is expired, you can click the “Resend” button to resend the verification code. (Fig. 6.1-3)
- e. Enter the verification code as shown in the email. If the account is locked, HKIC No. of the service provider is also required for further identification checking. Then press “Next”.
- f. Enter the token passcode. Then press “Next”. (Fig. 6.1-4)
- g. Enter your new web account password or/and IVRS account password. IVRS account is available for HCVS. If the IVRS account is not locked, changing IVRS password is optional. A checkbox will be shown for user to choose whether to change IVRS password or not (default uncheck). Contrarily, if IVRS account is locked, it is necessary to change the IVRS password. If you have not activated your IVRS password, the IVRS password fields are disabled. Then press “Next”. (Fig 6.1-5)
- h. The new password is effective (Fig 6.1-6). You can now login the system with the changed password.

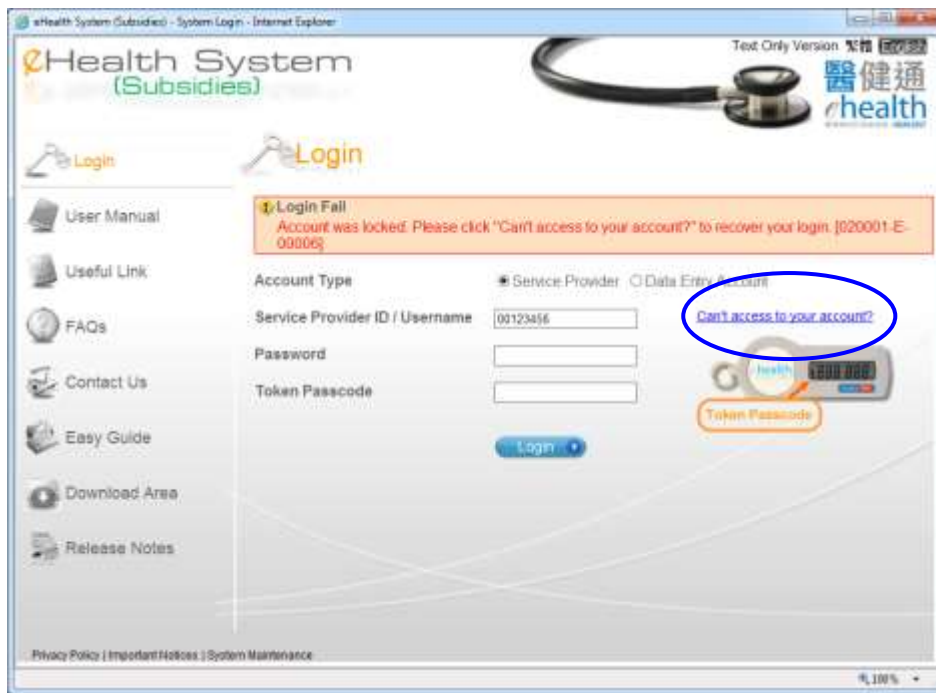


Fig. 6.1-1 Login Page



Fig. 6.1-2 Recover Login Page

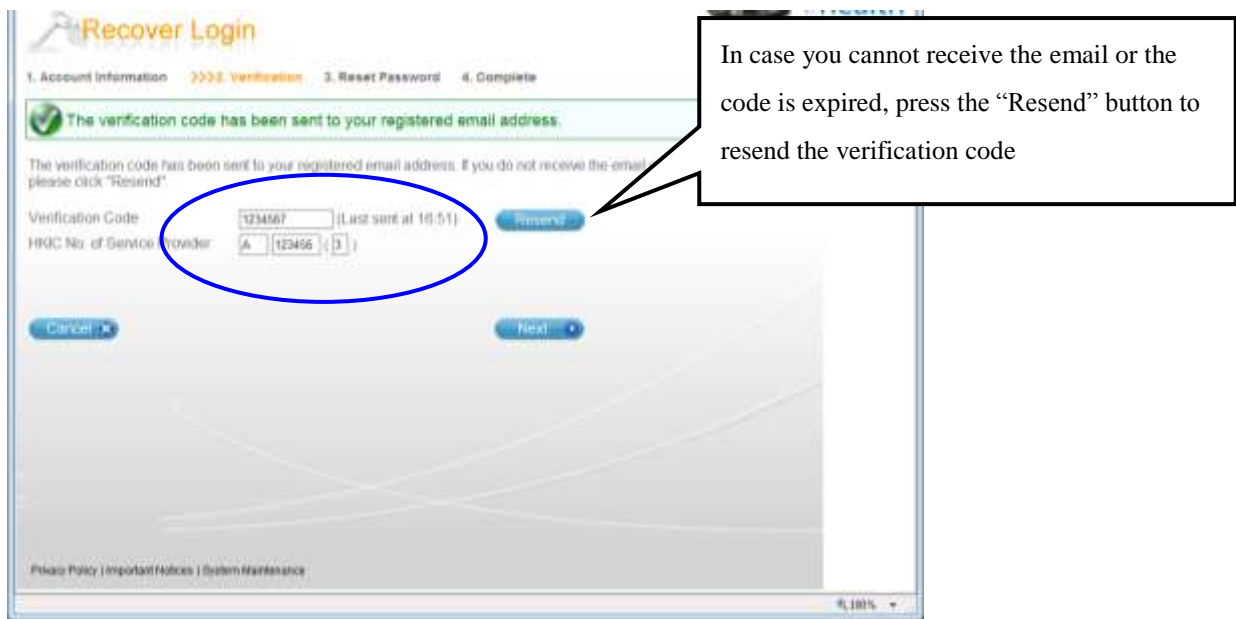


Fig. 6.1-3 Recover Login Page – identification checking



Fig. 6.1-4 Recover Login Page – enter token passcode

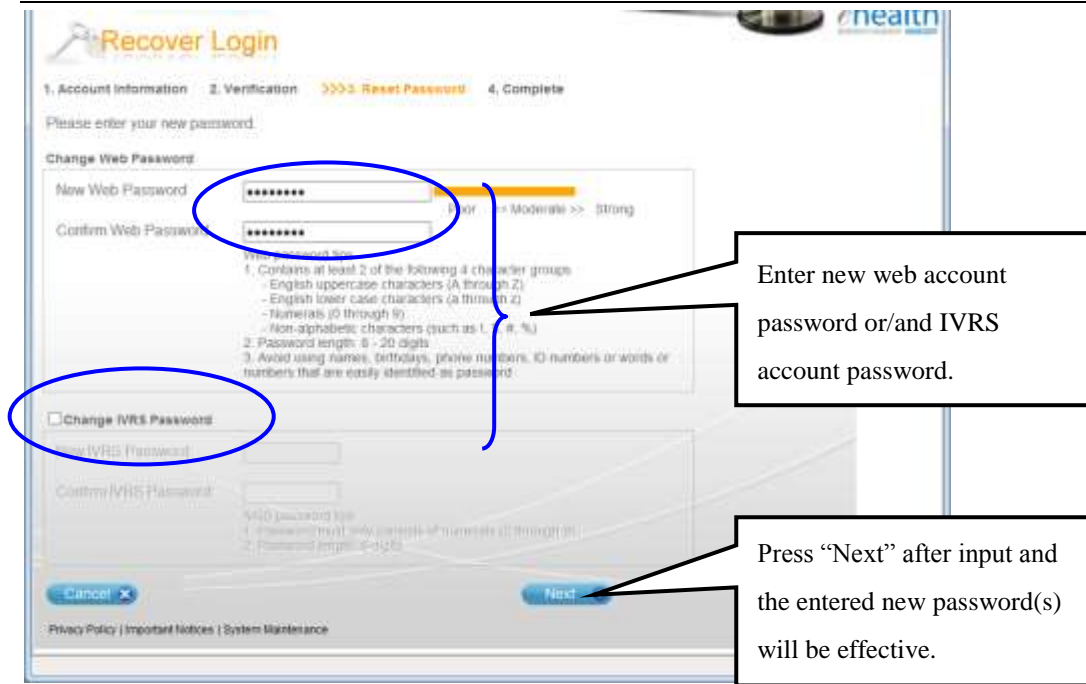


Fig. 6.1-5 Recover Login Page – enter new password

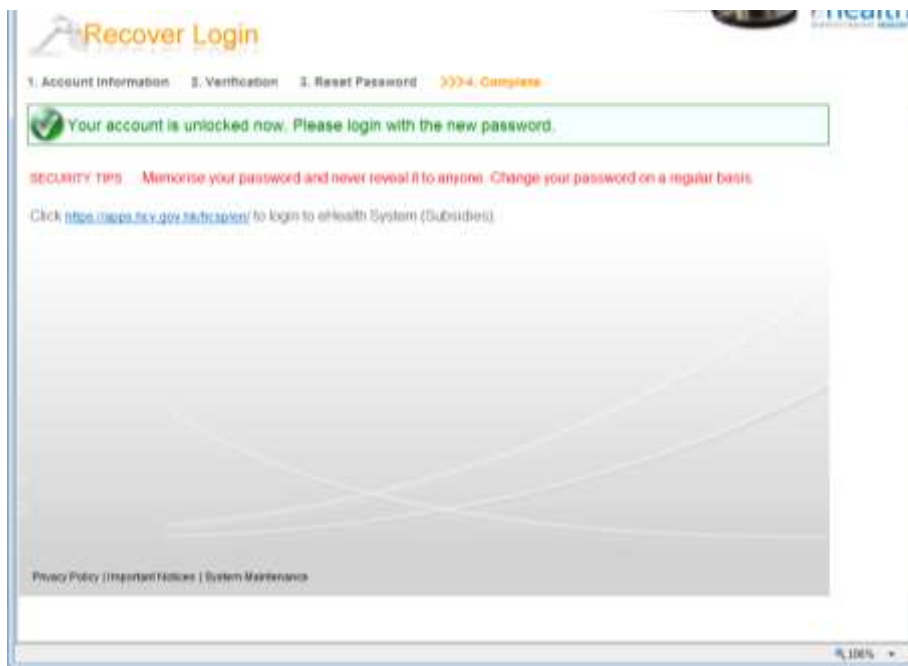


Fig. 6.1-6 Recover Login Page – completion of reset password/ unlock account

6.2 Data Entry Account

The Data Entry Account should contact the Service Provider to reset the password if he/she has forgotten the password.

Please refer to section 5.1.3.2.2 Change/Reset password for data entry account for details of re-setting the password.

7 Operation

7.1 Overview

The daily operation for eHealth System (Subsidies) is related to claiming transaction for eHealth (Subsidies) account and temporary eHealth (Subsidies) account, creation of temporary eHealth (Subsidies) account and viewing reimbursement result. To facilitate administrative work, service provider can delegate data input work, such as claim transaction and eHealth (Subsidies) account creation, to data entry account. However, the data or transactions managed by data entry account should be verified and confirmed by service provider.

The access right on functions for data entry account and service provider is shown in Appendix 2. The details operation such as claiming transaction, management of claim transactions, management of temporary eHealth (Subsidies) accounts and reimbursement are shown in the relevant parts in this section. The main flows for claiming transaction for temporary and validated eHealth (Subsidies) account are shown in Appendix 3; while the workflow for service provider and data entry account in claiming transaction are shown in Appendix 4. As the user of this system will touch on clients' personal information, Appendix 1 shows some good practice notes on security for reference.

7.2 Claim Transaction

Service provider and data entry account can claim transaction for eligible patient via the 'Claim' function in the menu. For temporary eHealth (Subsidies) account created by data entry, they should be confirmed by service provider before validating with Immigration Department.

Eight identity documents are accepted, they are:



- i. Hong Kong Identity Card
- ii. Certificate of Exemption
- iii. Document of Identity
- iv. Hong Kong Birth Certificate (Established)
- v. Re-entry Permit
- vi. Permit to Remain in HKSAR (ID235B)
- vii. Non-Hong Kong Travel Document
- viii. Adoption Certificate

The eligible patient should be a holder of one of the accepted identity documents. The

accepted document list for different schemes is shown in Appendix 6.

Temporary eHealth (Subsidies) account (without claiming transaction) can be created for eligible patient via this function too. Several temporary accounts can be created with same identity document no., however, the total amount of subsidy entitled is restricted to the maximum amount of subsidy for an eHealth (Subsidies) account.

7.2.1 Search for eHealth (Subsidies) account

- a. In the menu, click the menu item 'Claim'. (Fig. 7.2.1-1)
- b. If you have multiple practices, you should select the practice. (Fig. 7.2.1-2). Then press . Page '1. Search Account' is shown. (Fig 7.2.1-3)
 - The chosen practice will be the default one for this login session.
- c. Select the scheme you are going to claim transaction from 'Scheme' (Fig 7.2.1-3)
- d. The accepted document type for the selected scheme will be enabled. (Fig 7.2.1-4). If the patient is a holder of **HKIC**, you should select the radio button of 'Hong Kong Identity Card', then choose HKIC symbol according to the symbol on the HKIC of the HKIC holder concerned, and input HKIC No. and date of birth. (Fig 7.2.1-6). The fields description for different document type are shown in Appendix 7.
 - You can click the  next to the 'Document Type' for an accepted document list for different schemes. (Fig 7.2.1-5)
 - Press 'Help' button or follow the input tips (if applicable) for details to input the information for eHealth (Subsidies) Account search.
- e. Press 'Search' button.
- f. Several results after searching the patient in system:
 - i) **Patient with un-matched identity document and date of birth information**

The system will display error message for following cases:

1. For document type of HKIC and EC, same document no. and date of birth exists for another document type. (no matter validated/temporary eHealth (Subsidies) account). (Fig. 7.2.1-7)

2. There is a validated eHealth (Subsidies) account with same identity document type and no. but with unmatched date of birth information in the system. (Fig. 7.2.1-8)

- ii) Patient holding HKIC that is **not eligible to use vouchers/vaccination subsidy due to his/her residential status**

The system will check the HKIC holders' residential status in Hong Kong automatically. For HKIC holder who is not eligible to use vouchers/vaccination subsidy due to his current residential status, the following error message will be shown:

'The service recipient is not eligible to use vouchers/vaccination subsidy due to his/her current residential status' (Fig. 7.2.1-9).

You should check if the inputted personal particulars of the patient (including the HKIC symbol) are correct and, if not, correct the relevant information and repeat the relevant checking procedures.

- iii) The patient has a **validated eHealth (Subsidies) account**

If the patient is an active validated eHealth (Subsidies) account, the system will display the account information in '2. Enter Details' for you to input the claim information. For steps to input claim information, please refer to the 'Create Claim' in section 7.2.3.

- iv) The patient has **not registered** in the system (Fig 7.2.1-10)

If the patient has not registered, the system will prompt you to get consent from the patient to continue creation of temporary account.

You may press 'Create Account' button to start creation of temporary account. Please refer to section 7.2.2 'Create temporary eHealth (Subsidies) account' for details of creation of temporary account.

- v) The patient **already has a temporary eHealth (Subsidies) account** (Fig. 7.2.1-11)

The temporary eHealth (Subsidies) account details are displayed for your checking.

1. You may continue to claim for the existing temporary eHealth (Subsidies) account by pressing 'Confirm' button. Please refer to section 7.2.3 'Create claim' for the creation of claim.
2. If the information displayed is different from the patient, you may modify the details by creation of a new temporary account.
 - a. Press the 'Modify' button. A pop up window is shown to remind you to get consent from the patient. (Fig. 7.2.1-12)
 - b. Press 'Yes' button and the page '1b. Enter Details' is displayed. The system will copy the data of the original temporary eHealth (Subsidies) account to ease your input (Fig. 7.2.1-13). The remaining steps are similar to the steps (c) to (f) of 'Create temporary eHealth (Subsidies) account' in section 7.2.2 below.



Fig. 7.2.1-1 Claim in Menu

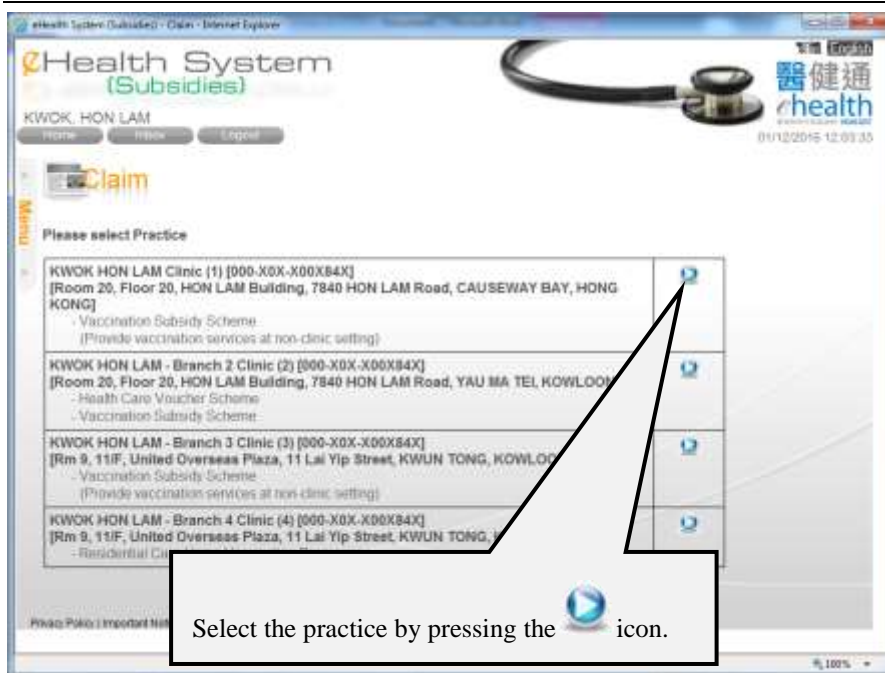


Fig. 7.2.1-2 Selection of practice



Fig. 7.2.1-3 Selection of scheme

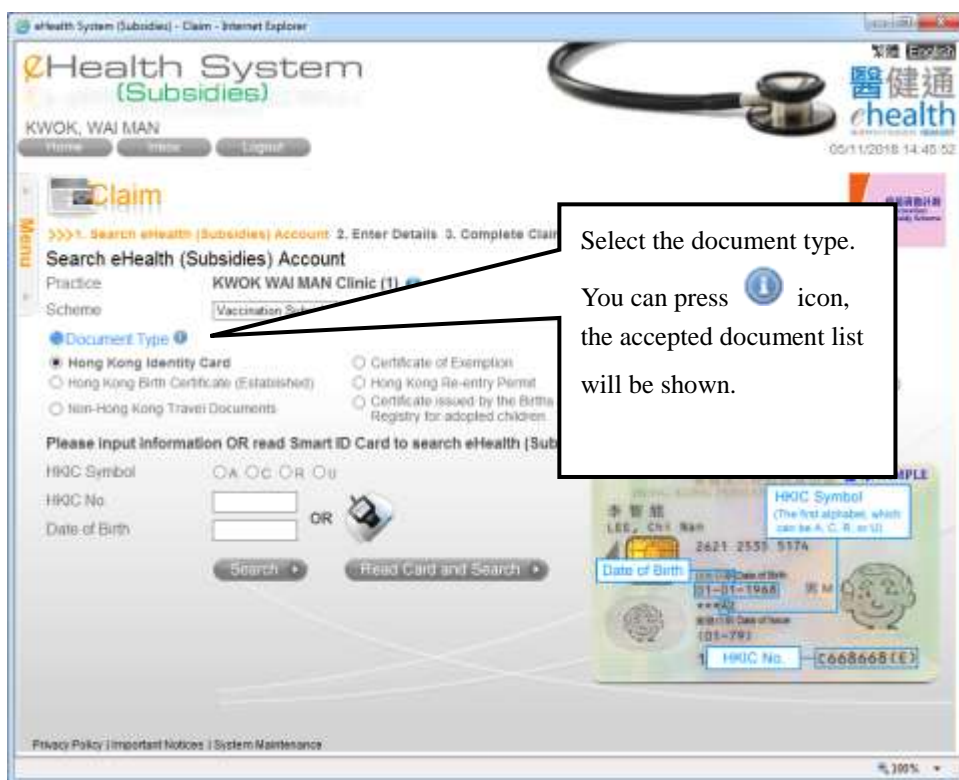


Fig. 7.2.1-4 Selection of Document Type



Fig. 7.2.1-5 Accepted Document List

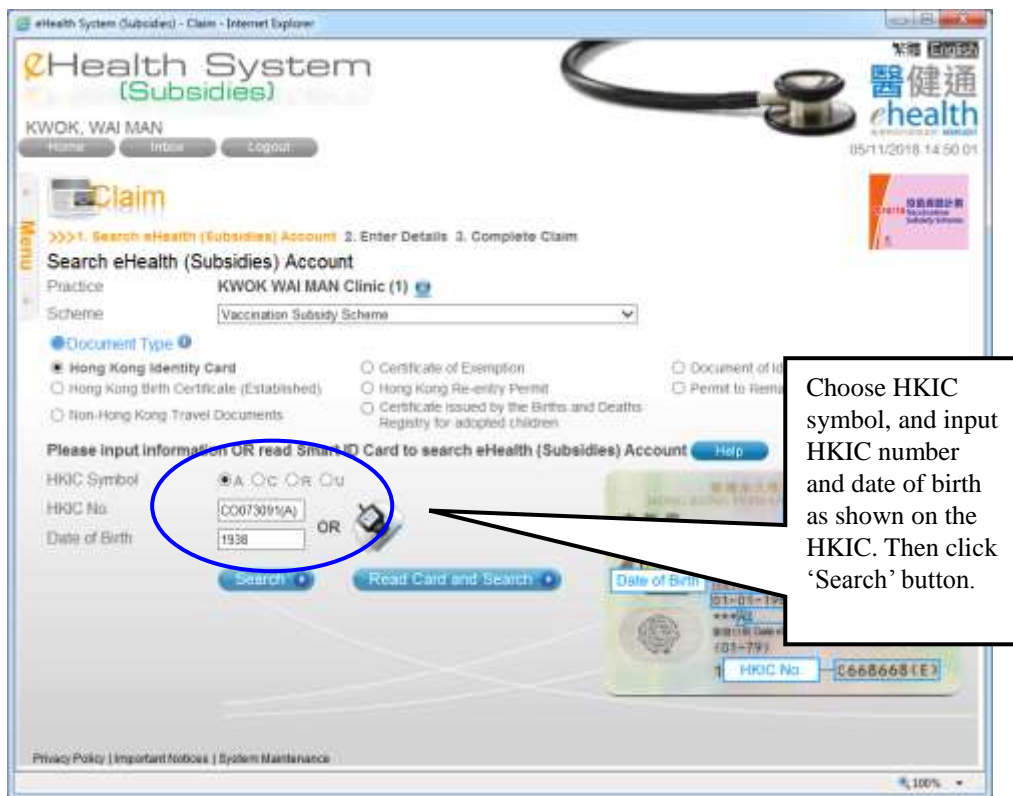


Fig. 7.2.1-6 Search Account (HKIC)

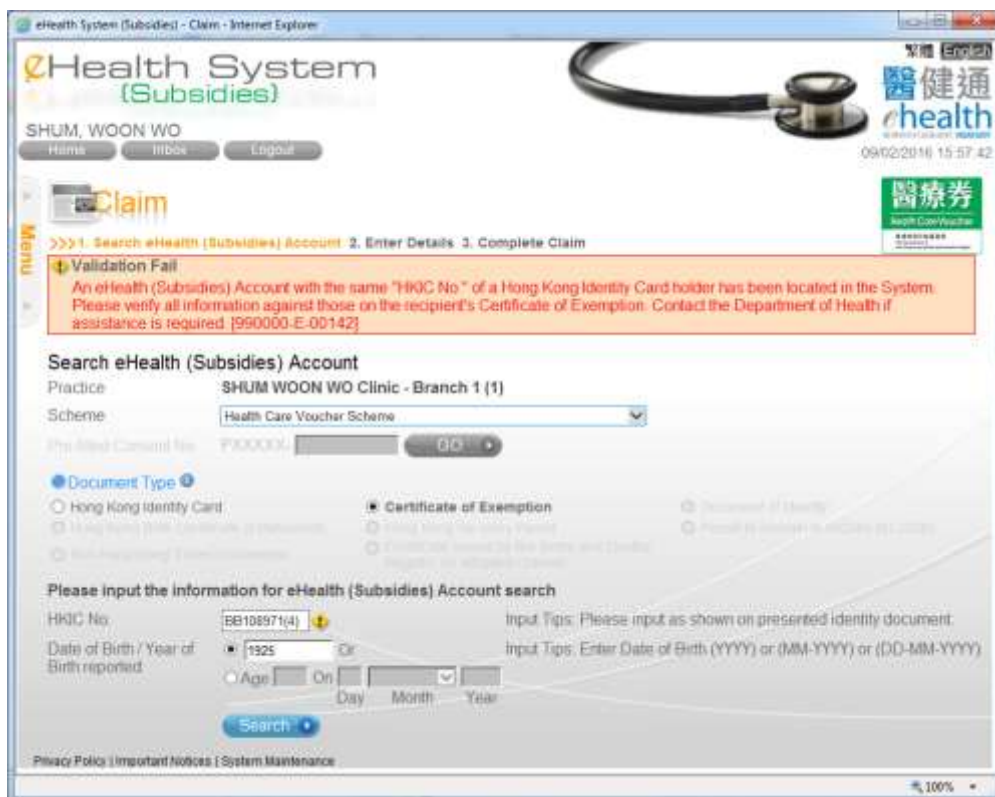


Fig. 7.2.1-7 Error message for HKIC No. of different kind of holder



Fig. 7.2.1-8 Error message for HKIC holder who is not eligible to use vouchers/vaccination subsidy due to his/her current residential status



Fig. 7.2.1-9 Error message for elder with invalid residential status

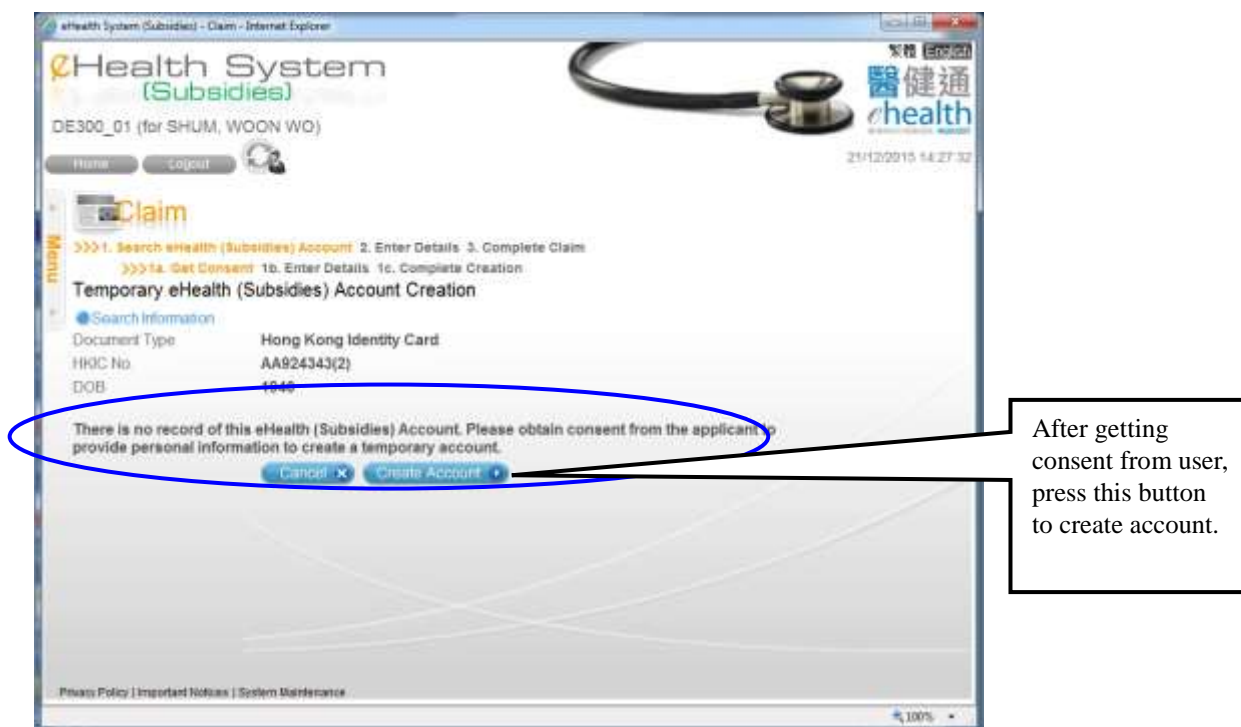


Fig. 7.2.1-10 Un-registered eHealth (Subsidies) account

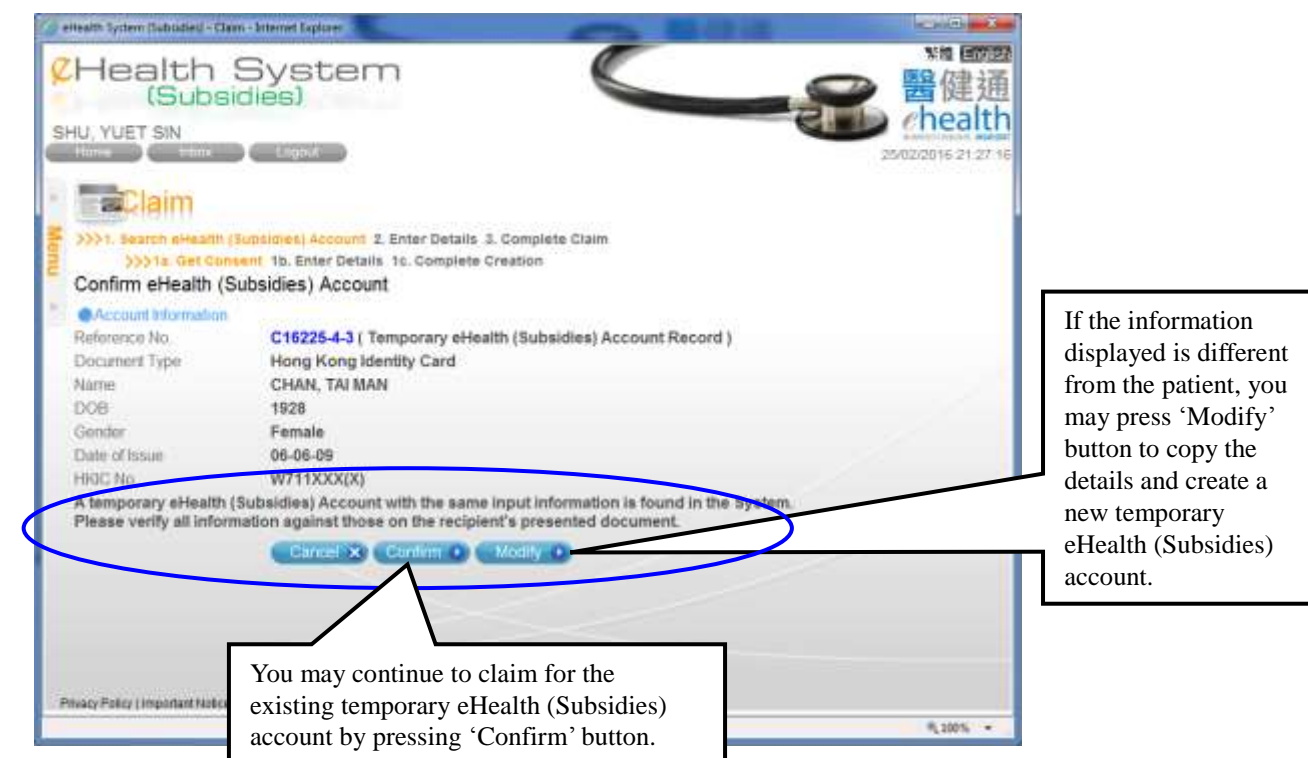


Fig. 7.2.1-11 Temporary eHealth (Subsidies) Account




Fig. 7.2.1-12 Popup window to remind getting consent from the patient (after pressing 'Modify' button)



Fig. 7.2.1-13 Enter details after pressing 'Modify' button (with original temporary eHealth (Subsidies) account details displayed)

7.2.2 Create temporary eHealth (Subsidies) account

- a. The accepted document type varies for different scheme, select the document type and then enter the required information for creating temporary account. For detail of the fields description for different identity document types, please refer to Appendix 7. If the patient is **HKIC** holder, please input the personal details of name, Chinese Commercial Code (CCC), gender and date of issue in page '1b. Enter Details'. (Fig. 7.2.2-1)
 - You can change the practice by pressing the image .
 - The date of issue should be inputted and the format is 'DD-MM-YY' or 'DDMMYY'
 - After entering the CCC, press the 'Chinese Name' button. A pop up window is displayed for you to select the Chinese character corresponding to the CCC (Fig 7.2.2-2). Then press 'Confirm' button after selection. The Chinese name will be displayed above the English name.
- b. Press 'Next' after the information is entered. The 'Confirm Details' page is shown. (Fig. 7.2.2-3)
- c. You should click the checkbox of 'I declare...' and press 'Confirm' button to confirm the creation.
- d. A Reference No. (in blue color) for the temporary eHealth (Subsidies) account is shown. (Fig. 7.2.2-4)
- e. The creation of the temporary eHealth (Subsidies) account is completed.
 - You may press 'Proceed to Claim' button to claim for the temporary eHealth (Subsidies) account. Please refer to the section 7.2.3 'Create claim' to continue the claim.
 - You may press 'Next Creation' button to create another temporary eHealth (Subsidies) account.

