

HealthHub Online Payment User Guide

For login with Singpass kindly refer step 1 to 7

For login without Singpass kindly refer step 8 onwards

Step 1: Login at HealthHub via Singpass

Select Health eServices → Login with Singpass





<u>Step 2</u>: After login to HealthHub, there will be a list of services on the left. Select **Payment** → **Bills**

SXXXX058A SingPass Account My Profile Ca My Caregivers	updated data from the systems. Learn mor Health Records	e.	
COVID-19 RECORDS	Control of the series of the s	Medical Reports/Certificates the standard standa	

Step 3 : Select Profile for payment EG: My Bills

SXXXXX50F SXXXXX50F • SingPeas Account wy horke (2 My Computers	SELECT PROFILE FOR PAYMENT View and make payment for your medical bills from participating public healthcare institutions. Note: There will be daily system maintenance from 9:55pm until 10:05pm, and 11:25pm to 11:35pm. My Bills
	s sxxxxx50F > Children's Bills
HAT CHILDINGS HEALTH AND STREAMS HEALTH	J JAYDEN YEO
Annon Innanta	



Step 4 : Select National Healthcare Group (NHG)

TXXXX987E SingPass Account My Profile CP My Caregivers	Outstanding Bills by Cluster
COVID-30 RECORDS	Due to some errors from some of our systems, the bills listed here may not be complete. Please refresh the screen or try again later. (PAY0022)
PERSONAL HEALTH	Amount to pay:
ENELDREN'S HEALTH	\$ 3,403.79
FAMILY & FRIEND'S HEALTH	Nutional University Health System > Amount to pay.
	\$ 0.00
	SingHealth >
	\$ 1.110.730.73

Step 5 : You will be able to select multiple institution bills under NHG cluster EG: KTPH / YCH / ADMC (Click at the pencil icon to if making a partial payment)

Click "PAY" icon to bill payment

ANCOUNTS	Total Amount: \$ 116.25	C PANY C
- Annothers	🚺 fish et Alt Bills	
anteres antere	National Addictions Management Service Cognitient Visit on 20 Mar 2001 Invoice #1810017036-00007 Balance Due Amount the Pay	Vene (III Central) \$ 9.00 \$ 9.00
	Adminality Medical Centre Outputient Visit on 11 Mar 2021 Invision: #5891001149G-00001 Balance Due Amount to Pay:	5100.25 5100.25
	Admirally Medical Centre Discharged on 10 Mar 2021 Invesa: #88910011488 Balance Ove Arreset to Pay	View CER (Details \$ 612.40 \$ 912.40
	Vishun Community Hospital Outpatent Visit on 00 Mar 2021 Invoice: #56910013648-30001 Batance Due: Amount to Pay:	Verv 00 Detain \$ 29.05 \$ 3.05



Step 6 : If you wish to view/download a copy of the bill, kindly click on View Bill Details → Download Bill

Belant All Bills		← Back	
National Addictions Management Service Oxbatent Viet as 20 Mar 2021 Involve #18910017036.00007 Betence Due Amount to Pay	59.68 59.68 59.60	Final Amount Payable Institution: Admiralty Medical Centre Bill Calle: 12 Mar 2921 Invoice No: 5891001149G-00001 Invoice Type: Outpatient Visit	\$ 108.25
Coupling Weather Visit on 11 Mar 2021 Inverse #28810011484G.80001 Balance Due Armunet for Pay	5 108.26 1 108.25 /	dantar Sont Samely)	\$ 187.86
Administly Medical Centre Dischergest an 10 Mar 2021 Invisor 350910011480 Balance Cox Amount to Pay	Server Bill Longant B 412.40 S 412.42	Amount (She fast 7% GST Amount (She fast Subset)	\$ 13.15 \$ 201.01
Visitium Community Hospital Outpatient Volt on 89 Mar 2021 Insuise: #6879013048-66001 Bridmar Dae	New Hill Deserv	Total Amount Payable Net Payment made Adjustment(s)	\$ 201.01 5 -02.75 5 -0.02

