



How to complete the MediSave/MediShield Life Internet Reimbursement E-File Submission

What is this guide about?

- This guide details how you can submit internet reimbursement via the E-File service. It will provide pointers on where to download the excel template (submission file), how to fill in the necessary information, where to obtain the information required, and how to submit your completed submission file.
- This guide is applicable to employers, platform operators, and insurers.



Part 1: Download the excel template and prepare your submission file

Step 1: Navigate to MediSave/MediShield Life Reimbursement Page on CPF Website

<https://www.cpf.gov.sg/employer/services-for-business-partners/medisave-medishield-life-reimbursements>

The screenshot shows the CPF website's navigation bar with the Central Provident Fund Board logo and menu items: Who are we, Tools and services, Infohub, Employer/Business (dropdown), Login, and a search icon. Below the navigation bar are six service categories: Employer obligations, Making CPF contributions, Making Voluntary Contributions, Compliance and rectifications, Platform operators, and Corporate service buyers. The breadcrumb trail reads: Home > Services for business partners > MediSave/MediShield Life reimbursements. The main heading is "Submitting MediSave/ MediShield Life reimbursements" with social media icons for Facebook, WhatsApp, Telegram, Email, and Print. A sub-heading reads: "Find out whether you're required to reimburse employees/platform workers/insureds' medical costs, what the process is like and how to submit reimbursements." Below this is a horizontal menu with five items: What to consider, Order, How to submit, Resources, and FAQs. The "What to consider" section is expanded, showing the heading "WHAT TO CONSIDER" and the sub-heading "What you need to know about MediSave/MediShield Life reimbursements". The text below states: "As an employer/platform operator/insurer, you must reimburse your employees/platform workers/insureds' MediSave and/or MediShield Life if you're contractually obliged to do so." The "ORDER" section is partially visible, showing the heading "ORDER" and the sub-heading "Know the sequence for submitting reimbursements". The text below states: "Any medical expenses incurred and paid by your employees/platform workers/insureds need to be reimbursed to them in the following order."

Step 2: Scroll down to “2. Submission” and click on the “Download Excel file”

What to consider

Order

How to submit

Resources

FAQs

2. Submission

1) Scroll down to “2. Submission”

Download and fill in the E-File Excel document

Once your registration is completed, you can start submitting reimbursements via E-File.

Download the Excel file and fill in the following **mandatory** information:

- Patient’s NRIC
- MediSave payer’s NRIC for MediSave reimbursement
- MediSave and/or MediShield Life amount to be refunded
- **Hospital Registration Number (HRN)**

You can get this information from the employee’s/platform worker’s/insured’s final medical bill, CPF online statement, and MediSave deduction notification.

[Download Excel file >](#)

2) Click on the link to download the excel file

Step 3: Prepare information required for your submission

If you lack the required information and need to obtain them from your employee/platform worker/insured, we urge you to accept **digital copies** of these documents. Please note that these documents should not be included in your submission.

Information required	Documents that will help with the submission
<ul style="list-style-type: none">• Medical institution (MI) where treatment was sought• Hospital Registration Number (HRN)• MediSave Payers' details• MediSave/MediShield Life amount used	<ol style="list-style-type: none">1. Your employee/platform worker/insured's final medical bill
<ul style="list-style-type: none">• Medical institution (MI) where treatment was sought• Hospital Registration Number (HRN)• MediSave/MediShield Life amount used	<ol style="list-style-type: none">2. Digital copy of your employee/platform worker/insured's CPF Online Statement or MediSave deduction notification

Step 4: Fill in the necessary information in the template

- After opening the excel template, you will notice that row 1 and 2 are already populated. Please do not make any changes to these rows as doing so may result in file rejection during submission.
- Row 1 indicates the column headers
- Row 2 provides more information on what you should input for each column
- For each reimbursement that you wish to submit, fill in the necessary information in each row from row 3 onwards

	A	B	C	D	E	F
Row 1	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Name	Admission-date (DD/MM/YYYY Format)	Total Refund Amt (\$) (*Mandatory field)	MED Refund Amt (\$) (*Mandatory field)	MSHL Refund Amt (\$) (*Mandatory field)
Row 2	Identification No. as per the Hospital Record (NRIC/IIN/PASSPORT NO)	Name of the Patient	Patient's Admission Date as in the Hospital Record. This information can be found on the patients hospital bill. Not a required field.	Total of MediSave Refund Amt + MediShield Life Refund Amt	Total MediSave Amt in this record to be refunded. At least one MediSave Refund Amt must be present.	The MediShield Life Refund Amt must be present if there is reimbursement to be made to MSHL. Otherwise, please indicate 0.
Row 3						

Step 5: Mandatory fields must be filled

- Columns indicating (***Mandatory field**) must be filled up correctly for successful file submission:
 - Patient ID (Column A)
 - Total Refund Amt (Column D) = MED Refund Amt (Column E) + MSHL Refund Amt (Column F)
 - MED Refund Amt (Column E) = Sum of MED payers reimbursement amt (Columns H, J, L and N)
 - MSHL Refund Amt (Column F)
 - Hospital Registration Number (Column R)

