

Elderly Health Care Voucher Scheme



Scheme Hotline :
☎ 2838 2311

Checking voucher balance :
☎ 2838 0511

Highlights

The Elderly Health Care Voucher Scheme has been implemented since 1 January 2009 to provide subsidies for the elderly to receive private primary healthcare services that best suit their health needs.

Elderly persons aged 65 or above and holding a valid Hong Kong Identity Card or Certificate of Exemption issued by the Immigration Department, except for those who obtained a Hong Kong Identity Card by virtue of a previous permission to land or remain in Hong Kong granted to him/her and such permission has expired or ceased to be valid, are eligible to receive and use the vouchers to pay for private primary healthcare services. It is not necessary to pre-register, collect or carry the vouchers.

☰ The annual voucher amount for each eligible elderly person is \$2,000. The accumulation limit of vouchers is \$8,000. Quota of vouchers that can be spent on optometry services is capped at \$2,000 every two years.

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

The vouchers can be used for paying for primary healthcare services provided by the following private healthcare professionals who have enrolled in the Scheme:

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|--|--|---|--|
| Registered Medical Practitioners | | Registered Physiotherapists | |
| Registered Chinese Medicine Practitioners | | Registered Occupational Therapists | |
| Registered Dentists | | Registered Radiographers | |
| Registered Chiropractors | | Registered Medical Laboratory Technologists | |
| Registered Nurses, Enrolled Nurses | | Registered Optometrists in Part I of the register | |
| Registered with the relevant healthcare professional body accredited under the Accredited Registers Scheme for Healthcare Professions of the Government: | | | |
| Audiologists | | Clinical Psychologists | |
| Dietitians | | Speech Therapists | |

Can I use the vouchers for non-curative services?

In addition to curative services, you can also use vouchers for other private primary healthcare services including rehabilitative and preventive care services, such as appropriate health assessment and dental check-up. However, in using the vouchers, certain requirements must be observed:

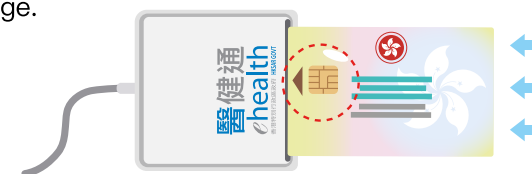
- Vouchers **cannot** be redeemed for cash or used solely for purchasing products such as medicine, spectacles, dried seafood, personal care products, food products or medical equipment. Also, vouchers **cannot** be used to employ staff.
- Unless otherwise specified, vouchers **cannot** be used for public healthcare services subsidised by the Government (including healthcare services which the Hospital Authority purchases from the private sector, e.g. the General Outpatient Clinic Public-Private Partnership Programme).
- Vouchers **cannot** be used for inpatient services, pre-paid healthcare services and day surgery procedures, such as cataract surgery or endoscopy.
- Elderly persons should receive the healthcare services **in person** provided by service providers participating in the Scheme before they can use vouchers to settle the relevant service fees.
- The voucher amount used each time shall **NOT** exceed the fee for the healthcare services delivered on that occasion.

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:

- Show your valid Hong Kong Identity Card or Certificate of Exemption to a healthcare service provider participating in the Scheme (Scheme Logo is displayed at their clinic or service point) and indicate your wish to use vouchers. Please note that you are not allowed to use vouchers if you cannot present a valid identity document.

You can simply insert the Hong Kong Identity Card into the Smart Identity Card Reader and the system will read the required personal data for voucher usage.



- If you are using vouchers for the first time, the healthcare service provider will create a personal **voucher account** for you. Based on the year in which you become eligible to use vouchers, the relevant voucher amount will be deposited in your account. The healthcare service provider should not charge you for creating the account.
- After receiving the healthcare service in person, you must understand and agree to the voucher amount to be used. The healthcare service provider will submit a claim for you and give you a copy of "Notice on Use of Health Care Voucher" with updated voucher balance in your account.

How do I know that a healthcare service provider is enrolled in the Scheme?

Healthcare service providers participating in the Scheme will display the **Scheme Logo** at their clinics or service points for easy identification. You can also browse the Scheme website at www.hcv.gov.hk to obtain the list of healthcare service providers enrolled in the Scheme. Family members or carers can also offer assistance.



How can I check my voucher balance?

If you already have your voucher account created, you or your relatives/friends authorised by you can check the following from the Scheme website www.hcv.gov.hk or the voucher balance enquiry hotline **2838 0511** by entering your Hong Kong Identity Card number and date of birth: your voucher balance, the amount of vouchers that can be used for optometry services, the amount of vouchers expected to be forfeited due to the accumulation limit being exceeded on 1 January of the coming year (the accumulation limit of vouchers is \$8,000), etc.

You or your relatives/ friends authorised by you can also use the “**醫健通eHealth**” App to check your transaction history and the voucher balance.

Please refer to the “Notice on Use of Health Care Voucher” received from the healthcare service provider at your last consultation.



Is there a limit on the voucher amount that can be used each time I receive healthcare services?

Starting from 2019, the amount of vouchers that can be spent by each eligible elderly person on **optometry services** is capped at \$2,000 every two years (Quota). The above arrangement is to allow elderly persons the flexibility to use the optometry services whilst preserving a decent balance for use on other primary healthcare services. The amount of vouchers to be used for optometry services is subject to the elderly person's available voucher balance, available Quota and his/ her wish.

Save for the above, there is no limit on the voucher amount that can be used each time after you receive healthcare services, but it shall **NOT** exceed the fee for the healthcare service on that occasion.

Is there an accumulation limit for the unspent voucher amount cumulated in my account? Is there an expiry date for the voucher amount?

On 1 January each year, the voucher amount you are eligible to receive for that year will be automatically deposited in your voucher account. The unspent voucher amount from previous years can be carried forward and there is no expiry date as such, but there is an accumulation limit of **\$8,000**. In other words, the sum of the voucher amount received by an eligible elderly person for the year plus the total unspent voucher amount carried forward from previous years **cannot** exceed the accumulation limit of **\$8,000**.

As any voucher amount exceeding the accumulation limit will be forfeited, you are encouraged to plan wisely and make good use of the vouchers so that they are spent on private primary healthcare services that best suit your health needs.

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.

