

Enrolment Guide

Health Care Voucher Scheme and Primary Care Directory

- Healthcare service providers are required to be enrolled with the Government of the Hong Kong Special Administrative Region (“Government”) if they are interested to participate in any of the Schemes / Programme designated in the “Covering Notes for Application to Enrol in the Health Care Voucher Scheme and Primary Care Directory” and use the relevant functions in the eHealth System (Subsidies). They should as individual healthcare professionals complete and sign the enrolment forms for enrolment. If the healthcare service providers applying for enrolment in the Health Care Voucher Scheme (HCVS) are employed or engaged by a medical organization (whether it is incorporated or not) to provide relevant services with respect to the Scheme / Programme or if they provide such services under the name of a medical organization (whether as a sole proprietor, partner, shareholder, director, employee or other officer of the medical organization, and whether the medical organization is incorporated or not), the medical organization should also complete and sign the enrolment forms.
- For enrolment[#] in the HCVS and the Primary Care Directory (PCD)*, the enrolment forms can be submitted through electronic application or paper application.

[#] Registered Medical Practitioner, Registered Dentist, Registered Occupational Therapist or Registered Physiotherapist has to be enrolled in the PCD. If the applicant has not enrolled in the PCD, he/she is required to enrol in the PCD in this enrolment application.

* The PCD is overseen by the Primary Healthcare Commission under the Health Bureau of the Government. Applications for enrolment in the PCD only should be submitted directly to the PCD at <https://apps.pcdirectory.gov.hk/SP/Main/Main.aspx>.
- Healthcare service providers applying for enrolment in the HCVS and PCD are required to:
 1. Complete the “Application Form” (either online or through paper application)

[Appendix A];

2. Complete the “Authority for Payment to a Bank” (either online or through paper application) Appendix B] ;
 3. Supply documentary proof (including Hong Kong Identity Card (HKIC); the relevant valid practising certificate (except in the case of (i) a registration under section 85 of the Chinese Medicine Ordinance (Cap. 549); and (ii) an applicant of the healthcare profession of audiologist, dietitian, clinical psychologist and speech therapist. For an applicant of the healthcare profession of audiologist, dietitian, clinical psychologist or speech therapist, please provide a copy of the relevant valid registration certificate issued by relevant healthcare professional body accredited under Accredited Registers Scheme for Healthcare Professions of the Government (the accredited body)); address proof of the applicant, medical organization and place(s) of practice (e.g. public utility bill or bank statement); certificate of business registration or incorporation of the medical organization, document on the bank account nominated for reimbursement payment); and
 4. Send the above forms and documents to the Health Care Voucher Division of the Department of Health.
- The “Application Form” and the “Authority for Payment to a Bank” (if applicable) should be signed by both the healthcare service provider and the medical organization (if applicable) which employs or engages him / her to provide relevant services with respect to the HCVS.
 - Personal particulars together with the professional registration information will be validated with records kept by respective professional Boards and Councils and the accredited bodies to verify the professional registration status of participating healthcare providers through electronic or other means.
 - For current enrollees of the HCVS, enrolment to the PCD can be applied online through the eHealth system (Subsidies) at apps.hcv.gov.hk. Please refer to p.8 of this guide.

Enrolment in HCVS and PCD through electronic application

(online enrolment)

- (1) Visit the following website:
 - HCVS website (www.hcv.gov.hk)
- (2) Type in the required information regarding the personal and professional particulars, medical organization and place(s) of practice
- (3) Type in the required information regarding the nominated bank account(s) for reimbursement

**Upon electronic submission of the enrolment application, the e-Health System (Subsidies) would provide an “enrolment reference number”*
- (4) Print out the completed enrolment forms
- (5) Sign the “Application Form” (Part V – “Execution”)
 - By the applicant and the authorized signatory of the medical organization
- (6) Sign the “Authority for Payment to a Bank” (Part 2 – “Declaration”)
 - By the applicant and the authorized signatory of the medical organization
- (7) Send the following information to the Health Care Voucher Division of the Department of Health (DH) by mail-
 - The completed “Application Form” (with Part V – “Execution” signed)
 - The completed “Authority for Payment to a Bank” (with Part 2 “Declaration” signed)
 - The required documentary proofs (including)
 - * Hong Kong Identity Card (copy)
 - * Relevant valid Practising Certificate (copy) (except in the case of (i) a registration under section 85 of the Chinese Medicine Ordinance (Cap. 549); and (ii) an applicant of the healthcare profession of audiologist, dietitian, clinical psychologist and speech therapist. For an applicant of (ii), please provide a copy of the relevant valid registration certificate issued by the accredited body)
 - * Address proof of the applicant, medical organization and place(s) of practice (e.g. copy of public utilities bill or bank statement)
 - * Certificate of business registration or incorporation of the medical organization (copy)

- * Bank account information document (e.g. **certified true copy** ^{Note} of **bank correspondence** showing the bank name, bank account number, name of the account holder)
[Copies of documentary proof will not be returned to the applicant]

(8) Please mail the forms and documents to the following office:

Health Care Voucher Division

Suites 901-4, 9/F,

AXA Tower

Landmark East, 100

How Ming Street

Kwun Tong, Kowloon

Note If the bank correspondence relates to the Applicant, the copy must be certified by the Applicant. If the bank correspondence relates to a medical organization, the copy must be certified by the authorized signatory of the medical organization appearing in Part 2 – declaration of the “Authority for Payment to a Bank” Form

Enrolment in HCVS and PCD through paper application
(paper enrolment)

- (1) Visit the following website:
 - HCVS website (www.hcv.gov.hk)
- (2) Download and print the enrolment forms
- (3) Complete the “Application Form”
[For paper application, the field for “enrolment reference number” should be left blank]*
- (4) Sign the “Application Form” (Part V – “Execution”)
 - By the applicant and the authorized signatory of the medical organization (if applicable)
- (5) Complete the “Authority for Payment to a Bank” (if applicable)
- (6) Sign the “Authority for Payment to a Bank” (Part 2 – “Declaration”) (if applicable)
 - By the applicant and the authorized signatory of the medical organization
- (7) Send the following information to the Health Care Voucher Division of the Department of Health by mail-
 - The completed “Application Form” (with Part V – “Execution” signed)
 - The completed “Authority for Payment to a Bank” (with Part 2 - “Declaration” signed) (where applicable)
 - The required documentary proof (including)
 - * Hong Kong Identity Card (copy)#
For applicant solely applies for enrolment in PCD, only copy of Hong Kong Identity Card is required
 - * Relevant valid Practising Certificate (copy) (except in the case of (i) a registration under section 85 of the Chinese Medicine Ordinance (Cap. 549); and (ii) an applicant of the healthcare profession of audiologist, dietitian, clinical psychologist and speech therapist. For an applicant of (ii), please provide a copy of the valid registration certificate issued

by the relevant accredited body)

- * Address proof of the applicant, medical organization and place(s) of practice (e.g. copy of public utilities bill or bank statement)
- * Certificate of business registration or incorporation of the medical organization (copy)
- * Bank account information document (e.g. **certified true copy** ^{Note} of **bank correspondence** showing the bank name, bank account number, name of the account holder)

[Copies of documentary proof will not be returned to the applicant]

(8) Please mail the forms and documents to the following office:

Health Care Voucher Division
Suites 901-4, 9/F,
AXA Tower
Landmark East, 100
How Ming Street
Kwun Tong, Kowloon

Note If the bank correspondence relates to the Applicant, the copy must be certified by the Applicant. If the bank correspondence relates to a medical organization, the copy must be certified by the authorized signatory of the medical organization appearing in Part 2 – declaration of the “Authority for Payment to a Bank” Form

Activation of service provider account

(A) For HCVS

For each healthcare service provider enrolled in the HCVS will be created for using the relevant functions in the eHealth System (Subsidies). On completion of the enrolment process, the enrolled healthcare service provider will receive an electronic mail and a confirmation letter when he / she has been successfully enrolled in. For an enrolled healthcare service provider who has already had an activated Service Provider account, he / she can use the account for using the relevant eHealth System (Subsidies) functions of the HCVS. For one who has not had a Service Provider account, he / she can enter the eHealth System (Subsidies) through a hyperlink provided in the electronic mail for activation of the Service Provider account using also the Service Provider ID and authentication token received with the confirmation letter.

- To activate the Service Provider account in eHealth System (Subsidies), an enrolled healthcare service provider should :
 1. Check the electronic mail sent to the email address provided by healthcare service provider in the enrolment form;
 2. Click on the hyperlink provided in the electronic mail for accessing the designated eHealth System (Subsidies) webpage; and
 3. Enter the following information into the data field of the webpage:
 - * Service Provider ID (shown on the confirmation letter)
 - * Token passcode (shown on the authentication token)
 - * Own password for accessing the Service Provider account in the future
- Activation of the Service Provider account should be done **within 21 days** of the date of issuance of the confirmation letter.

(B) For PCD

After processing and approval of the enrolment to the PCD, the Primary Healthcare Commission will email an account activation link to the successful applicant. To activate the account in the PCD, enrolled service providers have to click the account activation link and select their own username and password. After the account activation, enrollees should click “My Info” to review and update the professional and practice information (e.g. opening hours, service provision and fees) in their PCD accounts. The updated information will be displayed in the PCD for viewing by the public.

Enrolment in PCD through electronic application (online enrolment)
(for current eHealth System (Subsidies) enrollees only)

- (1) Login to the Service Provider account in eHealth System (Subsidies):
 - HCVS website (www.hcv.gov.hk)
- (2) Go to “My Profile”
- (3) Press the button “Join / Add Practice(s) to Primary Care Directory”
- (4) Enter Token Passcode and press the button “Confirm”
- (5) Select the practice(s) to join the PCD and select the respective type of practice
- (6) Read the Terms and Conditions of the PCD and press the button “Join Primary Care Directory”
- (7) Successful applicant will receive an email with account activation link within 20 working days.
- (8) Click the link, select your own username and password to activate the account.
- (9) After the account activation, click “My Info” to review and update the professional and practice information (e.g. opening hours, service provision and fees) in the PCD
- (10) Updated information will be displayed in the PCD for viewing by the public.