	A	B	C	D	E	F
1	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Name	Admission-date (DD/MM/YYYY Format)	Total Refund Amt (\$) (*Mandatory field)	MED Refund Amt (\$) (*Mandatory field)	MSHL Refund Amt (\$) (*Mandatory field)
	Identification No. as per the Hospital Record (NRIC/IN/PASSPORT NO)	Name of the Patient	Patient's Admission Date as in the Hospital Record. This information can be found on the patients hospital bill. Not a required field.	Total of MediSave Refund Amt + MediShield Life Refund Amt	Total MediSave Amt in this record to be refunded. At least one MediSave Refund Amt must be present.	The MediShield Life Refund Amt must be present if there is reimbursement to be made to MSHL. Otherwise, please indicate 0.
2						
3						
4						
5						
6						

O	P	Q	R
Policy Number	Claim Number	Filler	Hospital Registration Number (HRN) (*Mandatory field)
Based on your internal reference. For example, Insurance policy no. or Employment policy no.	Based on your internal reference. For example, Insurance Claim no. or Employment Claim no.	Please leave this column blank.	HRN is the unique information to identify a claim. Please enter the 13 character HRN no. in this column.

Step 5 cont'd: Total Refund Amt (Column D)

- Total Refund Amt (Column D) = MED Refund Amt (Column E) + MSHL Refund Amt (Column F)
- Please do not key in excel formula otherwise your file will be rejected

	A	B	C	D	E	F
1	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Name	Admission-date (DD/MM/YYYY Format)	Total Refund Amt (\$) (*Mandatory field)	MED Refund Amt (\$) (*Mandatory field)	MSHL Refund Amt (\$) (*Mandatory field)
	Identification No. as per the Hospital Record (NRIC/UIIN/PASSPORT NO)	Name of the Patient	Patient's Admission Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.	Total of MediSave Refund Amt + MediShield Life Refund Amt	Total MediSave Amt in this record to be refunded. At least one MediSave Refund Amt must be present.	The MediShield Life Refund Amt must be present if there is reimbursement to be made to MSHL. Otherwise, please indicate 0.
2						
3						
4						
5						
6						

Step 5 cont'd: MED Refund Amount (Column E) is the sum of all MED payers reimbursement

- Please indicate “0” if there is no reimbursement to MediSave
- MED Refund Amt (Column E) = Sum of MED Payers reimbursement amount (columns H, J, L and N)
- Please do not key in excel formula otherwise your file will be rejected

	A	B	C	D	E	F		
1	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Name	Admission-date (DD/MM/YYYY Format)	Total Refund Amt (\$) (*Mandatory field)	MED Refund Amt (\$) (*Mandatory field)	MSHL Refund Amt (\$) (*Mandatory field)		
	Identification No. as per the Hospital Record (NRIC/INPASSPORT NO)	Name of the Patient	Patient's Admission Date as in the Hospital Record. This information can be found on the patients hospital bill. Not a required field.	Total of MediSave Refund Amt + MediShield Life Refund Amt	Total MediSave Amt in this record to be refunded. At least one MediSave Refund Amt must be present.	The MediShield Life Refund Amt must be present if there is reimbursement to be made to MSHL. Otherwise, please indicate 0.		
2								
3								
4								
5								
6								
	G	H	I	J	K	L	M	N
1	Payer CPF A/c (1) (if NRIC, key in as S1234567E)	Payer Refund Amt (1)	Payer CPF A/c (2) (if NRIC, key in as S1234567E)	Payer Refund Amt (2)	Payer CPF A/c (3) (if NRIC, key in as S1234567E)	Payer Refund Amt (3)	Payer CPF A/c (4) (if NRIC, key in as S1234567E)	Payer Refund Amt (4)
	First Payer CPF A/c No. must be present if MediSave Refund Amt is not 0.	First Payer CPF A/c No. must be present if MediSave Refund Amt is not 0.	2nd Payer CPF A/c (Optional)	2nd Payer Refund Amt (Optional)	3rd Payer CPF A/c (Optional)	3rd Payer Refund Amt (Optional)	4th Payer CPF A/c (Optional)	4th Payer Refund Amt (Optional)
2								
3								
4								

Interesting Fact!

Your employee/insured's medical bill could be paid by his relatives. In such a case, the reimbursement for your employee/insured should be made to his relatives' MediSave instead. Our excel template allows you to make reimbursements up to 4 distinct payers.

Step 5 cont'd: MSHL Refund Amount (Column F)

- Please indicate “0” if there is no reimbursement to your employee/platform worker/insured’s MediShield Life

	A	B	C	D	E	F
1	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Name	Admission-date (DD/MM/YYYY Format)	Total Refund Amt (\$) (*Mandatory field)	MED Refund Amt (\$) (*Mandatory field)	MSHL Refund Amt (\$) (*Mandatory field)
	Identification No. as per the Hospital Record (NRIC/IJIN/PASSPORT NO)	Name of the Patient	Patient's Admission Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.	Total of MediSave Refund Amt + MediShield Life Refund Amt	Total MediSave Amt in this record to be refunded. At least one MediSave Refund Amt must be present.	The MediShield Life Refund Amt must be present if there is reimbursement to be made to MSHL. Otherwise, please indicate 0.
2						
3						
4						
5						
6						