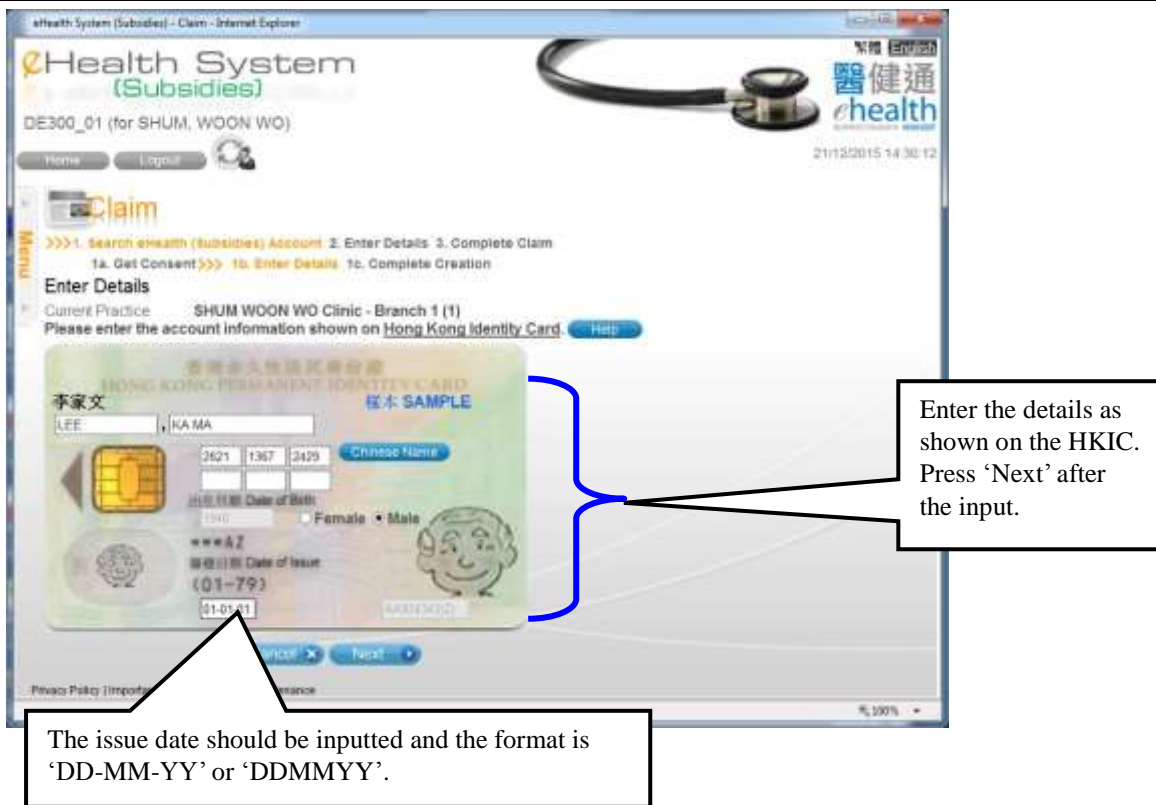


Fig. 7.2.2-1 Enter Details for HKIC holder

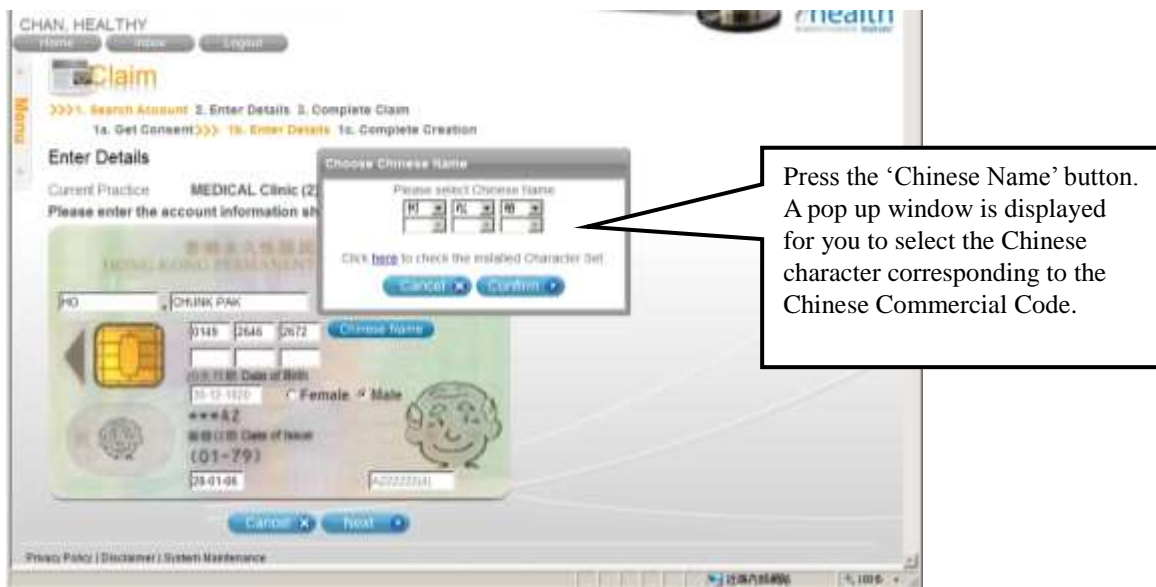


Fig. 7.2.2-2 Search for Chinese character for CCC

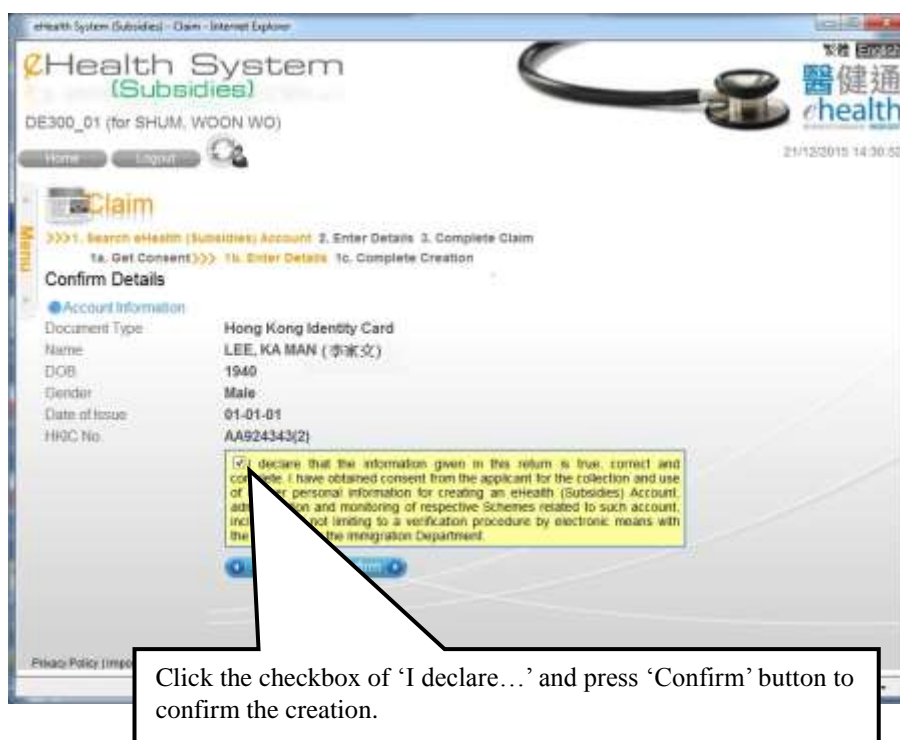


Fig. 7.2.2-3 Confirm Details

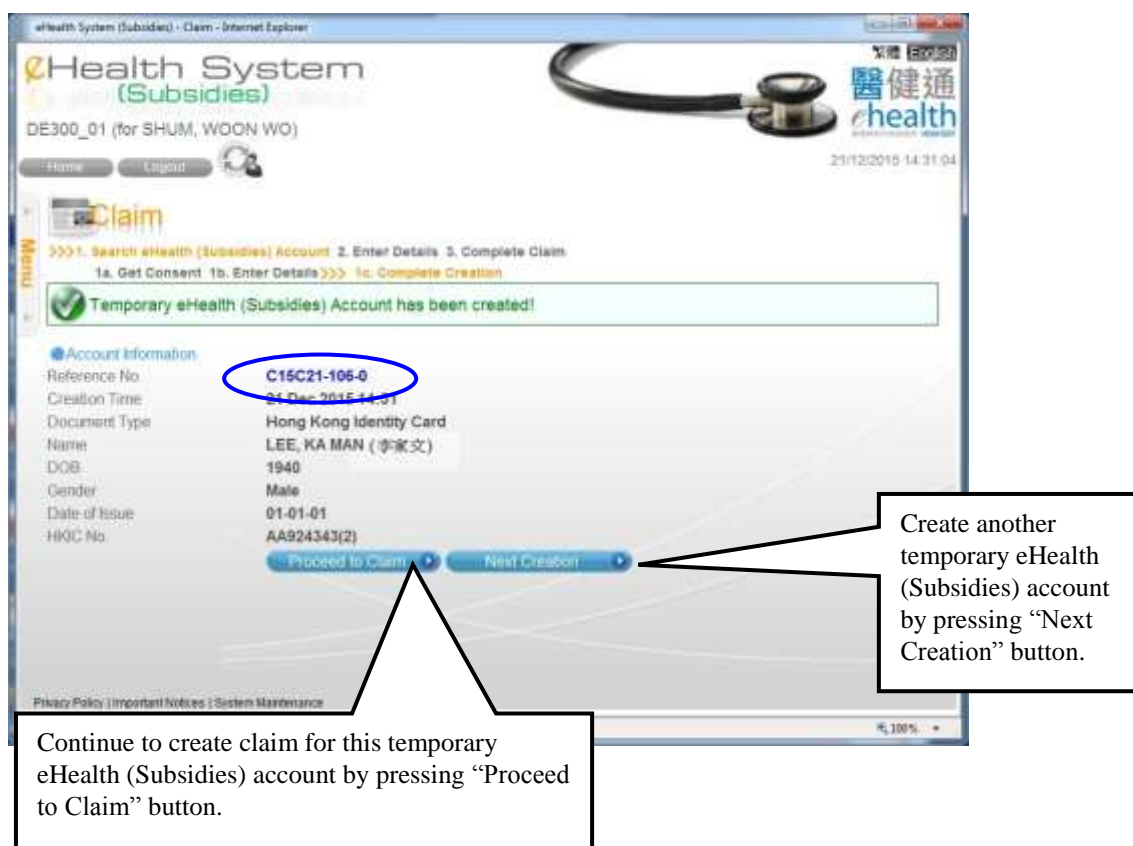






Fig. 7.2.2-4 Complete Creation

7.2.3 Create claim

- a. Before going into the claim page, the vaccination records of the patient are shown for your viewing. (Fig. 7.2.3-1a) Please refer to the legend in the screen for the available document types and the available immunization types of different information providers.
- b. In page '2. Enter Details', you can change practice by pressing the  icon. (Fig 7.2.3-1b)
- c. Select 'Scheme' from the scheme list. Enter the service date of the claim and the default date is set to today. You can backdate the service date and the date cannot be a future date. (Fig 7.2.3-1b)
 - For HCVS, enter the voucher amount claimed, the net service fee charged and the reasons for visit (principle and/or secondary). 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 (Fig 7.2.3-1b)
 - For vaccination schemes, select the subsidy. (Fig 7.2.3-1c) You may click the  icon to view the legend of the subsidy. (Fig 7.2.3-2)
 - When claiming for RVP, you may press  icon to search the RCH code, a popup window will be shown for you to input searching criteria. (Fig. 7.2.3-1d)
- d. Press 'Claim' button. The confirm details page is shown. (Fig 7.2.3-3a)
- e. You can select using a pre-print form (not to print) or printing the Consent Form in condensed or full version. For most vaccination schemes, the 'Print Consent Form' button is always available in the screen for printing consent form even if 'Not to print' is selected. (Fig. 7.2.3-3c)
- f. The printing option can be changed by pressing icon . (Fig. 7.2.3-3a-b)
 - Not to print
If you choose this option, you select to use "pre-printed forms" instead of using system generated forms.
The pre-printed forms can be downloaded from the "Download Area".
 - Print the "full version"
If you choose this option, you select to use system generated forms of full version

of consent form. (Fig. 7.2.3-3d)

- Print the “condensed version”

If you choose this option, you select to use system generated forms of condensed version of consent form. (Fig. 7.2.3-3e)

You need to first print out the consent to transfer personal data form which you can download from the “Download Area”. The consent form varies for different schemes. This printed copy can be shown repeatedly to different patient when requesting their consent.

- g. If you have selected ‘Print full version’ or ‘Print condensed version’, you should select the language for the printout of Consent Form. Then press the print button. A new window is displayed for you to print the form for the patient to sign on. (Fig 7.2.3-4 or Fig 7.2.3-5). Only if you have clicked the Print button, the checkbox of ‘I hereby confirm that ...’ will be enabled.
- h. Click the checkbox of ‘I hereby confirm that ...’ and press ‘Confirm’ button to confirm. Page ‘3. Complete Claim’ of ‘Claim’ is shown (Fig. 7.2.3-6).
- i. A transaction no. is created for this claim and you should mark the transaction no. on the consent form. Then
 - Press “Next Claim’ button to do other claims. OR
 - Press “Claim For Same Patient” to claim for the same patient.

Temporary eHealth (Subsidies) account

- If the claim transaction is created by service provider, the related temporary eHealth (Subsidies) account for the claim is now ready for validation with Immigration Department.
- If the claim transaction is created by data entry account, the service provider should confirm the claim transaction. Otherwise, the temporary account cannot be passed to Immigration Department for validation and the claim may not be able to reimburse.

Validated eHealth (Subsidies) account:

- If the claim transaction is created by service provider, the claim is now ready for reimbursement.
- If the claim transaction is created by data entry account, the service provider should confirm it, otherwise, the claim cannot be reimbursed.

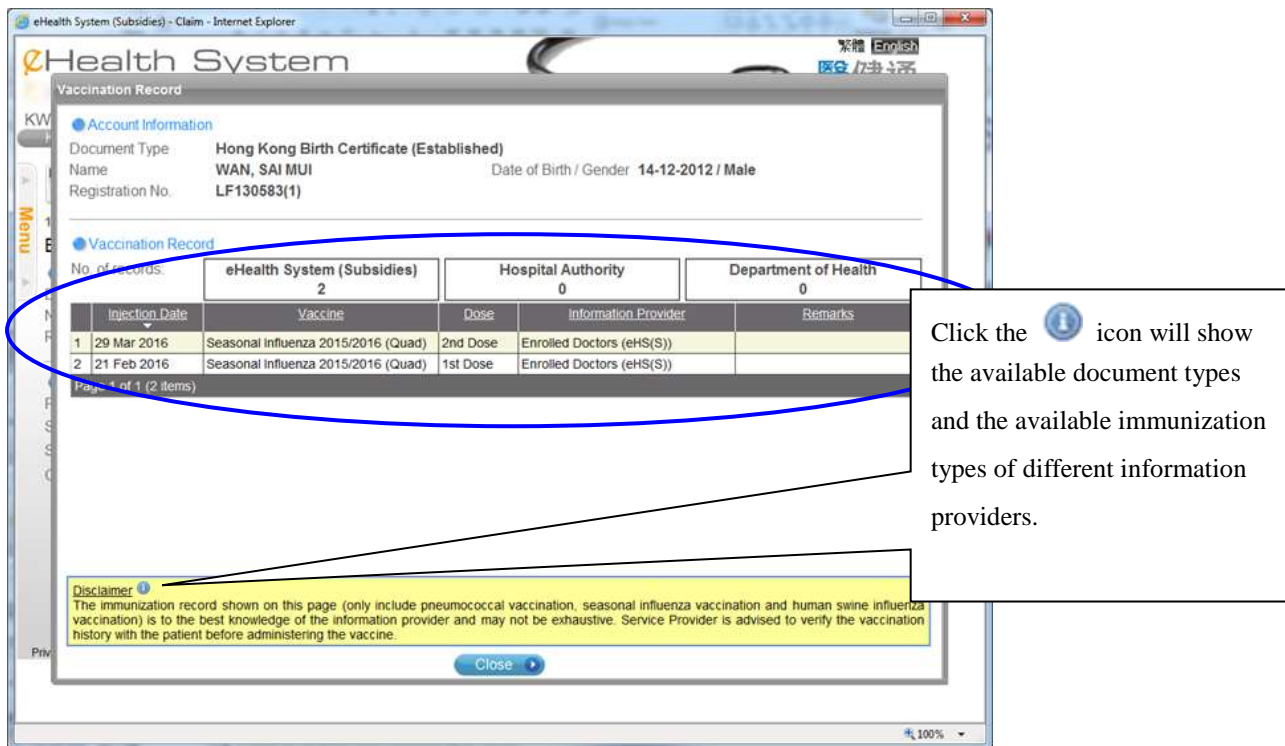


Fig 7.2.3-1a Vaccination records are shown



Fig 7.2.3-1b Enter Details – claim for HCVS

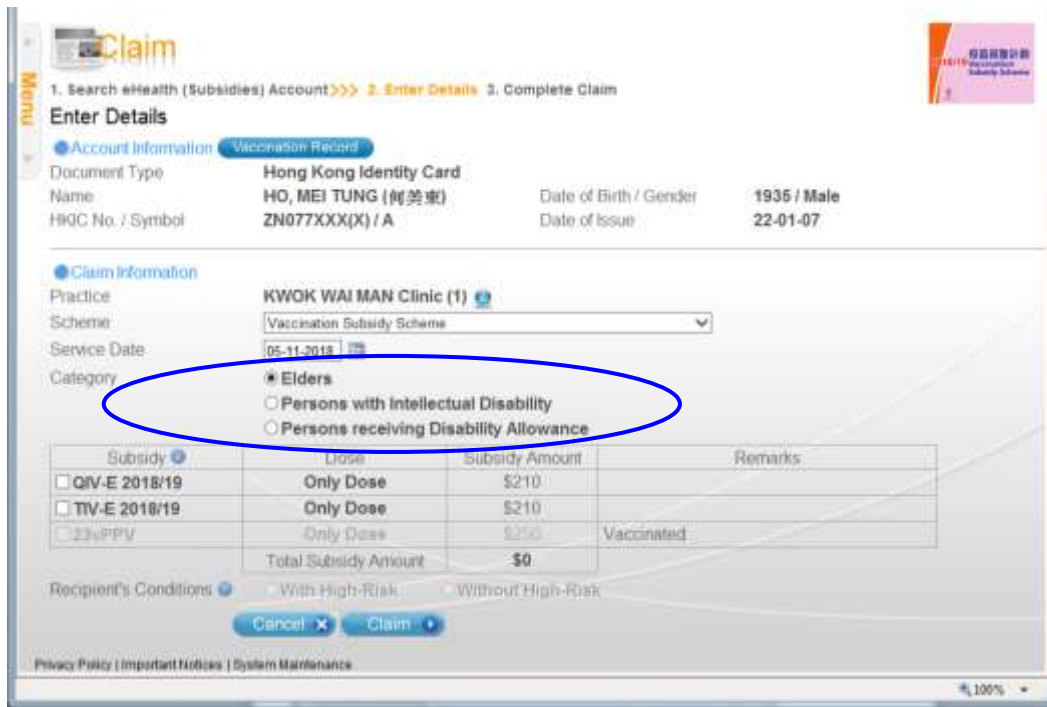


Fig 7.2.3-1c Enter Details – Select the subsidy or dose

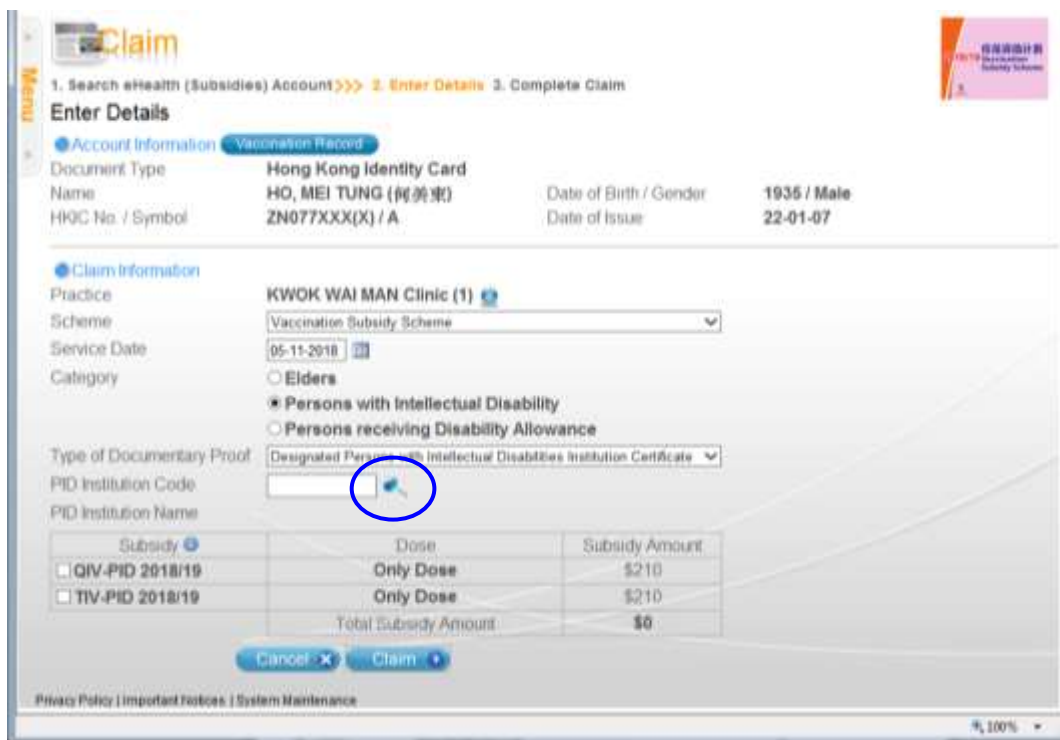


Fig 7.2.3-1d Enter Details – Search the RCH code

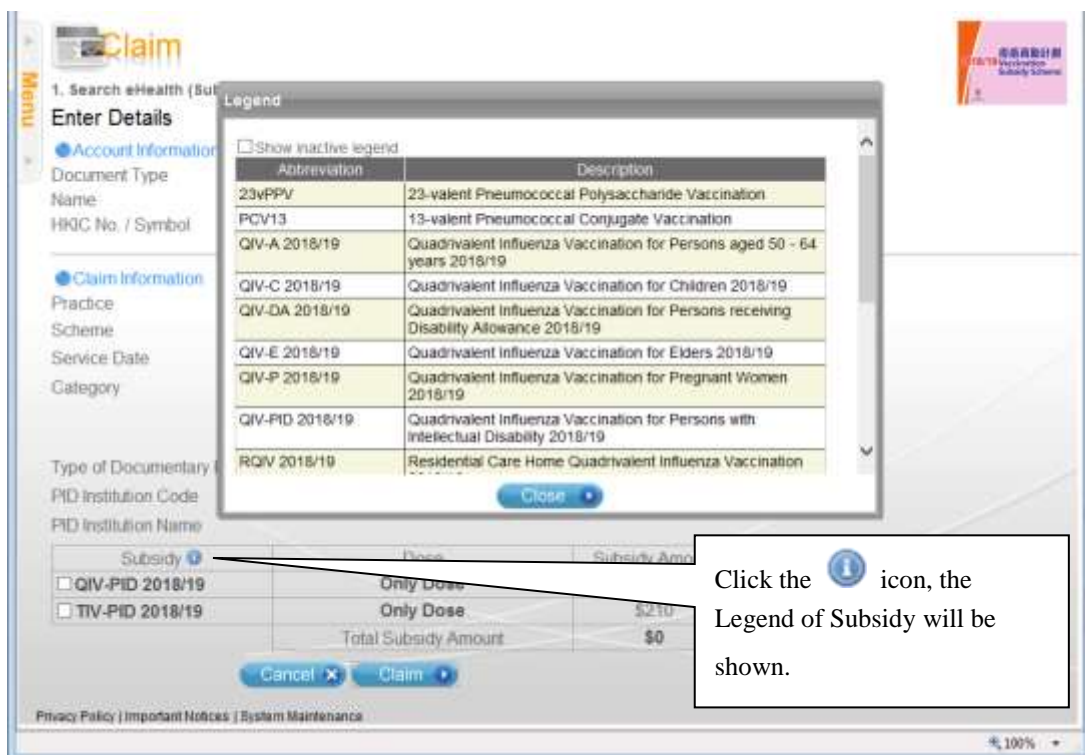
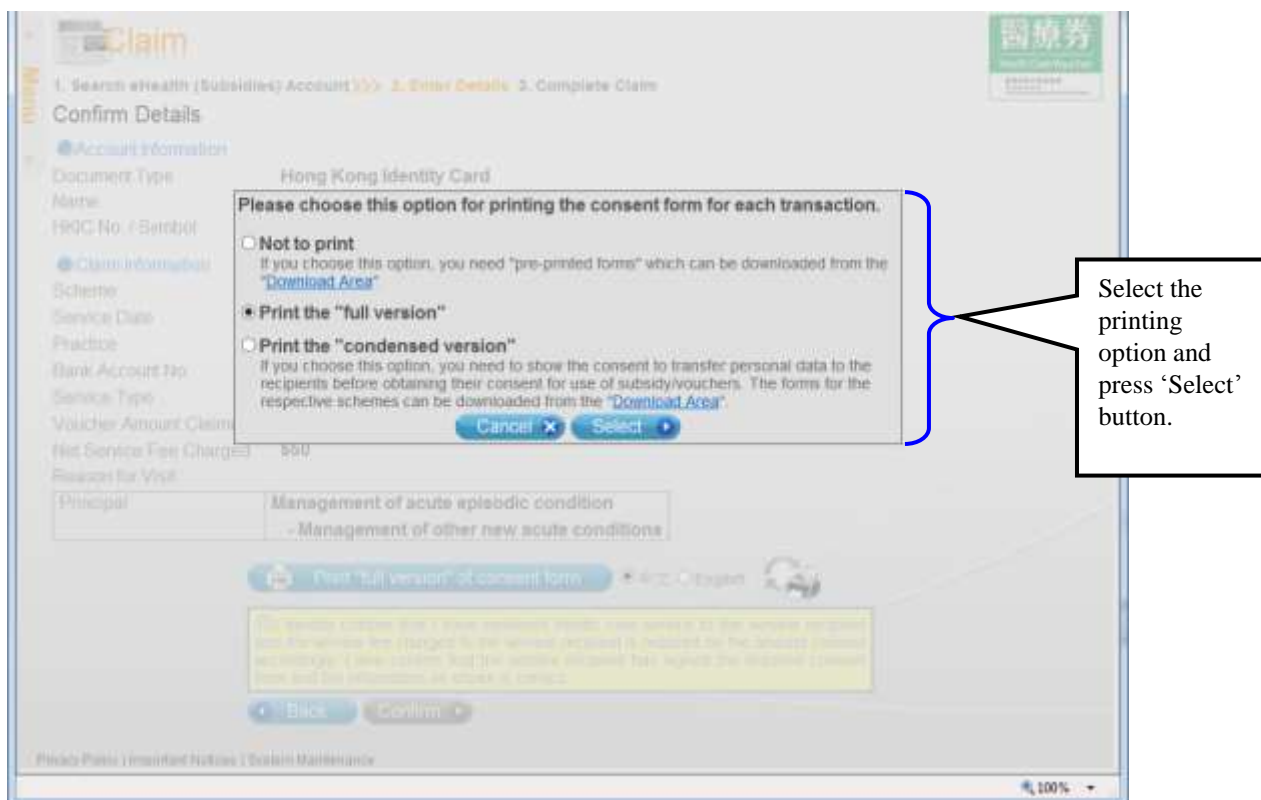


