Shared Use of Vouchers between Spouses

Demonstration on eHealth System (Subsidies)

衞生署
Department of Health

Change Details

To facilitate shared use of vouchers between spouses, the below functions have been enhanced in the eHealth System (Subsidies)(Note) -

Service Provider Platform

(A) Spouse Declaration

(i) In-person Declaration – Inserting Smart ID Card

(ii) In-person Declaration – Manual Input

(iii) Declaration via Consent Form

(iv) New Registration - For Voucher Recipient without Validated Account

(v) Additional Checking / Special Handling

(B) Claim

(i) Sharing Spouse Voucher

(ii) Consent to Use Voucher (Paper form)

(iii) Sharing Spouse Voucher (Special Handling)

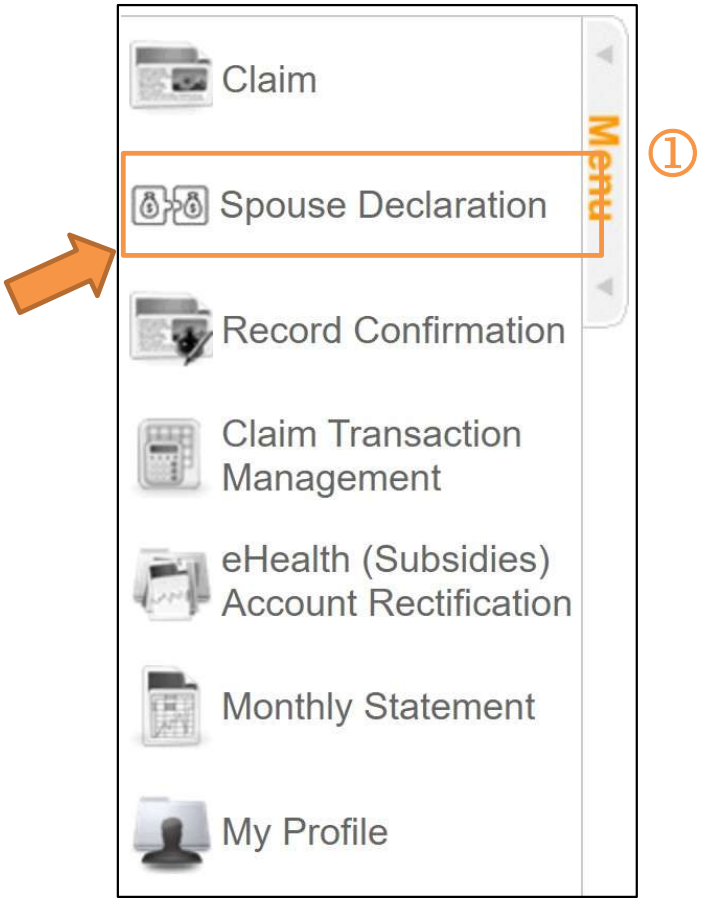
(iv) Claim without Linked Spouse

****Note: The information displayed in the system is for demonstration only. The system layout might be subject to changes.**

Service Provider Platform

- (A) Spouse Declaration

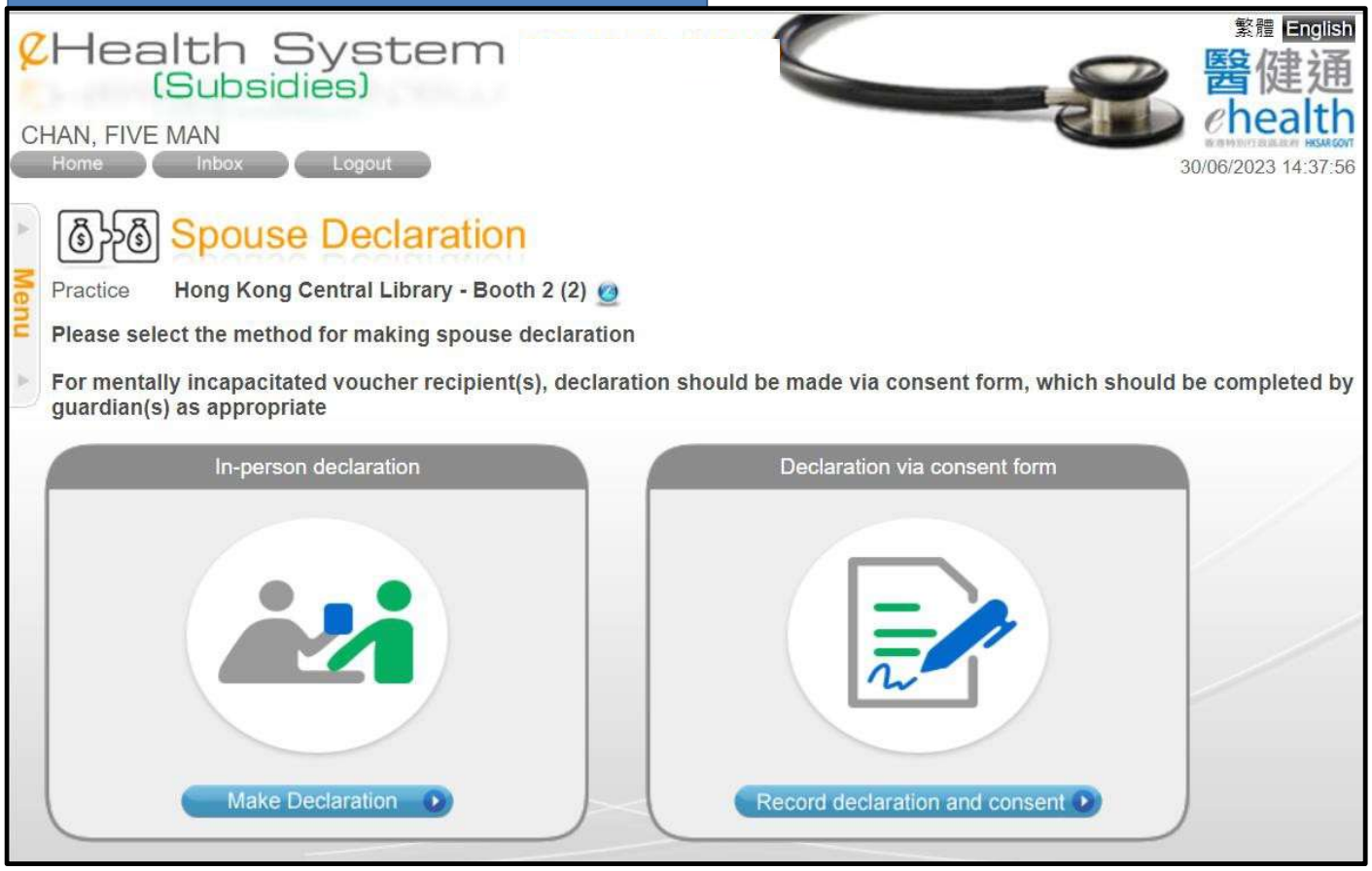
Service Provider Platform – Spouse Declaration



1. “Spouse Declaration”
   - Menu item “**Spouse Declaration**” was added

Service Provider Platform – Spouse Declaration

Choose method for making spouse declaration



Two declaration means:

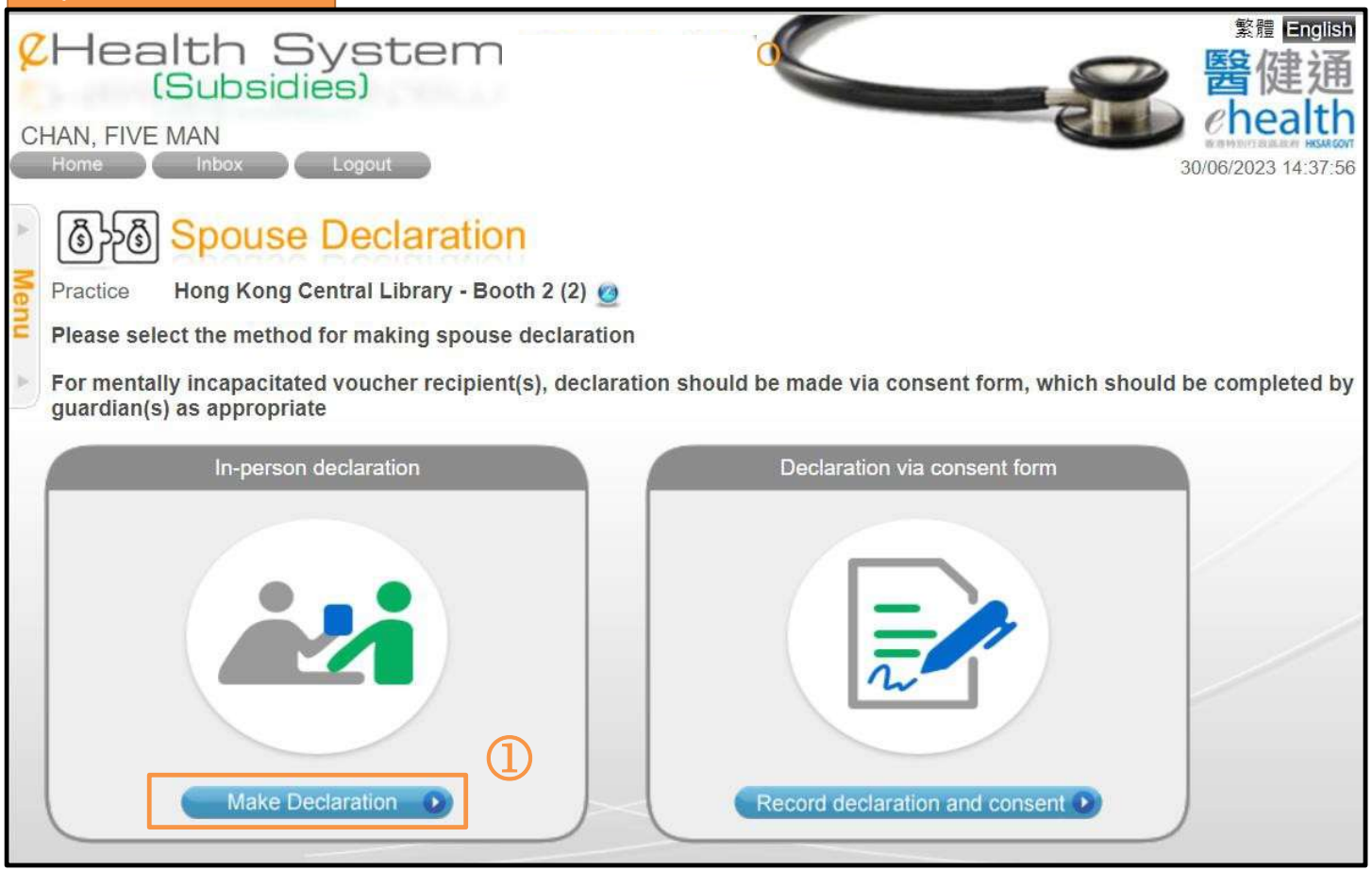
1. In-person Declaration (親身作出聲明)
2. Declaration via Consent Form
   (透過「擁有配偶關係的醫療券使用者共用醫療券同意書」作出聲明)

Service Provider Platform – Spouse Declaration

(i) In-person Declaration – Reading Smart ID Card

Service Provider Platform – Spouse Declaration

In-person declaration



1. Click “Make Declaration” to start the declaration

Service Provider Platform – Spouse Declaration

In-person declaration > Voucher Recipient > Read Smart ID Card

2. Choose between 2 identity document types
   - Hong Kong Identity Card (HKIC) ***[Default]***
   - Certificate of Exemption (CoE)