Key in amount, include the cents

Step 5 cont'd: Hospital Registration Number (HRN) (Column R)

- The HRN is a 13 alphanumeric characters, unique identifier of a claim.
- It can be found on some Medical Institutions' final medical bill, and your employee/platform worker/insured's CPF Online Statement and MediSave deduction notification
- Refer to [Annex](#) for the guide to obtaining the HRN

O	P	Q	R
Policy Number	Claim Number	Filler	Hospital Registration Number (HRN) (*Mandatory field)
Based on your internal reference. For example, Insurance policy no. or Employment policy no.	Based on your internal reference. For example, Insurance Claim no. or Employment Claim no.	Please leave this column blank.	HRN is the unique information to identify a claim. Please enter the 13 character HRN no. in this column.

Step 6: MED Payers details and reimbursement amount (Columns G to N)

- If you are making reimbursements to MediSave, please key in the NRIC of the MED payers and the reimbursement amount accordingly.
- If you are **not** making any reimbursement to MediSave i.e. MED Refund Amt (Column E) is 0, columns G to N should be blank
- It is useful to note that the payer of your employee/platform worker/insured's bill may not be your employee/platform worker/insured. So do examine the bill carefully!

	G	H	I	J	K	L	M	N
1	Payer CPF A/c (1) (if NRIC, key in as S1234567E)	Payer Refund Amt (1)	Payer CPF A/c (2) (if NRIC, key in as S1234567E)	Payer Refund Amt (2)	Payer CPF A/c (3) (if NRIC, key in as S1234567E)	Payer Refund Amt (3)	Payer CPF A/c (4) (if NRIC, key in as S1234567E)	Payer Refund Amt (4)
2	First Payer CPF A/c No. must be present if MediSave Refund Amt is not 0.	First Payer CPF A/c No. must be present if MediSave Refund Amt is not 0.	2nd Payer CPF A/c (Optional)	2nd Payer Refund Amt (Optional)	3rd Payer CPF A/c (Optional)	3rd Payer Refund Amt (Optional)	4th Payer CPF A/c (Optional)	4th Payer Refund Amt (Optional)
3								
4								

Key in the NRIC of the first
MediSave Payer



Part 2: Saving the excel template in CSV format

Saving the excel template in CSV format

Step 1: After keying in the necessary information, click “File” on the top left hand corner

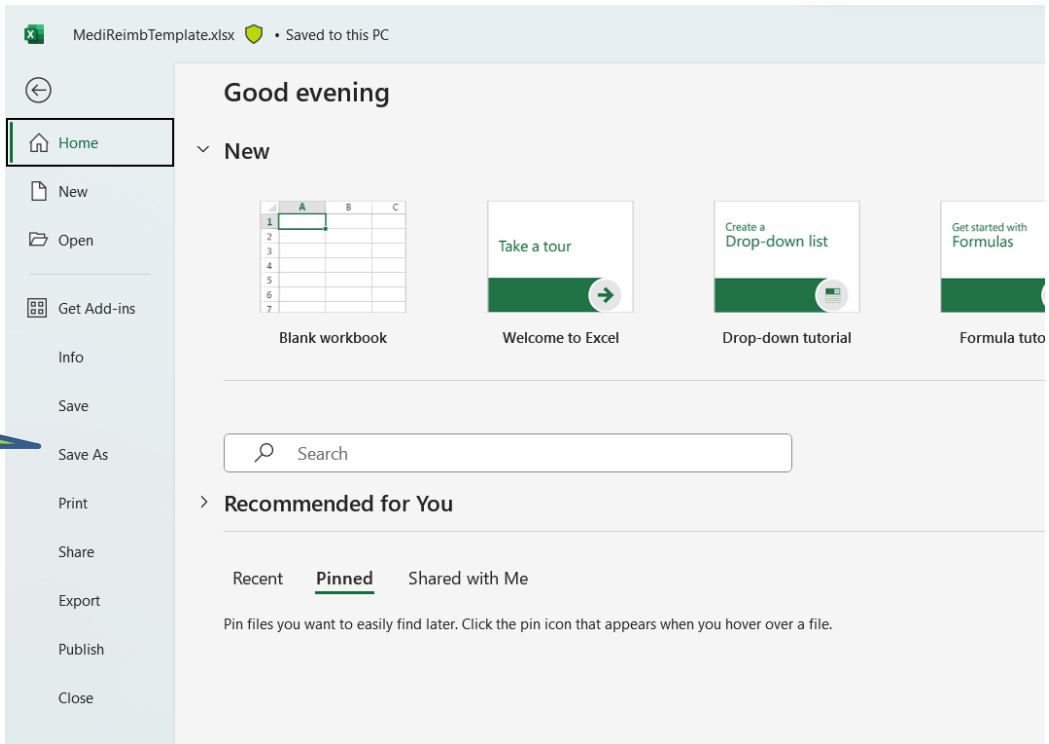
Click “File”

