HealthHub Online Payment User Guide
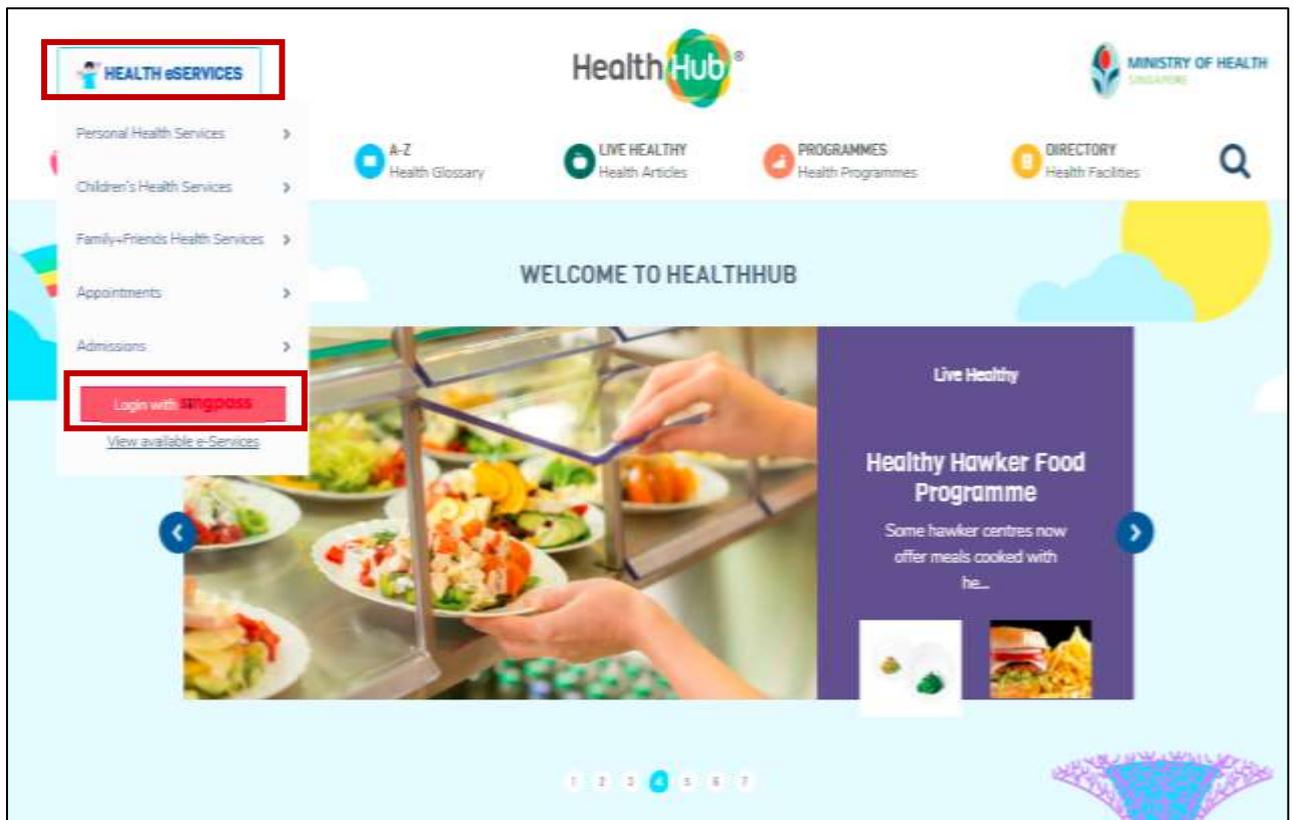
For login with Singpass kindly refer **step 1 to 7**
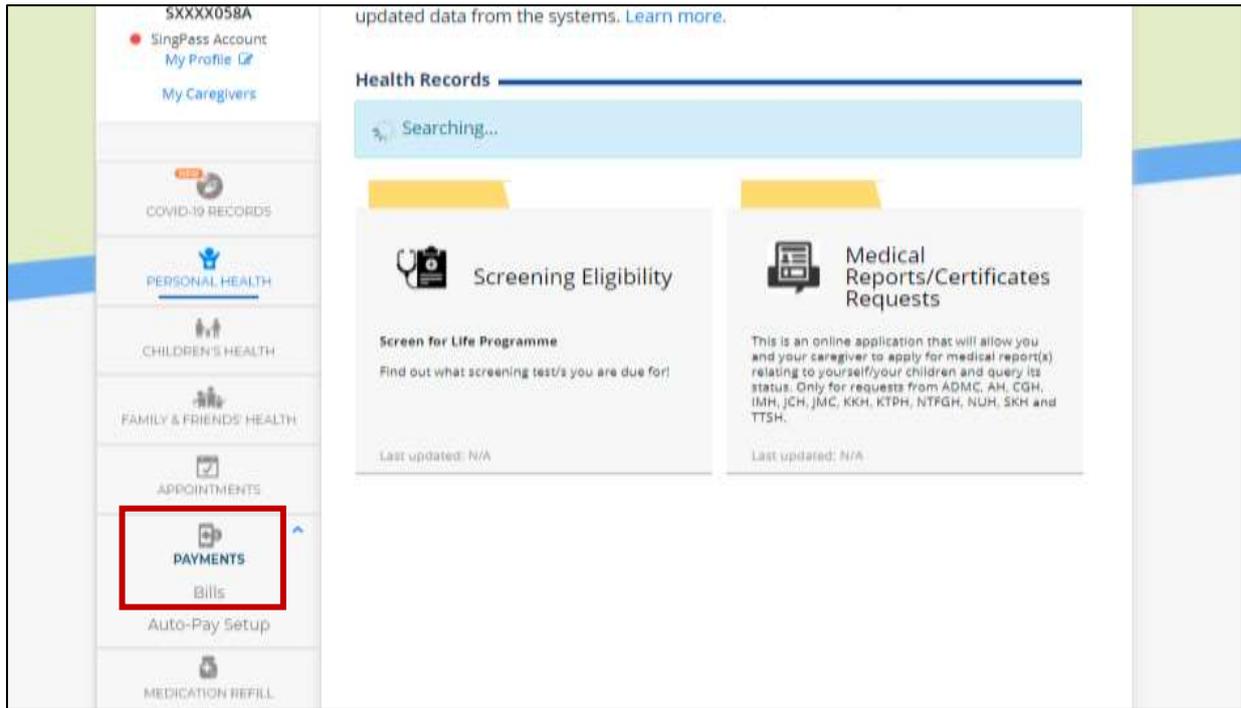