Fig 7.2.3-2 Enter Details – Legend of Subsidy

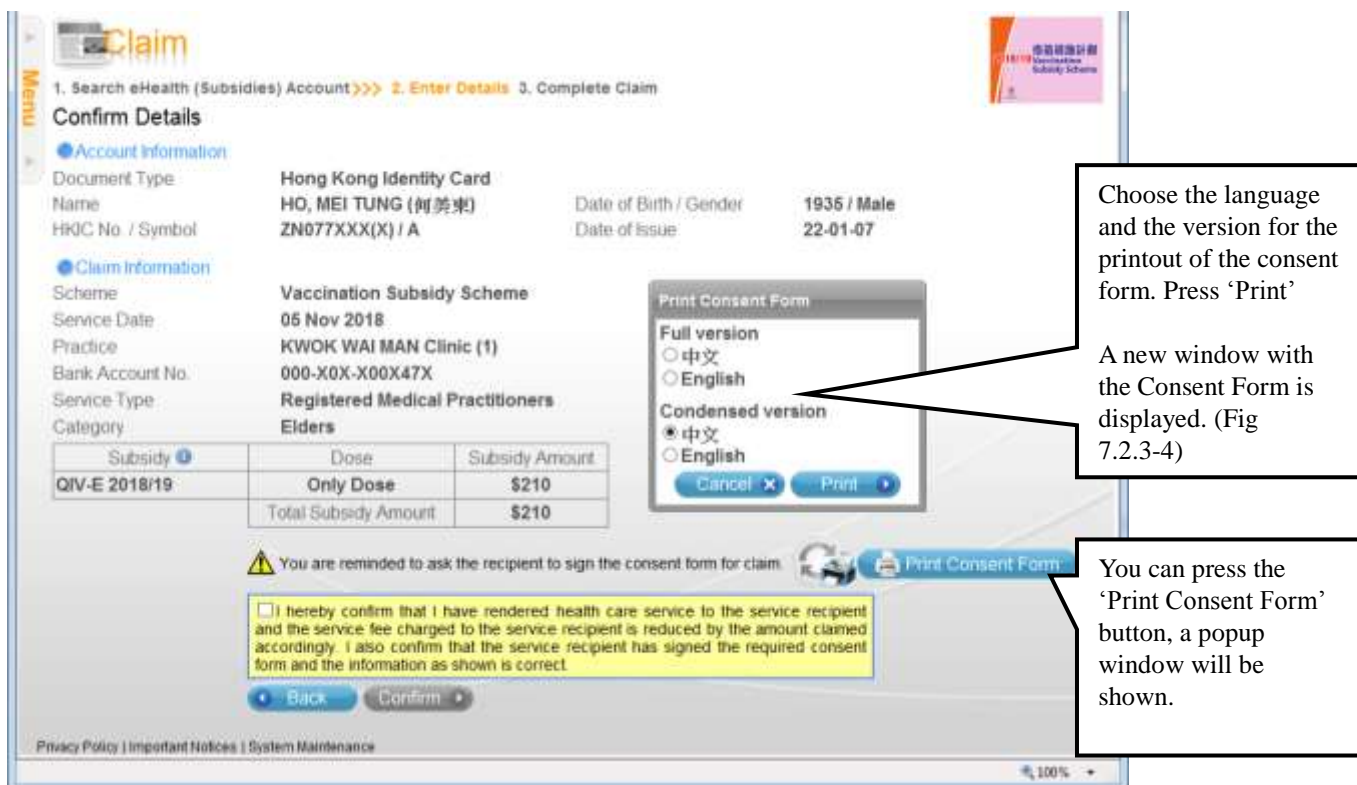


Fig 7.2.3-3a Confirm Details – Printing option of ‘Not to print’



Select the printing option and press 'Select' button.

Fig 7.2.3-3b Confirm Details – Press the icon of change of printing option



Choose the language and the version for the printout of the consent form. Press 'Print'

A new window with the Consent Form is displayed. (Fig 7.2.3-4)

You can press the 'Print Consent Form' button, a popup window will be shown.

Fig 7.2.3-3c Confirm Details – the 'Print Consent Form' button is available for 'Not to print' option for most vaccination schemes

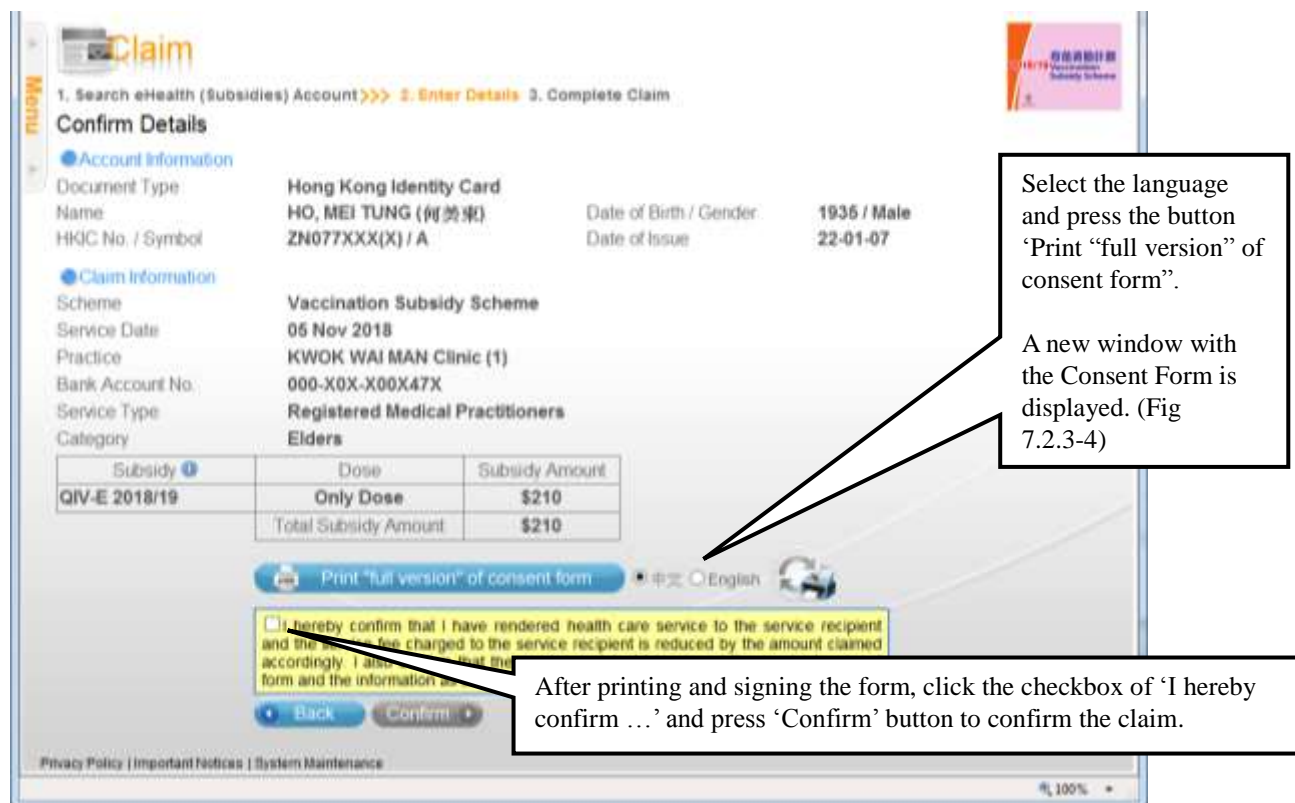


Fig 7.2.3-3d Confirm Details – Printing option of ‘Print “Full Version”’



Fig 7.2.3-3e Confirm Details – Printing option of ‘Print “Condensed Version”’

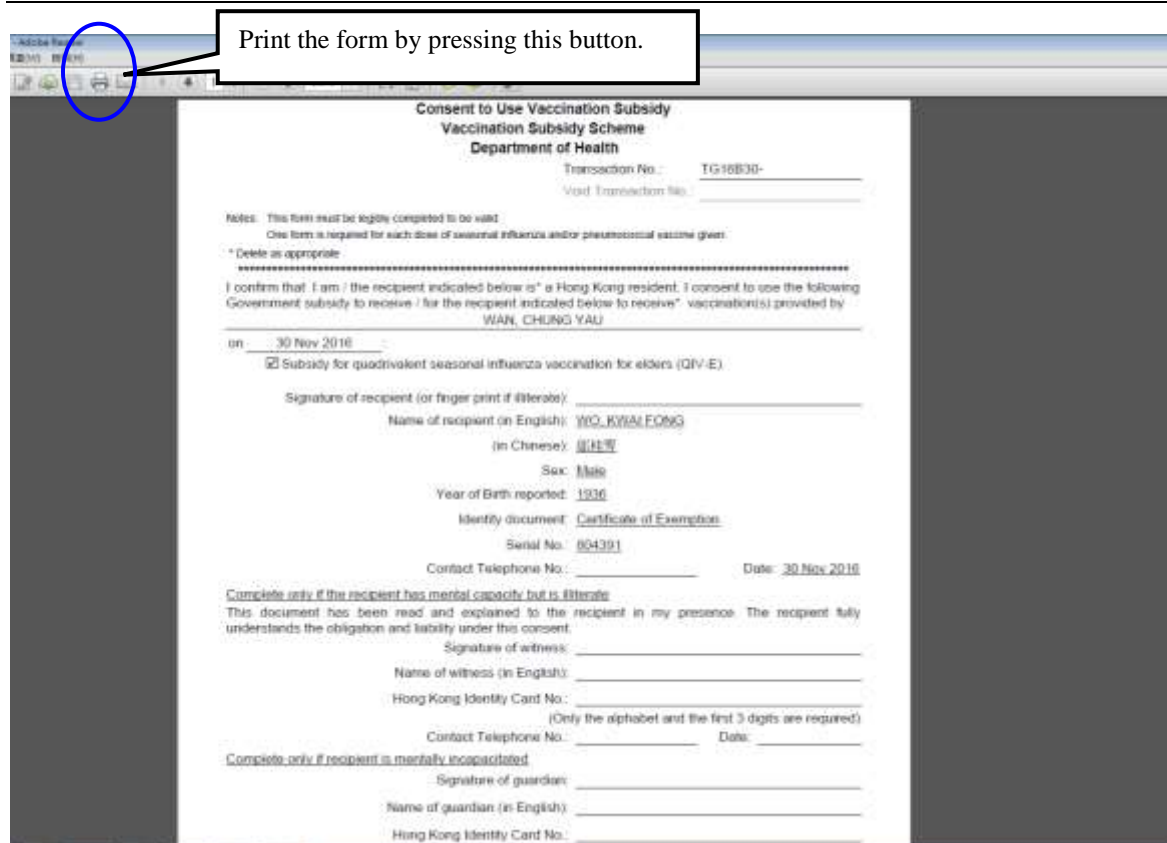


Fig 7.2.3-4 Print Consent – Full Version

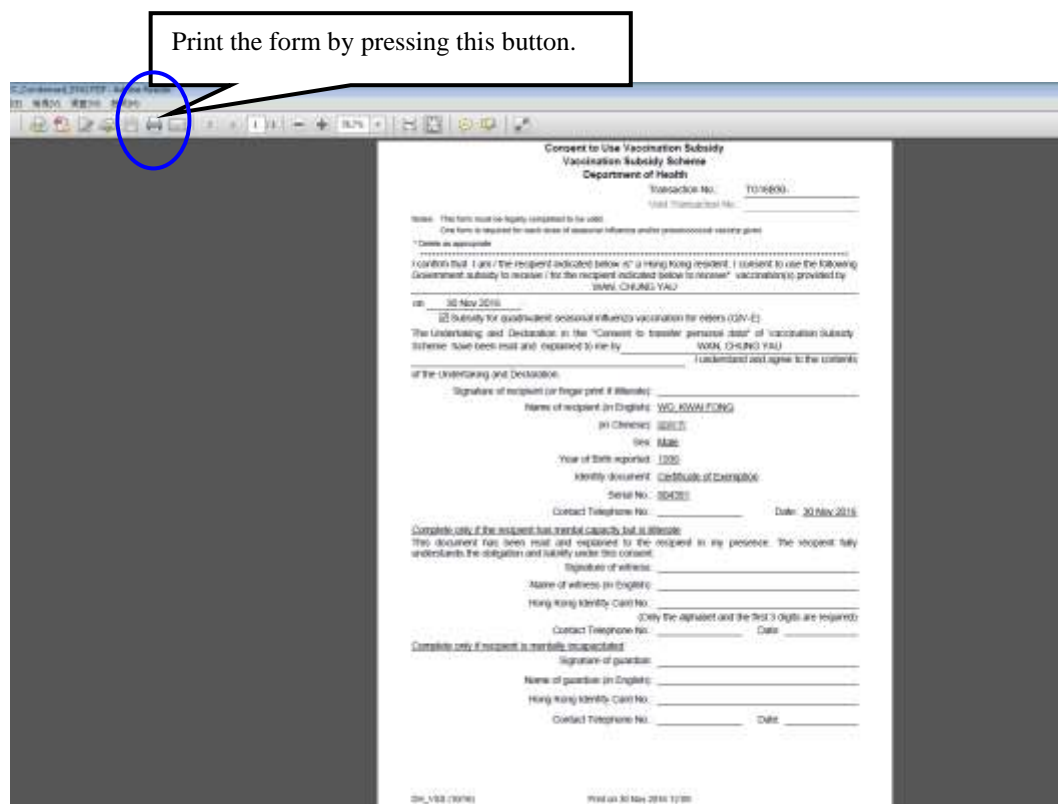


Fig 7.2.3-5 Print Consent - Condensed Version

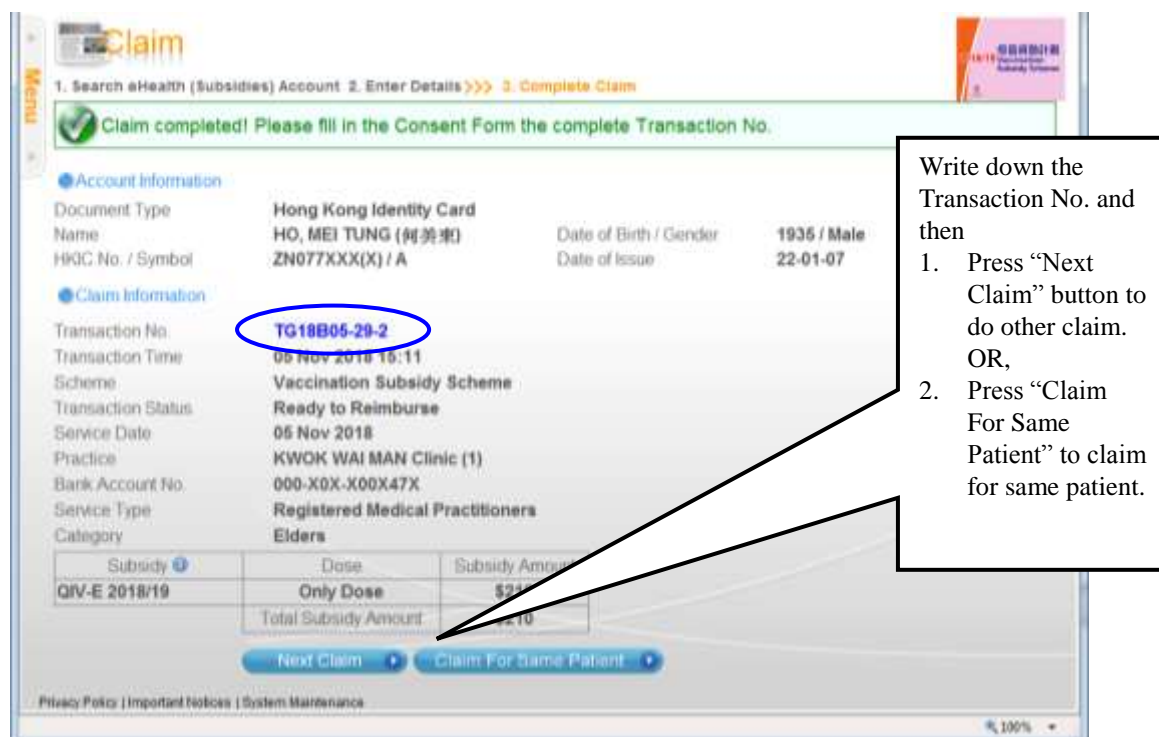


Fig 7.2.3-6 Complete Claim

7.2.4 Using Smart ID Card to search and create temporary eHealth (Subsidies) account

If the patient is a holder of HKIC, you can opt to read the specified personal data from the Smart ID Card.

- In the Search Account page, select document type of ‘Hong Kong Identity Card’ (Fig 7.2.4-1)
- Choose HKIC symbol according to the symbol on the HKIC of the HKIC holder concerned, then ask the HKIC holder to insert the card into the card reader himself. Click “Read Card and Search” button. (Fig 7.2.4-2)
- Press the “Confirm” button in confirm page (Fig 7.2.4-3)
- Wait the status bar to finish reading the Smart ID Card (Fig 7.2.4-4). When the status bar reaches 100%, the HKIC can be removed from the card reader. (Fig 7.2.4-5)
- The system will check the HKIC holders’ residential status in Hong Kong automatically. For HKIC holder who is not eligible to use vouchers/vaccination subsidy due to his current residential status, the following error message will be shown:
‘The service recipient is not eligible to use vouchers/vaccination subsidy due to his/her current residential status’ (Fig. 7.2.1-9).
- If there is validated eHealth (Subsidies) account for the patient, the account information will be displayed in the “Enter Details” page of the Claim. You may

then enter the claim details.

- g. If there is no eHealth (Subsidies) account for the patient, system will indicate that there is no record of this account, you may click “Create Account” button to create a temporary eHealth (Subsidies) account. (Fig 7.2.4-6)
 - The system will display the specified personal data in the “Confirm eHealth (Subsidies) Account” page. Select “Gender”, tick “I declare that the information...” checkbox, and click “Confirm” button. (Fig 7.2.4-7)
 - The temporary eHealth (Subsidies) Account has been created successfully. (Fig 7.2.4-8)
 - You may press ‘Proceed to Claim’ button to enter the claim details.

The screenshot shows the 'Search eHealth (Subsidies) Account' page. The 'Document Type' dropdown menu is highlighted with a blue circle. Below it, the 'Hong Kong Identity Card' option is selected. The page also displays a sample Hong Kong Permanent Identity Card with fields for HKIC Symbol, Date of Birth, and HKIC No. highlighted with blue boxes.

Document Type

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

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

HKIC Symbol A C R U

HKIC No.

Date of Birth OR

[Search](#) [Read Card and Search](#)

Sample Identity Card Data:

- HKIC Symbol: (The first alphabet, which can be A, C, R, or U)
- Date of Birth: 01-01-1968
- HKIC No.: C668668(E)

Fig 7.2.4-1 Search Account page.

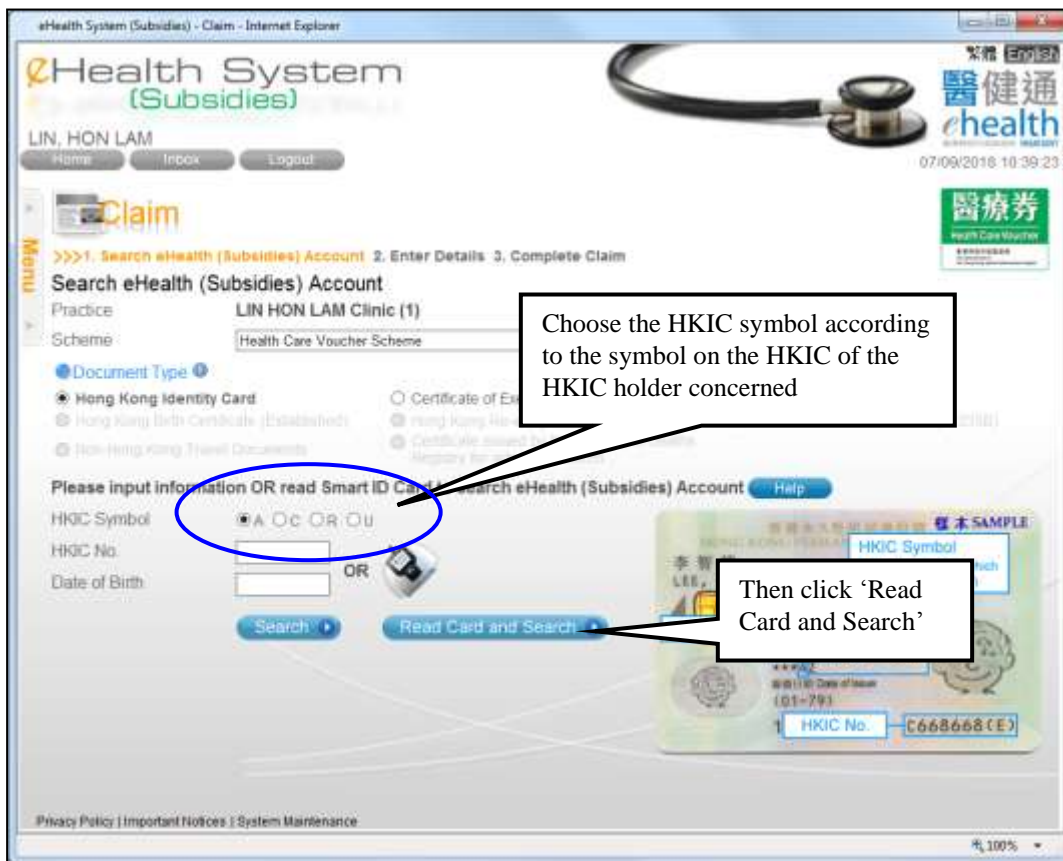


Fig 7.2.4-2 Use HKIC to search service user.

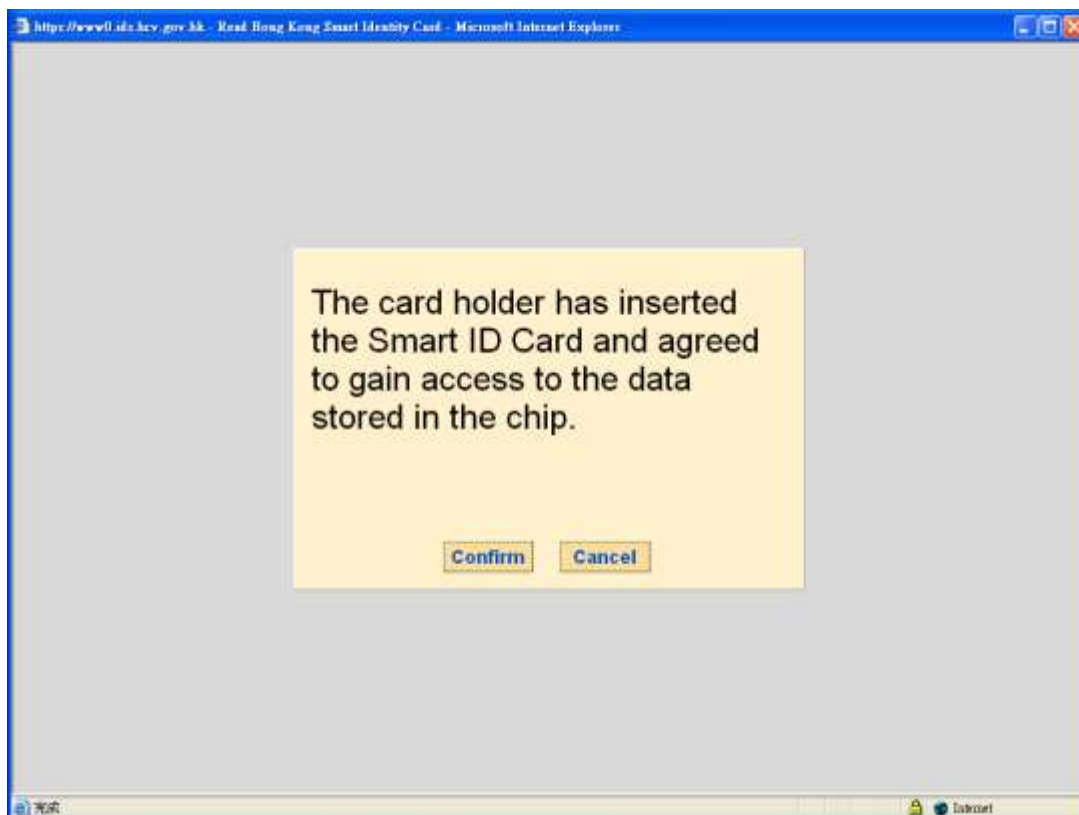


Fig 7.2.4-3 Confirm page.

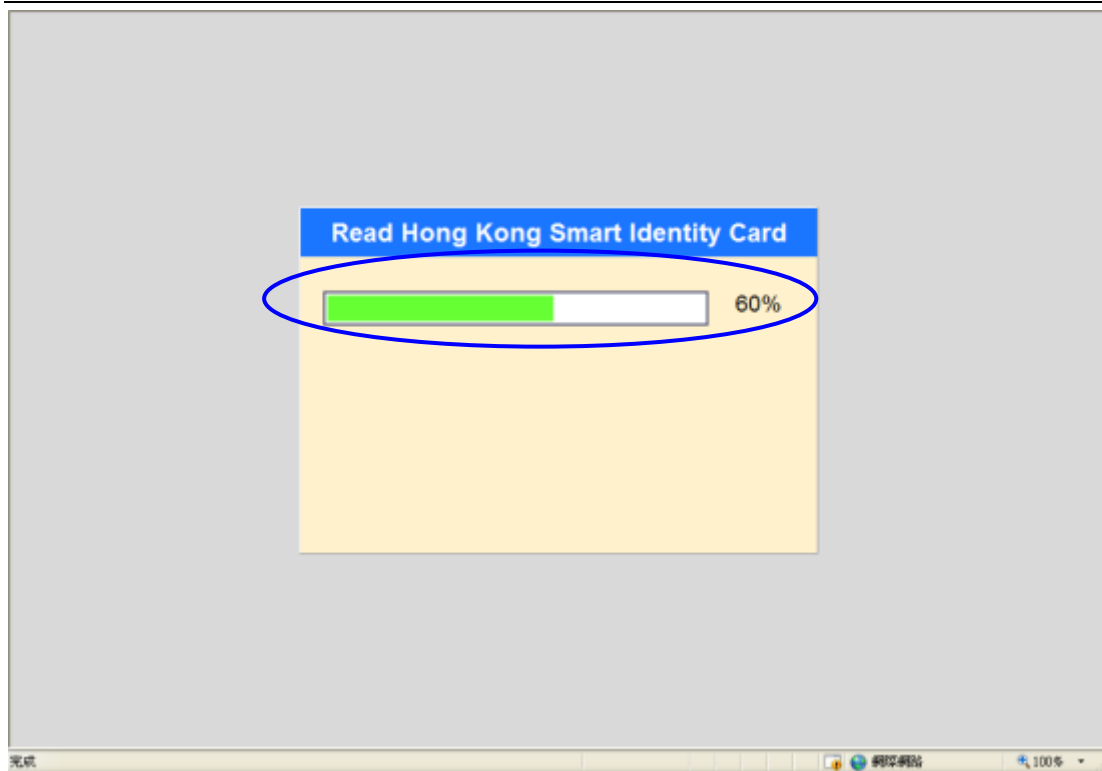


Fig 7.2.4-4 Read Hong Kong Smart Identity Card page

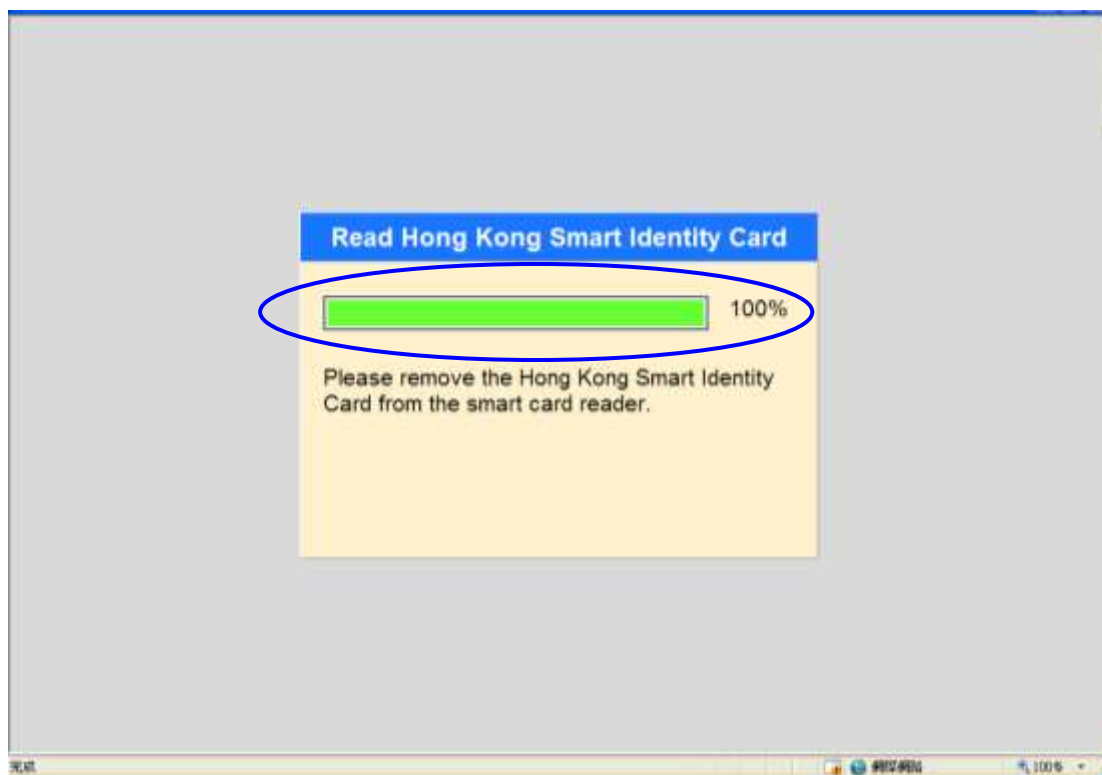


Fig 7.2.4-5 Remove Hong Kong Smart Identity Card



Fig 7.2.4-6 Create account



Fig 7.2.4-7 Confirm account





Fig 7.2.4-8 Temporary eHealth (Subsidies) account has been created successfully.