The screenshot shows the Microsoft Excel interface with the 'File' menu highlighted. A callout box points to the 'File' menu with the text 'Click "File"'. The ribbon includes 'Home', 'Insert', 'Page Layout', 'Formulas', 'Data', 'Review', 'View', 'Automate', and 'Help'. The 'Home' ribbon is active, showing options for Paste, Digital Signing, Encrypt Document, Font, Alignment, Number, Styles, Cells, and Editing. The active cell is A3. Below the ribbon is a table with the following structure:

	A	B	C	D	E	F
	Patient Identification no (if NRIC, key in as S1234567E) (*Mandatory field)	Patient Name	Admission-date (DD/MM/YYYY Format)	Total Refund Amt (\$) (*Mandatory field)	MED Refund Amt (\$) (*Mandatory field)	MSHL Refund Amt (\$) (*Mandatory field)
1	Identification No. as per the Hospital Record (NRIC/UIIN/PASSPORT NO)	Name of the Patient	Patient's Admission Date as in the Hospital Record. This information can be found on the patient's hospital bill. Not a required field.	Total of MediSave Refund Amt + MediShield Life Refund Amt	Total MediSave Amt in this record to be refunded. At least one MediSave Refund Amt must be present.	The MediShield Life Refund Amt must be present if there is reimbursement to be made to MSHL. Otherwise, please indicate 0.
2						
3						
4						
5						
6						

Saving the excel template in CSV format

Step 2: Click “Save As”



The screenshot shows the Microsoft Excel interface. The title bar at the top reads "MediReimbTemplate.xlsx" and "Saved to this PC". The ribbon is set to "Home", and the "Save As" option is highlighted with a blue box. A callout bubble points to this option with the text "Click 'Save As'". The main workspace displays a "Good evening" message and a "New" section with four options: "Blank workbook", "Welcome to Excel", "Create a Drop-down list", and "Get started with Formulas". Below this is a search bar and a "Recommended for You" section with tabs for "Recent", "Pinned", and "Shared with Me".

MediReimbTemplate.xlsx • Saved to this PC

Home

New

Open

Get Add-ins

Info

Save

Save As

Print

Share

Export

Publish

Close

Good evening

New

Blank workbook

Welcome to Excel

Create a Drop-down list

Drop-down tutorial

Get started with Formulas

Formula tuto

Search

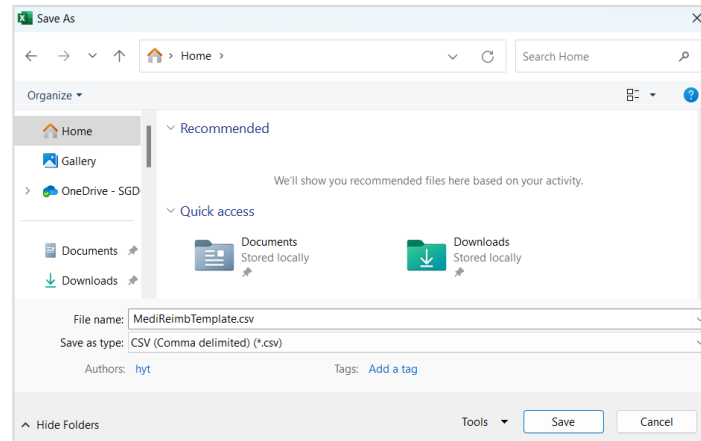
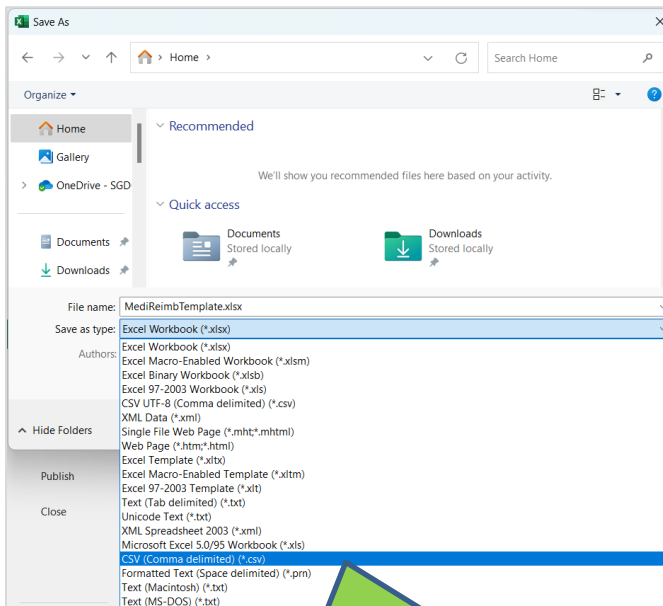
> Recommended for You

Recent Pinned Shared with Me

Pin files you want to easily find later. Click the pin icon that appears when you hover over a file.