For login without Singpass kindly refer **step 8** onwards
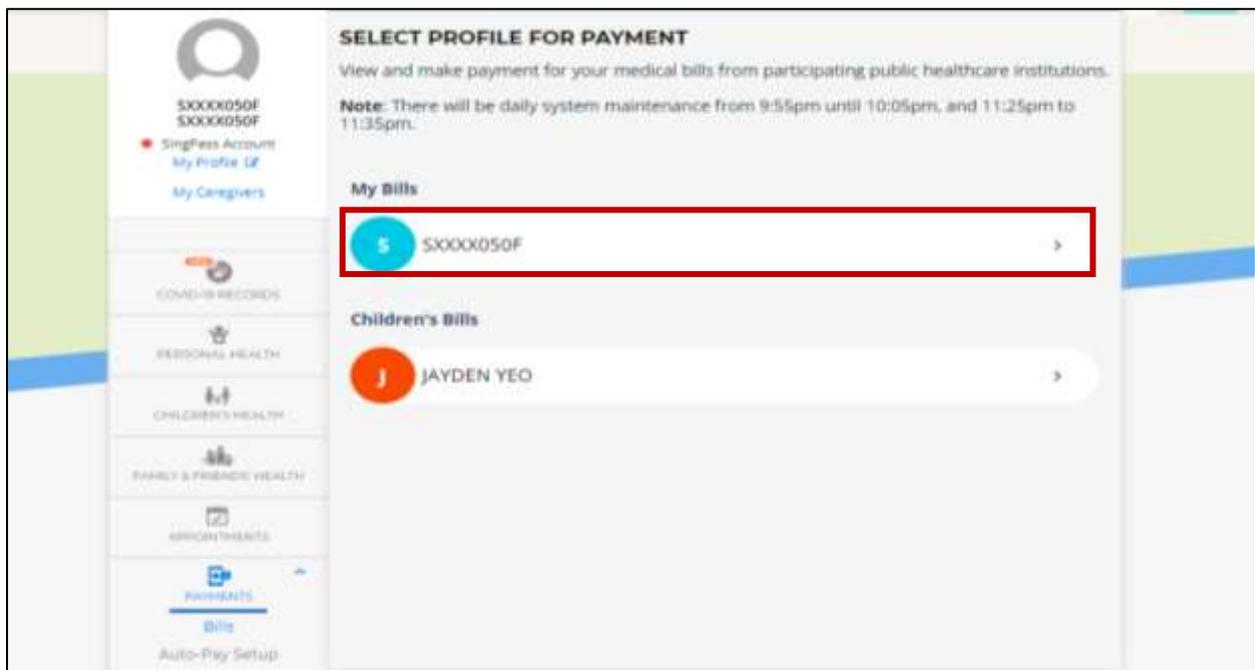
Step 1: Login at HealthHub via Singpass