3. Instruction and highlight on the declaration/consent for the 1st Voucher Recipient (VR1)

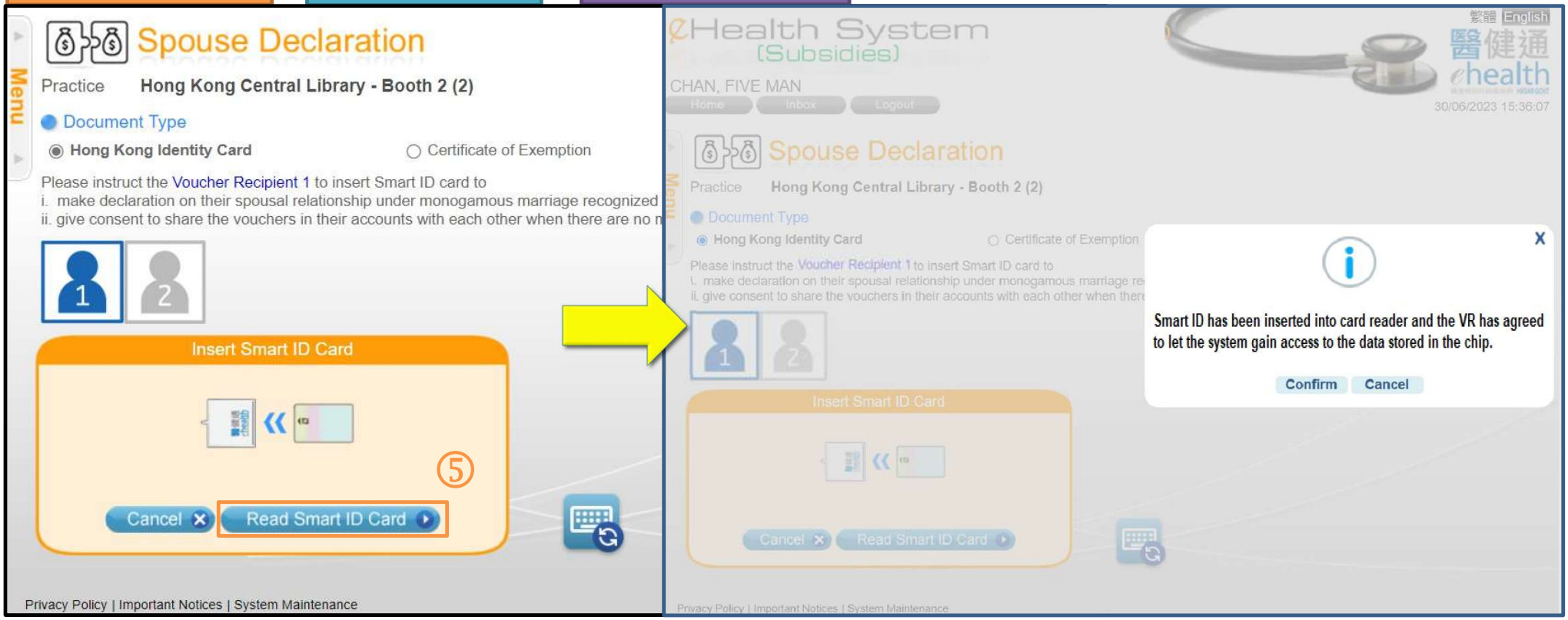
   Two input means for selecting HKIC:
   - Smart ID Card Reader ***[Default]***

   OR
   - Manual Input

4. Ask VR1 to insert Smart ID Card into card reader

Service Provider Platform – Spouse Declaration

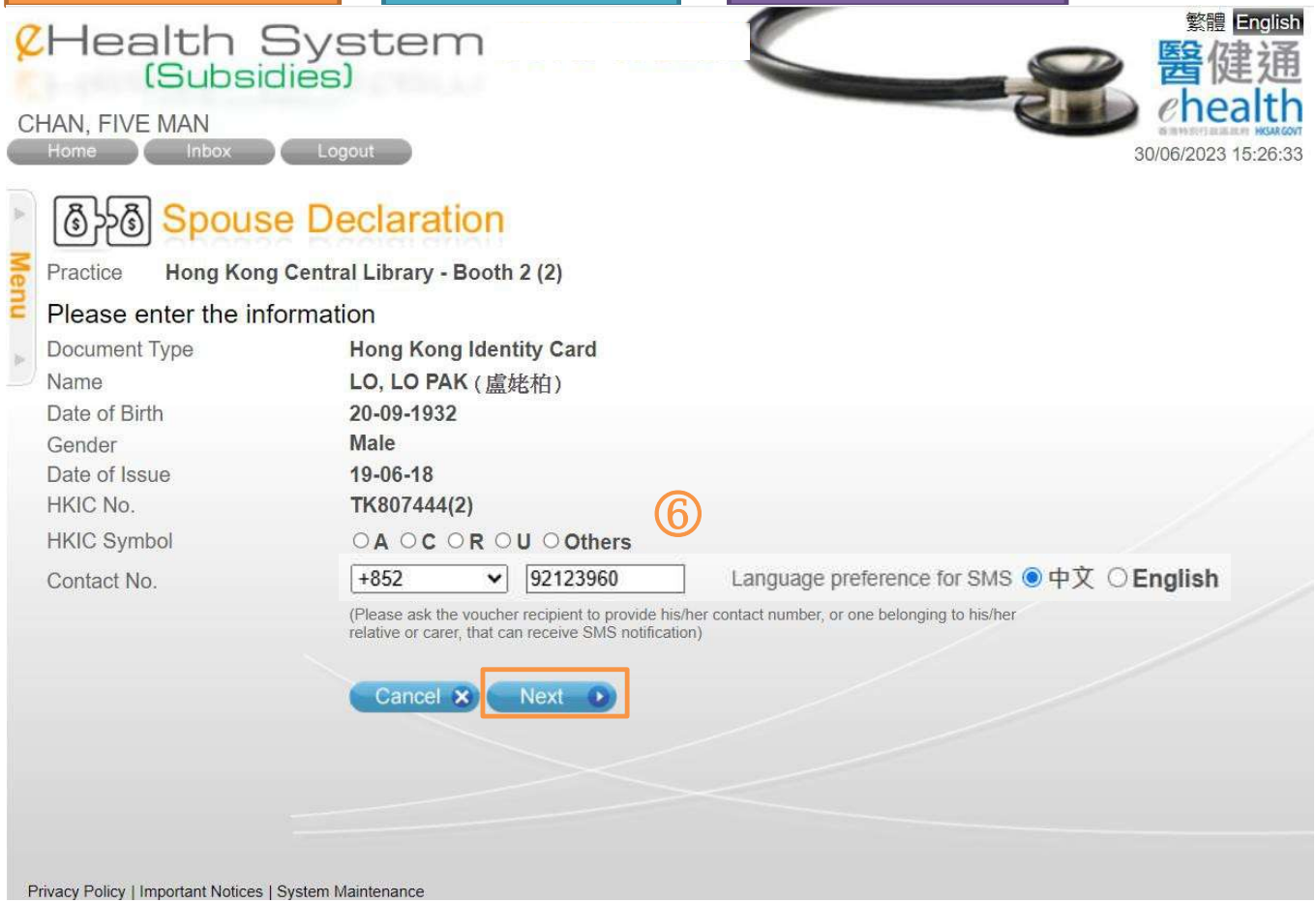
In-person declaration > Voucher Recipient > Read Smart ID Card



5. Click “Read Smart ID Card” after inserting the Smart ID Card into Card reader

Service Provider Platform – Spouse Declaration

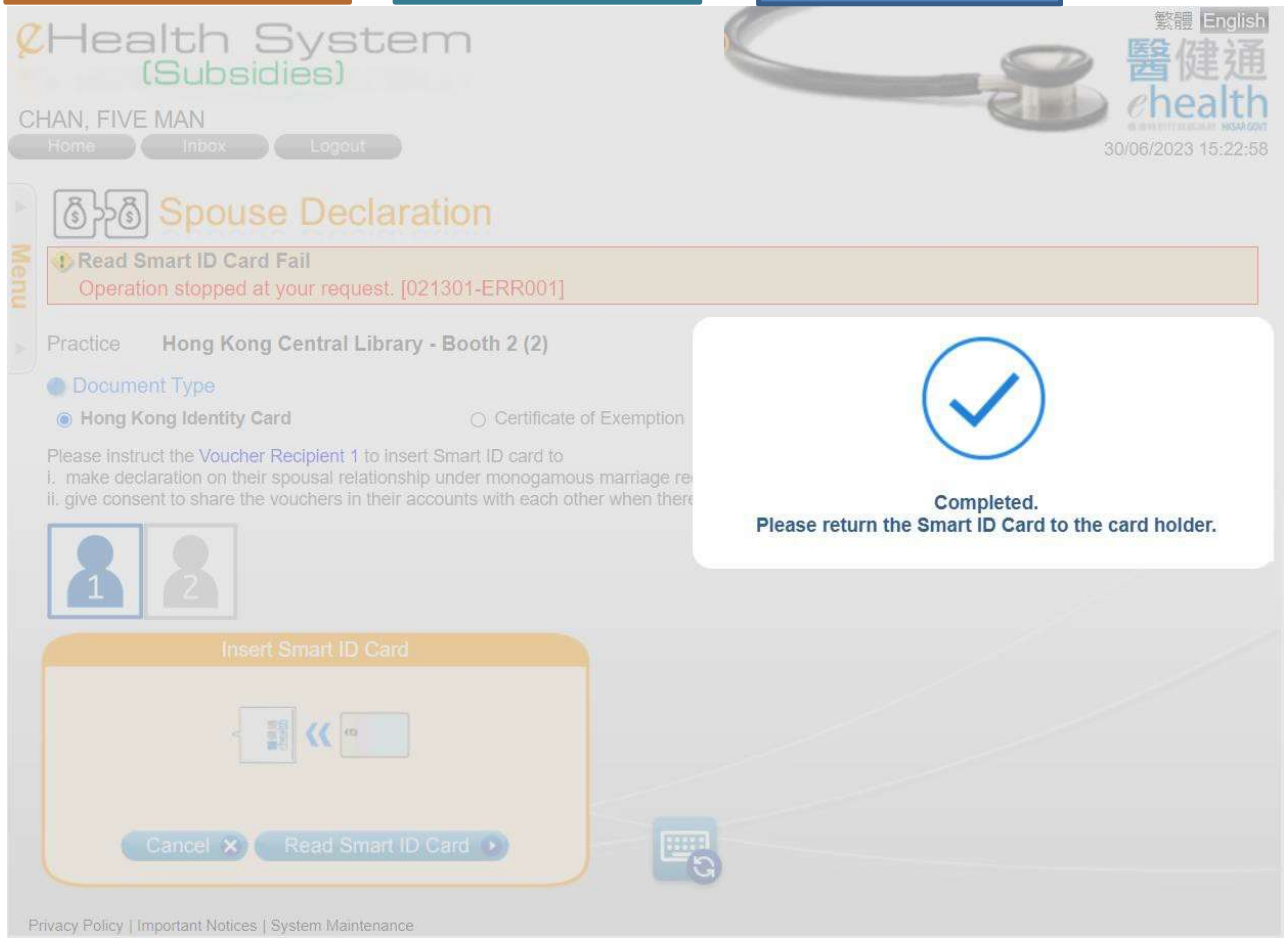
In-person declaration > Voucher Recipient > Read Smart ID Card



6. For **validated account**, EHCP should ask and input the below information of VR1:
   - **HKIC Symbol**
   - **HK Contact Mobile Number**
   - **Preferred Language for SMS (Default: Chinese)**