Saving the excel template in CSV format

Step 3: After selecting your desired location to save the excel file and deciding on the “File name”, select “CSV (Comma delimited)” under “Save as type” and click on “Save”





Part 3: Submitting the csv submission file

Step 1: Navigate to www.cpf.gov.sg. Click on “Member” and select “Employer/Business” from the drop down list. Then click “Login”

The image shows a screenshot of the Central Provident Fund Board (CPF) website. The top navigation bar is dark green with white text. It includes the CPF logo, the text "Central Provident Fund Board", and several menu items: "Who we are", "Tools and services", "Infohub", "Employer/Business" (with a dropdown arrow), "Login" (with a lock icon), and a search icon. Below the navigation bar, there are several service categories: "Employer obligations", "Making CPF contributions", "Making Voluntary Contributions", "Compliance and rectifications", "Platform operators", and "Corporation service buyers". A large green callout box with a white border contains the following instructions: "1. Click 'Member'", "2. Select 'Employer/Business'", and "3. Click 'Login'". The main content area features the heading "GO ONLINE" followed by "Stay home, use CPF Digital Services" in a large, bold font. Below this is the subtext "We're here for you online. Get the support you need." and a dark green button with the text "Find out more >". The background of the main content area is a light beige color with a subtle grid pattern. In the bottom left corner, there is a small illustration of a potted plant on a stand. In the bottom right corner, there is a large illustration of two people sitting at a desk, one using a computer and the other using a laptop. The page number "19" is located in the bottom right corner.

Central Provident Fund Board

Who we are Tools and services Infohub Employer/Business Login

Employer obligations Making CPF contributions Making Voluntary Contributions Compliance and rectifications Platform operators Corporation service buyers

1. Click “Member”
2. Select “Employer/Business”
3. Click “Login”

GO ONLINE

Stay home, use CPF Digital Services

We're here for you online. Get the support you need.

Find out more >

19

Step 2: Select “Other Employer Services” and then “For UEN-registered entities”

The screenshot shows the Central Provident Fund Board website interface. At the top is a dark green navigation bar with the logo and menu items: "Who we are", "Tools and services", "Infohub", "Employer/Business", "Login", and a search icon. Below this is a secondary navigation bar with categories: "Employer obligations", "Making CPF contributions", "Making Voluntary Contributions", "Compliance and rectifications", "Platform operators", and "Corporate service buyers".

The main content area is titled "Select a digital service". It features two primary service cards: "CPF EZPay" (for submitting and paying CPF contributions) and "Other employer services" (for updating employer information and applying for CPF Submission Numbers). A green callout box with a blue border points to the "Other employer services" card, containing the text: "1. Select “Other Employer Services”".

Below the "Other employer services" card is a sub-section titled "Other employer services login". It contains two login options: "Log in as UEN-registered entity" and "Log in as individual trading under own name". A second green callout box with a blue border points to the "Log in as UEN-registered entity" option, containing the text: "2. Select “For UEN-registered entities”".

At the bottom of the page, there is a navigation bar with "Employer/Business", "Login", and a search icon, and a secondary navigation bar with "Employer obligations", "Making CPF contributions", "Making Voluntary Contributions", "Compliance and rectifications", "Platform operators", and "Corporate service buyers".

Step 3: Log in with Singpass



Log in with Singpass

Your trusted digital identity

Singpass app

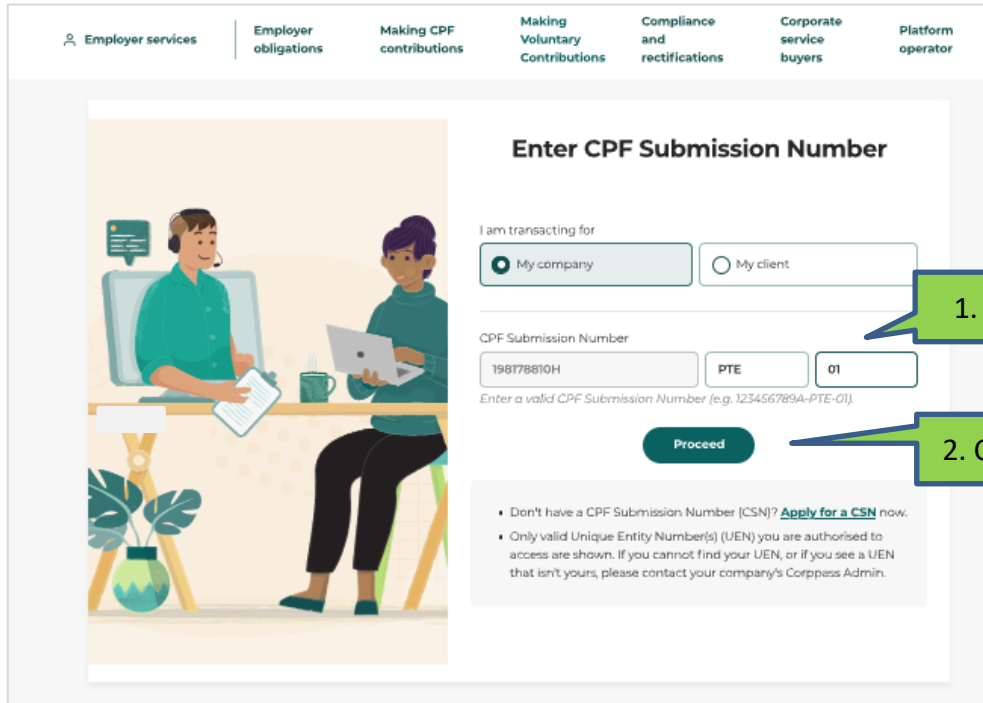
Password login

Scan with Singpass app
Logging in as [Business User](#)