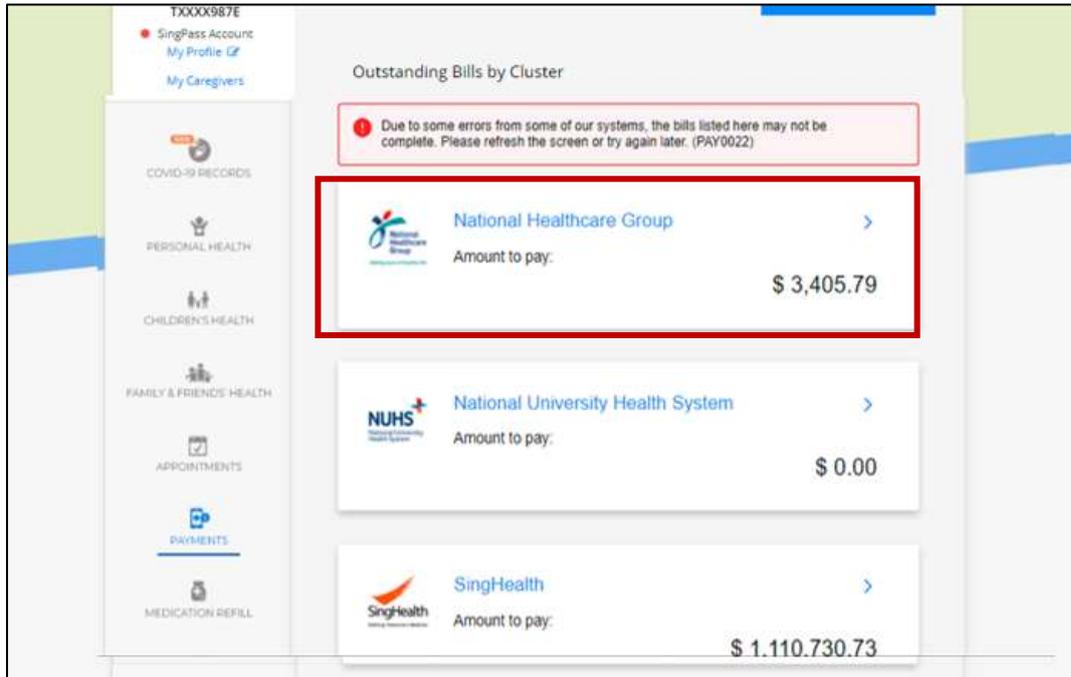Select **Health eServices** → **Login with Singpass**