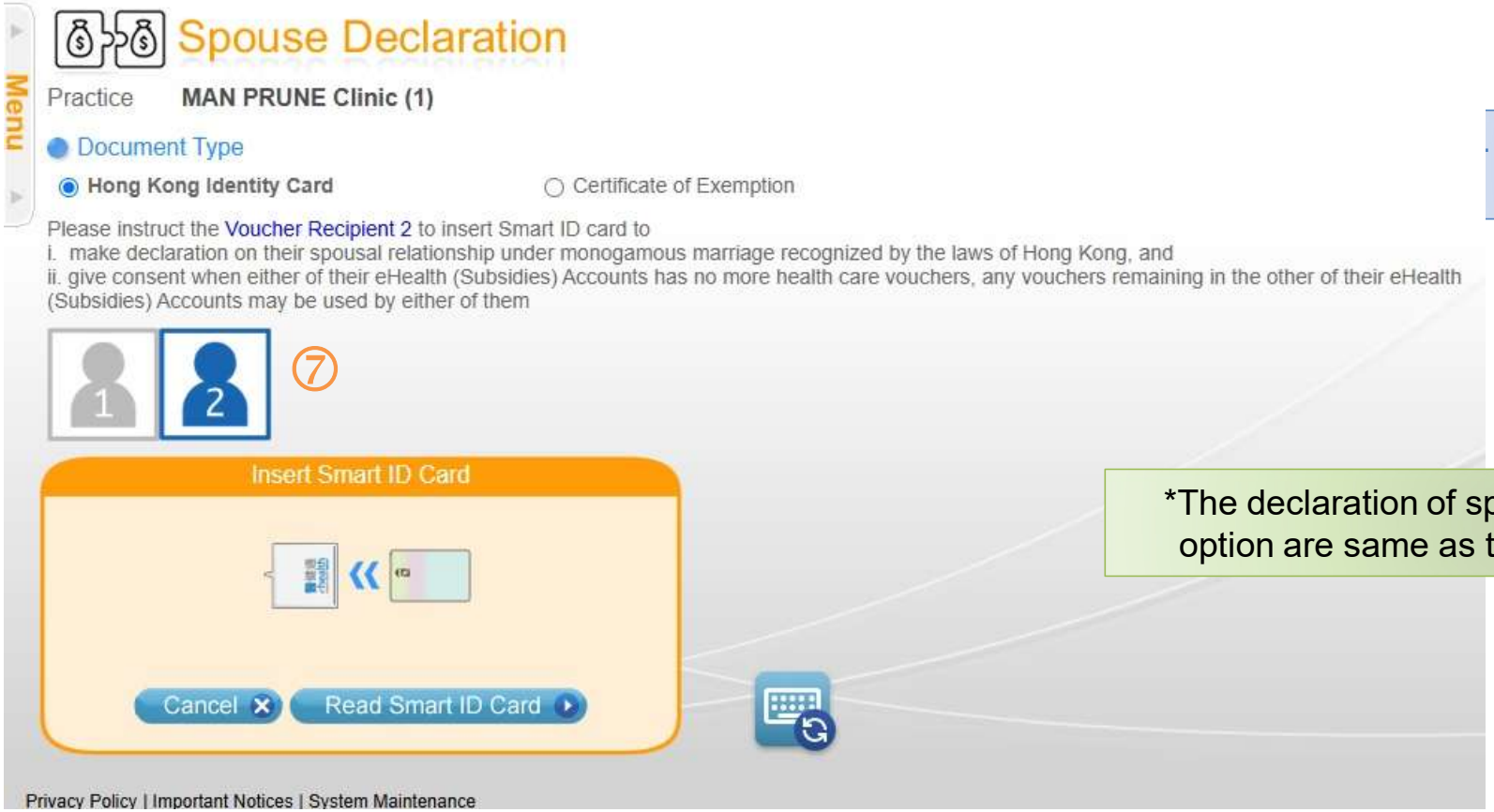
Service Provider Platform – Spouse Declaration

In-person declaration > Voucher Recipient > Validated Account



Service Provider Platform – Spouse Declaration

In-person declaration > Spouse > Read Smart ID Card



Declaration/consent by spouse (VR2)

*The declaration of spouse workflow & available option are same as those for VR1

Service Provider Platform – Spouse Declaration

In-person declaration > Confirmation

	Voucher Recipient 1	Voucher Recipient 2
Name	LO, LO PAK(盧啫柏)	LEE, LEE(李李)
Document Type	Hong Kong Identity Card	Hong Kong Identity Card
Document No.	TK807444(2) / A	B440829(8) / A
Date of Birth / Gender	20-09-1932 / Male	01-01-1950 / Female
Date of Issue	19-06-18	01-01-20
Contact No. / Language	60831910 / English	92123960 / 中文
Declaration Means	Insert Smart ID Card	Insert Smart ID Card

⑧

1. The identities of the two voucher recipients have been verified by checking against the particulars on identity documents.
2. The two voucher recipients have declared that they are in a spousal relationship under monogamous marriage recognized by the laws of Hong Kong.
3. The two voucher recipients have given consent that when either of their eHealth (Subsidies) Accounts has no more health care vouchers, any vouchers remaining in the other of their eHealth (Subsidies) Accounts may be used by either of them.
4. The two voucher recipients have read and agreed to the content of the consent to share use (including the Statement of Purpose and the transfer and release of personal data). / (for illiterate voucher recipients) The consent (including the Statement of Purpose and the transfer and release of personal data) has been read over and explained to the voucher recipients who have agreed to its content. / (for mentally incapacitated service recipient) The consent (including the Statement of Purpose and the transfer and release of personal data) has been read and completed by the guardian of the voucher recipients.
5. The two voucher recipients have further given consent, after their respective eHealth (Subsidies) Accounts are paired up, to reveal the balance of vouchers in their respective eHealth (Subsidies) Account to one another for the purpose of facilitating each other's advanced planning of the use of vouchers.
6. The voucher recipients have declared that all information provided in this consent is true, accurate and complete, and have confirmed their understanding that if they knowingly or wilfully make any false statement, withhold any information, or otherwise mislead the Government for the purpose of sharing the vouchers in their eHealth (Subsidies) Accounts, they will be liable for prosecution. The voucher recipients have further confirmed that they fully understand their obligations and liability under this consent.
7. I have recorded all the above declaration and consent made by the voucher recipients on the web-based eHealth System (Subsidies) Platform.

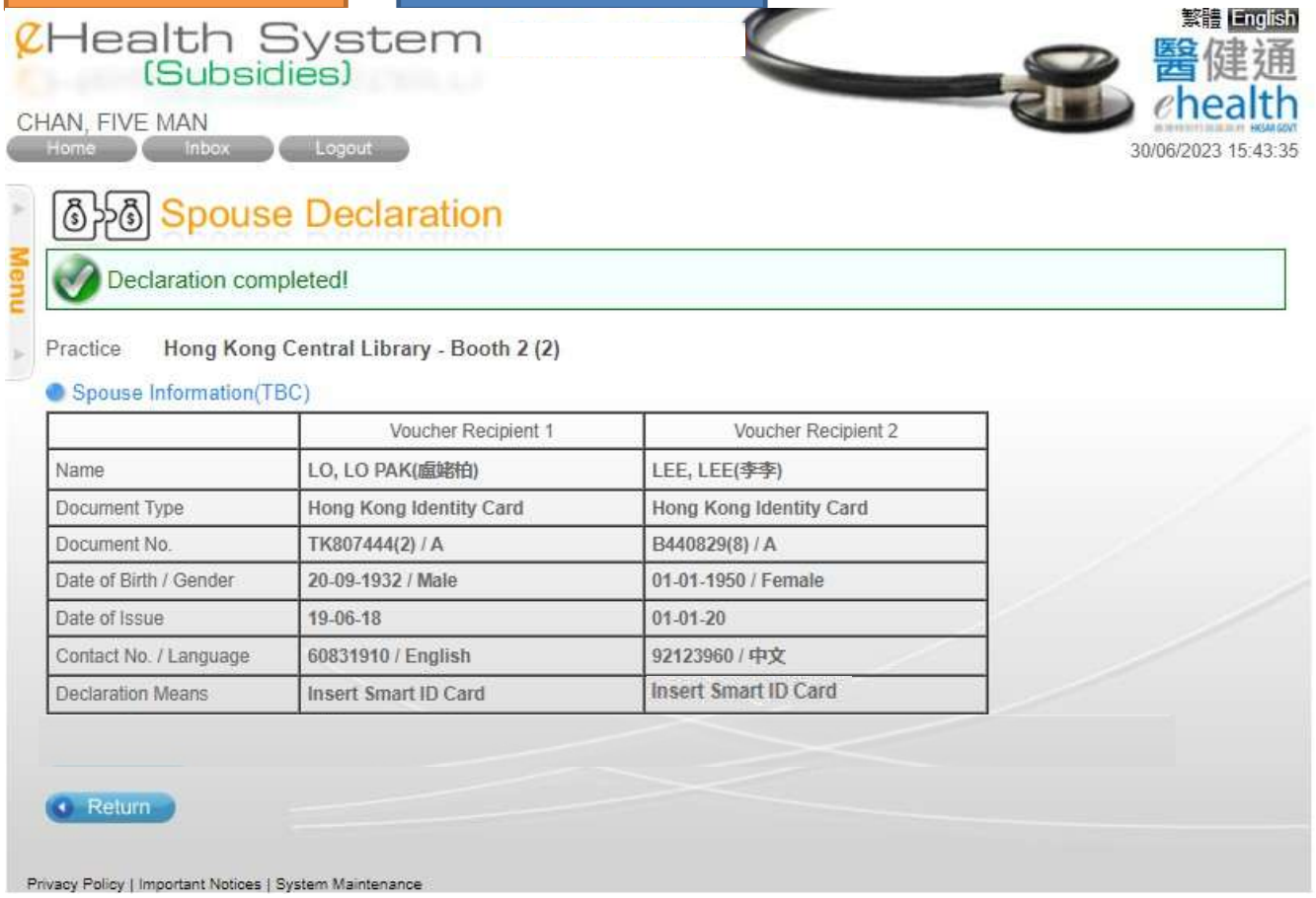
☐ I, hereby certify that the above verifications are completed

- Details of VRs1&2 are displayed for final checking
- See verification checklist and click checkbox to confirm actions completed

8. Click "Confirm" to complete the spouse declaration

Service Provider Platform – Spouse Declaration

In-person declaration > Complete Declaration



	Voucher Recipient 1	Voucher Recipient 2
Name	LO, LO PAK(盧啪柏)	LEE, LEE(李李)
Document Type	Hong Kong Identity Card	Hong Kong Identity Card
Document No.	TK807444(2) / A	B440829(8) / A
Date of Birth / Gender	20-09-1932 / Male	01-01-1950 / Female
Date of Issue	19-06-18	01-01-20
Contact No. / Language	60831910 / English	92123960 / 中文
Declaration Means	Insert Smart ID Card	Insert Smart ID Card

- Spouse declaration completed
- Both VRs will receive SMS upon successful account linkage

English Version

[EHVS] You (LO P*) and LEE L* declared spousal relationship and consented to share use health care vouchers. Accounts successfully linked on 27/07/2023 at the practice of CHAN TAI MAN (Tel: 23002344). EHVS hotline: 28382311 [Do not reply]

Chinese Version

[醫療券]你（盧*柏）與李*聲明配偶關係，並同意共用醫療券。你們的戶口於2023年7月27日在陳大文的執業地點（電話：23002344）連結成功。計劃熱線：28382311 [請勿回覆]

Service Provider Platform – Spouse Declaration

(ii) In-person Declaration – Manual Input

Service Provider Platform – Spouse Declaration

In-person declaration > Voucher Recipient > Manual Input > Hong Kong Identity Card

1. Manual input of HKIC and Date of Birth (DOB) in accordance with the format on HKIC (i.e. DD-MM-YYYY)

2. Choose reason for using manual input for HKIC is mandatory ***[Pull-down menu of reasons list is available]***

- The chip on Smart ID card cannot be read
- Technical issue, e.g. card reader is not working
- Others, please specify

★ may switch to use “Smart ID Card reader”

Service Provider Platform – Spouse Declaration

In-person declaration > Voucher Recipient > Manual Input > Certificate of Exemption

3. Search by CoE
   - Manual Input only

Service Provider Platform – Spouse Declaration

Declaration via Consent Form

Service Provider Platform – Spouse Declaration

Declaration via Consent Form

1. Click “Make Declaration” to start the declaration

Service Provider Platform – Spouse Declaration

Declaration via Consent Form > Voucher Recipient > Manual Input > Hong Kong Identity Card

2. Choose between 2 identity document types
   - HKIC ***[Default]***
   - CoE
3. Instruction for the 1st Voucher Recipient (VR1)
4. Ask VR1 to insert the HKIC into smart card reader

Service Provider Platform – Spouse Declaration

Declaration via Consent Form > Voucher Recipient > Validated Account

5. For **validated account**, EHCP should ask and input the below information of VR1 :
   - **HKIC Symbol**
   - **HK Contact Mobile Number**
   - **Preferred Language for SMS (Default: Chinese)**