7.3 Record Confirmation by Service Provider

Service provider must confirm the claim transactions and temporary eHealth (Subsidies) accounts created by data entry account, otherwise, the claims for the temporary eHealth (Subsidies) accounts (Subsidies) cannot be reimbursed.

7.3.1 Confirm claim transaction

- a. In the menu, click the menu item 'Record Confirmation' or pressing 'Go' besides the task list of 'List of claims pending confirmation'. (Fig. 7.3.1-1)
 - The no. of outstanding records is shown under the List for reference.
 - By pressing 'Go', the system will automatically retrieve the outstanding records to display in the result list. (i.e. go directly to step (e))
- b. In the page 'Record Confirmation', select the radio button of 'Claim Transaction' for the 'Confirmation Type'. (Fig. 7.3.1-2)
- c. If you check 'Include "Incomplete" Claims', incomplete claims will be shown. This flexibility in capturing claim data only applies to HCVS.
- d. Then input the selection criteria of Cut-off Date, Practice, Data Entry Account and Scheme.

- Cut-off Date is defaulted to today. You can input another date or press the calendar  to select another date.
- e. Press 'Search'. A result list is shown. (Fig. 7.3.1-3)
- You can sort the result list by pressing the column header.
 - The total no. of retrieved records is shown in the footer.
 - You can navigate among pages by pressing the page no. shown on the footer.
 - You can press the  in the header to view the supporting information of that column.
 - You can press the transaction no. to view the transaction details.
 - For the incomplete claim, you can press the transaction no. to input the outstanding information. If all the outstanding information is inputted, the claim will be confirmed automatically.
 - If you check 'Include "Incomplete" Claims', incomplete claims will be shown.
- f. Select the transaction by clicking the checkbox of the row.
- You may select all records in the current page of the result list by clicking the checkbox in the header.
- g. Click 'Confirm Selected' to confirm the selected claim(s). A page showing the selected claim transaction(s). (Fig. 7.3.1-4)
- h. Click the checkbox 'I hereby confirm that I have rendered health care
- i. Press 'Confirm' button to reconfirm the action. A message to show the claim confirmation is completed should be shown. (Fig. 7.3.1-5)
- The corresponding temporary eHealth (Subsidies) account for the claim will also be confirmed automatically.
- j. Press 'Return' to go back the 'Record Confirmation' page.

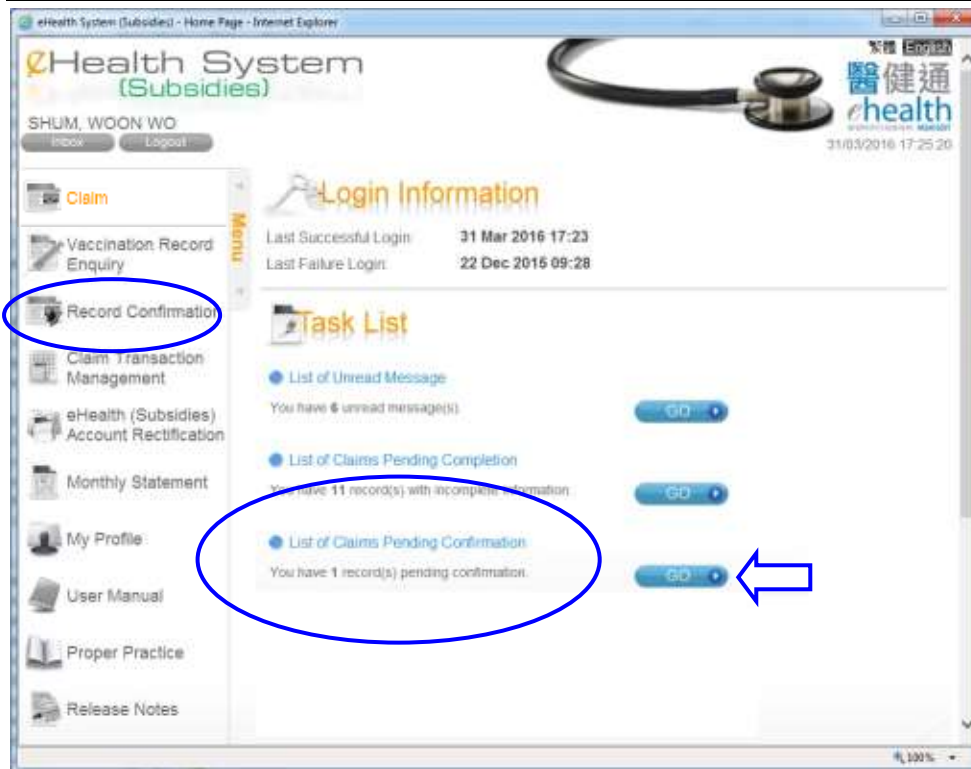


Fig 7.3.1-1 Home Page

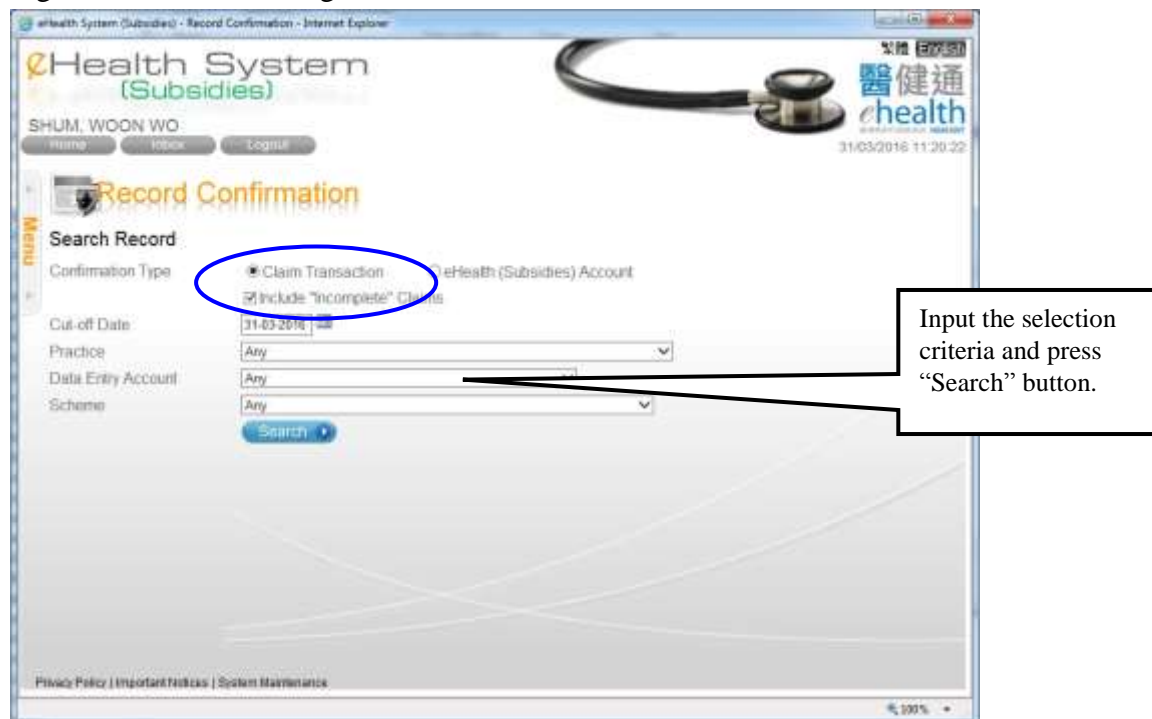


Fig 7.3.1-2 Record confirmation – Search Claim Transaction

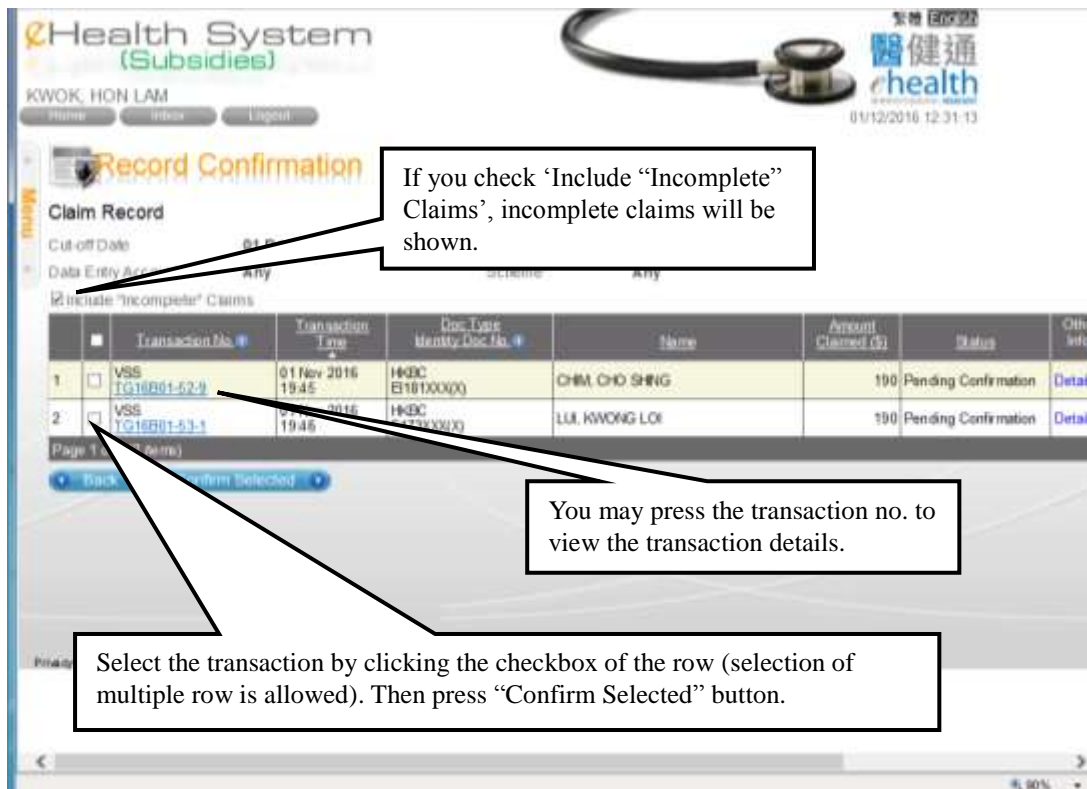


Fig 7.3.1-3 Claim Record

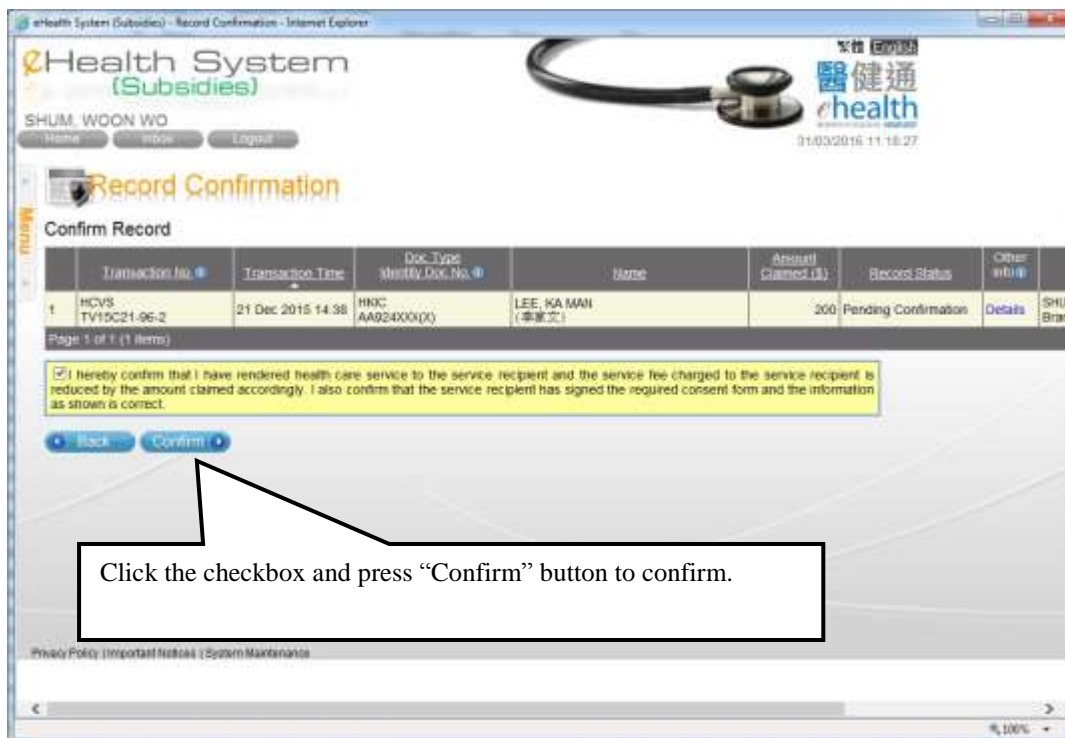




Fig 7.3.1-4 Confirm Record



Fig 7.3.1-5 Claim Confirmation Complete

7.3.2 Confirm temporary eHealth (Subsidies) account

- a. In the menu, click the menu item 'Record Confirmation' or pressing 'Go' besides the task list of 'List of Outstanding Temporary eHealth (Subsidies) Account Pending Confirmation'.(Fig. 7.3.2-1)
 - The no. of pending confirmation records is shown under the List for reference.
 - By pressing 'Go', the system will automatically retrieve the outstanding records to display in the result list. (i.e. go directly to step (e))
- b. In the page 'Record Confirmation', select the radio button of 'eHealth (Subsidies) Account' for the 'Confirmation Type'. (Fig. 7.3.2-2)
- c. Input the selection criteria of Cut-off Date, Practice, Data Entry Account and Scheme.
 - Cut-off Date is defaulted to today. You can input another date or press the calendar  to select another date.
- d. Press 'Search'. A result list is shown. (Fig. 7.3.2-3)
 - You can sort the result list by pressing the column header.
 - The total no. of retrieved records is shown in the footer.
 - You can navigate among pages by pressing the page no. shown on the footer.

- You can press the  in the header to view the supporting information of that column.
- e. The remaining steps are similar to the steps (e) to (i) of ‘Confirm claim transaction’ in section 7.3.1. (Fig. 7.3.2-4 and 7.3.2-5)

After confirmation, the temporary eHealth (Subsidies) accounts are ready to validate with Immigration Department. If the validation is completed successfully, the temporary eHealth (Subsidies) accounts will become validated eHealth (Subsidies) accounts and the related claims, if any, can be reimbursed. If the validation failed, the temporary eHealth (Subsidies) account will be marked as ‘Validation Failed’ and service provider is required to rectify the incorrect information.

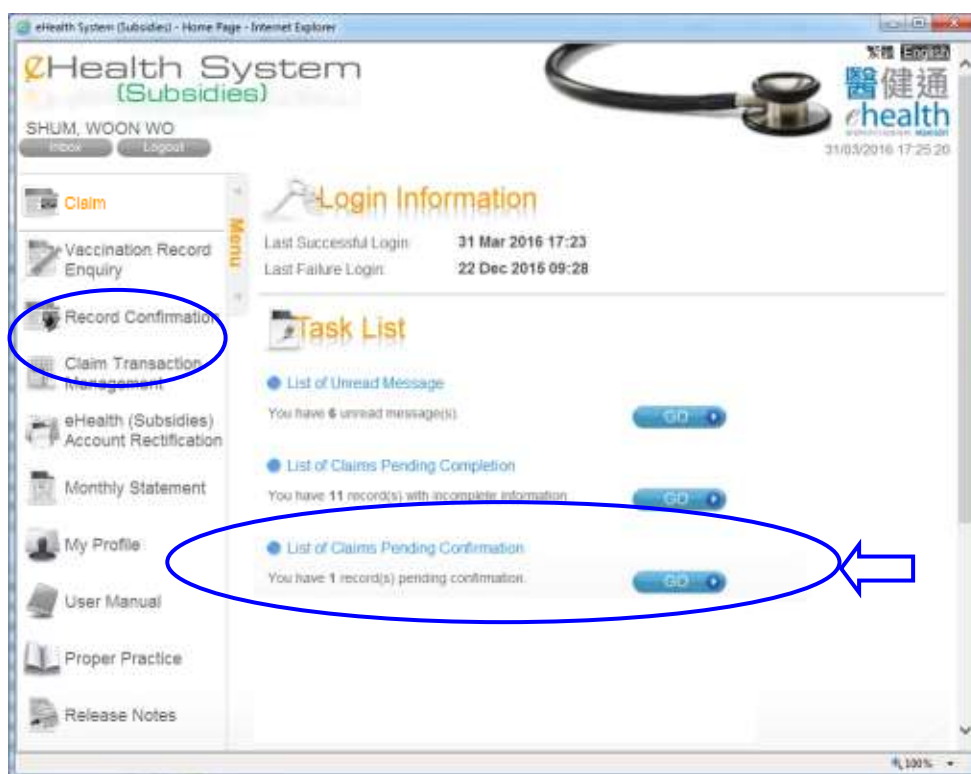


Fig. 7.3.2-1 Home Page



Fig. 7.3.2-2 Record Confirmation - Search Temporary eHealth (Subsidies) Account

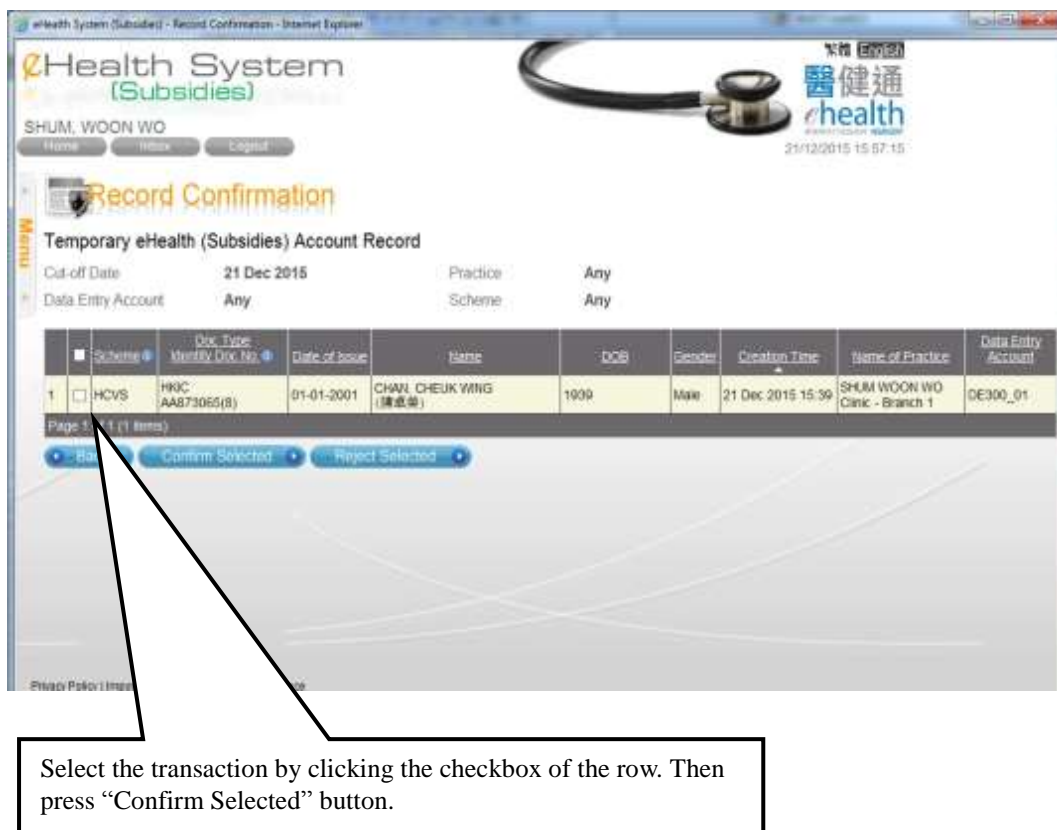


Fig. 7.3.2-3 Search Result



Fig. 7.3.2-4 Confirm record

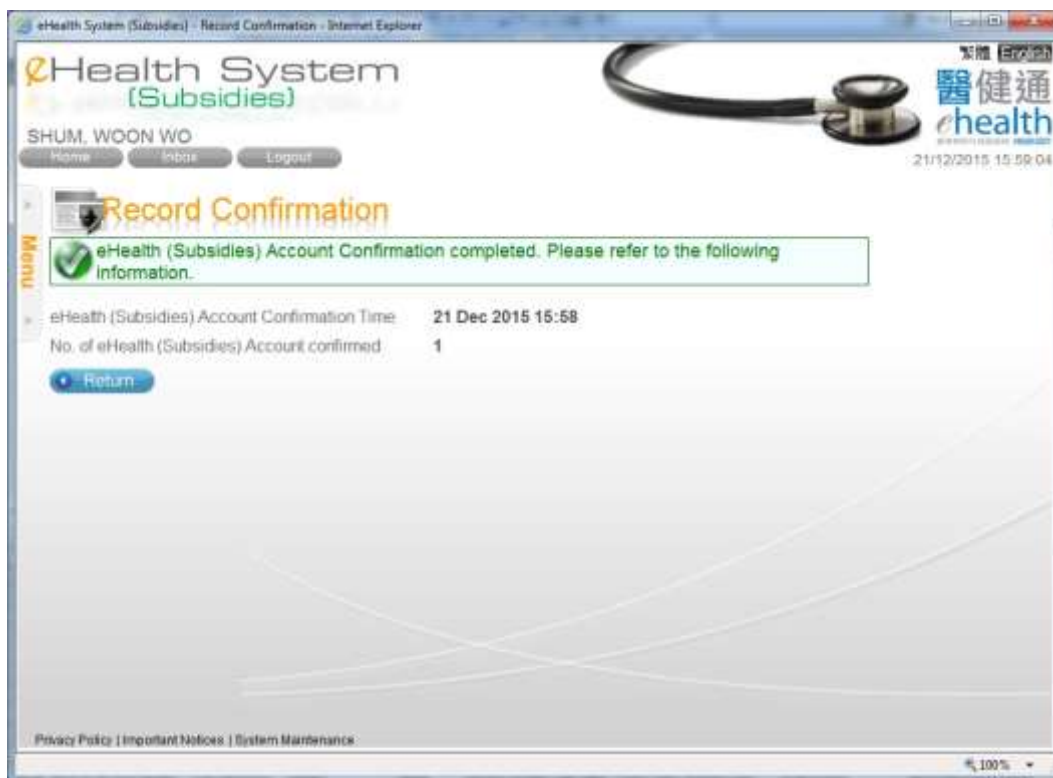


Fig. 7.3.2-5 Completion of confirmation

7.4 Rectify Temporary eHealth (Subsidies) Account with failed validation result

All temporary eHealth (Subsidies) accounts are validated with the Immigration Department before becoming validated eHealth (Subsidies) accounts. If a temporary eHealth (Subsidies) account cannot pass the validation, service provider should verify the details with the service recipient and use 'eHealth (Subsidies) Account Rectification' to rectify temporary account details. The rectified temporary eHealth (Subsidies) account will be passed to Immigration Department for validation again. If there is claim using temporary eHealth (Subsidies) account created by other service provider but with failed validation result, the service provider can choose to modify the details with creation of another temporary eHealth (Subsidies) account for the claim.

The system will notify the service provider to rectify the temporary account by:

- sending a message with subject of 'Notice to rectify details in eHealth (Subsidies) account' to Inbox;
- showing a task list of "List of Outstanding Temporary eHealth (Subsidies) Account Pending Rectification" under 'Task List' in Home page.

Different reminders will be created to the service provider to remind about the un-rectified temporary account in different period. A summary of different reminders is in Appendix 5. Ultimately, if the temporary eHealth (Subsidies) account has been outstanding for 29 days, the Scheme Administrator may remove the account and void the related claim(s), if any.

- a. In the menu, click the menu item 'eHealth (Subsidies) Account Rectification' or pressing 'Go' besides the task list of 'List of Outstanding Temporary eHealth (Subsidies) Account Pending Rectification' in Home Page. (Fig. 7.4-1) The page of 'eHealth (Subsidies) Account Rectification' is shown. (Fig. 7.4-2)
 - By pressing the 'Go', the system will automatically retrieve the outstanding records to place in the result list. (go directly to step (d))
- b. Select 'Validation Failed' from the eHealth (Subsidies) Account Rectification List.
- c. Press 'Search'. A result list is shown. (Fig. 7.4-3)
 - If the temporary account is created without any claim, the 'Transaction No.' will be 'N/A'.
- d. Select the corresponding temporary account by pressing the Identity Document No.. The details of temporary eHealth (Subsidies) account are shown.
 - The details of a temporary account can only be rectified by the service provider who owns the practice where the account was created (please refer to step (e) below).

- If the temporary account is created by other service providers, you can modify the details with creation of another temporary eHealth (Subsidies) account for the claim (please refer to step (i) below).
- The system will check the eligibility of the rectified account information. (Fig. 7.4-13)
- If the temporary account with claim transaction, and the rectification will affect the substance of the existing claim transaction, the rectification is thus not allowed. (Fig. 7.4-14)
- If the temporary account is a holder of HKIC, you can update the respective personal information by reading the Smart ID Card.
- However, once a temporary account was created through reading Smart ID Card, its personal information (except gender) can only be rectified through reading Smart ID Card.