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

Step 3 : Select **Profile for payment**
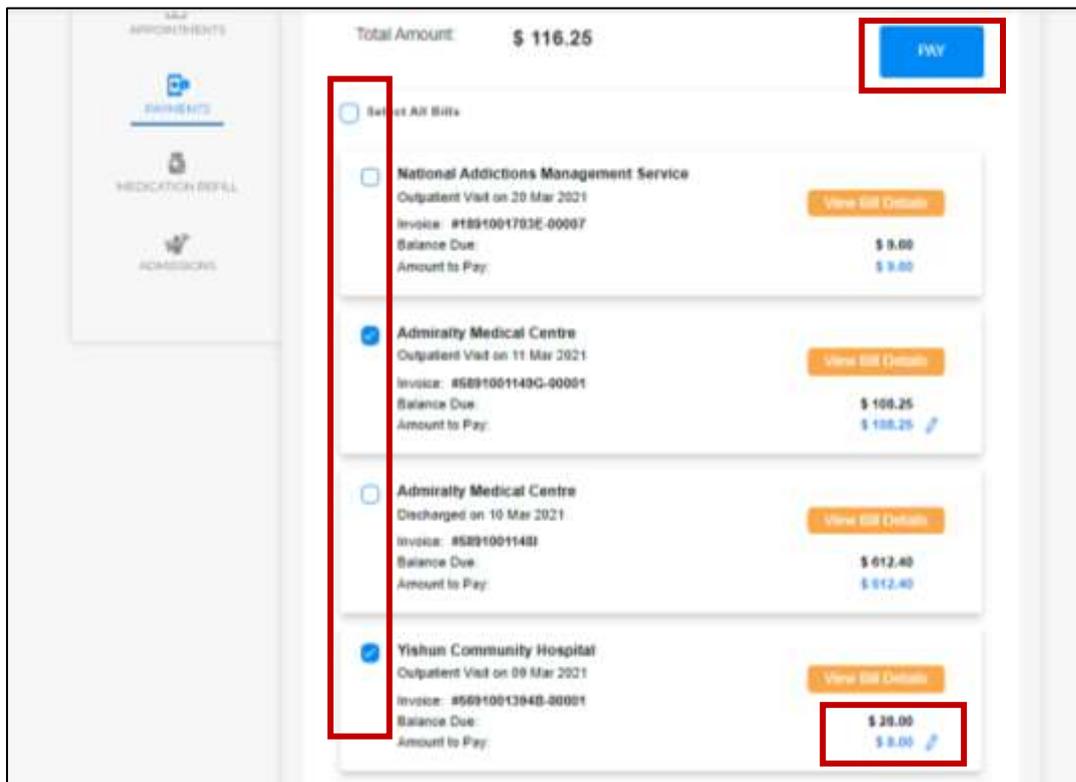**EG**: **My Bills**

Step 4 : Select **National Healthcare Group** (NHG)

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

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

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)