⑤

Service Provider Platform – Spouse Declaration

6. Confirm the details of voucher recipient and input information

Service Provider Platform – Spouse Declaration

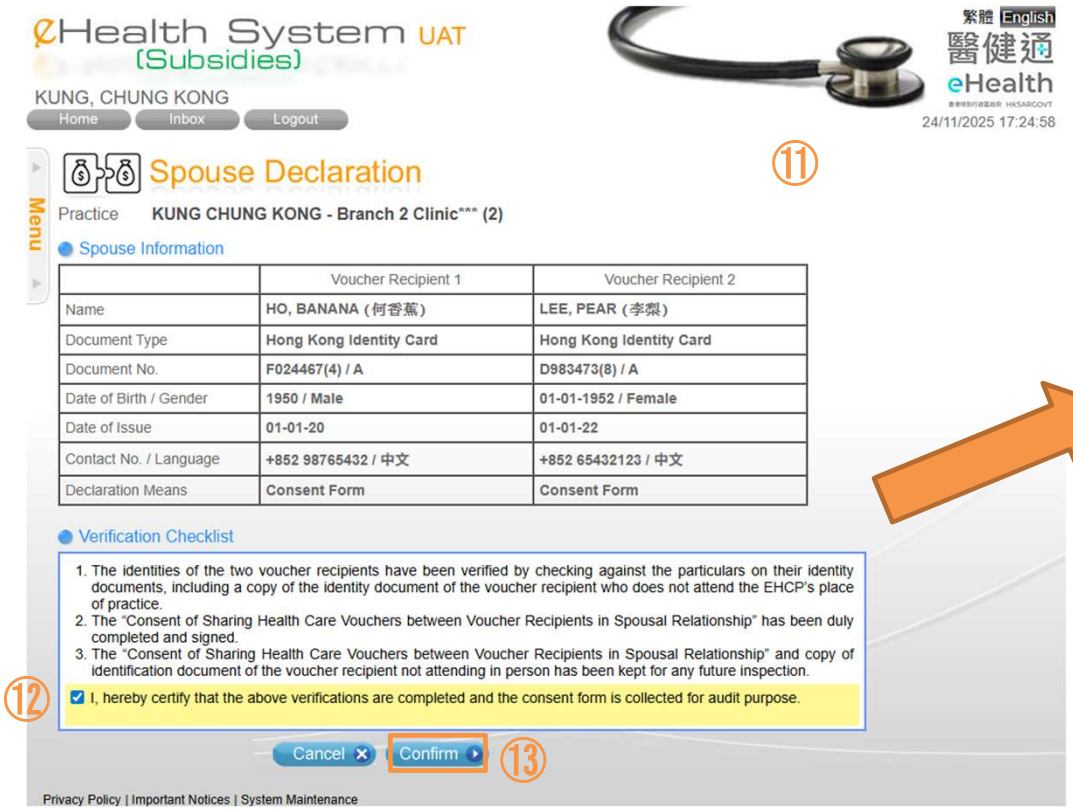
Declaration via Consent Form > Voucher Recipient > Manual Input > Hong Kong Identity Card

7. Choose between 2 identity document types
   - HKIC ***[Default]***
   - CoE
8. Instruction and highlight on the declaration/consent for the 2nd VR (VR2)
9. Input HKIC & DOB for searching
   - Manual Input only
10. Search

*The declaration of spouse workflow & available option are same as those for VR1

Service Provider Platform – Spouse Declaration

Declaration via Consent Form > Confirmation



Verification Checklist

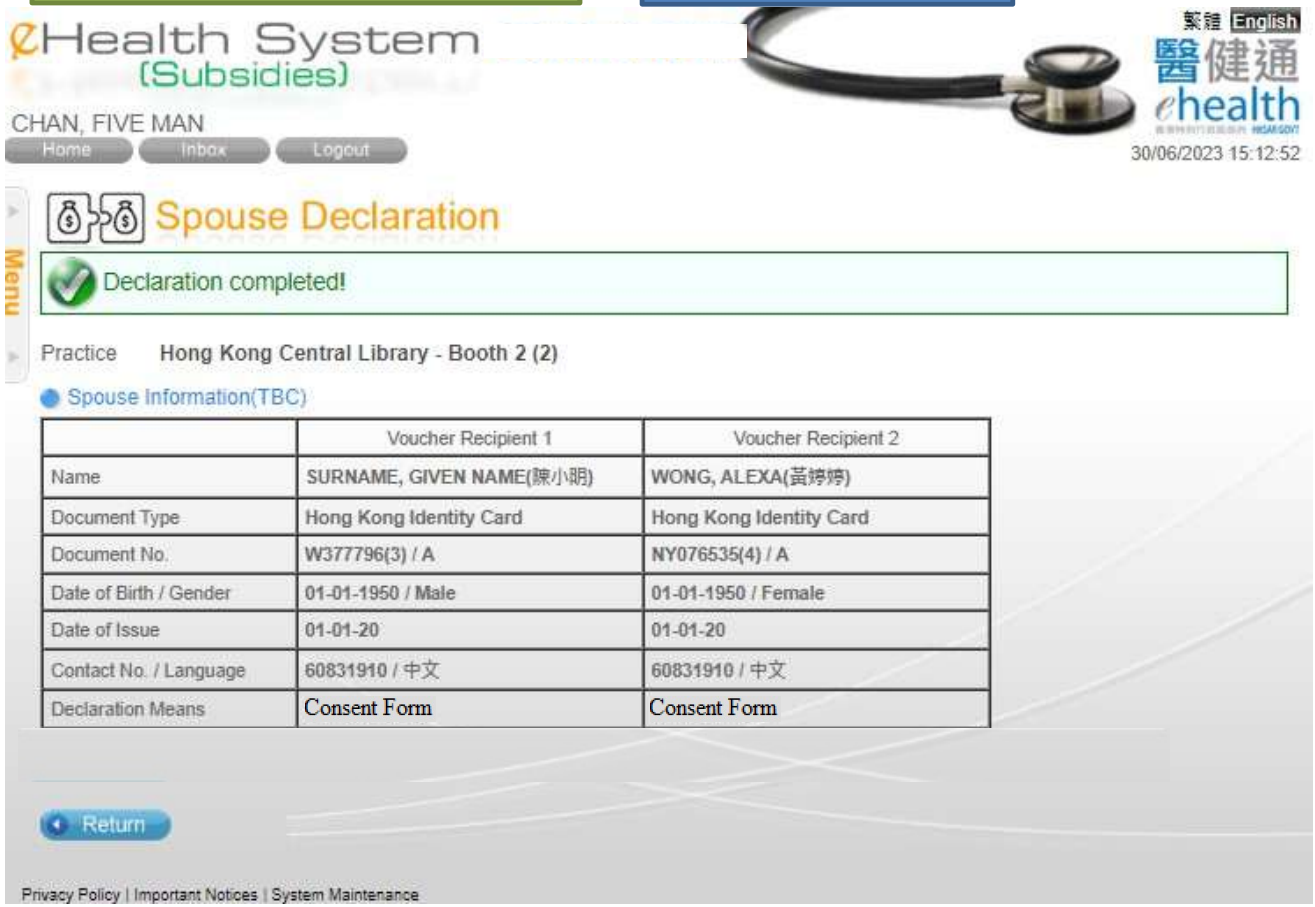
1. The identities of the two voucher recipients have been verified by checking against the particulars on their identity documents, including a copy of the identity document of the voucher recipient who does not attend the EHCP's place of practice.
2. The "Consent of Sharing Health Care Vouchers between Voucher Recipients in Spousal Relationship" has been duly completed and signed.
3. The "Consent of Sharing Health Care Vouchers between Voucher Recipients in Spousal Relationship" and copy of identification document of the voucher recipient not attending in person has been kept for any future inspection.

I, hereby certify that the above verifications are completed and the consent form is collected for audit purpose.

11. Details of VR1 & VR2 are displayed for final checking
12. See verification checklist and click checkbox to confirm actions completed
13. Click "Confirm" to complete the spouse declaration

Service Provider Platform – Spouse Declaration

Declaration via Consent Form > Complete Declaration



	Voucher Recipient 1	Voucher Recipient 2
Name	SURNAME, GIVEN NAME(陳小明)	WONG, ALEXA(黃婷婷)
Document Type	Hong Kong Identity Card	Hong Kong Identity Card
Document No.	W377796(3) / A	NY076535(4) / A
Date of Birth / Gender	01-01-1950 / Male	01-01-1950 / Female
Date of Issue	01-01-20	01-01-20
Contact No. / Language	60831910 / 中文	60831910 / 中文
Declaration Means	Consent Form	Consent Form

Spouse declaration completed

Both VRs will receive SMS upon successful account linkage

English Version

[EHVS] You (CHAN M*) and WONG A* declared spousal relationship and consented to share use health care vouchers. Accounts successfully linked on 27/07/2023 at the practice of CHAN TAI MAN (Tel: 23002344). EHVS hotline: 28382311 [Do not reply]

Chinese Version

[醫療券]你（陳*明）與黃*婷聲明配偶關係，並同意共用醫療券。你們的戶口於2023年7月27日在陳大文的執業地點（電話：23002344）連結成功。計劃熱線：28382311[請勿回覆]

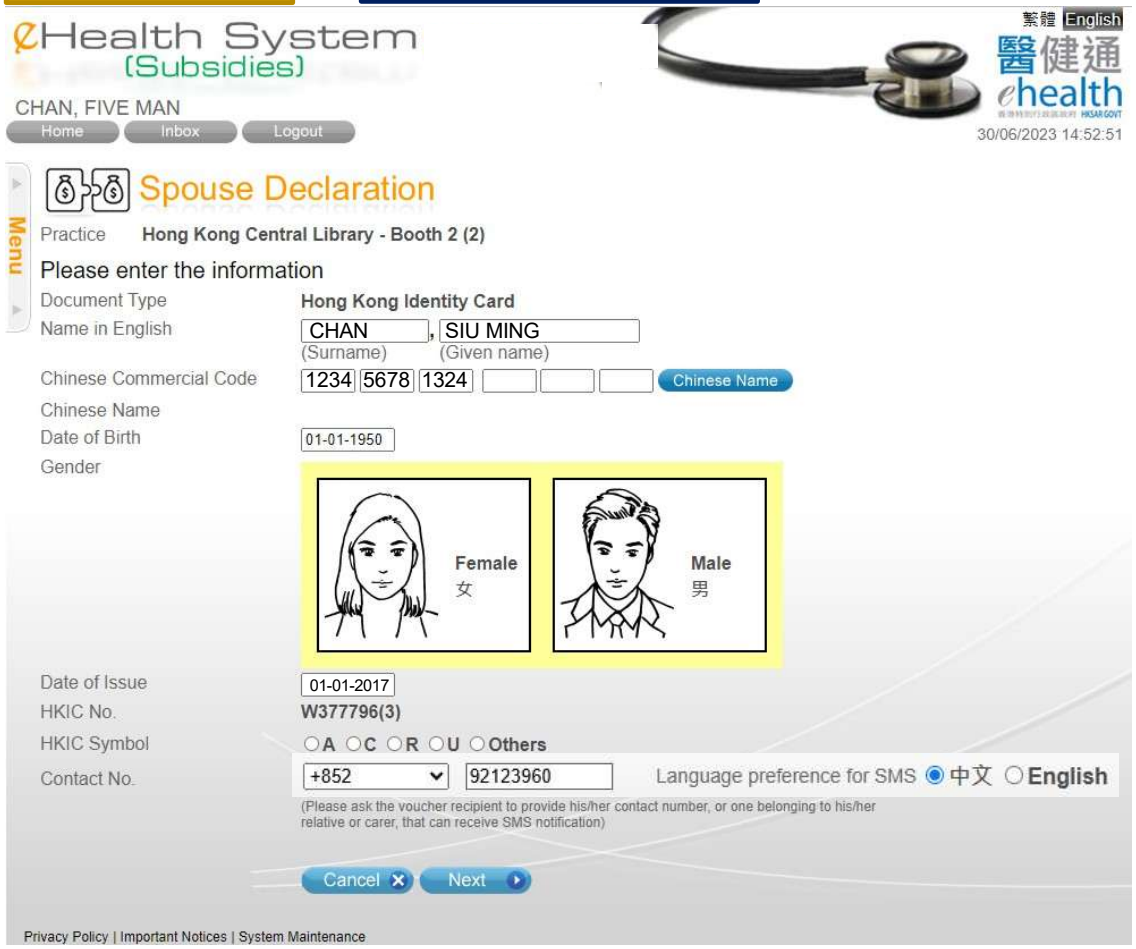
Service Provider Platform – Spouse Declaration