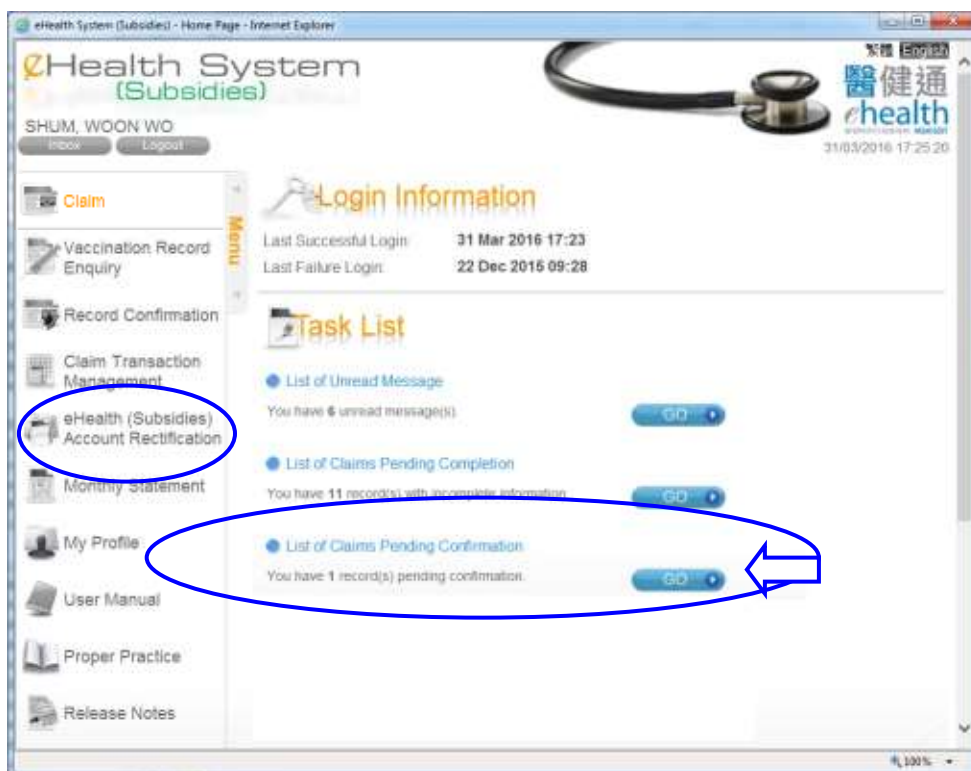


Fig 7.4-1 Home Page

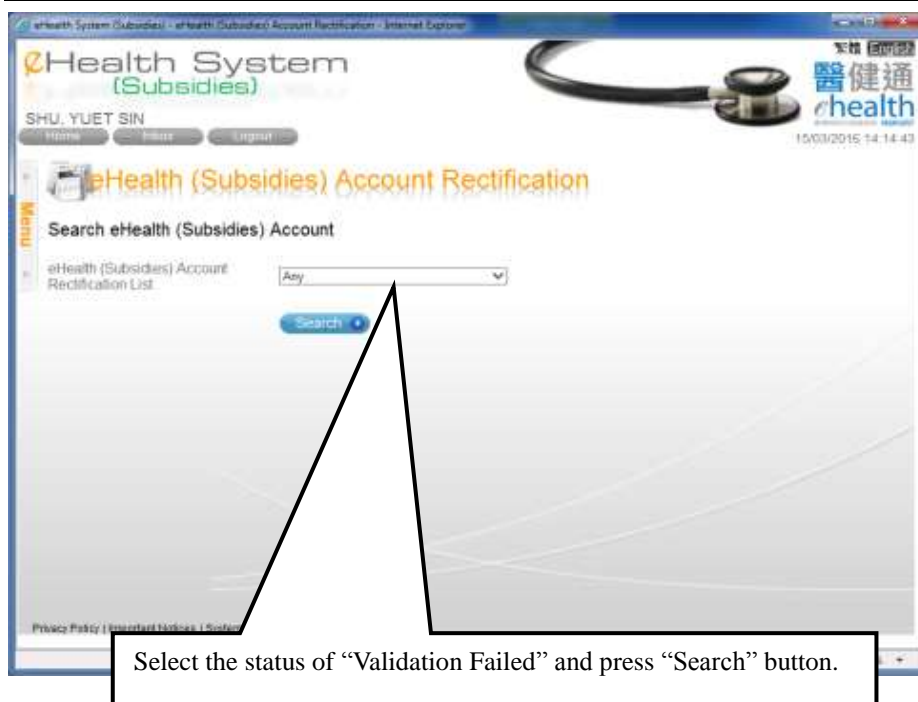


Fig 7.4-2 Search Temporary eHealth (Subsidies) Account



Fig 7.4-3 Temporary eHealth (Subsidies) Account Record

Temporary eHealth (Subsidies) account created under your practice:

- e. Buttons 'Back', 'Save' and 'Remove'/'View Transaction' are shown. If the temporary account has claim, the 'View Transaction' button will be displayed instead of 'Remove' button. (Fig 7.4.-4)
 - You can press 'Back' to cancel the rectification.
 - You may press "View Transaction" button to view and void the temporary eHealth (Subsidies) account and the related transaction.
 - You may press 'Remove' button to remove the temporary account if he/she does not have any claim.
 - You may press 'Save' button to save the change.
- f. Rectify the temporary account information and press 'Save' after information is rectified.
- g. Press 'Confirm' to confirm the rectification (Fig. 7.4-5). Rectification is completed.
- h. Press 'Return' to go back to 'eHealth (Subsidies) Account Rectification' page. (Fig. 7.4-6)



eHealth System (Subsidies) Account Rectification - Internet Explorer

SHU, YUET SIN

eHealth System (Subsidies)

醫健通 health

15/03/2018 14:24:56

eHealth (Subsidies) Account Rectification

Rectify eHealth (Subsidies) Account Information

Reference No.	C16315-32-6
Document Type	Hong Kong Identity Card
HKIC No.	V541564(D)
Date of Birth	25-11-1948
Name in English	SHEK [AH HO] (Surname) (Given name)
Chinese Commercial Code	4258 0068 1170 [] [] [] Chinese Name
Name in Chinese	石堅好
Gender	<input checked="" type="radio"/> Female <input type="radio"/> Male
Date of Issue	16-05-08
Creation Method	Manual Input
Transaction No.	TV16315-16-5

Back Save View Transaction

Read Smart ID Card

If you notice that the HKIC No. does not match with the respective person, please use the "View Transaction" button to void the claim and the respective eHealth (Subsidies) Account will be removed automatically.

Privacy Policy | Important Notices | System Maintenance

Fig 7.4-4 Rectify eHealth (Subsidies) Account Information

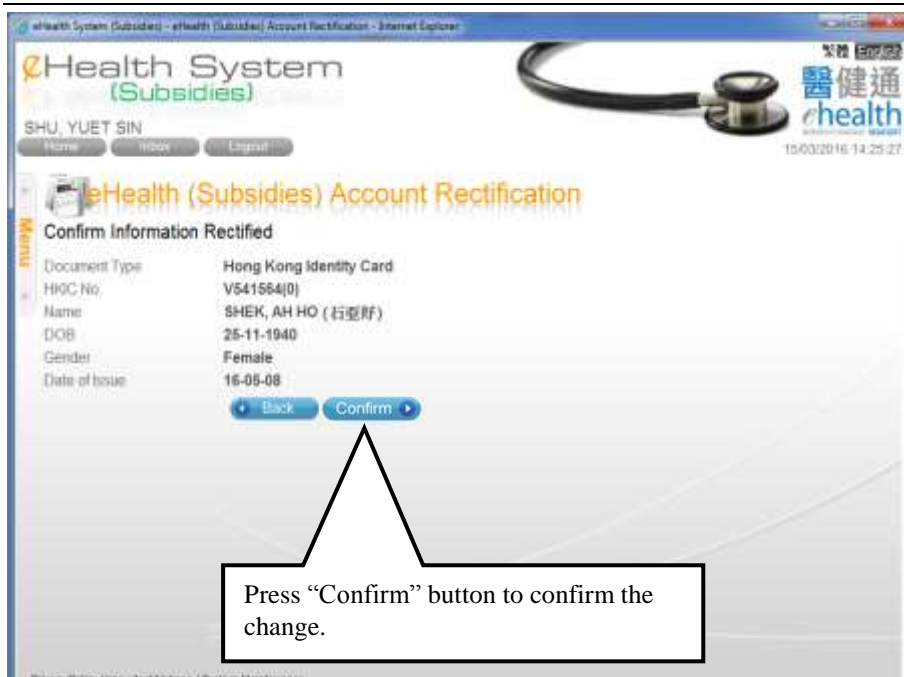


Fig 7.4-5 Confirm Information Rectified



Fig 7.4-6 Completion

Temporary eHealth (Subsidies) account created through other service provider:

- i. The buttons 'Back', 'Modify' and 'Remove' / 'View Transaction' are shown. If the temporary account has claim, the 'View Transaction' button will be displayed instead of 'Remove' button. (Fig 7.4-7)
 - You can press 'Back' to cancel the rectification.

- You may press 'Modify' button to modify temporary eHealth (Subsidies) account details with creation of another temporary eHealth (Subsidies) account for the claim.
 - You may press "View Transaction" button to view and void the temporary eHealth (Subsidies) account and the related transaction.
 - You may press 'Remove' button to remove the temporary account if he/she does not have any claim.
- j. Press 'Modify' button. A pop-up window is shown to remind you that you are going to create another temporary eHealth (Subsidies) account for the modification (Fig. 7.4-8).
- k. Press 'Yes' button to continue.
- l. If you have more than 1 practice, the system will ask you to select the practice for the creation (Fig. 7.4-9).
- m. The system will copy the original temporary eHealth (Subsidies) account details to the input screen. You can modify the information (Fig. 7.4-10). Press 'Save' button after the details is modified.
- n. You should click the checkbox of 'I declare...' and press 'Confirm' button to confirm the creation (Fig. 7.4-11).
- o. A reference no. for the newly created temporary eHealth (Subsidies) account will be generated (Fig. 7.4-12).
- p. You may press 'Return' to go back to 'eHealth (Subsidies) Account Rectification' page.

eHealth System (Subsidies) - eHealth (Subsidies) Account Rectification - Internet Explorer

eHealth System (Subsidies)

LIN, CHUNG SHUN CHRISTABELLA

Home Home Logout

25/02/2016 22:08:43

醫健通 health

eHealth (Subsidies) Account Rectification

Rectify eHealth (Subsidies) Account Information

Reference No. C16225-6-5
(Temporary eHealth (Subsidies) Account Record Created by other Service Provider)

Document Type Hong Kong Identity Card

HGC No. T363056(B)

Date of Birth 1930

Name in English CHAN TAI MAN
(Surname) (Given name)

Chinese Commercial Code [][][][][][] Chinese Name

Name in Chinese

Gender Female Male

Date of Issue 05-06-09

Creation Method Manual Input

Transaction No. TV16225-6-1

Back Save View Transaction

Read Smart ID Card

Fig 7.4-7 Temporary eHealth (Subsidies) Account Information



Fig 7.4-8 Popup window to remind creation of another temporary eHealth (Subsidies) account for the modification

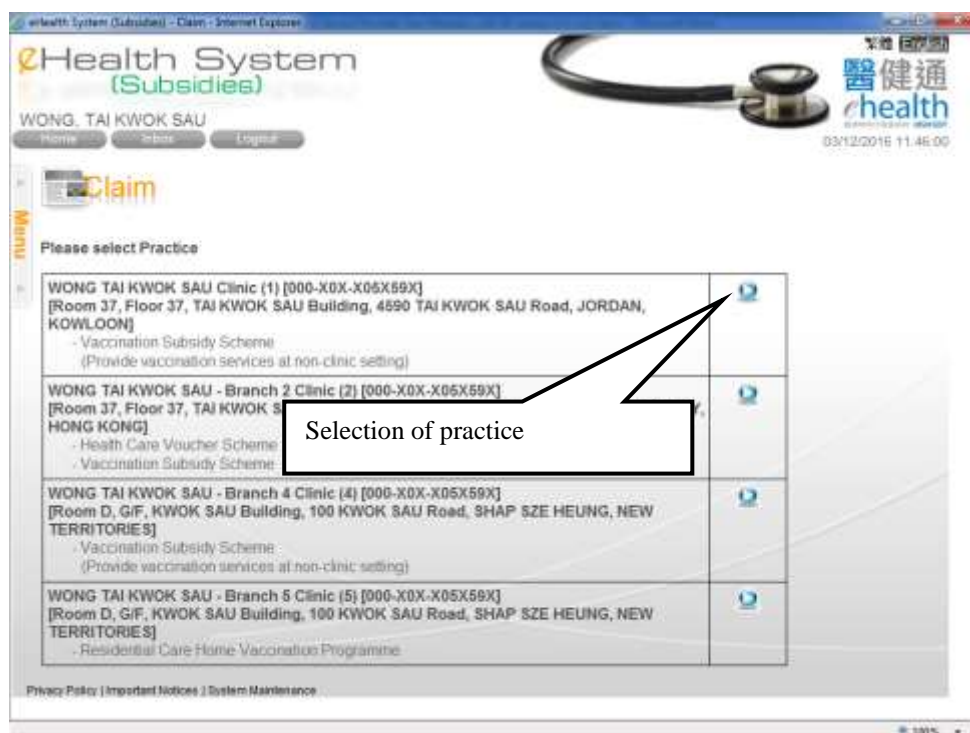


Fig 7.4-9 Selection of practice



Fig 7.4-10 Enter the new temporary eHealth (Subsidies) account information



Fig 7.4-11 Confirm Input



Fig 7.4-12 Completion



Fig. 7.4-13 eHealth (Subsidies) Account Rectification - Check for eligibility (Remind service provider the rectified account requires the pre-primary attendance proof)

CHAN, HEALTHY
Home Inbox Logout

eHealth (Subsidies) Account Rectification

Validation Fail!
The service recipient is not eligible for the claim. [990000-E-00241]

Rectify eHealth (Subsidies) Account Information

Reference No.	C10218-217-8
Document Type	Hong Kong Identity Card
HKIC No.	D222222(2)
Date of Birth	30-12-1998
Name in English	LI KIN TUNG (Surname) (Given name)
Chinese Commercial Code	2621 0256 6639 Chinese Name
Name in Chinese	李健通
Gender	<input type="radio"/> Female <input checked="" type="radio"/> Male
Date of Issue	01-02-08
Transaction No.	TC10218-66-6

If you notice that the HKIC No. does not match with the respective person, please contact the Department of Health.

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Fig. 7.4-14 eHealth (Subsidies) Account Rectification – Check for eligibility against existing claim transaction

7.5 Modify temporary eHealth (Subsidies) account details

Data entry account and Service Provider can modify temporary eHealth (Subsidies) account details by using the ‘eHealth (Subsidies) Account Rectification’. The steps are similar to steps in section 7.4 ‘Rectify temporary eHealth (Subsidies) account with failed validation result’. Data entry account is restricted to modify his own created temporary eHealth (Subsidies) accounts before confirmation by service provider.

- a. In the menu, click the menu item ‘eHealth (Subsidies) Account Rectification’. (Fig. 7.5-1) The corresponding page is shown. (Fig. 7.5-2)
- b. Select the temporary eHealth (Subsidies) account status.
 - Account Status:
 - i. *Pending Confirmation:* temporary eHealth (Subsidies) account entered by data entry account and pending confirmation by service provider.
 - ii. *Pending Validation:* temporary eHealth (Subsidies) account pending validation with Immigration Department.
 - iii. *Validation Failed:* temporary eHealth (Subsidies) account with failed result after validation with Immigration Department. Service provider is required to rectify the failed account and the account will resubmit to Immigration Department for validation again.


- For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.
- c. Press 'Search'. A result list is shown. (Fig. 7.5-3).
 - If the temporary eHealth (Subsidies) account is created without any claim, the 'Transaction No.' will be 'N/A'.
 - You can press the  in the header to view the supporting information of that column.
- d. Select the corresponding temporary eHealth (Subsidies) account by pressing Identity Document No.. The details of temporary eHealth (Subsidies) account are shown (Fig. 7.5-4). The remaining steps are similar to the steps in section 7.4 'Rectify temporary eHealth (Subsidies) account with failed validation result'. Please refer to that section for details.



Fig 7.5-1 Home Page

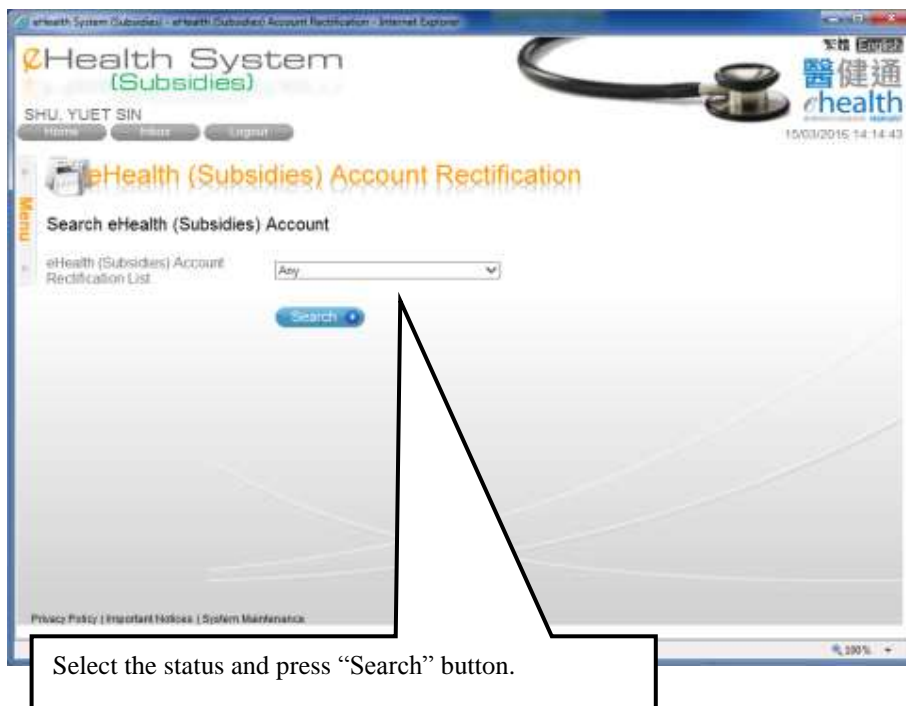


Fig 7.5-2 eHealth (Subsidies) Account Rectification



Fig 7.5-3 Temporary eHealth (Subsidies) Account Record




Fig 7.5-4 Rectify Temporary eHealth (Subsidies) Account Information

7.6 Removal of temporary eHealth (Subsidies) account (without any claim transactions)

The functions of 'Record Confirmation' and 'eHealth (Subsidies) Account Rectification' are available for removal of temporary eHealth (Subsidies) account without any related claims. For temporary eHealth (Subsidies) account with claim transaction(s), by voiding the claim transaction(s), the temporary account will also be removed (details of void claim is in section 7.7).

7.6.1 Remove via 'Record Confirmation'

- In the menu, click the menu item 'Record Confirmation'. (Fig. 7.6.1-1)
- In the page 'Record Confirmation', select the radio button of 'eHealth (Subsidies) Account' for the 'Confirmation Type' and input the selection criteria of Cut-off Date, Practice, Data Entry Account and Scheme. (Fig. 7.6.1-2)
 - Cut-off Date is defaulted to today. You can input another date or press the calendar  to select another date.


- c. Press 'Search'. A result list is shown. (Fig. 7.6.1-3)
 - You can sort the result list by pressing the column header.
 - The total no. of retrieved records is shown in the footer.
 - You can navigate among pages by pressing the page no. shown on the footer.
 - You can press the  in the header to view the supporting information of that column.
- d. Select the temporary eHealth (Subsidies) account by clicking the checkbox of the row.
- e. Click the 'Reject Selected' button to reject/remove the selected temporary eHealth (Subsidies) accounts.
- f. Press 'Reject' button to re-confirm the removal. (Fig. 7.6.1-4)
- g. Press 'Return' to go back to 'Record Confirmation' page. (Fig. 7.6.1-5)



Fig 7.6.1-1 Home Page

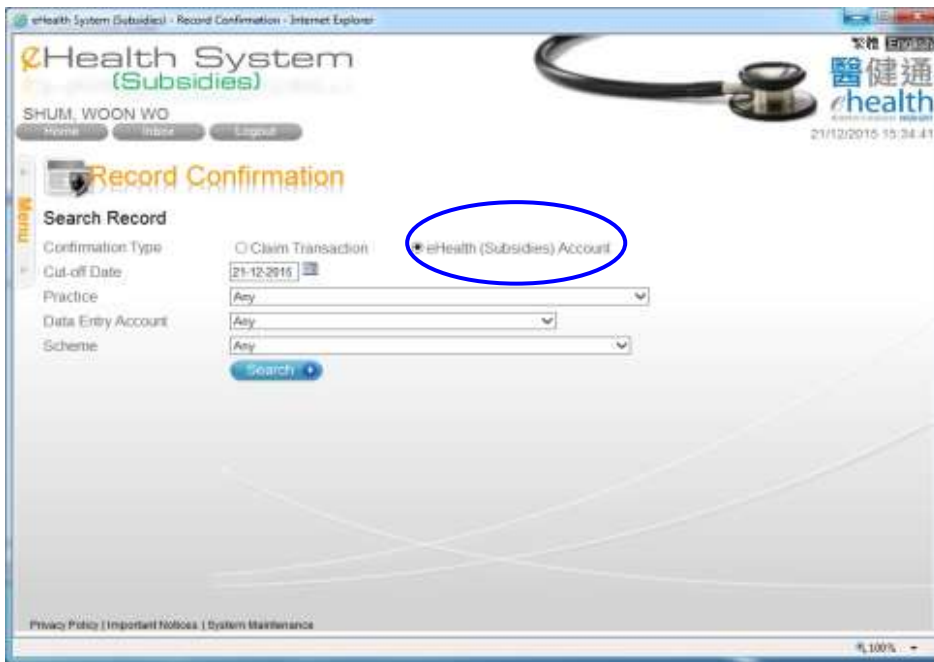


Fig 7.6.1-2 Record Confirmation

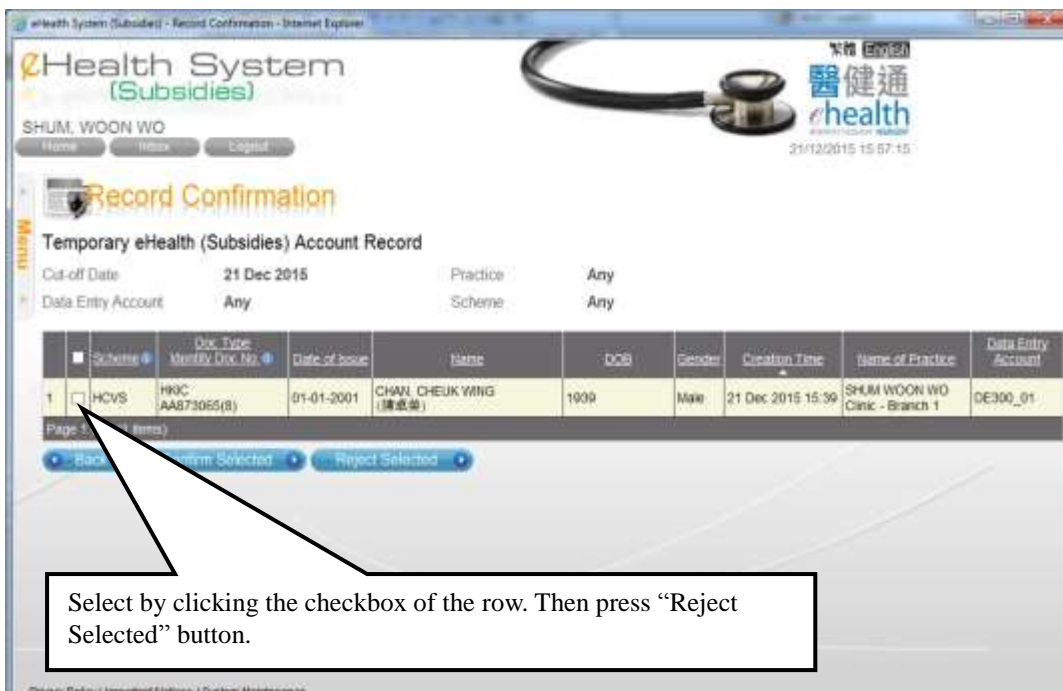


Fig 7.6.1-3 Temporary eHealth (Subsidies) account Record

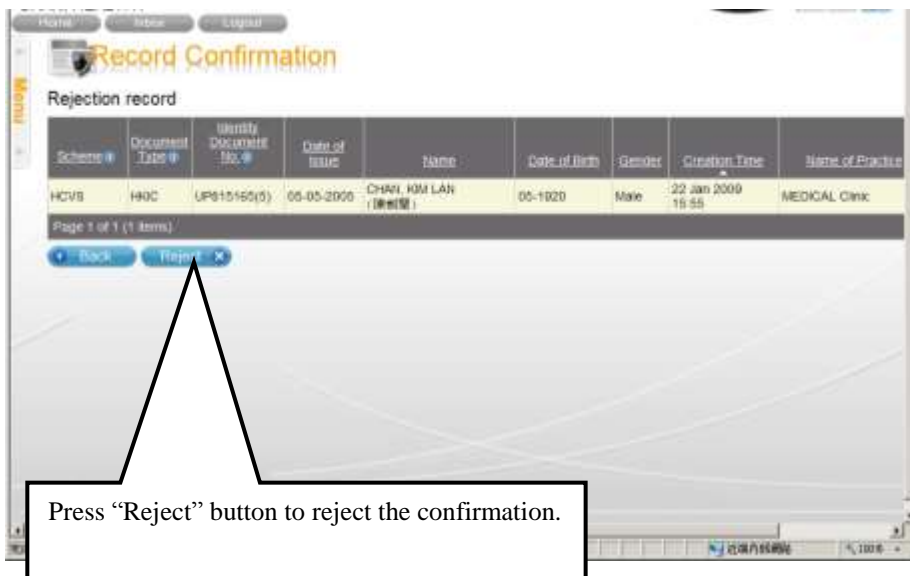


Fig 7.6.1-4 Reject record

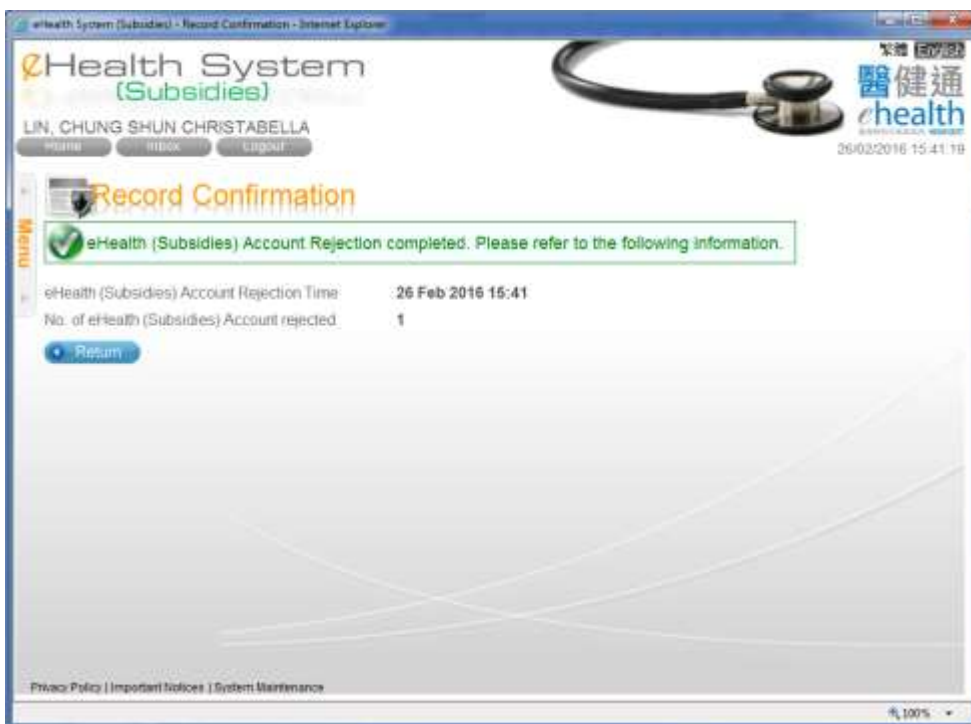


Fig 7.6.1-5 Reject Complete

7.6.2 Removal via ‘eHealth (Subsidies) account Rectification’


- a. In the menu, click the menu item ‘eHealth (Subsidies) account Rectification’. (Fig. 7.6.2-1) The corresponding page is shown. (Fig. 7.6.2-2)
- b. Select the temporary eHealth (Subsidies) account status.
 - Account Status:
 - i. *Pending Confirmation:* temporary eHealth (Subsidies) account entered by data entry account and pending confirmation by service provider.
 - ii. *Pending Validation:* temporary eHealth (Subsidies) account pending validation with Immigration Department.
 - iii. *Validation Failed:* temporary eHealth (Subsidies) account with failed result after validation with Immigration Department.
 - For data entry account, only status of ‘Pending Confirmation’ is available and cannot choose other status.
- c. Press ‘Search’. A result list is shown. (Fig. 7.6.2-3)
 - If the temporary eHealth (Subsidies) account is created without any claim, the ‘Transaction No.’ will be ‘N/A’.
 - You can press the  in the header to view the supporting information of that column.
- d. Select the corresponding temporary eHealth (Subsidies) account by pressing Identity Document No.. The details of temporary eHealth (Subsidies) account are shown. (Fig. 7.6.2-4)
- e. Press ‘Remove’ button to remove the temporary eHealth (Subsidies) account. A pop up window is displayed to ask for confirmation of the removal. (Fig. 7.6.2-5)
- f. Press ‘Confirm’ to confirm the removal. The temporary eHealth (Subsidies) account is removed.
- g. Press ‘Return’ to go back to ‘eHealth (Subsidies) account Rectification’ page. (Fig. 7.6.2-6)



Fig 7.6.2-1 Home Page



Select the status and press “Search” button.

Fig 7.6.2-2 eHealth (Subsidies) account Rectification



Fig 7.6.2-3 Temporary eHealth (Subsidies) account Record



Fig 7.6.2-4 Rectify eHealth (Subsidies) account Information



Fig 7.6.2-5 Popup window for confirmation



Fig 7.6.2-6 Completion of Removal

7.7 Void Claim

Claim can be voided via functions of ‘Record confirmation’, ‘Claim Transaction Management’ and ‘eHealth (Subsidies) account rectification’. Data Entry account can only void his own created claim transactions. In voiding claim for a temporary eHealth (Subsidies) account, the temporary account will also be removed.

Claim transaction should be voided within 24 hours after creation of claim transactions by service provider or confirmation by service provider of the claims made through the data entry account. If the temporary eHealth (Subsidies) account for a claim has failed validation result from Immigration Department, service provider can void the claim even if the claim has been created for over 24 hours.