Don't have Singpass app? [Download now](#)

Step 4: Key in your company's CPF Submission Number (CSN) and click "Proceed"



The screenshot shows a web interface for entering a CPF Submission Number. At the top, there is a navigation bar with the following links: Employer services, Employer obligations, Making CPF contributions, Making Voluntary Contributions, Compliance and rectifications, Corporate service buyers, and Platform operator. The main heading is "Enter CPF Submission Number". Below this, there is a section "I am transacting for" with two radio buttons: "My company" (selected) and "My client". The "CPF Submission Number" field is split into three boxes containing "198178810H", "PTE", and "01". Below the input fields, there is a note: "Enter a valid CPF Submission Number (e.g. 123456789A-PTE-01)". A green callout bubble points to the "My company" radio button with the text "1. Fill in your company's CSN". Another green callout bubble points to the "Proceed" button with the text "2. Click 'Proceed'". At the bottom, there is a list of instructions:

- Don't have a CPF Submission Number [CSN]? [Apply for a CSN](#) now.
- Only valid Unique Entity Number(s) [UEN] you are authorised to access are shown. If you cannot find your UEN, or if you see a UEN that isn't yours, please contact your company's Corppass Admin.

Step 5: Click 'Tools and services'

The screenshot displays the 'Tools and services' page on the CPF Board website. The page is divided into several sections:

- Tools and services:** Contains cards for 'CPF EZPay', 'Other employer details', 'Forms and e-applications', and 'Calculators to help you'. A red box highlights the 'Forms and e-applications' card, and a red arrow points from it to the 'No CPF contributions payable' card.
- OTHERS:** Contains cards for 'Other forms', 'No CPF contributions payable', 'Apply to contribute CPF at higher rates for 1st/2nd year Singapore Permanent Resident', and 'MediSave and MediShield Life Reimbursements'. A red box highlights the 'Submit reimbursements' button in the 'MediSave and MediShield Life Reimbursements' card, with a red arrow pointing to it from the text 'Entry point 2'.
- Additional services:** Contains a card for 'MediSave/MediShield Life reimbursements' with 'Learn more' and 'e-File' buttons. A red box highlights the 'e-File' button, with a green callout bubble pointing to it containing the text 'Click "e-File"'. A red arrow points from the 'Forms and e-applications' card to this section.

Navigation paths are indicated by red text and arrows:

- Entry point 1:** click on 'Tools and services', scroll down to 'Additional services' to access 'e-File' for submission
- Entry point 2:** click on 'Tools and services', followed by 'Form and e-applications', scroll to 'Other forms' and click on 'submit reimbursements'

Step 6: Form start page

OTHERS

Submit MediSave and MediShield Life reimbursements

Use this form to submit reimbursements for medical expenses covered by MediSave or MediShield Life

To submit MediSave and MediShield Life reimbursement details, use the [Excel template](#) to format the information and export the file in csv format for submission.

Important notes

- This service can only be accessed if you have an approved Direct Debit Arrangement between CPF Board and your bank for MediSave and MediShield Life reimbursements. This Direct Debit Arrangement is different from the one your business may have with us for the purpose of processing CPF contributions.
- The daily cut-off time for submissions is 5:30pm (SGT).
- If you make multiple submissions in a day, only the last submission of the day will be processed.

I have read and accepted the [Terms of use](#)

Start >

Take note of this!

1. Tick the terms of use

2. Click 'Start'

Step 7: Submission file upload page

Home > Tools and services > Forms and e-applications > Submit MediSave and MediShield Life reimbursements


Submit MediSave and MediShield Life reimbursements

1 Upload file 2 Contact details 3 Review

Upload submission file

Upload a copy of your reimbursement submission file.

- Ensure that your reimbursement submission file is correctly formatted. Use the [Excel template](#) to format before exporting in csv format.
- File size should not exceed 5MB individually.



Drag and drop 1 file to proceed.

Add document +

Back Next >

1. Drag and drop your submission file here or click 'Add document'

Home > Tools and services > Forms and e-applications > Submit MediSave and MediShield Life reimbursements

Submit MediSave and MediShield Life reimbursements

1 Upload file 2 Contact details 3 Review

Upload submission file

Upload a copy of your reimbursement submission file.

- Ensure that your reimbursement cases are correctly formatted. Use the [Excel template](#) to format before exporting in csv format.
- File size should not exceed 5MB individually.

TS04 TC05 07 13 IP JUN.csv 4.9MB B

Back Next >

2. Click 'Next'

Step 8: Fill in your contact details

The screenshot shows a web interface for submitting MediSave and MediShield Life reimbursements. At the top, a dark teal header contains the breadcrumb: Home > Tools and services > Forms and e-applications > Submit MediSave and MediShield Life reimbursements. Below this, a progress indicator shows three steps: 1. Upload file, 2. Contact details (highlighted), and 3. Review. The main content area is titled 'Enter contact details' and features an 'Email' input field with the text 'employer1@gmail.com.sg'. At the bottom, there are 'Back' and 'Next >' buttons. Two callout boxes provide instructions: one points to the email field stating '1. You will receive an email acknowledgement to this email address upon successful submission.', and another points to the 'Next >' button stating '2. Click 'Next''.