(iv) New Registration

- for Voucher Recipient without Validated Account

Service Provider Platform – Spouse Declaration

New registration > Hong Kong Identity Card

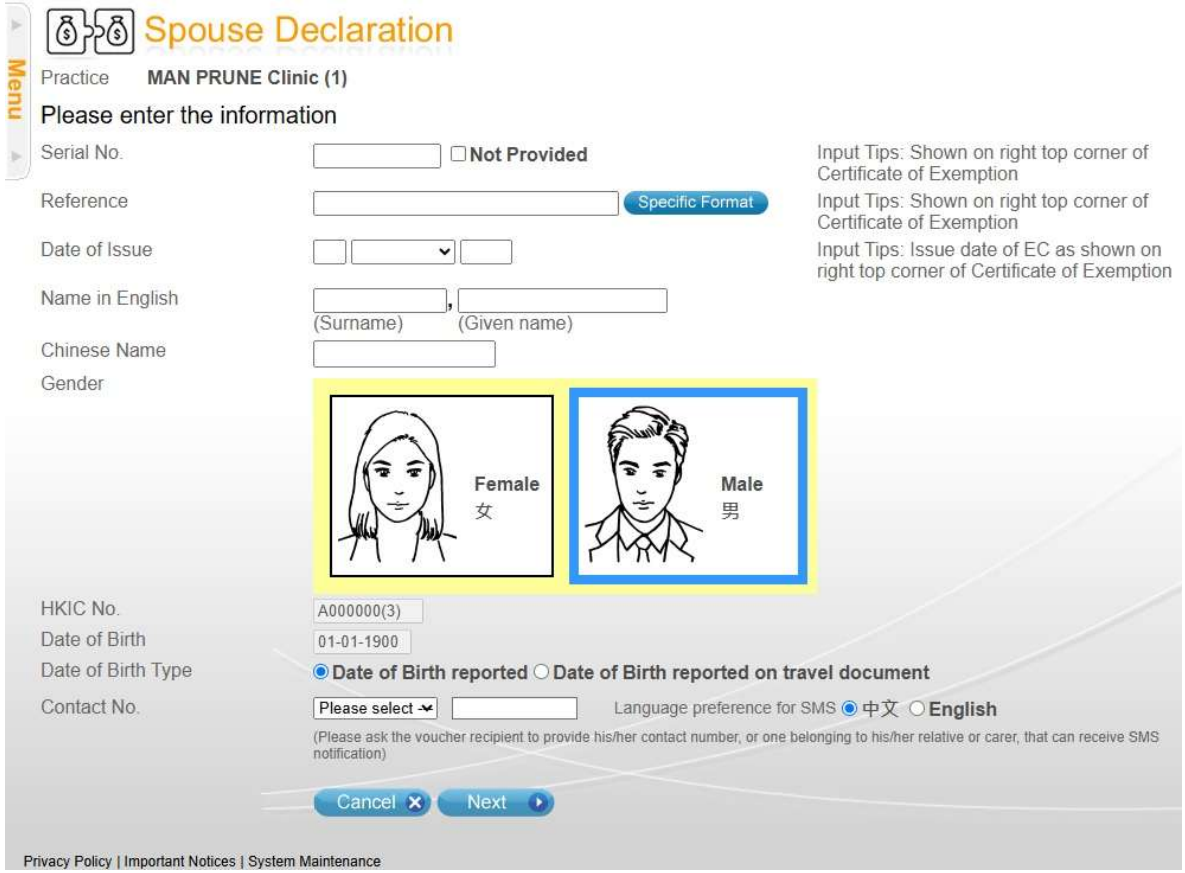


For new registration by using **HKIC**, please input the below information:

- Gender
- HKIC Symbol
- HK Contact Mobile No.
- Preferred Language for SMS (Default: Chinese)

Service Provider Platform – Spouse Declaration

New registration > Certificate of Exemption



For new registration by using **CoE**, please input the below information:

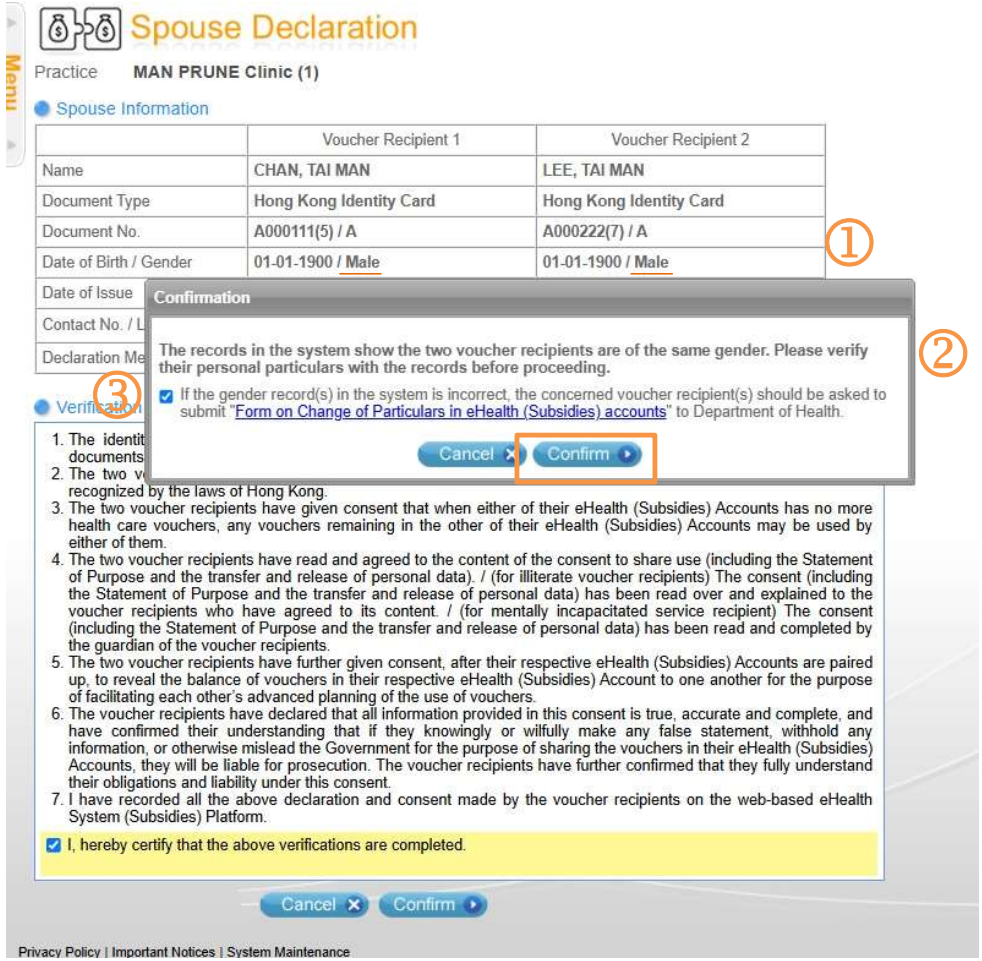
- Serial No.
- Reference
- Date of Issue
- Name in English
- Name in Chinese
- Gender
- HKIC No.
- Date of Birth
- HK Contact Mobile No.
- Preferred Language for SMS
  (Default: Chinese)

Service Provider Platform – Spouse Declaration

(v) Additional Checking / Special Handling

Service Provider Platform – Spouse Declaration

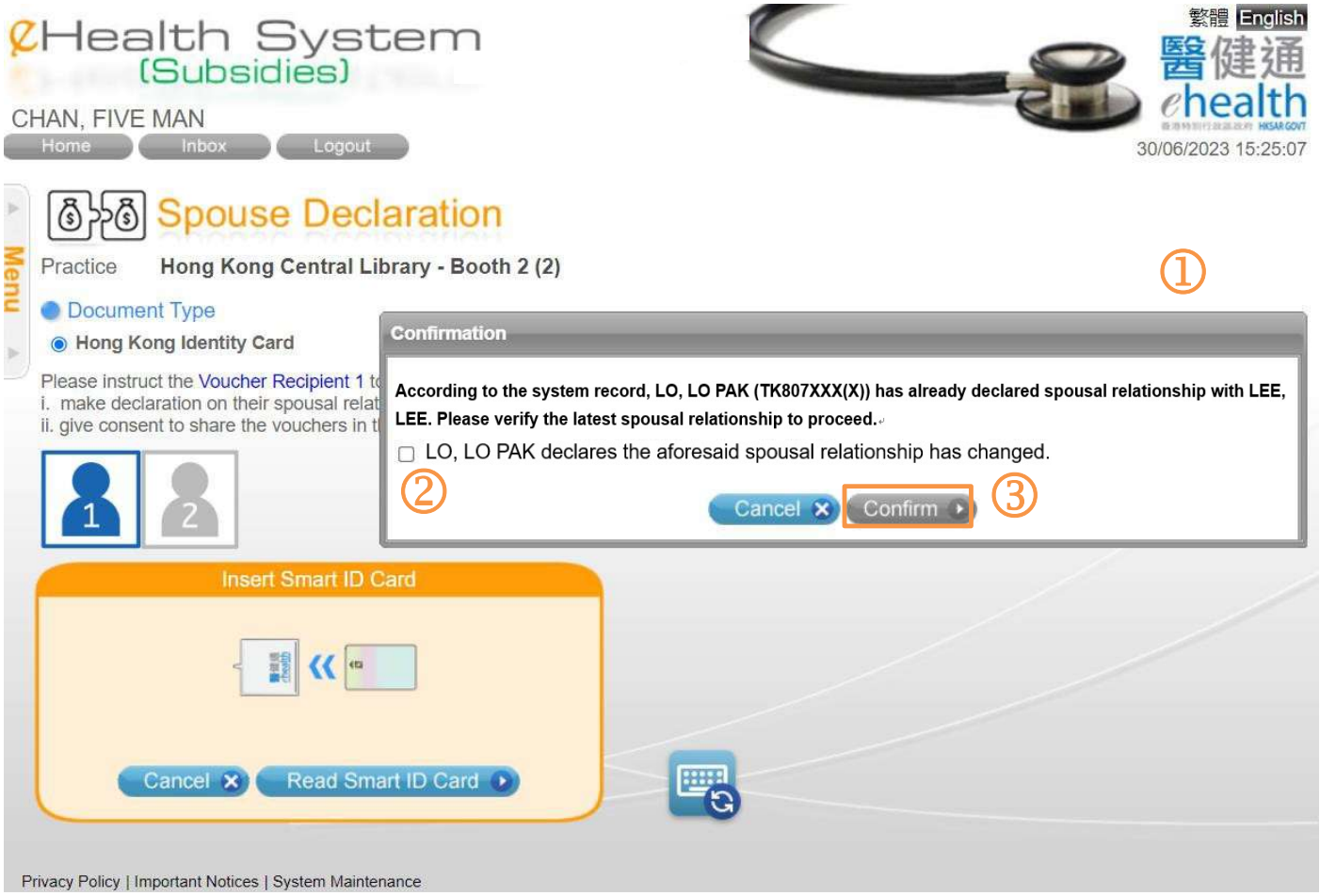
Scenario 1: Records with SAME Gender



1. Same gender found in the records of both VRs
2. Display to remind service provider to verify their identities before proceeding, with a hyperlink for downloading the "Form on Change of Particulars in eHealth (Subsidies) accounts"
3. Click the checkbox to acknowledge verification is completed. "Confirm" button is enabled. Click confirm to proceed