7.7.1 Void Claim via ‘Record Confirmation’



- a. In the menu, click the menu item ‘Record Confirmation’.
- b. In the page ‘Record Confirmation’, select ‘Claim Transaction’ from Confirmation Type’
- c. If you check ‘Include “Incomplete” Claims’, incomplete claims will be shown. This flexibility in capturing claim data only applies to HCVS.
- d. Then input the selection criteria of Cut-off Date, Practice, Data Entry Account and Scheme. (Fig. 7.7.1-1)
 - Cut-off Date is defaulted to today. You can input another date or press the calendar  to select another date.
- e. Press ‘Search’. A result list is shown. (7.7.1-2)
 - You can sort the result list by pressing the column header.
 - The total no. of retrieved records is shown in the footer.
 - You can navigate among pages by pressing the page no. shown on the footer.
 - You can press the  in the header to view the supporting information of that column.
 - You can press the transaction no. to view the transaction details.
 - If you check ‘Include “Incomplete” Claims’, incomplete claims will be shown..
- f. Select the transaction by pressing the Transaction No. of the row.
- g. Press ‘Void’ in page ‘Claim Information. (Fig. 7.7.1-3) The Void Reason is enabled for input.
- h. Press ‘Confirm Void’ to confirm. (Fig. 7.7.1-4) A void Transaction No. is displayed for you to mark on the consent form. (Fig. 7.7.1-5)
- i. Press ‘Return’ to go back the ‘Record Confirmation’ page.



Fig. 7.7.1-1 Search Claim Record



Fig. 7.7.1-2 Claim Record



Fig. 7.7.1-3 Claim Information



Fig. 7.7.1-4 Input Void Reason



Fig. 7.7.1-5 Completion of Void Claim

7.7.2 Void Claim via ‘Claim Transaction Management’


- a. In the menu, click the menu item ‘Claim Transaction Management’. (Fig. 7.7.2-1) The corresponding page is shown. (Fig. 7.7.2-2)
- b. Enter the selection criteria such as practice, status, transaction time, transaction no. and scheme.
 - For data entry account, only status of ‘Pending Confirmation’ is available and cannot choose other status.
 - You can click the calendar image  to select the transaction date.
- c. Press ‘Search’. A result list with record summary is shown. (Fig. 7.7.2-3)
 - The Record Summary shows the total amount for different claim status in the result list.
- d. Select the corresponding claim transaction by pressing the Transaction No.. The claim details are shown. (Fig. 7.7.2-4)
- e. Press ‘Void’. The Void Reason is enabled for input. (Fig. 7.7.2-5)
- f. Press ‘Confirm Void’ to confirm. A void Transaction No. is displayed for you to mark on the consent form. (Fig. 7.7.2-6)
- g. Press ‘Return’ to return to the ‘Claim Transaction Management’ page.



Fig. 7.7.2-1 Home Page



Fig. 7.7.2-2 Search Claim Record

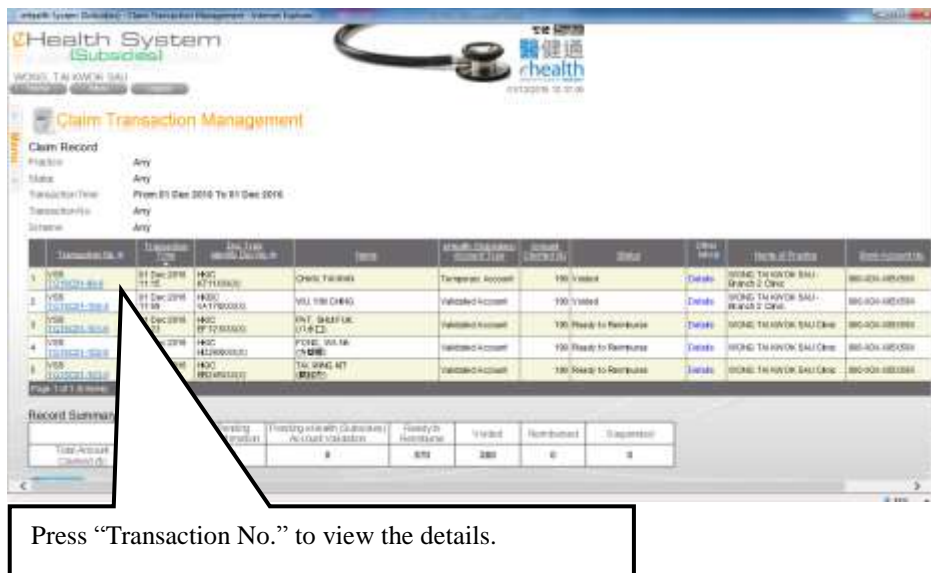


Fig. 7.7.2-3 Claim Record

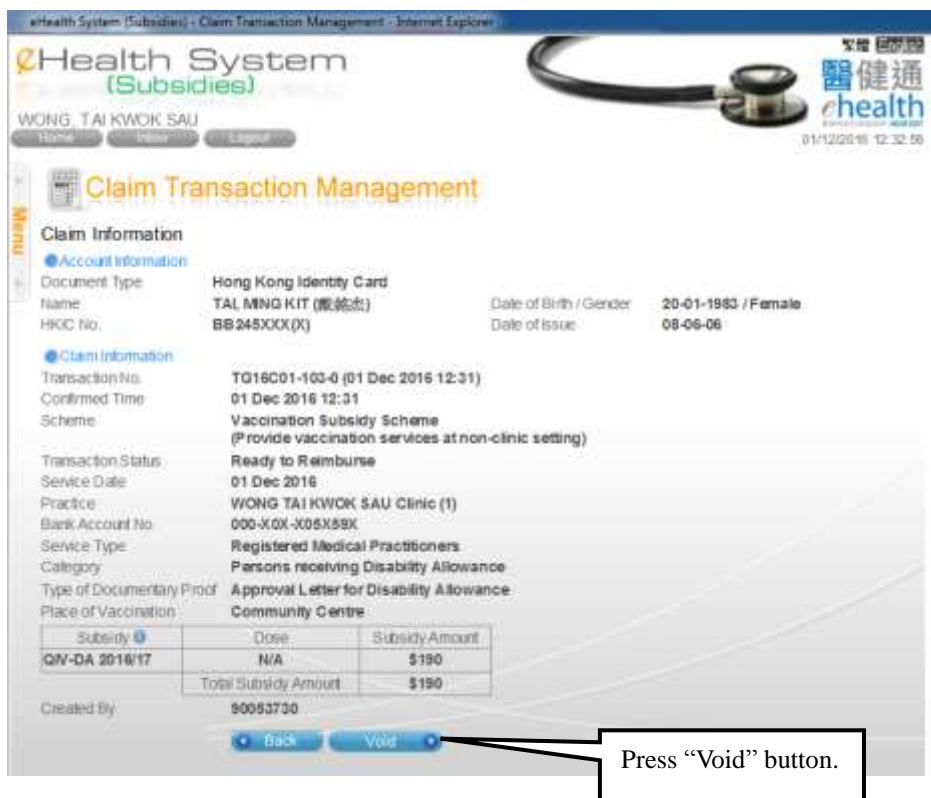


Fig. 7.7.2-4 Claim Information



Enter "Void Reason" and press "Confirm Void" button.

Fig. 7.7.2-5 Claim Information – input void reason



Fig. 7.7.2-6 Completion of void claim

7.7.3 Void Claim via 'eHealth (Subsidies) account Rectification'


- a. In the menu, click the menu item 'eHealth (Subsidies) account Rectification'. The corresponding page is shown.
- b. Select the temporary eHealth (Subsidies) account status.
 - Account Status:
 - i. *Pending Confirmation:* temporary eHealth (Subsidies) account entered by data entry account and pending confirmation by service provider.
 - ii. *Pending Validation:* temporary eHealth (Subsidies) account pending validation with Immigration Department.
 - iii. *Validation Failed:* temporary eHealth (Subsidies) account with failed result after validation with Immigration Department.
 - For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.
- c. Press 'Search'. A result list is shown. (Fig. 7.7.3-1)
 - If the temporary eHealth (Subsidies) account is created without any claim, the 'Transaction No.' will be 'N/A'.
 - You can press the  in the header to view the supporting information of that column.
- d. Select the corresponding temporary eHealth (Subsidies) account by pressing Identity Document No.. The details of temporary eHealth (Subsidies) account are shown. (Fig. 7.7.3-2)
- e. Press 'View Transaction' button to view and then void the claim transaction.
- f. Press 'Void' button in the page 'Claim Information'. (Fig. 7.7.3-3)
- g. The void reason is enabled to input. (Fig. 7.7.3-4)
- h. Press 'Confirm Void' to confirm. A void Transaction No. is displayed for you to mark on the consent form. (Fig. 7.7.3-5)



Fig. 7.7.3-1 Temporary eHealth (Subsidies) account Record



Fig. 7.7.3-2 Rectify eHealth (Subsidies) account Information



Fig. 7.7.3-3 Claim Information – void



Fig. 7.7.3-4 Claim Information – Input void reason

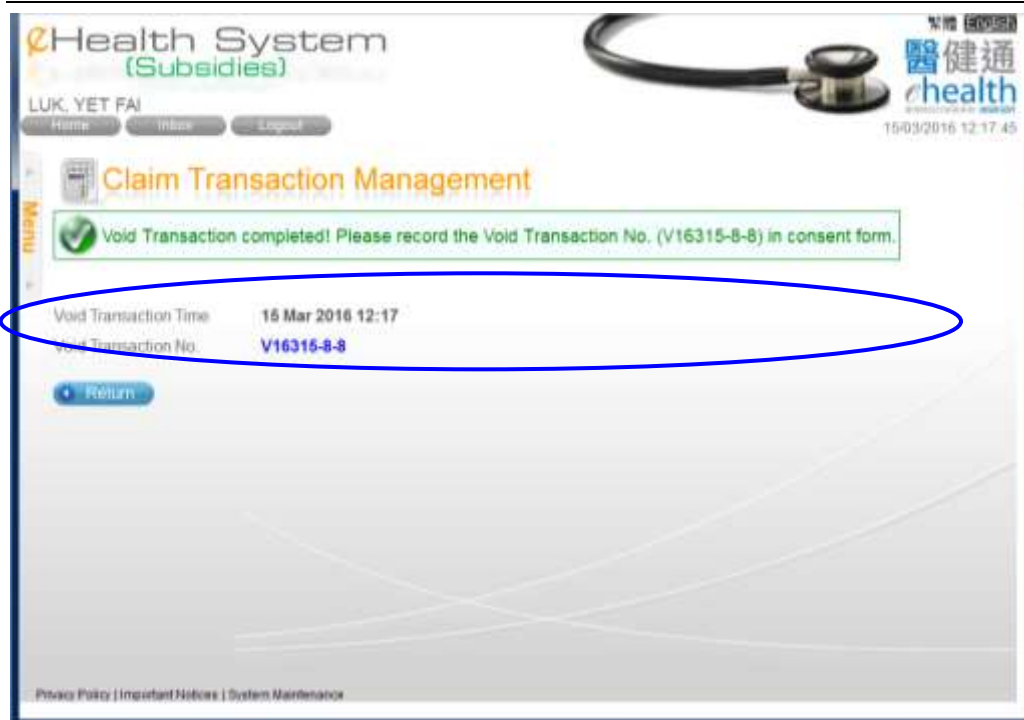




Fig. 7.7.3-5 Completion of void claim

7.8 Claim Transaction Management (Retrieve and input outstanding claim information under HCVS)

Service provider or data entry account can use this function to enquire or modify the claim details

- a. In the menu, click the menu item of 'Claim Transaction Management'. (Fig. 7.8-1)
The corresponding page is shown. (Fig. 7.8-2)
- b. Enter the selection criteria such as practice, status, transaction time, transaction no. and scheme.
 - For data entry account, only status of 'Pending Confirmation' is available and cannot choose other status.
 - You can click the calendar image  to select the date.
- c. Press 'Search' button. A result list with record summary is shown. (Fig. 7.8-3)
 - The Record Summary shows the total amount for different claim status in the result list.
 - You can press the  in the header to view the supporting information of that column.
- d. Select the corresponding claim transaction by pressing the Transaction No.. The claim details are shown. (Fig. 7.8-4)

- You may press the ‘Void’ button to void the transaction.
- If the claim is for HCVS, you may press the ‘modify’ button to input the outstanding information. (Fig. 7.8-5)



Fig. 7.8-1 Home Page

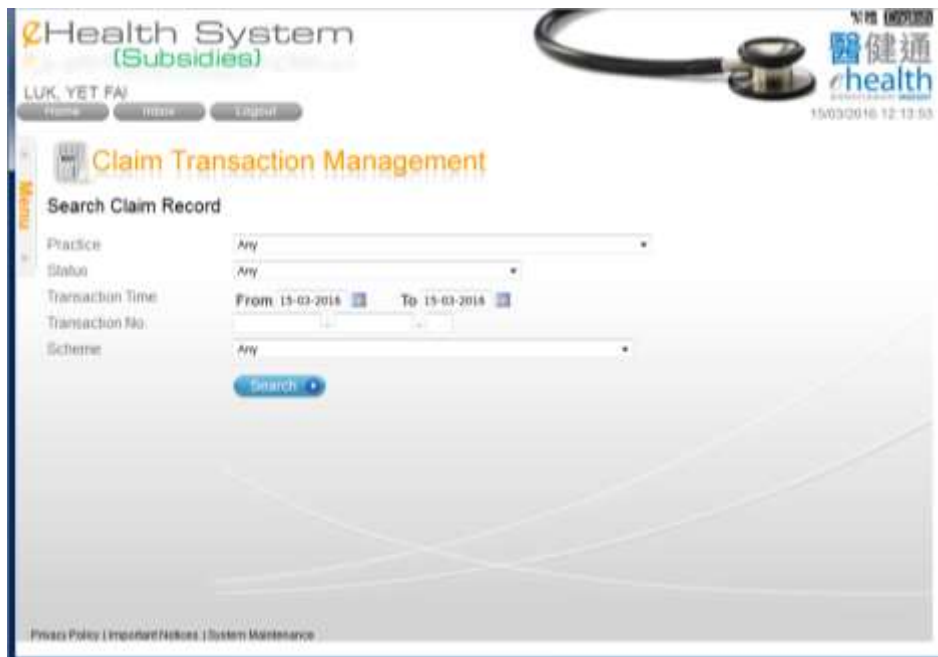


Fig. 7.8-2 Search Claim Record

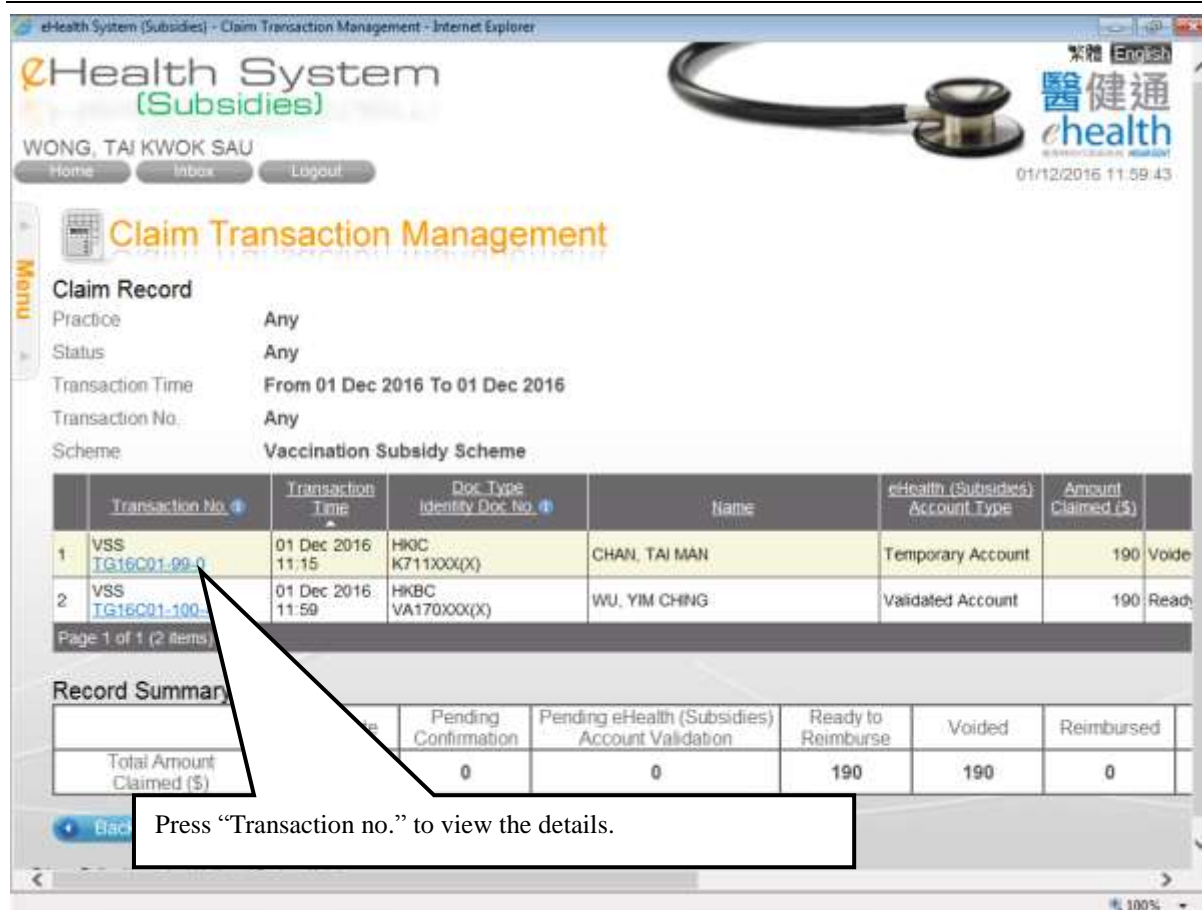


Fig. 7.8-3 Claim Record




Fig. 7.8-4 Claim Information



Fig. 7.8-5 Modify claim

7.9 Monthly Statement

A message will be sent to the service provider's Inbox after reimbursement has done, service provider can view the monthly statement for reimbursement details. (Fig. 7.9-7)

- a. In the menu, click the menu item 'Monthly Statement'. (Fig. 7.9-1) The corresponding page is shown. (Fig. 7.9-2)
- b. Select the practice and statement. Only statement within latest twelve months will be shown.
- c. Press 'Search'. A monthly statement is shown. (Fig. 7.9-3)
- d. Press 'View Details' button. A summary of transactions by scheme is shown. Click the scheme, a list of the transactions details of a specific scheme for the statement is shown. (Fig. 7.9-4 to Fig. 7.9-5)
 - You can press the  in the header to view the supporting information of that column.
- e. Select the corresponding claim transaction by pressing the Transaction No.. The claim transaction details are shown. (Fig. 7.9-6)
- f. Press 'Back' to go back to the previous page with transaction list.

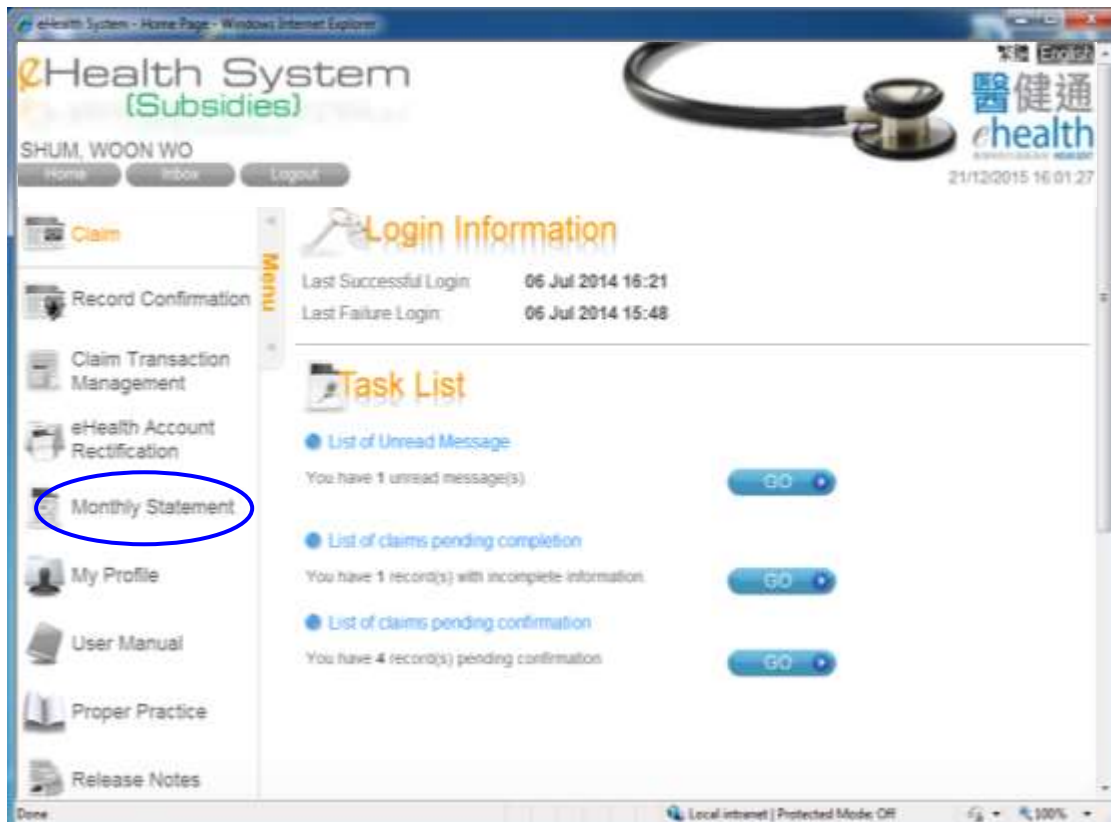


Fig. 7.9-1 Home Page



Fig. 7.9-2 Monthly Statement Summary – Search record

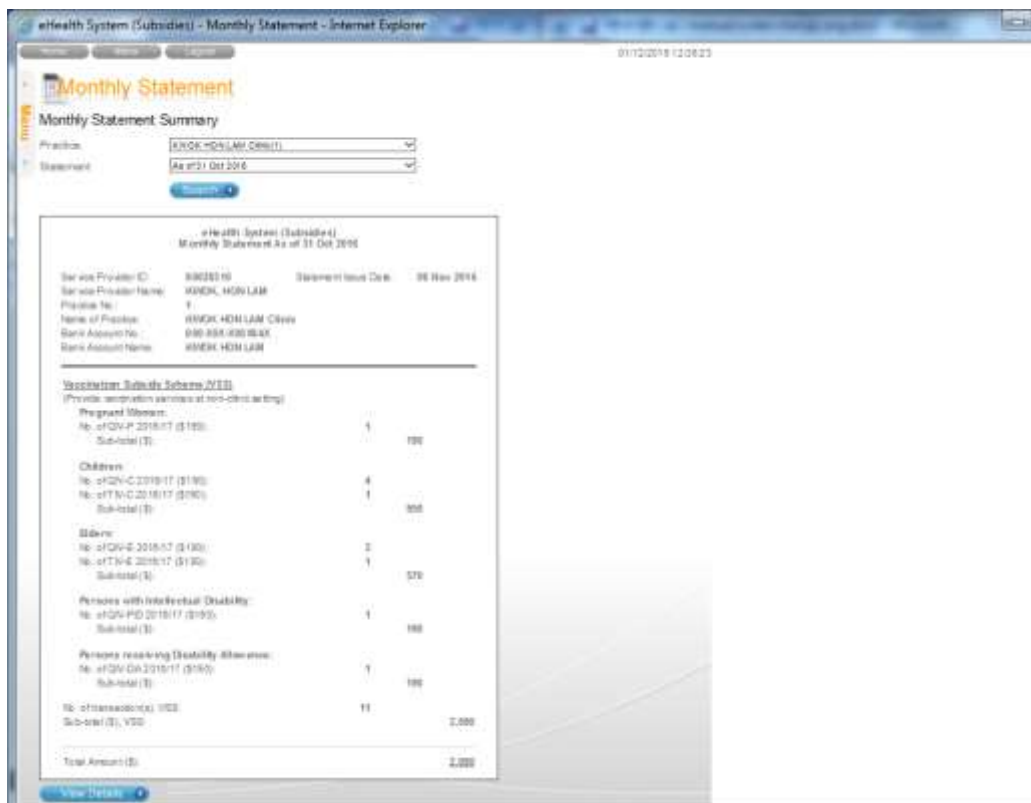


Fig. 7.9-3 Monthly Statement Summary – Monthly statement



Fig. 7.9-4 Monthly Statement Summary – View Details

Health System (Subsidies)
 KWOK HON LAM
 Home | About | Logout
 01/10/2016 12:26:26

Monthly Statement

Claim Record
 Practice: KWOK HON LAM Clinic
 Statement: As of 31 Oct 2016
 Scheme: VSS

Transaction No. #	Transaction Time	Service Date	Doc. Type (Doc. No. #)	Name	Amount Claimed (\$)
1 VSS TG16A26-24-1	26 Oct 2016 19:01	26 Oct 2016	H90C 8009000(X)	HUNG, SHUN FAN (洪志芬)	100
2 VSS TG16A26-25-4	26 Oct 2016 19:01	26 Oct 2016	H90C 0A006000(X)	TUNG, CHUNG FEI (譚松飛)	100
3 VSS TG16A26-26-6	26 Oct 2016 19:01	26 Oct 2016	H90C 2E106000(X)	LAN, AH TIN (藍立顯)	100
4 VSS TG16A26-27-8	26 Oct 2016 19:02	26 Oct 2016	H90C LQ044000(X)	KAM, YU KAI	100
5 VSS TG16A26-28-0	26 Oct 2016 19:14	26 Oct 2016	H90C 8G035000(X)	YAU, PING HUNG	100
6 VSS TG16A26-29-2	26 Oct 2016 19:16	26 Oct 2016	H90C 2J146000(X)	PANG, WAI PAK (彭華鑾)	100
7 VSS TG16A26-30-4	26 Oct 2016 19:17	26 Oct 2016	H90C H6008000(X)	CHO, WAI KWONG (蔡偉光)	100
8 VSS TG16A26-31-6	26 Oct 2016 19:18	26 Oct 2016	H90C 2B304000(S)	LING, MING TAT (凌明達)	100

Fig. 7.9-5 Claim Record – List of Transactions of a specific scheme

SHUM, WOON WO
 Home | About | Logout
 20/06/2014 18:17:16

Monthly Statement

Claim Information

Account Information

Document Type: Hong Kong Identity Card
 Name: LAI, SHUI FUNG (賴水鳳)
 H90C No.: AA129XXX(X)
 Date of Birth / Gender: 30-06-1935 / Male
 Date of Issue: 30-05-07

Claim Information

Transaction No.: TV11B15-3568362-8 (15 Nov 2011 15:22)
 Confirmed Time: 15 Nov 2011 16:22
 Scheme: Health Care Voucher Scheme
 Transaction Status: Reimbursed
 Service Date: 15 Nov 2011
 Practice: SHUM WOON WO Clinic (1)
 Bank Account No.: 000-X0X-X00X10X
 Service Type: Registered Medical Practitioners
 Voucher Amount Claimed: \$700
 Net Service Fee Charged: Not Applicable
 Reason for Visit:
 Principal: Management of acute episodic condition
 - Management of acute infections
 Created By: 90000300

[Back](#)

Privacy Policy | Important Notices | System Maintenance

Fig. 7.9-6 Claim Information

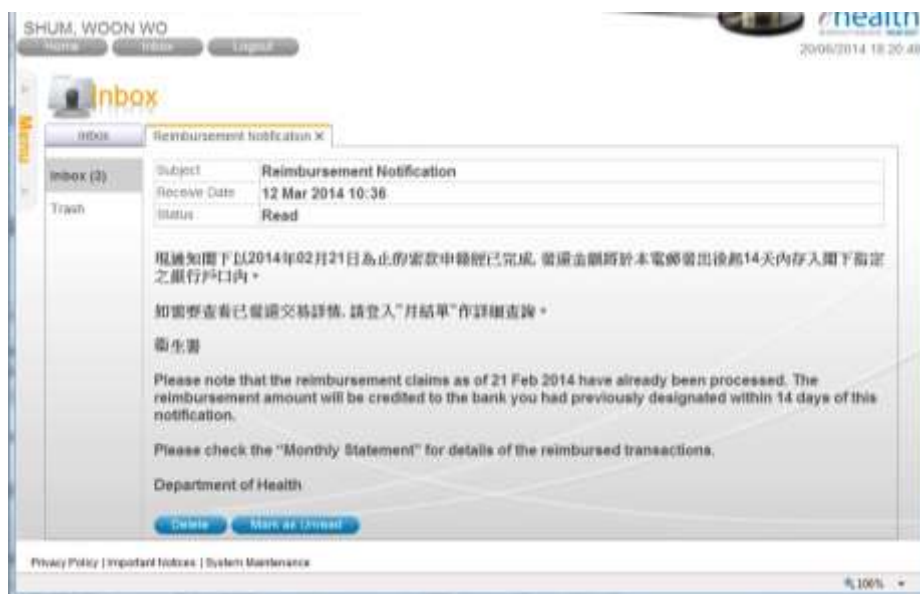


Fig. 7.9-8 Reimbursement Notification

7.10 Vaccination Record Enquiry

Service provider and data entry account can enquire immunization records for service recipient via the ‘Vaccination Record Enquiry’ function in the menu.

- a. In the menu, click the menu item ‘Vaccination Record Enquiry’. (Fig. 7.10-1)
- b. Select the document type, input document no. and date of birth. Then press ‘Search’ button. Or you can choose to read data from Smart IC. (Fig 7.10-2)
 - Document type, document no., date of birth, English name and gender are the keys to match immunization records from different information providers. For validated eHealth (Subsidies) Account, the corresponding English name and gender are retrieved from system for matching.
 - If the service recipient is not a validated eHealth (Subsidies) account, you have to input the English name and select the gender. Then press ‘Next’ button. (Fig. 7-10.3) The entered details are shown and you can press ‘Proceed to Enquiry’ button. (Fig. 7-10.4)
- c. The vaccination records are shown. (Fig 7.10-5a) You can continue the claim by pressing ‘Proceed to Claim’. For the available document types of different information providers and the available types of immunization records, you can refer to the legend in the screen (Fig 7.10-5b).