Home > Tools and services > Forms and e-applications > Submit MediSave and MediShield Life reimbursements

Submit MediSave and MediShield Life reimbursements

1 Upload file 2 Contact details 3 Review

Enter contact details

Email
employer1@gmail.com.sg

Back Next >

1. You will receive an email acknowledgement to this email address upon successful submission.

2. Click 'Next'

Step 9: Review your submission details

Home > Tools and services > Forms and e-applications > Submit MediSave and MediShield Life reimbursements

Submit MediSave and MediShield Life reimbursements

1 Upload File 2 Contact details 3 Review

Review your submission

Please review these details before you proceed with the submission.

File submission

[TS04 TC05 07 13 IP JUN.csv](#) 999.9MB

Contact details

Email
employer1@gmail.com.sg

[Back](#) [Submit >](#)

Click 'Submit'

Step 10: Acknowledgement page and email

Home > Tools and services > Forms and e-applications > Submit MediSave and MediShield Life reimbursements

NAME OF EMPLOYER/INSURER, CSN

Submit MediSave and MediShield Life reimbursements

Acknowledgement

Your submission has been received.

Submission details

Transaction details		
Service name Submit MediSave and MediShield Life reimbursements	Transaction number EO149402023061300001	Transaction date 13 Jan 2023 12:00pm

Submission progress

Cases submitted
140
[Download submitted cases \(CSV, 2.2MB\)](#)

Contact details

Email
employer1@gmail.com.sg

• To check the transaction status and to download the reimbursement reports, go to [Activities](#)

[Return to start](#)

Take note of the transaction number as you will need it to enquire the status of your submission.

You can monitor your submission progress via employer 'Activities'.

Sample email acknowledgement:

CPF (MediSave/MediShield Life Reimbursement) Service - File Submission Acknowledgement

CB CPF Board (UAT) <NoReply_eService-ack@cpf.gov.sg> To Reply Reply All Forward

Fri 10-May-24 4:23 PM

The MediSave / MediShield Life Reimbursement file CPF submission UAT_1.csv has been successfully submitted to the CPF Board.

The 8 reimbursement transactions submitted in the file are now being processed by CPF.

Please note your transaction number 320500009961509 as you may use it later to enquire on the status of your submission.

Please ensure your bank account is in order for payment of reimbursements to go through.

WARNING - This communication is meant only for the addressee(s) named above and may contain information which is confidential and/or legally privileged. If you are not the named addressee(s), or the agent responsible for receiving and delivering this communication to the named addressee(s), this communication has been sent to you in error. If so, kindly notify the sender and delete the information immediately. Unauthorised dissemination, distribution, copying or reliance on this communication is prohibited and may attract criminal penalties.



Annex: Where to obtain the Hospital Registration Number (HRN)

There are 3 sources to obtain the HRN

- Your employee/platform worker/insured's final medical bill
- Your employee/platform worker/insured's CPF Online Statement (MediSave and Healthcare Insurance Claims and Reimbursement Online Statement)
- Your employee/platform worker/insured's MediSave deduction notification or hardcopy MediSave Transaction Statement



Please note that CPF Board does not require these documents from employers/platform operators/insurers to process the MediSave/MediShield Life reimbursement.

Should you need to request these documents from your employee/platform worker/insured to obtain the HRN, we urge you to accept **digital copies** over physical documents.

Source 1: Your employee/platform worker/insured's final medical bill

- The HRN can be found under "CCPS HRN" on some medical institutions' final bill.



TAX INVOICE (Finalised)

Page 1 of 2

BILL REF. NO.

BILL DATE

26 JAN 2022

LOCATION

GCLR DSEC

HRN

001234567890X

NRIC / FIN / MRN

ADMISSION DATE

17 JAN 2022 12:31 PM

DISCHARGE DATE

▶ 17 JAN 2022 05:15 PM



Accepts: PayNow

TOTAL AMOUNT (BEFORE GST)	\$
ROUNDING ADJUSTMENT	\$
7% GST	\$
TOTAL AMOUNT	\$
Payable by MEDISAVE	\$
TOTAL AMOUNT PAYABLE	\$
Net Payment made	\$
FINAL AMOUNT PAYABLE	\$

Source 2: Your employee/platform worker/insured's CPF Online Statement

- Your employee/platform worker/insured can login to their CPF Online Statement to obtain the HRN by following these steps:
- Step 1: Log in to Healthcare dashboard (cpf.gov.sg/healthcare) under my cpf digital services. Your employee/platform worker/insured will be prompted to login to the Healthcare dashboard via his/her Singpass.

Central Provident Fund Board

Who we are Tools and services Infohub Member Login

CPF overview Growing your savings Retirement income Home ownership Healthcare financing Account services

Scan with Singpass app to log in

Use password login instead

Don't have the Singpass app? download now

Source 2: Your employee/platform worker/insured's CPF Online Statement

- Step 2: Scroll down to “Latest healthcare payments and claims” section or select “Latest healthcare payments and claims” from the menu bar.