Service Provider Platform – Spouse Declaration

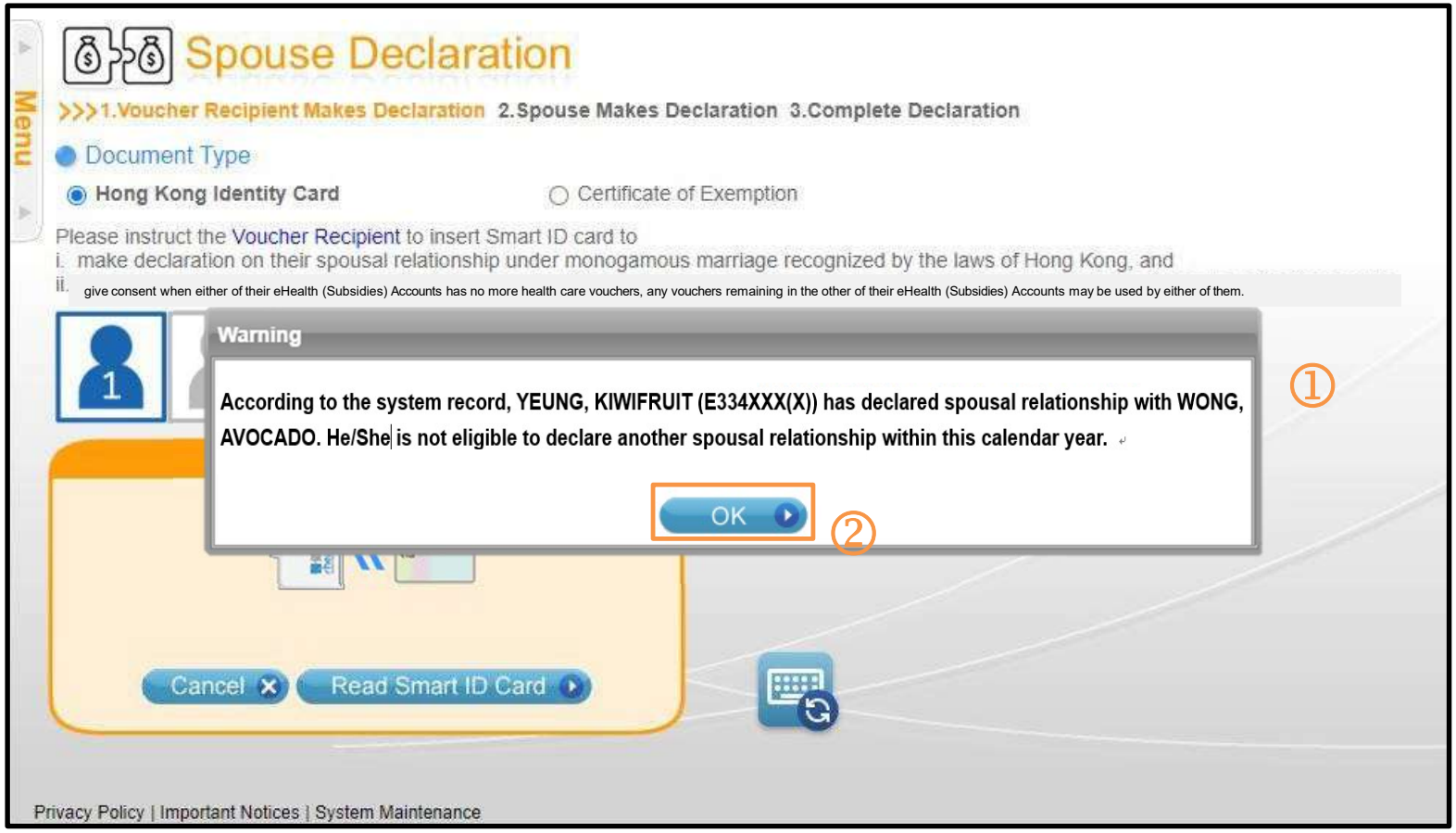
Scenario 2: Active Declaration Record found



1. Message is displayed when account has already been linked.
2. Click checkbox to confirm VR requires to make a new declaration.
3. “Confirm” button is enabled. Click confirm to proceed

Service Provider Platform – Spouse Declaration

Scenario 3: Used up the quota for new declaration this year



1. Message is displayed when VR has already changed his spousal declaration once after account linkage within the same calendar year.
2. **Not allowed** to proceed the new declaration

Service Provider Platform

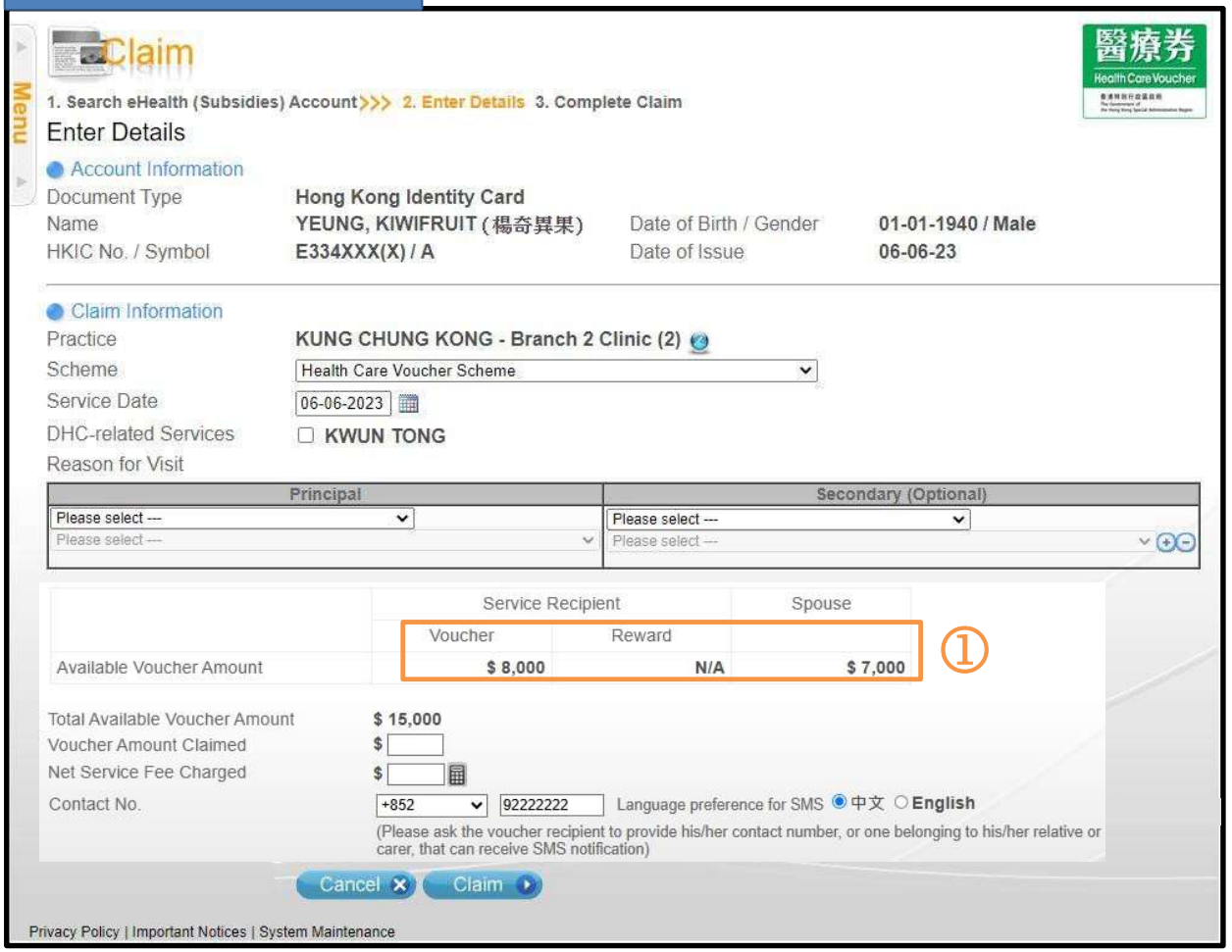
- (B) Claim

Service Provider Platform – Claim

(i) Sharing Spouse Voucher

Service Provider Platform – Claim

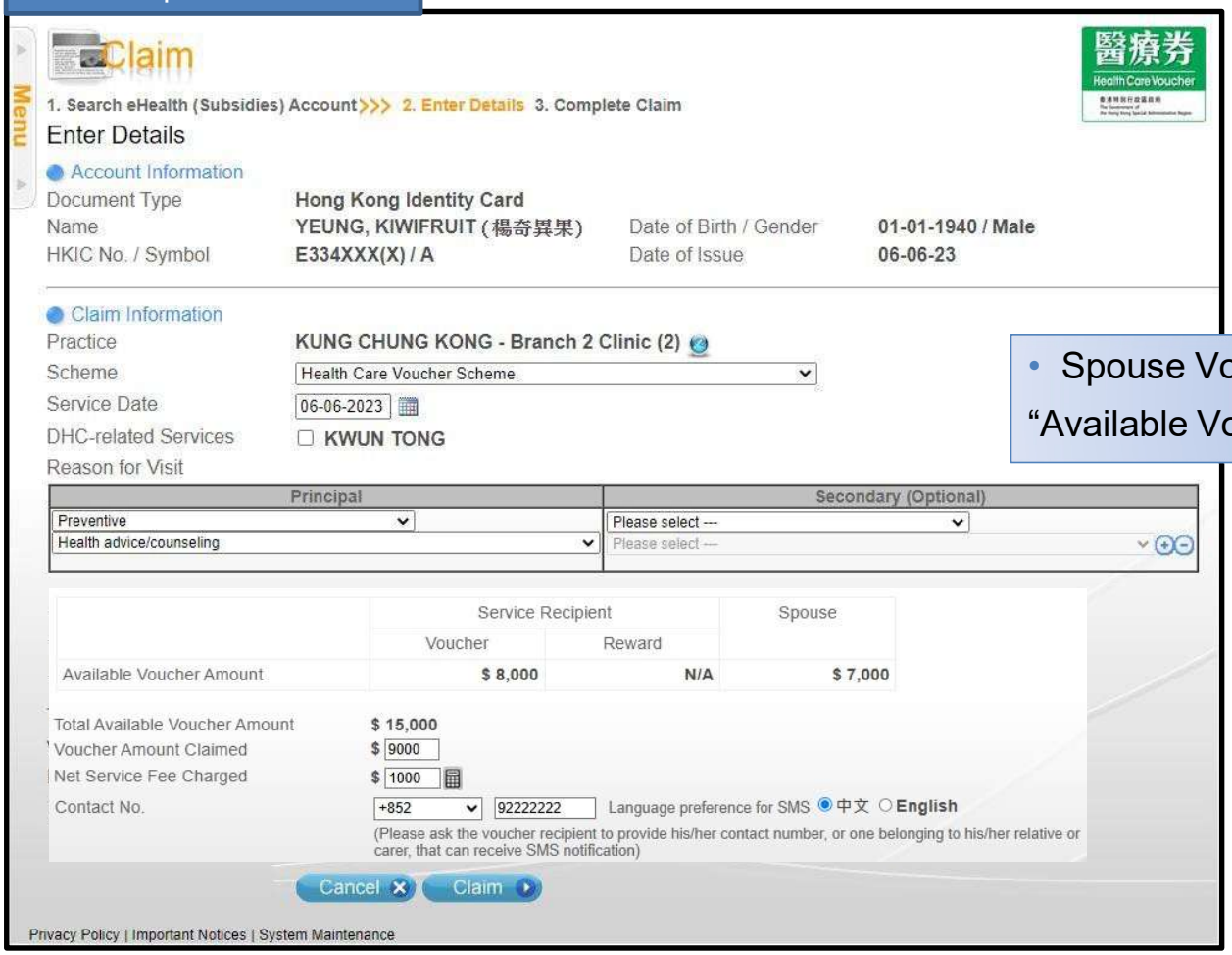
Utilize spouse voucher



1. For a service recipient with **active** spouse declaration record, both the service recipient's and spouse's "Available Voucher Amount" are displayed.