Fig 7.10-1 Home page – Select “Vaccination Record Enquiry”

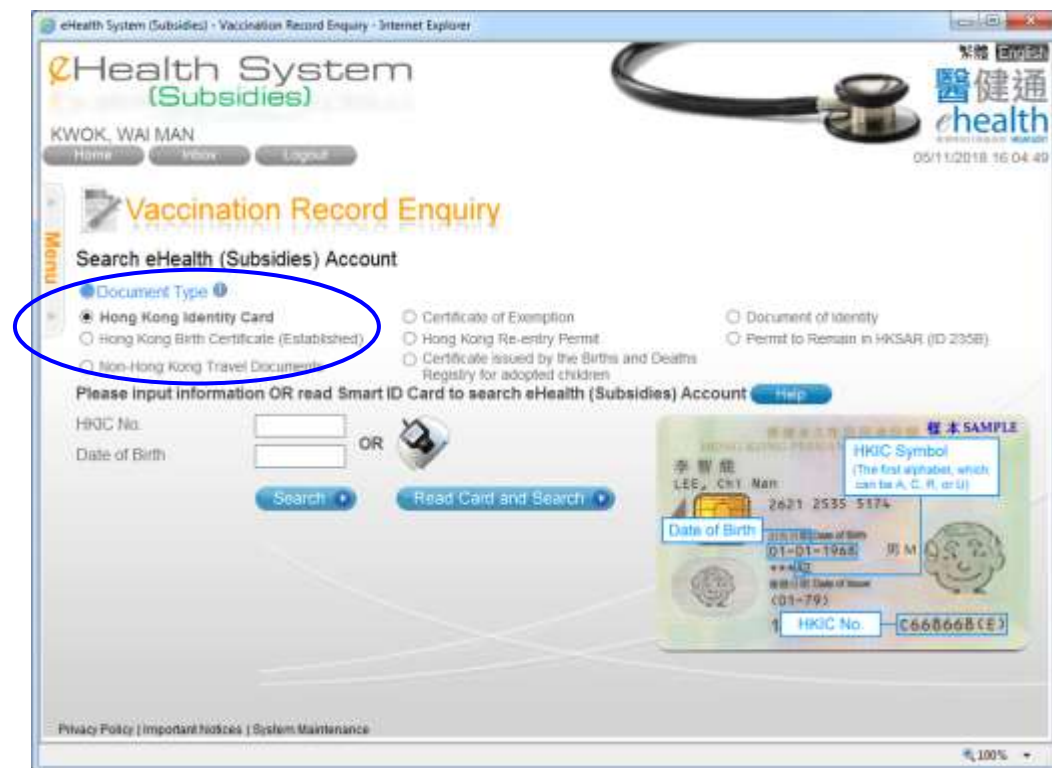


Fig 7.10-2 Search Account



Fig 7.10-3 Input Recipient Information for non-validated eHealth (Subsidies) account.



Fig 7.10-4 Service Recipient Information



Fig 7-10.5a Vaccination Records are shown.

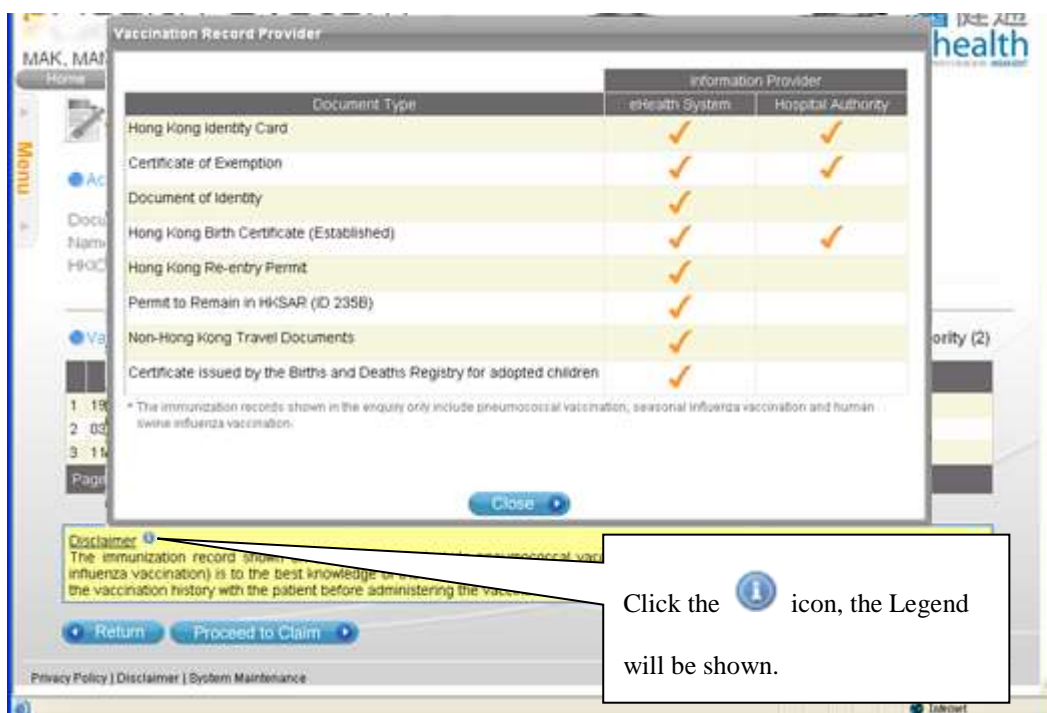


Fig 7-10.5b Legend of Vaccination Record Provider

7.11 Text-only version

Service provider and data entry account can perform claim transaction and void transaction via text-only version. The steps in text-only version are basically the same as those in web version.

User can click the “Text Only Version” in the login page of eHealth System (Subsidies). (Fig. 7.11-1) Then select the Account Type and input the user information to login the system. (Fig. 7.11-2)



Fig. 7.11-1



Fig. 7.11-2 Text only version

7.11.1 Claim Transaction

The steps for claiming are basically the same as that in web version except the screen layout is simpler. Below are the screen dumps on claiming HCVS for reference.



Fig. 7.11.1-1

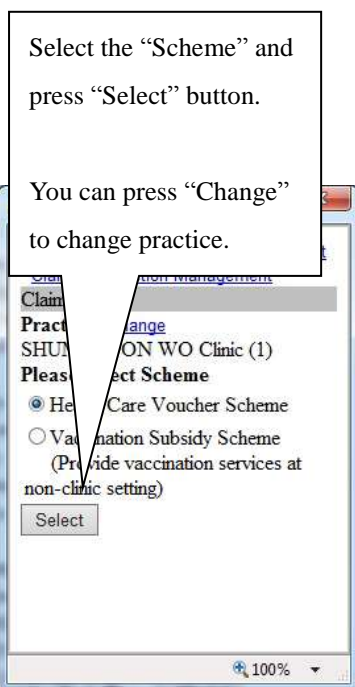


Fig. 7.11.1-2

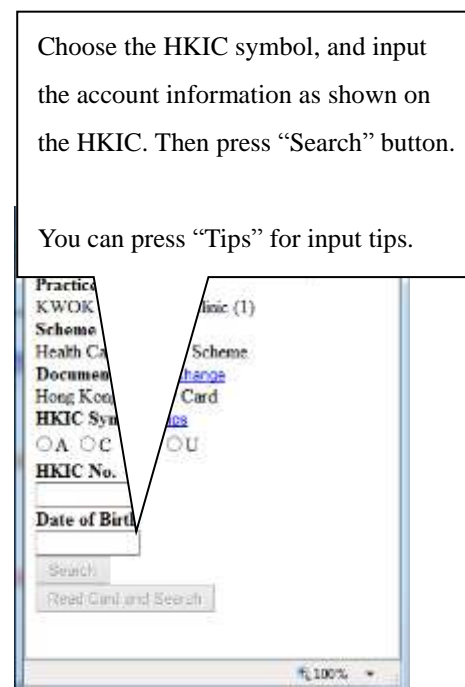


Fig. 7.11.1-3

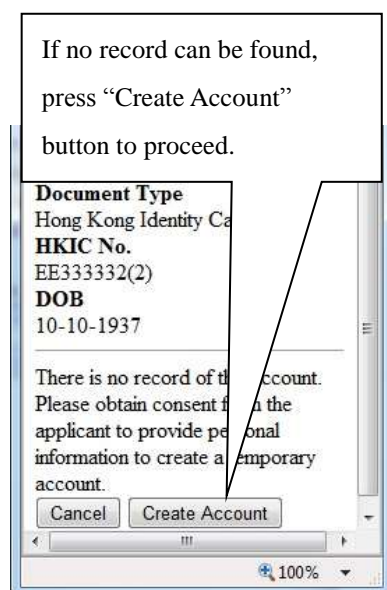


Fig. 7.11.1-4

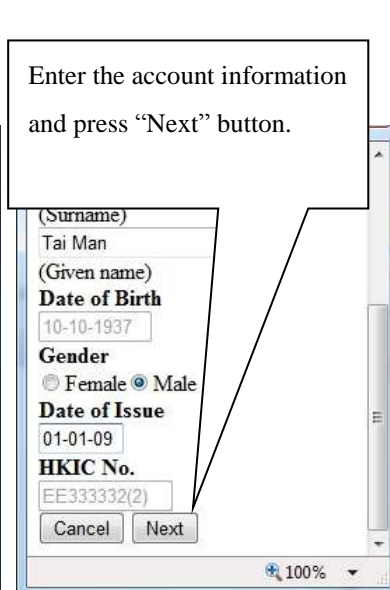


Fig. 7.11.1-5

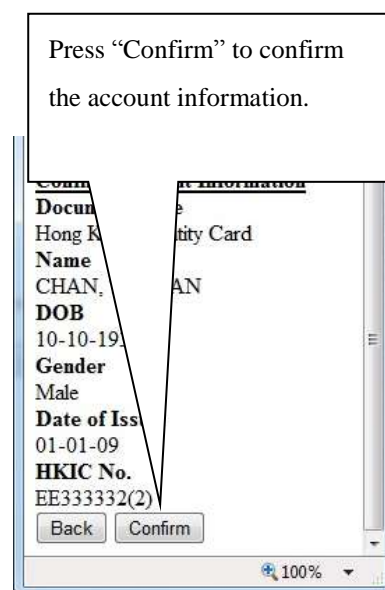
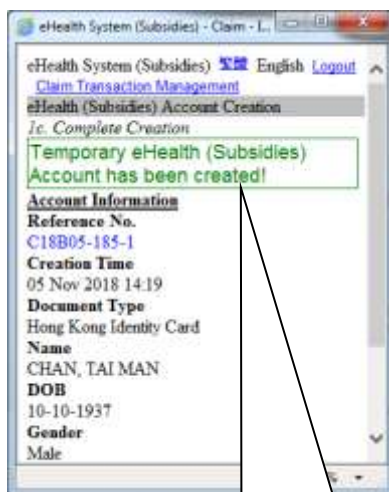
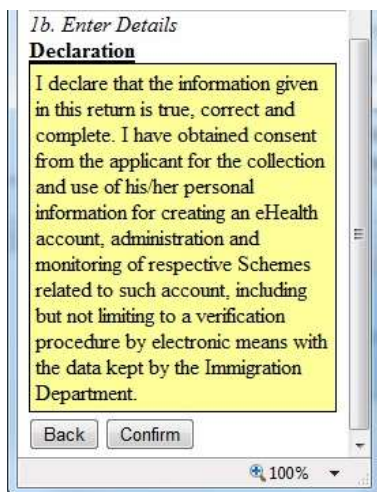


Fig. 7.11.1-6



The temporary eHealth (Subsidies) account is created.

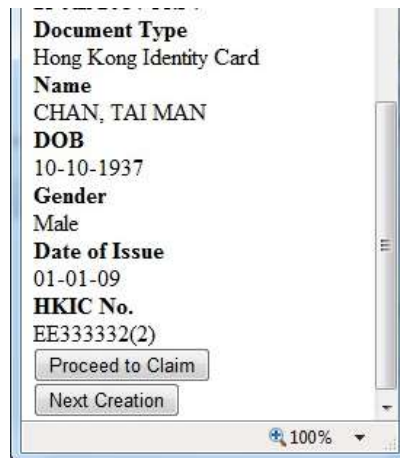
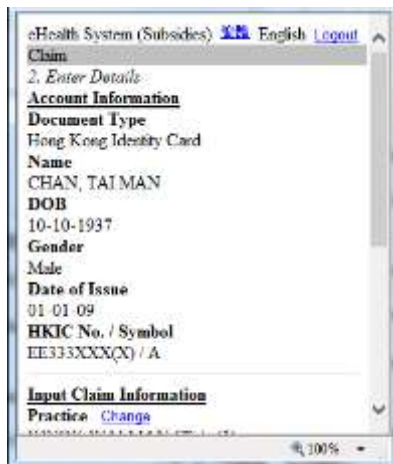


Fig. 7.11.1-9

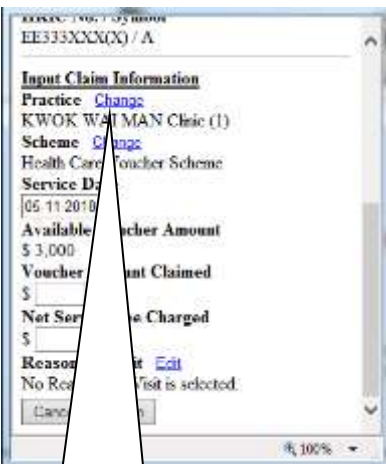
Fig. 7.11.1-7

Fig. 7.11.1-8



Press "Change" to change practice and scheme.

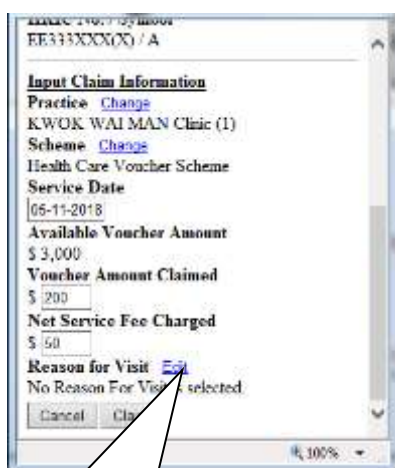
Fig. 7.11.1-11



Enter "Voucher Amount Claimed" and "Net Service Fee Charged"

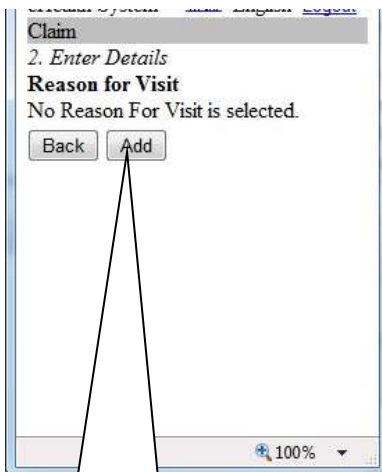
Fig. 7.11.1-12

Fig. 7.11.1-10



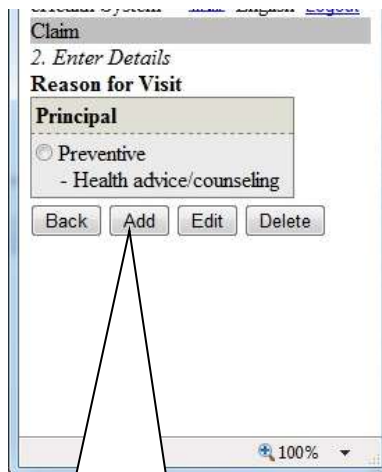
For claiming voucher, press "Edit" button to choose the reason for visit.

Fig. 7.11.1-13



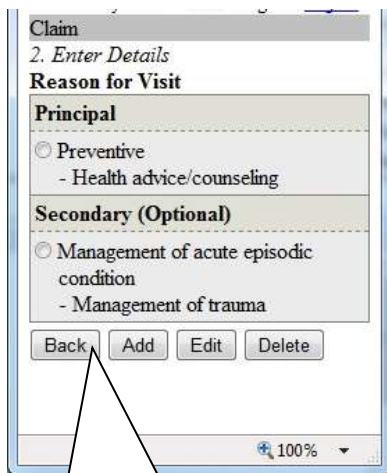
Press "Add" button to add principal reason for visit.

Fig. 7.11.1-14



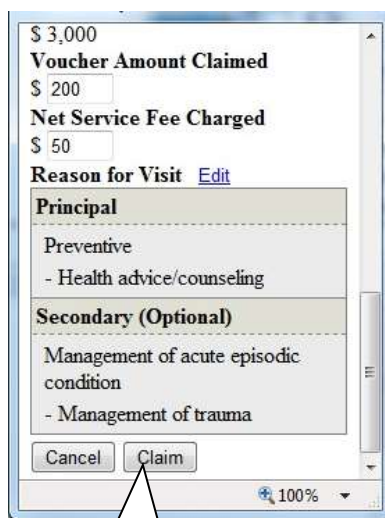
After principal reason is added, press "Add" button to add Secondary Reason for visit

Fig. 7.11.1-15



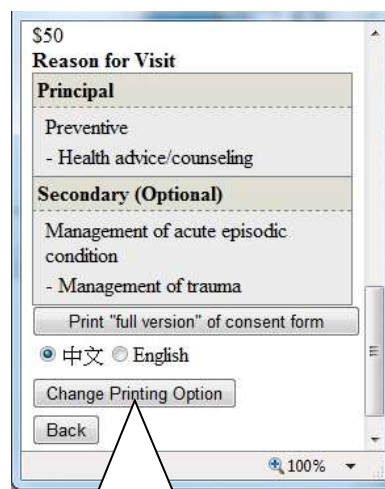
After principal and secondary reason for visits are added. Press "Back" button to go back to claim main page.

Fig. 7.11.1-16



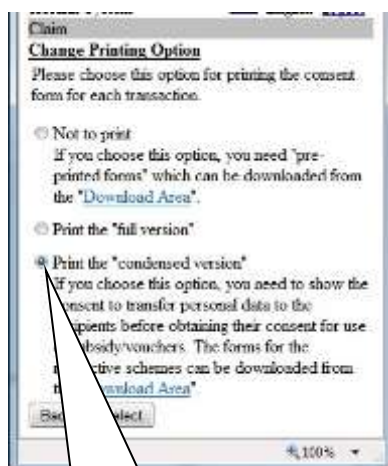
Press "Claim" to proceed.

Fig. 7.11.1-17



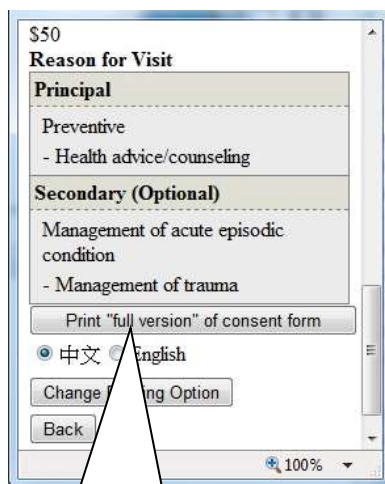
You can press "Change Printing Option" to change the printing option.

Fig. 7.11.1-18



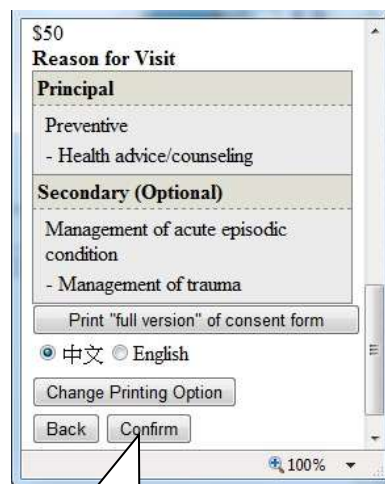
Select a printing option.

Fig. 7.11.1-19



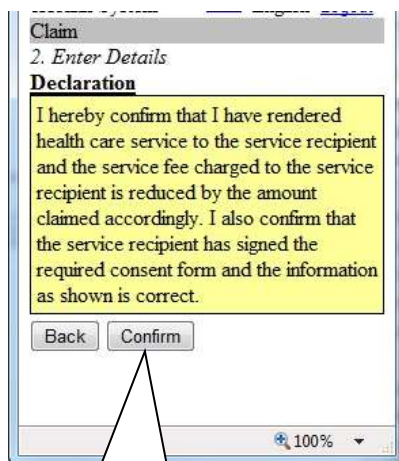
Press "Print "full version" of consent form" to print the consent form

Fig. 7.11.1-20



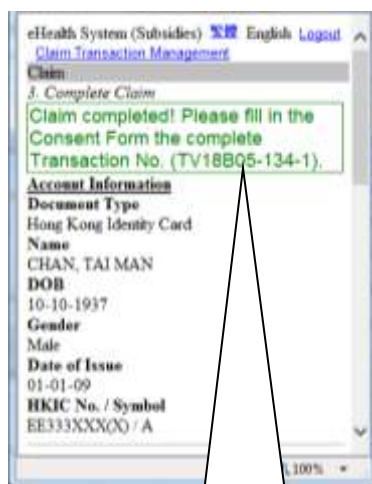
Press "Confirm" to confirm claim details.

Fig. 7.11.1-21



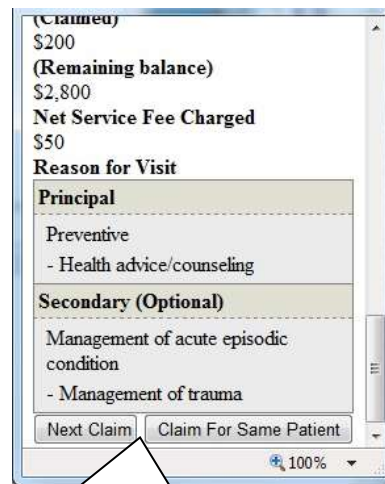
Read the "Declaration" and press "Confirm".

Fig. 7.11.1-22



The claim is completed.

Fig. 7.11.1-23



Press "Next Claim" to do another claim OR
Press "Claim For Same Patient" to claim for the same patient for other subsidies.

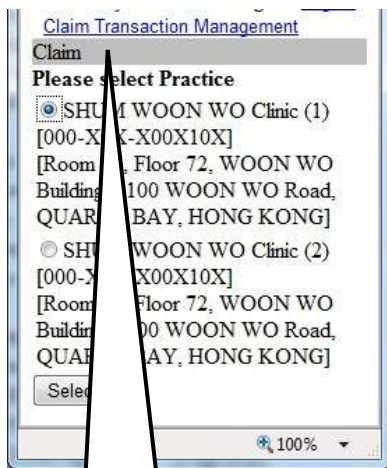
Fig. 7.11.1-24

Fig. 7.11.1-1 to Fig. 7.11.1-24 Claim Transaction

7.11.2 Claim Transaction Management (Enquiry or input incomplete claim information for HCVS)

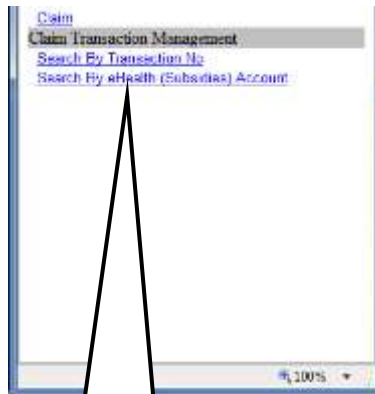
HCVS claim can be modified via pressing the link of 'Claim Transaction Management'.

- a. Press the link 'Claim Transaction Management'. (Fig. 7.11.2-1)
- b. Select the method, either using transaction no. or eHealth (Subsidies) account, to search the corresponding claim transaction by clicking the button. (Fig. 7.11.2-2)
 - By clicking the button of 'Search By Transaction No.', you have to input the Transaction no. for system to search.
 - By clicking the button of 'Search By eHealth (Subsidies) account', you have to enter the account information for searching. (Fig. 7.11.2-3)
 - i. Press 'Change' to change the document type.
 - ii. Press 'Tips' for the input tips of the search information.
- c. Press 'Search' button.
 - By selection of transaction no., the transaction details are displayed.
 - By selection of eHealth (Subsidies) account, the transactions with transaction date and transaction no. are displayed. (Fig. 7.11.2-4) You have to select the transaction by clicking the corresponding radio button. Press 'Select' button. The transaction details are displayed.
- d. In the transaction details page:
 - You may press the 'Void' button to void the transaction.
 - If the claim is for HCVS, you may press the 'modify' button to input the outstanding information. (Fig. 7.11.2-5 to Fig. 7.11.2-8)



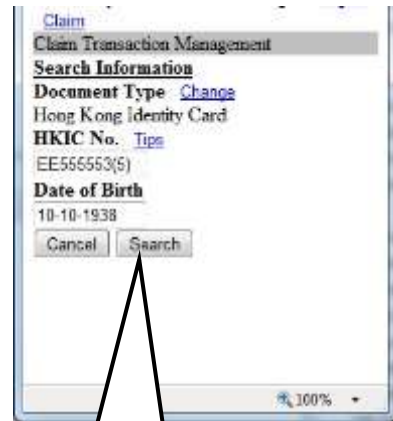
Press "Claim Transaction Management" button.

7.11.2-1



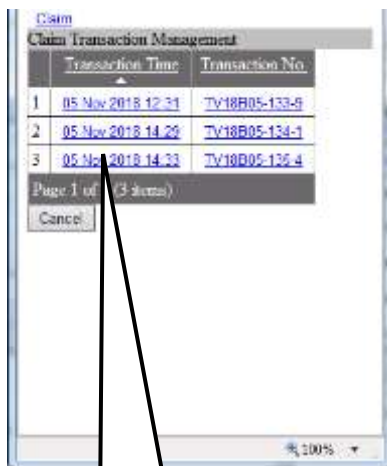
Select the method.

Fig. 7.11.2-2



Enter the search information and press "Search" button.

Fig. 7.11.2-3



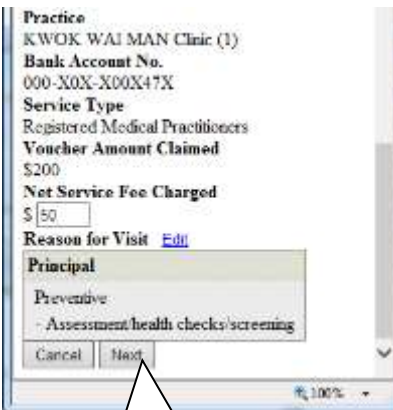
Select the transaction.

Fig. 7.11.2-4



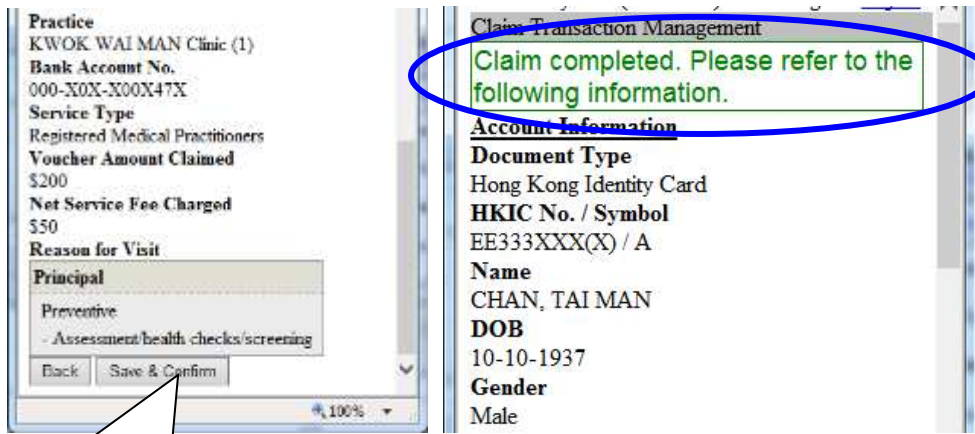
Press "Modify" button to start update.

Fig. 7.11.2-5



Press "Next" button after update finish.

Fig. 7.11.2-6



Press "Save & Confirm" button to confirm.

Fig. 7.11.2-7

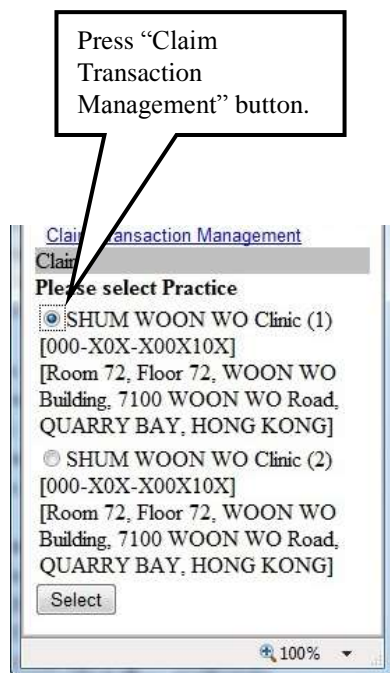
Fig. 7.11.2-8

Fig. 7.11.2-1 to Fig. 7.11.2-8 Claim Transaction Management

7.11.3 Void Claim

Claim can be voided via pressing the link of ‘Claim Transaction Management’.