A Singapore Government agency website

Central Provident Fund Board

Who we are | Tools and services | Infohub | Member

my cpf | CPF overview | Growing your savings | Retirement income | Home ownership | Healthcare financing | Account services

Home > my cpf > Healthcare

<-NAME OF S01S2291D TEST ONLY-->, S01S2291D

Healthcare dashboard

as at 17 Nov 2021

MediSave Account balance ⓘ

\$30,000.00

To check if you have other messages, go to [My Messages](#).

Health insurance | Utilisation of healthcare benefits | **Latest healthcare payments and claims**

Source 2: Your employee/platform worker/insured's CPF Online Statement


- Step 3: The latest five healthcare payments and claims will be displayed here. Select the particular medical episode your employee/platform worker/insured is making a claim for. Locate the HRN under “**For Hospital Registration Number**”.
- If there are more than five medical episodes, or if your employee/platform worker/insured is making a claim for a past medical episode, please proceed to click the button “**View past 15 months**”. Please refer to the next page for sample image.

Step 3: Cont.


← Insurance Utilisation of healthcare benefits **Latest healthcare payments and claims** Govern >

Latest healthcare payments and claims


as at 08 Mar 2022

 **MediSave payment and claims**
For Hospital Registration Number Q42021A01939E


Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME OF S7019586J	14 Apr 2021 to 14 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$149.67

 **MediSave payment and claims**
For Hospital Registration Number Q42021A01914I


Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME OF S7019586J	13 Apr 2021 to 13 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$3,529.05

 **MediSave payment and claims**
For Hospital Registration Number Q42021A0152AF

Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME OF S7019586J	05 Apr 2021 to 05 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$212.00

 **MediSave payment and claims**
For Hospital Registration Number Q42021A0152BD

Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME OF S7019586J	05 Apr 2021 to 05 Apr 2021	NG TENG FONG GENERAL HOSPITAL	\$52.08

 **MediSave payment and claims**
For Hospital Registration Number Q42021A012TZB

Patient name	Hospitalisation period	Medical institution	Total bill
ABV NAME OF S7019586J	29 Mar 2021 to 29 Mar 2021	NG TENG FONG GENERAL HOSPITAL	\$39.75

View past 15 months >

Source 2: Your employee/platform worker/insured's CPF Online Statement

- Step 4: Select the time period in which the medical bill was incurred and click "Search".

Home > my cpf > Healthcare > Healthcare payments and claims history

LONG NAME OF S7019586J, S7019586J

Healthcare payments & claims history

as at 08 Mar 2022

01/2021 to Mar 2022 Search Q

2021

Jan Feb Mar

Apr May Jun

Jul Aug Sep

Oct Nov Dec

to 08 Mar 2022 1 of 1 page

Time period	Medical institution	Total bill
14 Apr 2021	NG TENG FONG GENERAL	\$149.67

Source 2: Your employee/platform worker/insured's CPF Online Statement

- Step 5: The system will extract all medical episodes during the selected time period. Click on the particular medical episode your employee/platform worker/insured is trying to make a claim for to view more details. Locate the HRN under “For Hospital Registration Number”.

Home > my cpf > Healthcare > Healthcare payments and claims history

LONG NAME OF S7019586J, S7019586J

Healthcare payments & claims history

as at 08 Mar 2022

Jan 2021 to Mar 2022 Search Q

Items per page: 20 1-13 of 13 items from 01 Jan 2021 to 08 Mar 2022 1 of 1 page

	MediSave payment and claims For Hospital Registration Number Q42021A01939E		
Patient name ABV NAME OF S7019586J	Hospitalisation period 14 Apr 2021 to 14 Apr 2021	Medical institution NG TENG FONG GENERAL HOSPITAL	Total bill \$149.67
	MediSave payment and claims For Hospital Registration Number Q42021A01914I		
Patient name ABV NAME OF S7019586J	Hospitalisation period 13 Apr 2021 to 13 Apr 2021	Medical institution NG TENG FONG GENERAL HOSPITAL	Total bill \$3,529.05

Source 3: Your employee/platform worker/insured's MediSave Withdrawal Statement

- If your employee/platform worker/insured received a MediSave Withdrawal Statement for his medical expenses, the HRN can be found under “Hospital Registration No.”.

Dear Member

MediSave Withdrawals for Medical Expenses

For Period : 05 June 2020 to 11 June 2020

From MediSave Account of :

Account No. : SXXXX778B

The withdrawals from the above MediSave Account for the medical expenses incurred by the patient(s) are listed below.

Please contact the medical institution if you require any clarifications regarding the MediSave withdrawals. If there are any unauthorised withdrawals, please contact CPF Board immediately.

Withdrawal Date	Description of Withdrawal	Withdrawal Amount \$
10 Jun 2020	N U H (INPATIENT) HOSPITAL REGISTRATION NO.: 12345678A9BC0 01/04/2020 - 01/04/2020	2,788.40
10 Jun 2020	N U H (INPATIENT) HOSPITAL REGISTRATION NO.: 12345678A9BC2 01/04/2020 - 01/04/2020	2,500.00