Service Provider Platform – Claim

Utilize spouse voucher



- Spouse Voucher Sharing is allowed only if

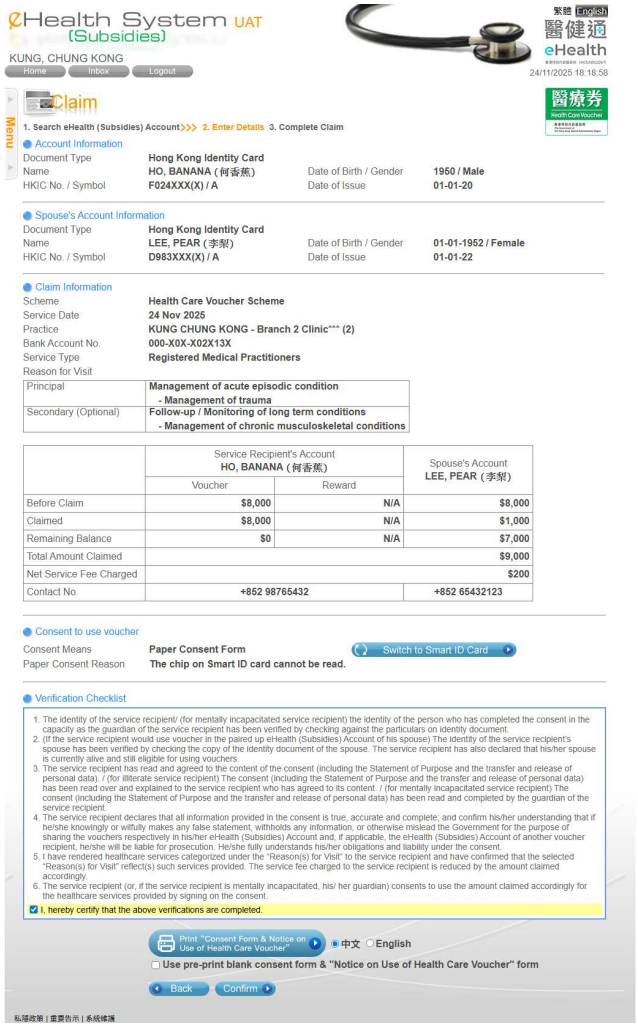
"Available Voucher Amount" **<** "Voucher Amount Claimed"

Service Provider Platform – Claim

Utilize spouse voucher

2. The following detail of spouse is required to be input:
   - **HKIC Symbol***

Service Provider Platform – Claim



- Service Recipient Information
- Claim Information
- Consent to use voucher
- Verification Checklist

Service Provider Platform – Claim

Account Information

Document Type	Hong Kong Identity Card		
Name	YEUNG, KIWIFRUIT (楊奇異果)	Date of Birth / Gender	20-09-1932 / Male
HKIC No. / Symbol	TK807XXX(X) / A	Date of Issue	19-06-18

Spouse's Account Information

Document Type	Hong Kong Identity Card		
Name	WONG, AVOCADO (黃牛油果)	Date of Birth / Gender	01-01-1950 / Female
HKIC No. / Symbol	B440XXX(X) / A	Date of Issue	01-01-20

Service Recipient Information

If the service recipient has active spouse declaration record, the account information of the spouse are displayed.

Service Provider Platform – Claim

Claim Information

Scheme	**Health Care Voucher Scheme**
Service Date	**30 Jun 2023**
Practice	**Hong Kong Central Library - Booth 2 (2)**
Bank Account No.	**000-X0X-X00X03X**
Service Type	**Registered Medical Practitioners**
Reason for Visit	
Principal	**Preventive** **- Health advice/counseling**

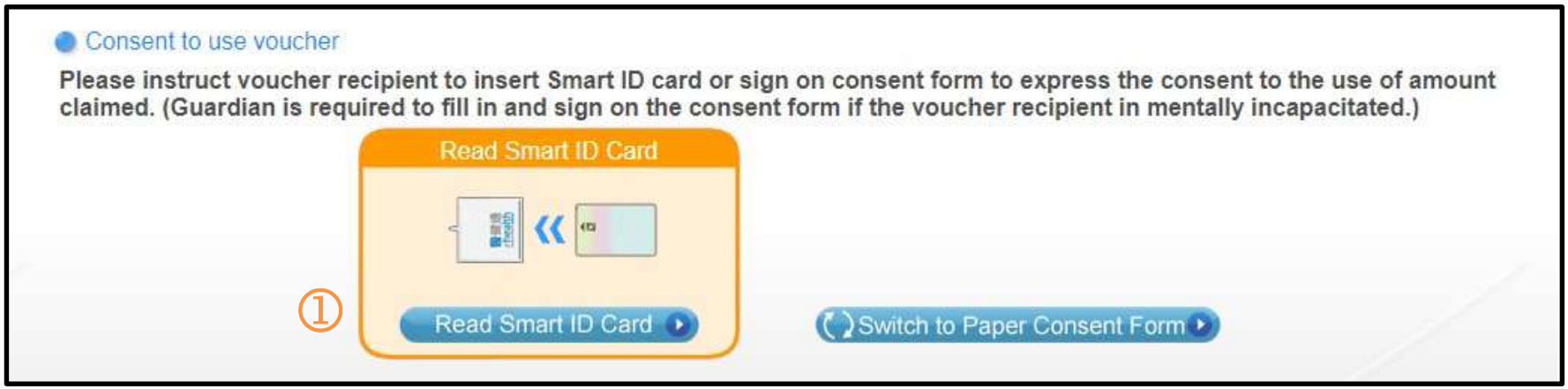
	Service Recipient's Account	Spouse's Account
Before Claim	$300	$8,000
Claimed	$300	$200
Remaining Balance	$0	$7,800
Total Amount Claimed		$500
Net Service Fee Charged		$100
Contact No.	+852 92222222	+852 93333333

<u>Claim Information</u>

Display information of both service recipient and spouse ***[if any]***

- Before Claim
- Claimed
- Remaining Balance
- Total Amount Claimed
- Net Service Fee Charged
- HK Contact Mobile No.

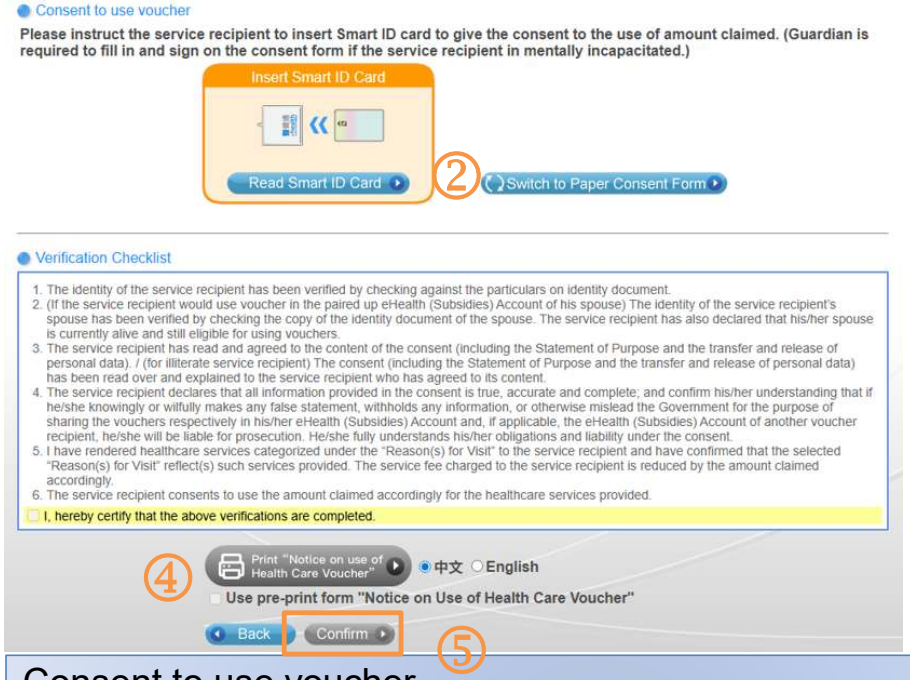
Service Provider Platform – Claim



Consent to use voucher

1. Click “Read Smart ID Card” to start to using Smart ID card reader

Service Provider Platform – Claim



<u>Consent to use voucher</u>

2. Show consent means [Default: use Smart ID Card reader]

<u>Verification Checklist</u>

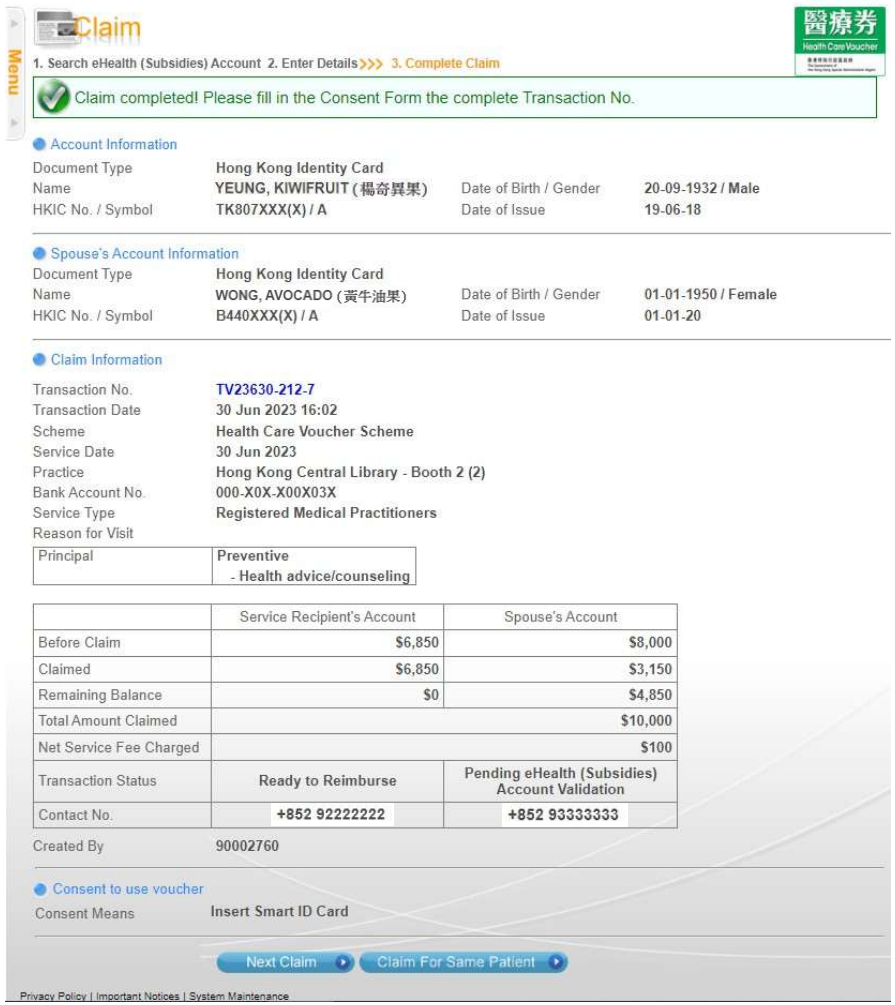
3. Click the checkbox below the verification checklist to confirm completing relevant actions
4. Choose print "Notice on Use of Health Care Voucher" or use pre-print blank form
5. Confirm the claim

Verification Checklist

1. The identity of the service recipient has been verified by checking against the particulars on identity document.
2. (If the service recipient would use voucher in the paired up eHealth (Subsidies) Account of his spouse) The identity of the service recipient's spouse has been verified by checking the copy of the identity document of the spouse. The service recipient has also declared that his/her spouse is currently alive and still eligible for using vouchers.
3. The service recipient has read and agreed to the content of the consent (including the Statement of Purpose and the transfer and release of personal data). / (for illiterate service recipient) The consent (including the Statement of Purpose and the transfer and release of personal data) has been read over and explained to the service recipient who has agreed to its content.
4. The service recipient declares that all information provided in the consent is true, accurate and complete; and confirm his/her understanding that if he/she knowingly or willfully makes any false statement, withholds any information, or otherwise mislead the Government for the purpose of sharing the vouchers respectively in his/her eHealth (Subsidies) Account and, if applicable, the eHealth (Subsidies) Account of another voucher recipient, he/she will be liable for prosecution. He/she fully understands his/her obligations and liability under the consent.
5. I have rendered healthcare services to the service recipient and the service fee charged to the service recipient is reduced by the amount claimed accordingly.
6. The service recipient consents to use the amount claimed accordingly for the healthcare services provided.

Service Provider Platform – Claim

New layout



Claim

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

Claim completed! Please fill in the Consent Form the complete Transaction No.