Step 7: Enter Payor information fields and Select Payment Option (Currently HealthHub only accepts Credit (Visa & Master) and Debit Card)

- Name
- Contact details (contact no/email)

OVER-REAL PROCESS	Grand Total	\$ 116.25 ~
10000000 HEALTH	Payor Information * All fields are mandatory.	
M.	Test]
ala	85563214	
SPRENDE HEALTH	anuqa001@gmail.com	
PPORTHENTS.	* Payment receipt will be sent to this amail.	
De	Select Payment Option	
ð oction tertil		
4	Payment will be made to National Healthcare Group Pte 135	
	Please ensure your pop-up blocker is turned off before you proce payment.	ed with the
	· Manual Fact and some stands in contrast, and all the south in the	months Plannin man



Step 8 : Login at HealthHub without Singpass

Select Health eServices
→ View available e-Services





Step 9 : Scroll down until you see payment and select login without Singpass



	put the followin	
; "	Y	-

Step 10 : Click on	Add Other Bills	and input the	following details
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CATION REFILL	View	OPayment	O Receipt	
	Total Amount: \$ 0.00		Add Other Bill(s) PAY	
	Added Bills			
	Important: For privacy reasons, full details of i invoice/case number is correct. Only bills of the same healthcare c	the bill may not be reveal luster can be paid at any	ed. Please check that the 1 time. For bills that are of different	f

Step 11 : Input the following details;

- Select the institution
- Case no.
- Patient NRIC no.
- → The outstanding payable amount will be generated
- Click the box (I'm not a robot), and click **OK**

You may choose to make payment for someone else. fill in their invoice/case number here:	× Simply
Khoo Teck Puat Hospital	~
5791008310f	i
s0851545z	
Please fill in the bill detail(s) so we can process it. Ple contact billing institution if you require further informat	ease tion.
\$ 5	
I'm not a robot I'm not a robot I'm not a robot	
ОК	
Cancel	



Step 12: - Enter Payor information fields (i.e. Name, Contact details (contact no & email address) -Select Payment Option (Currently HealthHub only accepts Credit (Visa & Master) and Debit Card)

Grand Total	\$ 116.25
Payor Informati	on
test	
85663214	
anuqa001@gmail.com	Y
* Peyment receipt will be	err to this email.
* Peyment receipt will be Select Payment	Option
* Peyment receipt will be Select Payment VISA Peyment will be made to it	ett to this email. Option Deset Debt adonal Healthcare Group Pite Loo
* Peyment receipt will be Select Payment VISA Peyment will be made to it Prease ensure yo payment.	erit to this email. Option etonal HealthCare Group Pie Loo ar pop-up blocker is turned off before you proceed with the



- Who should I contact if I have further enquiries on my payments or bills?
 - If you have any specific queries, please call the respective healthcare institution's helplines.
 - If your queries is payment related, please email to payment@1fss.com.sg with your full name, NRIC and payment Receipt ID, if any.
- What should I do if my payment failed but my funds got deducted from my credit/debit card or bank account?
 - Please re-launch the HealthHub app. If the bill is still shown as outstanding or payment not deducted(if partial payment is made), please email to payment@1fss.com.sg with your full name, NRIC and payment Receipt ID, if any.
- <u>I have visited the hospital today. Why am I not able to see my bill in HealthHub Payments?</u>
 - Bills will be ready for viewing and payment once the healthcare institutions have ensured that there are no other charges and finalised the bill.
 - If you are looking for past bills, due to the implementation of new bill format, only bills which are (re)printed in the new format, will be shown on the app.

<u>Useful links</u>

- Health Hub online payment guide
 - o https://www.healthhub.sg/a-z/costs-and-financing/35/medical-bill-presentment
- Health Hub FAQ page
 - o https://www.healthhub.sg/faqs#19
 - Health Hub hotline and webpage
 - o **1800 225 4482**
 - o https://www.healthhub.sg/