



Elderly Health Care Voucher Scheme



Highlights

The Elderly Health Care Voucher Scheme provides partial subsidies for the elderly to receive private primary healthcare services in the neighbourhood community that best suit their needs. The Scheme was launched on 1 January 2009 on a pilot basis.

If you are aged 70 or above and hold a valid Hong Kong Identity Card or Certificate of Exemption, you can join the Scheme and use health care vouchers to subsidise the use of private primary healthcare services. It is not necessary to pre-register, collect or carry the vouchers.

The annual voucher amount is \$1,000.

What kind of healthcare services can the vouchers be used for?

The vouchers can be used to pay for services provided by the following healthcare professionals who have participated in the Scheme:

- ✓ Registered Medical Practitioners
- ✓ Registered Chinese Medicine Practitioners
- ✓ Registered Dentists
- ✓ Registered Chiropractors
- ✓ Registered Nurses, Enrolled Nurses
- ✓ Registered Physiotherapists
- ✓ Registered Occupational Therapists
- ✓ Registered Radiographers
- ✓ Registered Medical Laboratory Technologists
- ✓ Registered Optometrists in Part I of the register



Can I use the vouchers for non-treatment services?

In addition to curative services, you can also use vouchers for preventive services, such as health assessment, dental check or health education activities. However, in using the vouchers, certain requirements must be observed:

Vouchers **cannot** be used solely for purchasing products such as medication, spectacles, dried seafood or medical equipment.

Vouchers **cannot** be used for public services subsidised by the Government (including healthcare services which the Hospital Authority purchases from the private sector).

Vouchers **cannot** be used for pre-paid healthcare services.

The total value of vouchers used to settle the consultation fees shall **NOT** exceed the consultation fee.

How do I know that a healthcare service provider has participated in the Scheme?

Healthcare service providers participating in the Scheme will display the **Scheme Logo** at their healthcare centre or clinic for easy identification.



How can I obtain the list of enrolled healthcare service providers?

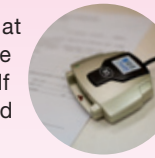
You may browse the Scheme website at www.hcv.gov.hk to obtain the list of enrolled healthcare service providers. Family members or elderly caretaker can also offer assistance.

How can I collect and use the vouchers?

You do not need to collect vouchers in advance. Eligible elderly persons can use the vouchers by taking the following simple steps:

- 1) Go to a healthcare centre/clinic displaying the Scheme Logo, show your Hong Kong Identity Card or Certificate of Exemption and state your intention to use vouchers.

If a Smart Identity Card Reader is available at the centre/clinic, you can simply insert the identity card into the card reader yourself and the system will read the required personal data for voucher usage.



- 2) If you are using vouchers for the first time, the healthcare service provider will create an individual **eHealth Account** for you. Depending on the year in which you become eligible to use vouchers and the year in which your account is created, the respective amount of vouchers will be deposited into your account.

- 3) After receiving the healthcare service, you must sign a consent form indicating the number of vouchers to be used. The healthcare service provider will then update the voucher balance in your account and give you a printed record of the balance.



Can I use more than one voucher each time I receive healthcare services?

Yes, you can use more than one voucher each time you receive healthcare services. However, for establishing a long-term healthcare relationship between you and the healthcare professional, we encourage you to use the vouchers for several visits.

Is there a maximum accumulation limit for the unspent voucher amount cumulated in my account?

On 1 January each year, the voucher amount you are eligible to receive for that year will be deposited automatically into your eHealth account. The unspent voucher amount in previous years will be carried forward automatically but there is a maximum accumulation limit of \$3,000. There is no restriction on the number of years that an elder may carry forward the unspent voucher amount but the cumulative total as at 1 January each year cannot exceed \$3,000. If the total amount of vouchers in one's account exceeds \$3,000, any exceeding amount will be forfeited.

That is to say, the aggregate amount of vouchers received by a voucher recipient for the year plus the total amount of unspent vouchers carried forward from previous years should not exceed \$3,000 as at 1 January each year.

Example:

You have \$2,250 unspent voucher amount as at 31 December 2013. On 1 January 2014, you are eligible to receive voucher amount of \$1,000 for the year 2014. However, because of the maximum accumulation limit, instead of \$3,250, only \$3,000 worth of vouchers will be available for use in your account in 2014.

You are therefore encouraged to optimise the use of your health care vouchers to make good use of your voucher balance.

How can I check my voucher balance?

You or your friends/relatives can check your voucher balance by browsing the website www.hcv.gov.hk or calling **2838 0511** by providing your Hong Kong Identity Card number and the date of birth. You can also refer to the voucher balance record received from the healthcare service provider at your last consultation.



Matters of Attention:

Vouchers are intended to subsidise your use of private primary healthcare services.

The steps in using vouchers are simple. Simply visit enrolled clinics with the Scheme Logo, show them your Hong Kong Identity Card and sign the consent form. The list of enrolled healthcare service providers is available at www.hcv.gov.hk.

Every 1 January, the voucher amount you are eligible to receive for that year will be deposited automatically into your eHealth Account. Any unspent voucher amount can be carried forward but the cumulative total as at 1 January each year cannot exceed \$3,000. The cumulative total refers to the aggregate amount of the unspent vouchers in previous years and the voucher amount deposited into the eHealth Account on 1 January of the year.

More Information:

For more information regarding the Elderly Health Care Voucher Scheme, please visit the Scheme website at www.hcv.gov.hk or call **2838 2311**.