Account Information

Document Type	Hong Kong Identity Card		
Name	YEUNG, KIWIFRUIT (楊奇異果)	Date of Birth / Gender	20-09-1932 / Male
HKIC No. / Symbol	TK807XXX(X) / A	Date of Issue	19-06-18

Spouse's Account Information

Document Type	Hong Kong Identity Card		
Name	WONG, AVOCADO (黃牛油果)	Date of Birth / Gender	01-01-1950 / Female
HKIC No. / Symbol	B440XXX(X) / A	Date of Issue	01-01-20

Claim Information

Transaction No.	TV23630-212-7
Transaction Date	30 Jun 2023 16:02
Scheme	Health Care Voucher Scheme
Service Date	30 Jun 2023
Practice	Hong Kong Central Library - Booth 2 (2)
Bank Account No.	000-X0X-X00X03X
Service Type	Registered Medical Practitioners
Reason for Visit	

Principal	Preventive - Health advice/counseling

	Service Recipient's Account	Spouse's Account
Before Claim	$6,850	$8,000
Claimed	$6,850	$3,150
Remaining Balance	$0	$4,850
Total Amount Claimed		$10,000
Net Service Fee Charged		$100
Transaction Status	Ready to Reimburse	Pending eHealth (Subsidies) Account Validation
Contact No.	+852 92222222	+852 93333333

Created By 90002760

Consent to use voucher

Consent Means: Insert Smart ID Card

Next Claim | Claim For Same Patient

Privacy Policy | Important Notices | System Maintenance

Completion of claim for Spouse Voucher Sharing

English Version

[EHVS] CHAN TAI MAN (Tel: 23002344) made a claim on 30/06/2023 (TV23630-212-7) with the following health care voucher amount: $300 from your (LO P*) account & $200 from your spouse's (LEE L*) account. Your voucher balance: $0. EHVS hotline: 28382311[Do not reply]

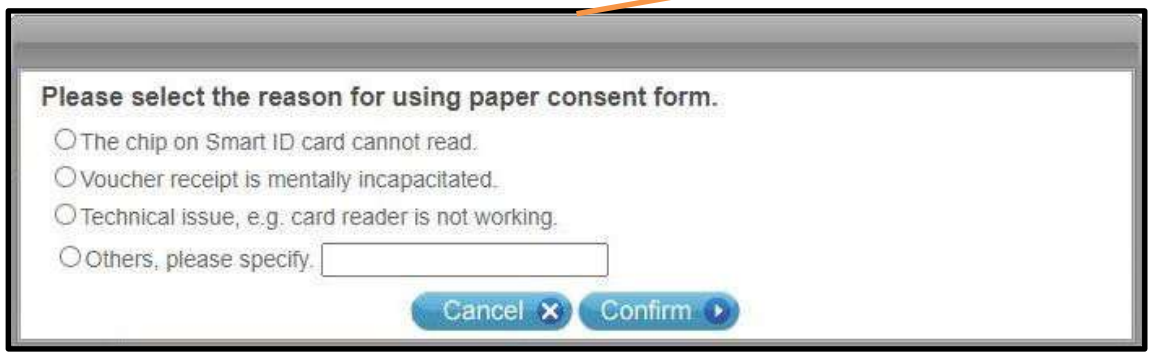
Chinese Version

[醫療券] 陳大文 （電話：23002344）於2023年6月30日申報醫療券（TV23630-212-7），扣減你（盧*柏）$300醫療券 及你配偶（李*）$200醫療券 。你的醫療券餘額：$0。計劃熱線：28382311[請勿回覆]

Service Provider Platform – Claim

(ii) Consent to Use Voucher (Paper Form)

Service Provider Platform – Claim



<u>Consent to use voucher</u>

1. Click “Switch to Paper Consent Form”, a popup box will be prompted to choose the reason why paper consent form is used.

Service Provider Platform – Claim

Consent to use voucher

2. The consent means of paper consent is shown. Allowed to switch to using Smart ID Card reader to make consent

Verification Checklist

3. Click the checkbox in the verification checklist to confirm actions completed

4. Choose print "Consent Form & Notice on Use of Health Care Voucher" or use pre-print blank form
5. Confirm the claim

Verification Checklist

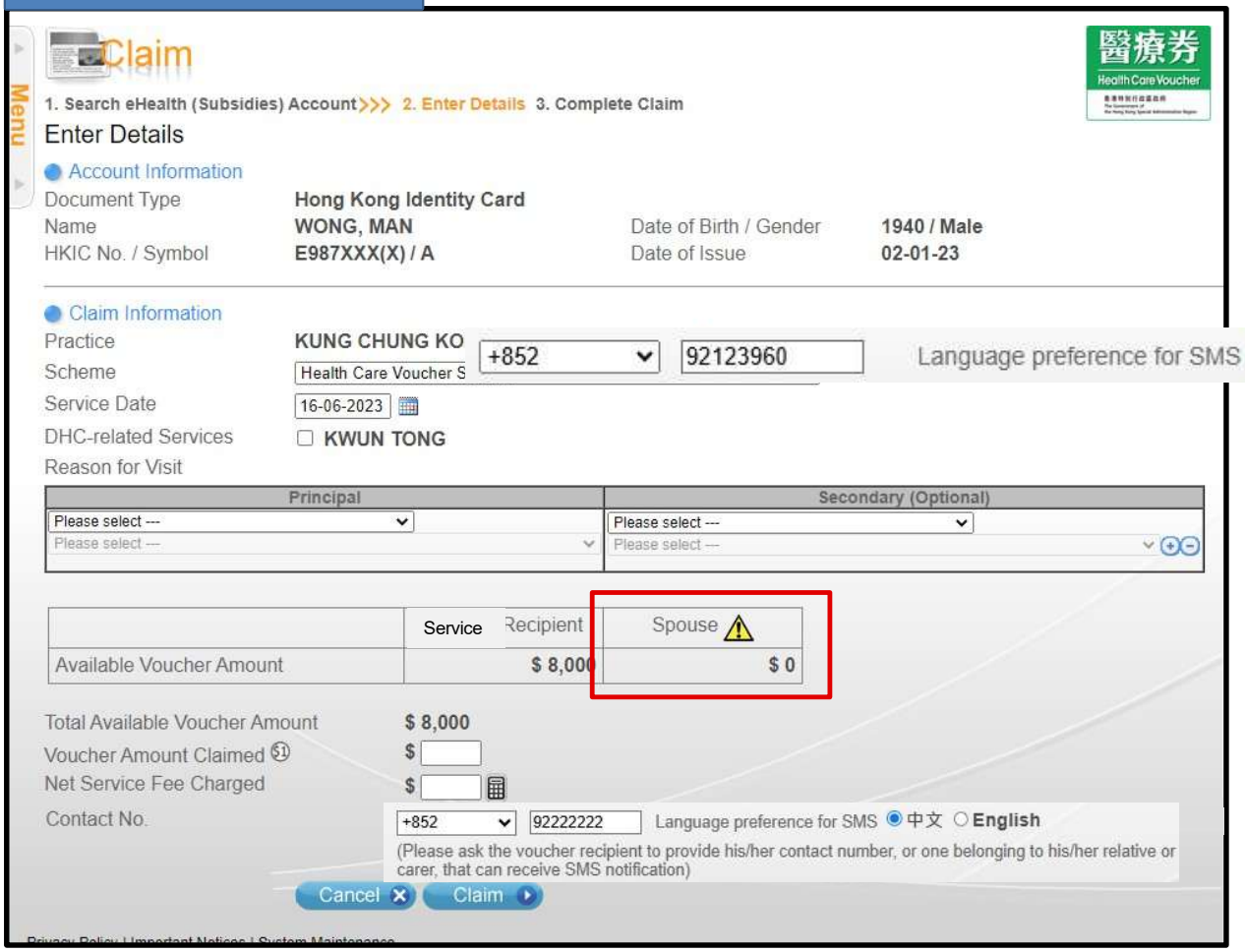
1. The identity of the service recipient/ (for mentally incapacitated service recipient) the identity of the person who has completed the consent in the capacity as the guardian of the service recipient has been verified by checking against the particulars on identity document.
2. (If the service recipient would use voucher in the paired up eHealth (Subsidies) Account of his spouse) The identity of the service recipient's spouse has been verified by checking the copy of the identity document of the spouse. The service recipient has also declared that his/her spouse is currently alive and still eligible for using vouchers.
3. The service recipient has read and agreed to the content of the consent (including the Statement of Purpose and the transfer and release of personal data). / (for illiterate service recipient) The consent (including the Statement of Purpose and the transfer and release of personal data) has been read over and explained to the service recipient who has agreed to its content. / (for mentally incapacitated service recipient) The consent (including the Statement of Purpose and the transfer and release of personal data) has been read and completed by the guardian of the service recipient.
4. The service recipient declares that all information provided in the consent is true, accurate and complete; and confirm his/her understanding that if he/she knowingly or willfully makes any false statement, withholds any information, or otherwise mislead the Government for the purpose of sharing the vouchers respectively in his/her eHealth (Subsidies) Account and, if applicable, the eHealth (Subsidies) Account of another voucher recipient, he/she will be liable for prosecution. He/she fully understands his/her obligations and liability under the consent.
5. I have rendered healthcare services to the service recipient and the service fee charged to the service recipient is reduced by the amount claimed accordingly.
6. The service recipient (or, if the service recipient is mentally incapacitated, his/ her guardian) consents to use the amount claimed accordingly for the healthcare services provided by signing on the consent.

Service Provider Platform – Claim

(iii) Sharing Spouse Voucher (Special Handling)

Service Provider Platform – Claim

Utilize spouse voucher



If the spouse or its account is under special

- Spouse deceased
- Account suspended
- Account terminated

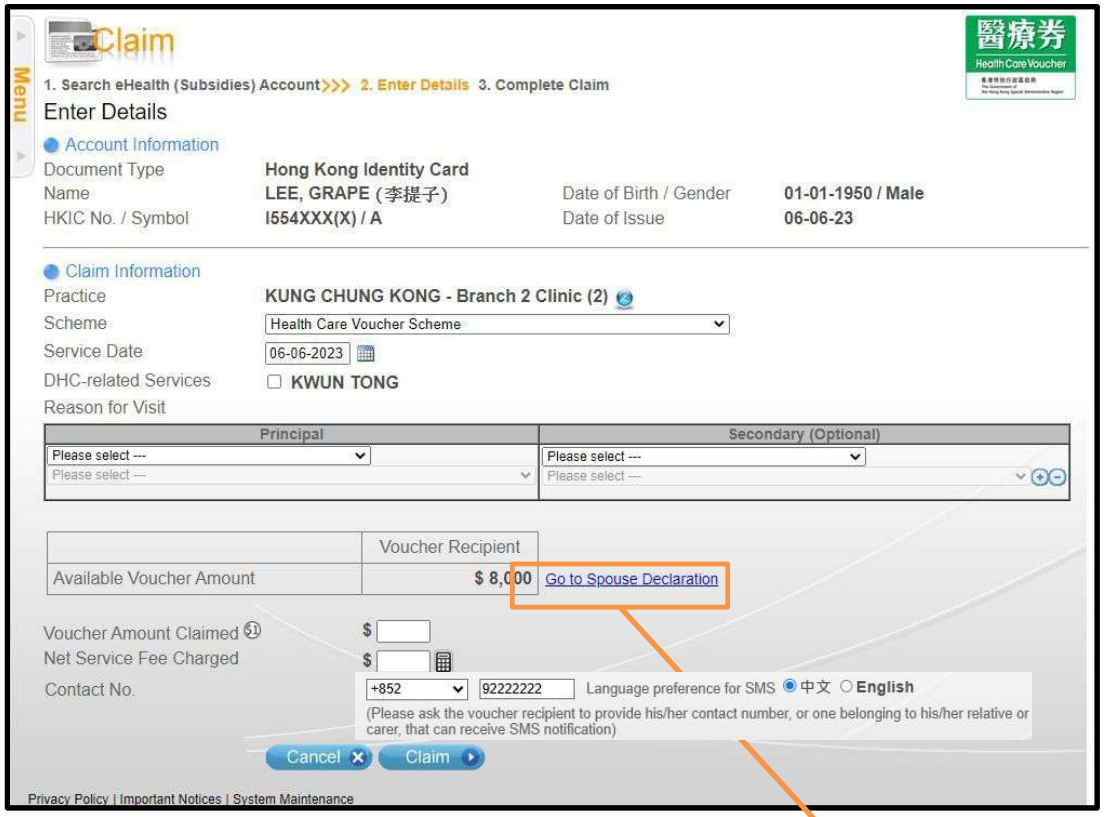
The spouse's "Available Voucher Amount" will be displayed **$0** and has alert icon ⚠

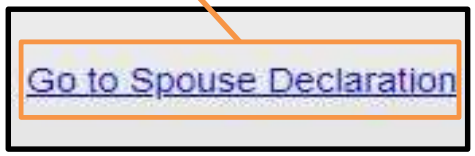
The tooltip of alert icon ⚠ will show "The account of spouse cannot be used. Please contact Department of Health for assistance."

Service Provider Platform – Claim

(iv) Claim without Linked Spouse

Service Provider Platform – Claim





If the service recipient has no active spouse declaration record, only the "Available Voucher Amount" of the service recipient will be shown.

*Redirect to Spouse Declaration function (if needed)