- a. Press the link ‘Claim Transaction Management’. (Fig. 7.11.3-1)
- b. Select the method, either using transaction no. or eHealth (Subsidies) account, to search the corresponding claim transaction by clicking the button. (Fig. 7.11.3-2)
 - By clicking the button of ‘Search By Transaction No.’, you have to input the Transaction no. for system to search.
 - By clicking the button of ‘Search By eHealth (Subsidies) account’, you have to enter the account information for searching. (Fig. 7.11.3-3)
 - i. Press ‘Change’ to change the document type.
 - ii. Press ‘Tips’ for the input tips of the search information.
- c. Press ‘Search’ button.
 - i. By selection of transaction no., the transaction details are displayed. You have to input the void reason.
 - ii. By selection of eHealth (Subsidies) account, the most recent transactions (transaction date and transaction no.) are displayed for user to choose to void. (Fig. 7.11.3-4)
 - You have to select the transaction by clicking the corresponding radio button.
 - Press ‘Select’ button. The transaction details are displayed.
 - You have to input the void reason.
- d. Press “Void” button. (Fig. 7.11.3-5)
- e. Enter the void reason and press ‘Confirm’ button. (Fig. 7.11.3-6)
- f. Press ‘Confirm’ button again to re-confirm the void action. (Fig. 7.11.3-7)
- g. A void transaction no. is created for this void. You have to write down the void transaction no. to the consent form. (Fig. 7.11.3-8)
- h. Press ‘Return’ to return to ‘Claim Transaction Management’ search page.



7.11.3-1



Fig. 7.11.3-2

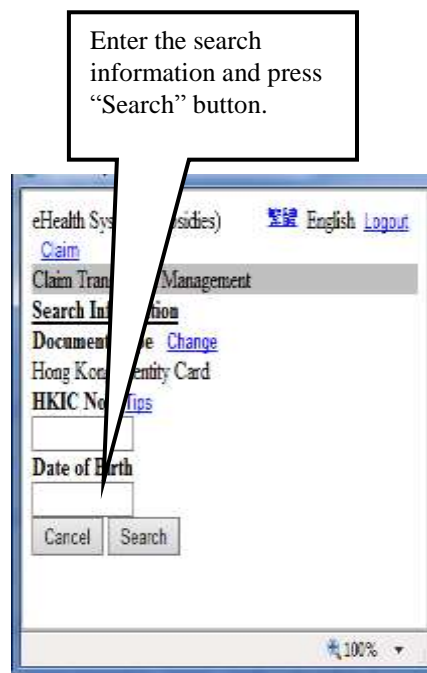


Fig. 7.11.3-3



Fig. 7.11.3-4

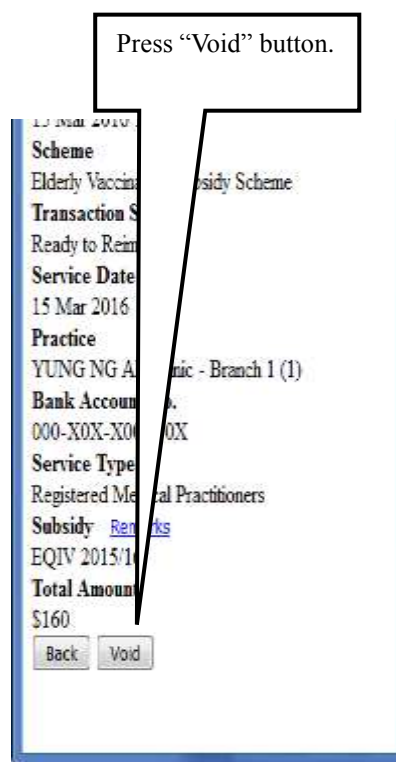


Fig. 7.11.3-5

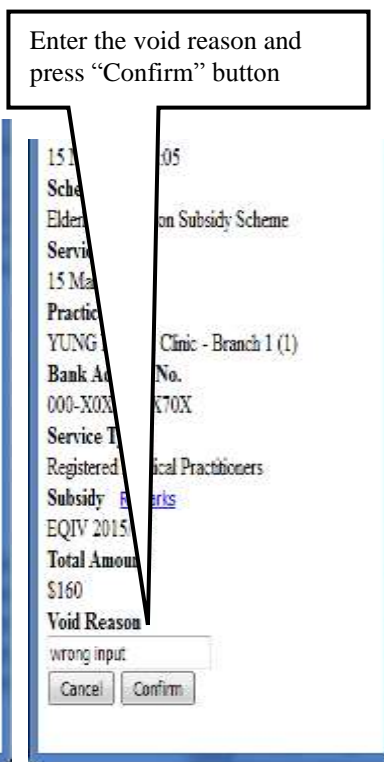


Fig. 7.11.3-6

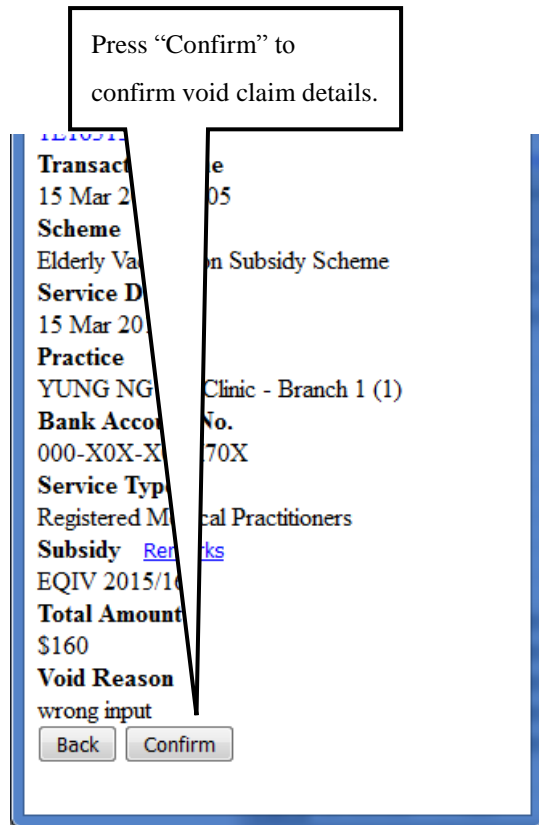


Fig. 7.11. 3-7

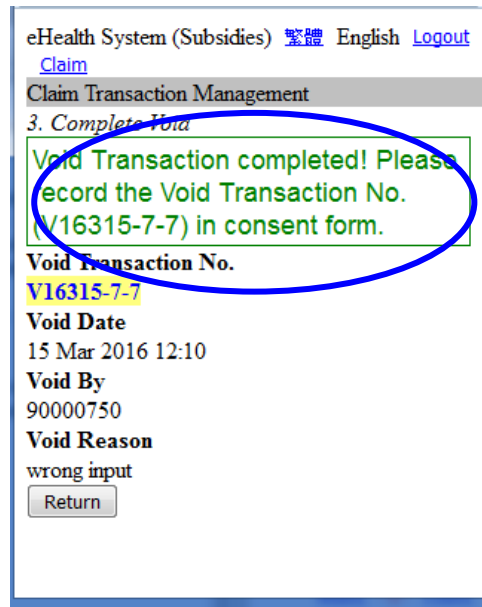


Fig. 7.11. 3-8

Fig. 7.11.3-1 to Fig. 7.11.3-8 Void Claim

Appendix 1 – Good practice related to Security for eHealth System (Subsidies) user

Handling of Data:

- a. Service providers should ensure that the access rights to information are granted on a need-to-know basis.
- b. Every user has responsibility to safeguard the confidentiality of the data.
- c. Sensitive data in printed format (such as eHealth (Subsidies) account creation form, consent form) or pre-printed printout should be stored in secure locations (i.e. locked filing drawers and cabinets).
- d. Access rights to the physical premises where information are located, should also be managed based on need-to-know basis.

Authentication:

- e. Users should logout of the eHealth System (Subsidies) immediately after use to avoid the risk of exposing data in the system to other persons.
- f. Users must ensure their accounts/passwords/tokens are protected properly.
- g. Users should protect own password carefully to avoid misused by others. Some suggestions are as below:
 - change your password regularly;
 - change your password immediately if you suspect that it has been compromised;
 - do not write down your password unless with sufficient protection;
 - do not tell or give out your passwords even for a very good reason;
 - do not display your password on the monitor;
 - do not send your password unencrypted especially via Internet email;

Data Entry Account Management:

- h. Service provider should suspend data entry account in a timely manner when the user is no longer working for the post.
- i. The use of group accounts should be avoided.

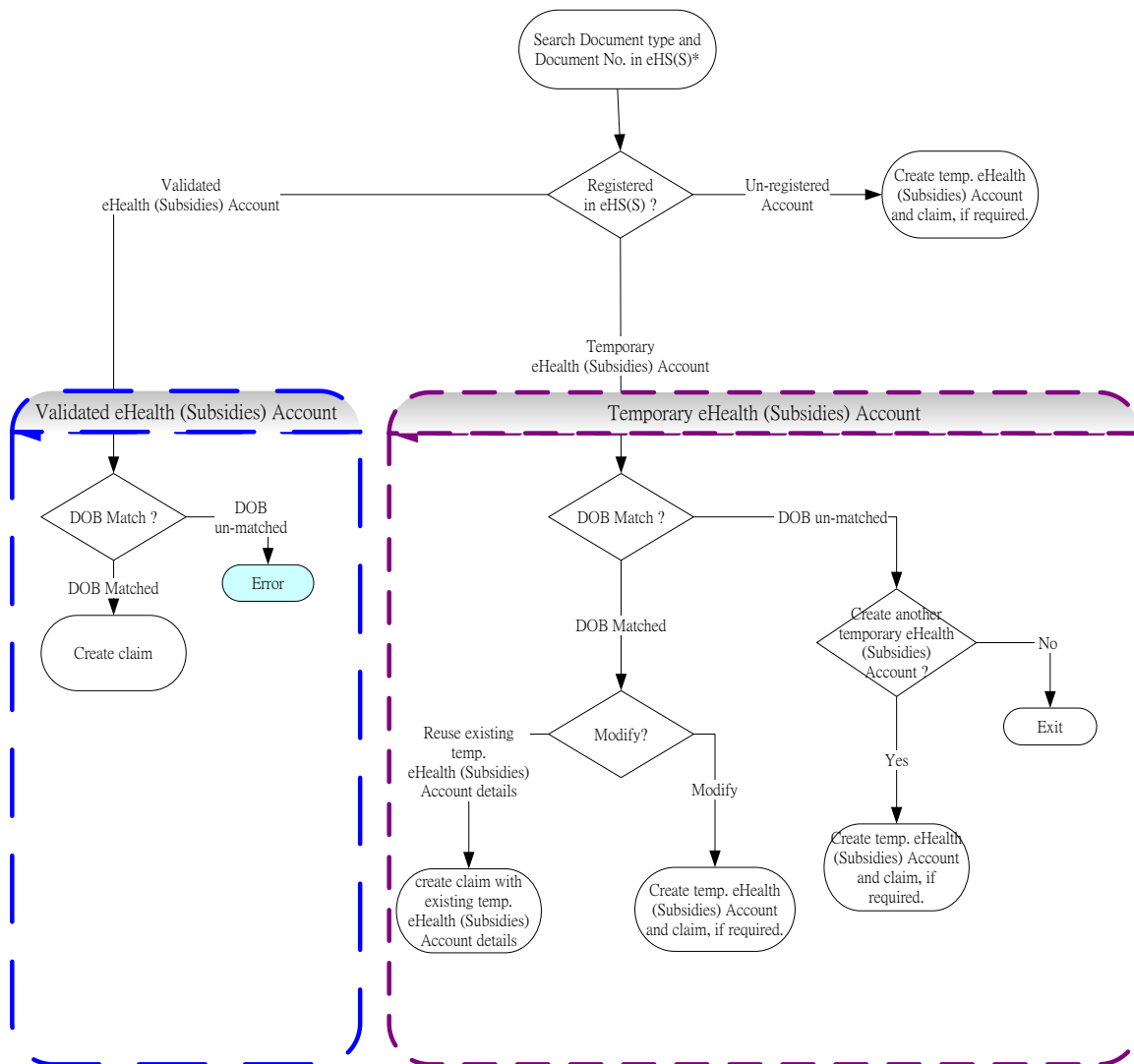
Appendix 2 – Function Access Right

Function	Access Right	
	Service Provider	Data Entry Account
Claim	✓	✓
Vaccination Record Enquiry	✓	✓
Record Confirmation	✓	x
Claim Transaction Management	✓	✓
eHealth (Subsidies) account Rectification	✓	✓
Monthly Statement	✓	x
My Profile	✓	✓
Inbox	✓	x
Claim (Text-only version)	✓	✓
Claim (IVRS version)	✓*	x
Void Claim Transaction (Text-only version)	✓	✓
Void Claim Transaction (IVRS version)	✓	x

Remark:

* IVRS is available for service providers enrolled in HCVS.

Appendix 3 – Claiming transaction

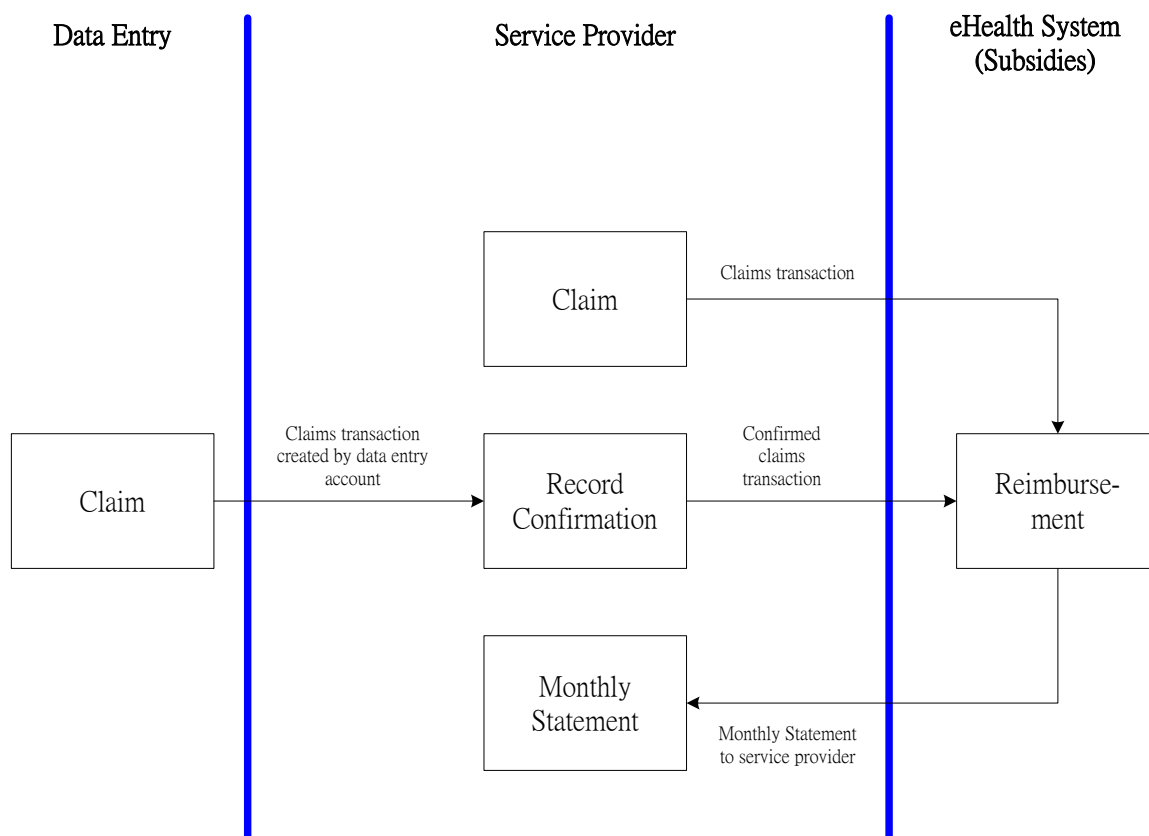


Remark:

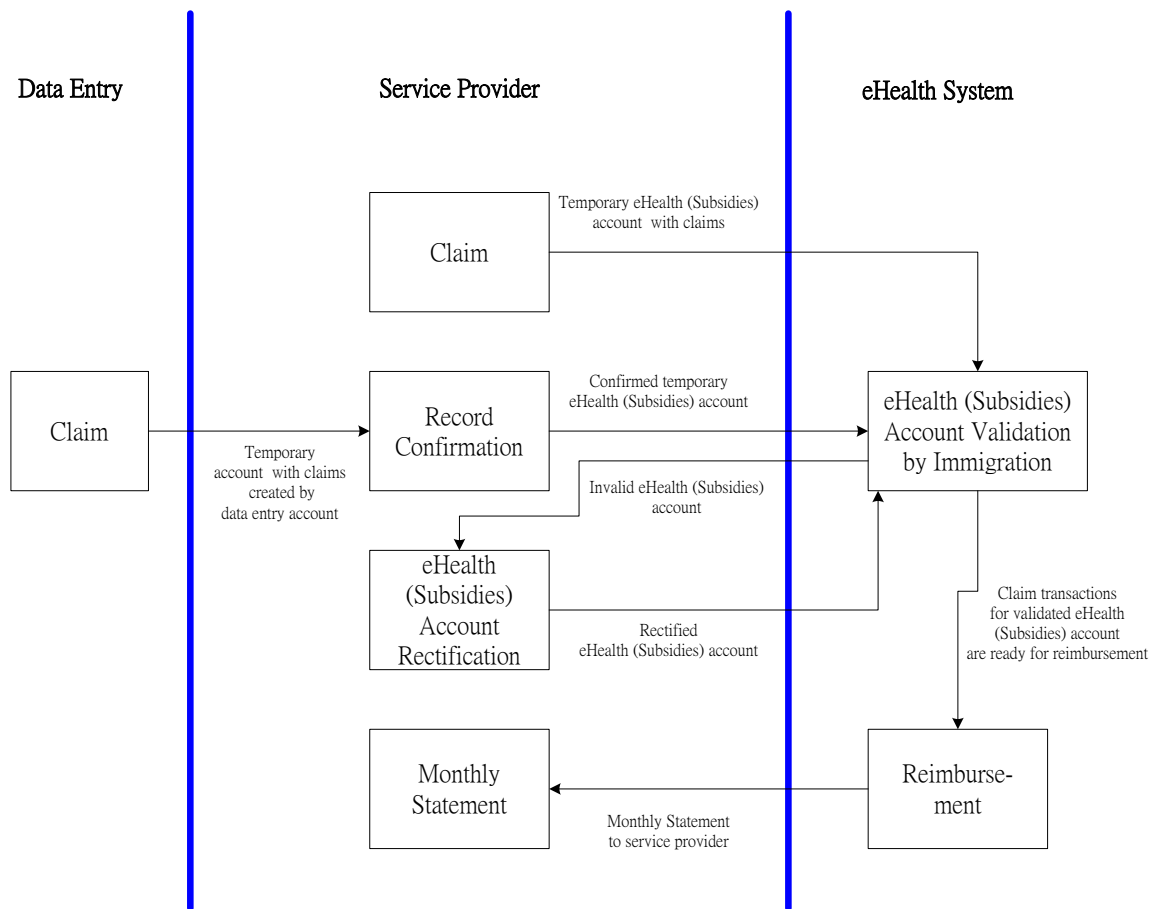
* HKBC and HKIC with same identity document no. is treated as same person.

Appendix 4 – Workflow for service provider and data entry account to claim transaction

Workflow for Claiming transaction for validated eHealth (Subsidies) Account



Workflow for Claiming Transaction for temporary eHealth (Subsidies) Account



Appendix 5 – Summary of reminders to alert service provider to rectify temporary eHealth (Subsidies) account

Different reminders, for different outstanding day ranges, will be sent to remind service provider to rectify the outstanding temporary eHealth (Subsidies) account details. If the temporary eHealth (Subsidies) account has been outstanding for 29 days, back office may remove the account and void the related claim(s), if any.

Below is the summary:

Outstanding Days	Reminders
1-7 Days	<ul style="list-style-type: none"> a) Reminder message with subject ‘Notice to rectify details in eHealth (Subsidies) account’ is sent to service provider’s Inbox daily. (Fig. A5-1) b) ‘List of Outstanding Temporary eHealth (Subsidies) account Pending Rectification’ is shown under Task List in Home page. (Fig. A5-2)
8-14 Days	<ul style="list-style-type: none"> a) Same reminder message with subject ‘Notice to rectify details in eHealth (Subsidies) account’ is sent to the Service provider’s Inbox. b) Under Task List, the ‘List of Outstanding Temporary eHealth (Subsidies) account Pending Rectification’ change to red color and a message is shown below it. (Fig. A5-3)
15-21 Days	<ul style="list-style-type: none"> a) Another reminder message with subject ‘REMINDER: Outstanding un-rectified eHealth (Subsidies) account for 15 days’ is sent to service provider’s Inbox daily. (Fig. A5-4) b) Under Task List, the ‘List of Outstanding Temporary eHealth (Subsidies) account Pending Rectification’ remains in red color and same reminder message is shown below it. (Fig. A5-3)
22-29 Days	<ul style="list-style-type: none"> a) For service provider and the delegated data entry account(s), after login, a popup reminder message will be shown. It is to remind service provider to rectify the details of eHealth (Subsidies) account, otherwise the eHealth (Subsidies) account will be removed and the related claim(s), if any, will be voided by back office. (Fig. A5-5) b) Same reminder message with subject ‘REMINDER:

	<p>Outstanding unrectified eHealth (Subsidies) account for 15 days' is sent to service provider's Inbox daily. (Fig. A5-4)</p> <p>c) Under Task List, the 'List of Outstanding Temporary eHealth (Subsidies) account Pending Rectification' remains in red color and same reminder message is shown below it. (Fig. A5-3)</p>
<p>>29 Days</p>	<p>After temporary eHealth (Subsidies) account has been outstanding for 29 days, back office of respective scheme may remove the temporary account and void the related claim(s), if any. Before the removal of temporary account, service provider will still receive the same reminders as that outstanding for 22-29 days. (i.e. Fig. A5-3, A5-4, A5-5)</p> <p>After the temporary account is removed by back office of respective scheme, a message with subject 'Removal of un-rectified eHealth (Subsidies) account' will be sent to the service provider's Inbox (Fig. A5-6). Afterwards, no reminders will be sent to service provider.</p>



Fig. A5-1 Message to service provider's inbox for no. of outstanding days <15



Fig. A5-2 Task List for no. of outstanding days <8



Fig. A5-3 Task List for no. of outstanding days >=8



Fig. A5-4 Message to service provider’s inbox for no. of outstanding days >=15



Fig. A5-5 A popup window after login for no. of outstanding days >=22



Fig. A5-6 Message to service provider's inbox after removal of un-rectified eHealth (Subsidies) account

Appendix 6 – Accepted document list for different schemes

Document Type [Abbreviation]	Health Care Voucher Scheme (HCVS)	Vaccination Schemes and Residential Care Home Vaccination Programme (RVP)
Hong Kong Identity Card [HKIC]	✓	✓
Certificate of Exemption [EC]	✓	✓
Document of Identity [Doc/I]		✓
Hong Kong Birth Certificate [HKBC]		✓
Hong Kong Re-entry Permit [REPMT]		✓
Permit to Remain in HKSAR (ID235B) [ID235B]		✓
Non-Hong Kong Travel Document [VISA]		✓
Adoption Certificate [ADOPC]		✓

Appendix 7 – Fields description for different identity document types

Claim – Search Account

Screen Name*	Field Name	Description	Field Format^
Search Account (HKIC, EC)	HKIC Symbol	HKIC Symbol	i. A/C/R/U
	HKIC No.	HKIC No.	i. XX999999(Z) ii. XX999999Z
Search Account (EC)	HKIC No.	HKIC No.	iii. XX999999(Z) iv. XX999999Z
Search Account (HKBC)	Registration No.	Registration No.	i. XX999999(Z) ii. XX999999Z
Search Account (Doc/I)	Document No.	Document No.	ZZZZZZZZZZ
Search Account (Re-entry Permit)	Re-entry Permit No.	Re-entry Permit No.	XX99999999
Search Account (ID235B)	Birth Entry No.	Birth Entry No.	XX999999
Search Account (Non-Hong Kong Travel Documents)	Visa/Reference No.	Visa/Reference No.	XXXX-99999999-99(Z) XXXX9999999999Z
Search Account (Adoption Certificate)	No. of Entry	No. of Entry	X999999/99999
Search Account (HKIC, HKBC, Doc/I, Re-entry Permit, Adoption Certificate)	Date of Birth	Date of Birth	i. DD-MM-YYYY ii. DDMMYYYY iii. D-M-YYYY iv. MM-YYYY v. MMYYYY vi. M-YYYY vii. YYYY
Search Account (ID235B, Non-Hong Kong Travel Documents)	Date of Birth	Date of Birth	i. DD-MM-YYYY ii. DDMMYYYY iii. D-M-YYYY
Search Account (EC)	Date of Birth / Year of Birth reported	Date of Birth / Year of Birth reported	i. DD-MM-YYYY ii. DDMMYYYY iii. D-M-YYYY iv. MM-YYYY v. MMYYYY vi. M-YYYY vii. YYYY
	Age and DOR	Age and Date of	

	<ul style="list-style-type: none"> i. Age ii. Date iii. Year 	Registration	<ul style="list-style-type: none"> i. 999 ii. DD iii. YYYY
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Claim – Account Creation

Screen Name*	Field Name	Description	Field Format^
Search Account – Enter Details	Name in English (Surname)	Last Name Of Name in English	XXXXXXXXXX (max 40 characters)
	Name in English (Given Name)	First Name Of Name in English	XXXXXXXXXX (max 40 characters)
	Gender	Gender	Radio Button
Search Account – Enter Details (HKIC)	Please select Chinese Name	Select Chinese words that retrieved by the Chinese Character Code	Drop Down List
	CCCode <ul style="list-style-type: none"> i. CCCode1 ii. CCCode2 iii. CCCode3 iv. CCCode4 v. CCCode5 vi. CCCode6 	Chinese Commercial Code	<ul style="list-style-type: none"> i. 9999 ii. 9999 iii. 9999 iv. 9999 v. 9999 vi. 9999
Search Account – Enter Details (HKIC)	Date of Issue	Date of Issue	<ul style="list-style-type: none"> i. DD-MM-YY ii. DDMMYY
Search Account – Enter Details (Doc/I, Re-entry Permit)	Date of Issue	Date of Issue	<ul style="list-style-type: none"> i. DD-MM-YYYY ii. DDMMYYYY
Search Account – Enter Details (EC)	Serial No.	Serial No.	XXXXXX
	Reference	Reference	XXXX-99999999 -99(Z)
	Date of Issue (Day)	Day of Date of Issue	99
	Date of Issue (Month)	Month of Date of Issue	Drop Down List
	Date of Issue (Year)	Year of Date of Issue	9999
	Name in Chinese	Name in Chinese	XXXXXX
	Date of Birth	Date of Birth Type	Radio Button

	Type		
Search Account – Enter Details (HKBC, ADOPC)	Date of Birth	Select the type of Date of Birth	Radio Button
	Date of Birth in word	Date of Birth in word	Drop Down List
Search Account – Enter Details (ID235B)	Permitted to Remain Until	Permitted to Remain Until	i. DDMMYYYY ii. DD-MM-YYYY
Search Account – Enter Details (Non-Hong Kong Travel Documents)	Passport No.	Passport No.	max 20 alpha/numeric

Remark:

* You can refer to the document type abbreviation in Appendix 6

^ Field format description

Field Format	Description
9	Numeric character
X	Alphabetic character (Chinese character, if applicable)
Z	Alphanumeric character
D or DD	Date, numeric format
M or MM	Month, numeric format
YYYY	Year, numeric format



Fig. A7-1 Create Account – Enter Details (Hong Kong Identity Card)



Fig. A7-2 Create Account – Enter Details (Certificate of Exemption)



Fig. A7-3 Create Account – Enter Details (Document of Identity)



Fig. A7-4 Create Account – Enter Details (Birth Certificate)

Enter Details

Current Practice: HEALTHY Clinic (2)

Please enter the account information shown on Hong Kong Re-entry Permit.

Re-entry Permit No: A1234567

Name in English: CHEUNG, MING MING (Surname) (Given name)

Gender: Female Male

Date of Birth: 25-09-2006

Date of Issue: 01-01-2008

Buttons: Cancel, Next

Fig. A7-5 Create Account – Enter Details (Hong Kong Re-entry Permit)

Enter Details

Current Practice: HEALTHY Clinic (2)

Please enter the account information shown on Permit to Remain in HKSAR (ID 235B).

Birth Entry No: 1234567

Name in English: CHAN, SU MING (Surname) (Given name)

Gender: Female Male

Date of Birth: 01-05-2000

Permitted to Remain Until: 01-12-2010

Input Tip: Enter Permitted to Remain Until (DD-MM-YYYY)

Buttons: Cancel, Next

Fig. A7-6 Create Account – Enter Details (Permit to Remain in HKSAR (ID235B))

Enter Details

Current Practice: HEALTHY Clinic (2)

Please enter the account information shown on Non-Hong Kong Travel Documents.

Visa/Reference No: AAAA-1234567-89 (F)

Passport No: 987654321

Name in English: LEE, BO BO (Surname) (Given name)

Gender: Female Male

Date of Birth: 05-05-2007

Buttons: Cancel, Next

Fig. A7-7 Create Account – Enter Details (Non-Hong Kong Travel Document)

Enter Details

Current Practice: HEALTHY Clinic (2)

Please enter the account information shown on Certificate issued by the Births and Deaths Registry for adopted children.

No. of Entry: A123456 / 789012

Name in English: MA, TAI MAN (Surname) (Given name)

Gender: Female Male

Date of Birth: 10-10-2006

in Word: Please select -- 10-10-2006

Buttons: Cancel, Next

Fig. A7-8 Create Account – Enter Details (Adoption Certificate)