Step 8 : Login at HealthHub without Singpass

Select **Health eServices** → **View available e-Services**
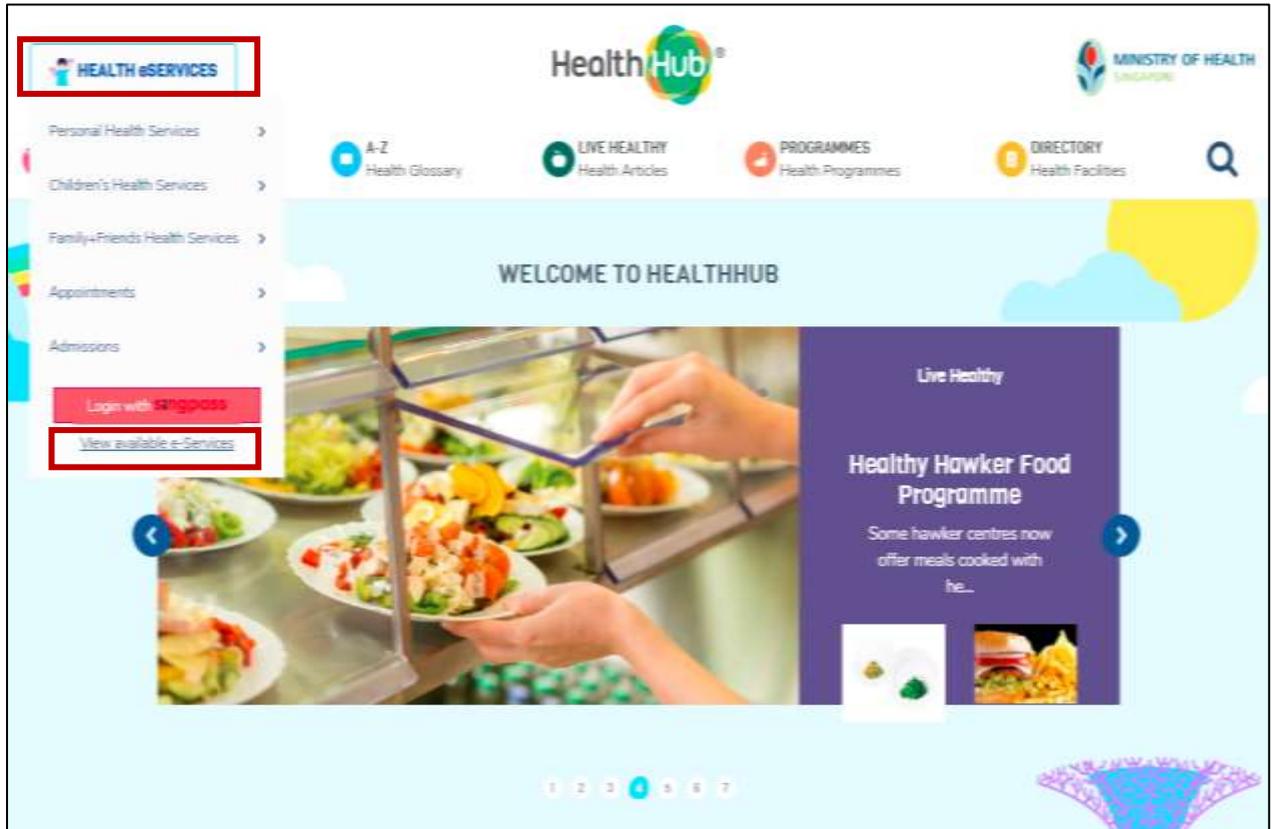
Step 9 : Scroll down until you see payment and select login **without Singpass**
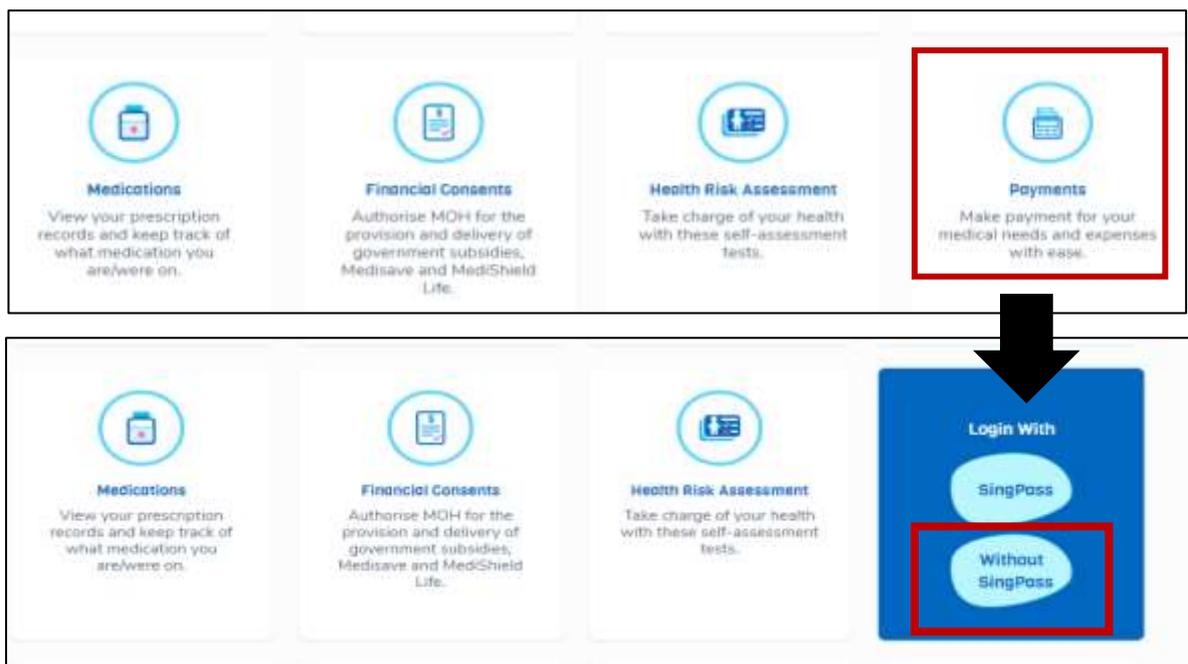
Step 10 : Click on **Add Other Bills** and input the following details
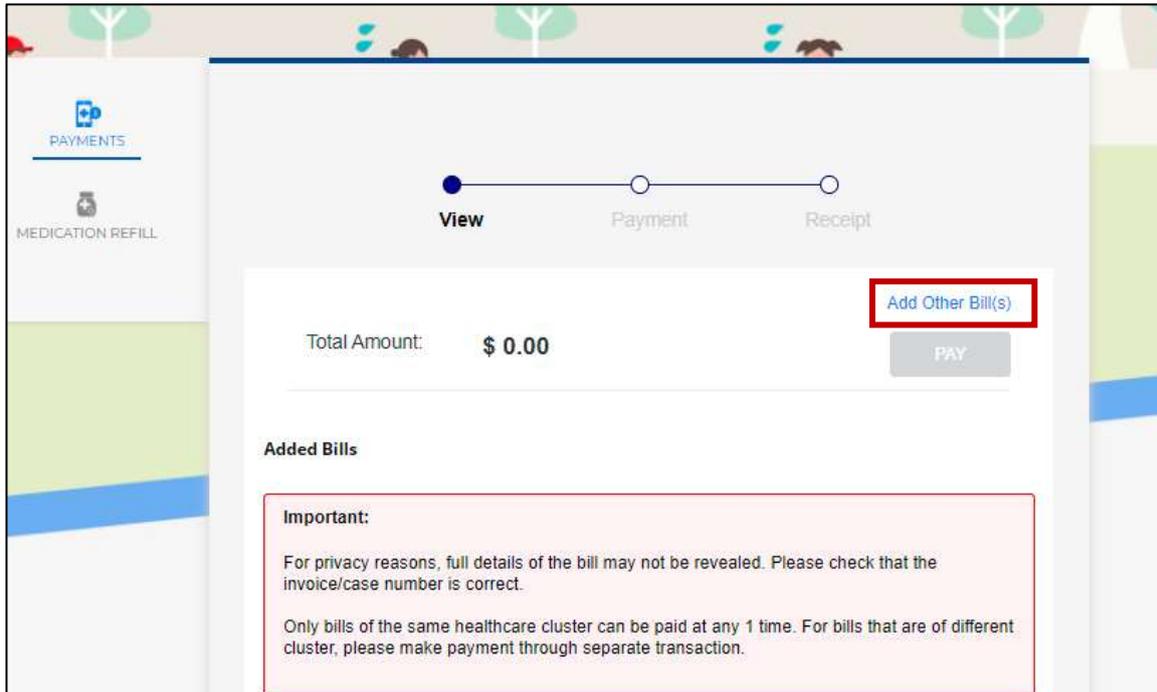
Step 11 : Input the following details;
- Select the institution
- Case no.
- Patient NRIC no.
➔ The outstanding payable amount will be generated
- Click the box (I'm not a robot), and click **OK**

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)

FAQ

- **Who should I contact if I have further enquiries on my payments or bills?**
    - o If you have any specific queries, please call the respective healthcare institution's helplines.
    - o 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?**
    - o 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.

- **I have visited the hospital today. Why am I not able to see my bill in HealthHub Payments?**
    - o Bills will be ready for viewing and payment once the healthcare institutions have ensured that there are no other charges and finalised the bill.
    - o 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.

Useful links

- 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/