

5 FACTS ON CLAIMS ADJUDICATION



1 START OF ADJUDICATION

- MOH started adjudication of MediShield Life claims on 15 Oct 2022.
- To ensure sustainability and affordability of premiums to cover medically necessary treatments.



2 INDEPENDENT SPECIALIST PANEL

- Appropriateness of claims are assessed by Specialist Panels appointed by MediShield Life Council.



3 POST-HOC ASSESSMENT

- Adjudication is done post claim submission and settlement.
- Selected cases deviate from prevailing MOH guidelines, e.g. Claims Rules, outliers detected through system, surveillance audits and whistleblowing.



4 JUSTIFICATION OF DEVIATION

- If selected, the medical institution and the doctor will be notified to submit relevant clinical case notes and justifications to the Specialist Panel for assessment.
- If the Panel disagrees with the justifications, new evidence may be submitted within 30 working days for reconsideration.



5 RECTIFICATION OF INAPPROPRIATE CLAIMS

- Doctors will be asked to rectify claims.
- Charges should not be shifted to other parts of the bill nor be recovered from patients.
- Doctors with egregious and repeated non-compliance may have their MediShield Life and MediSave accreditation revoked.