

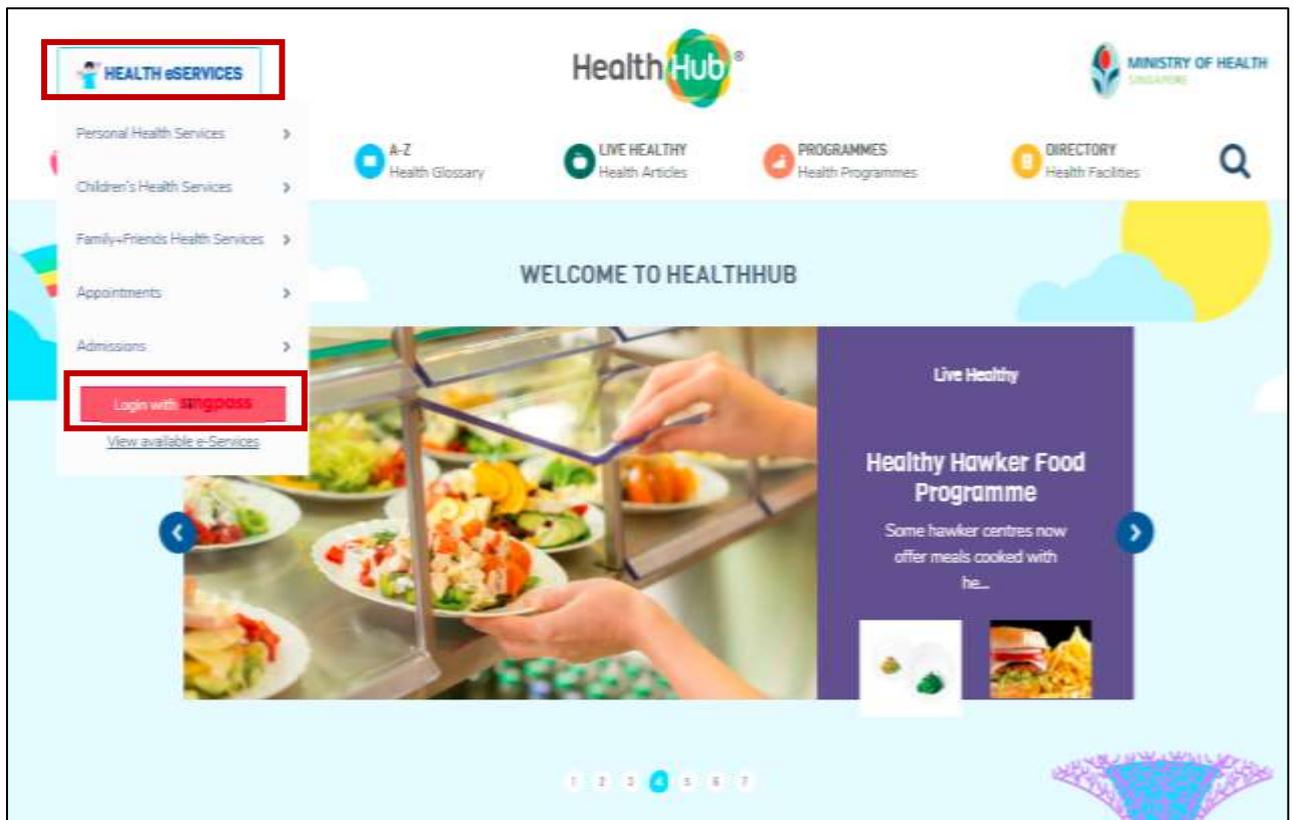
HealthHub Online Payment User Guide

For login with Singpass kindly refer **step 1 to 7**

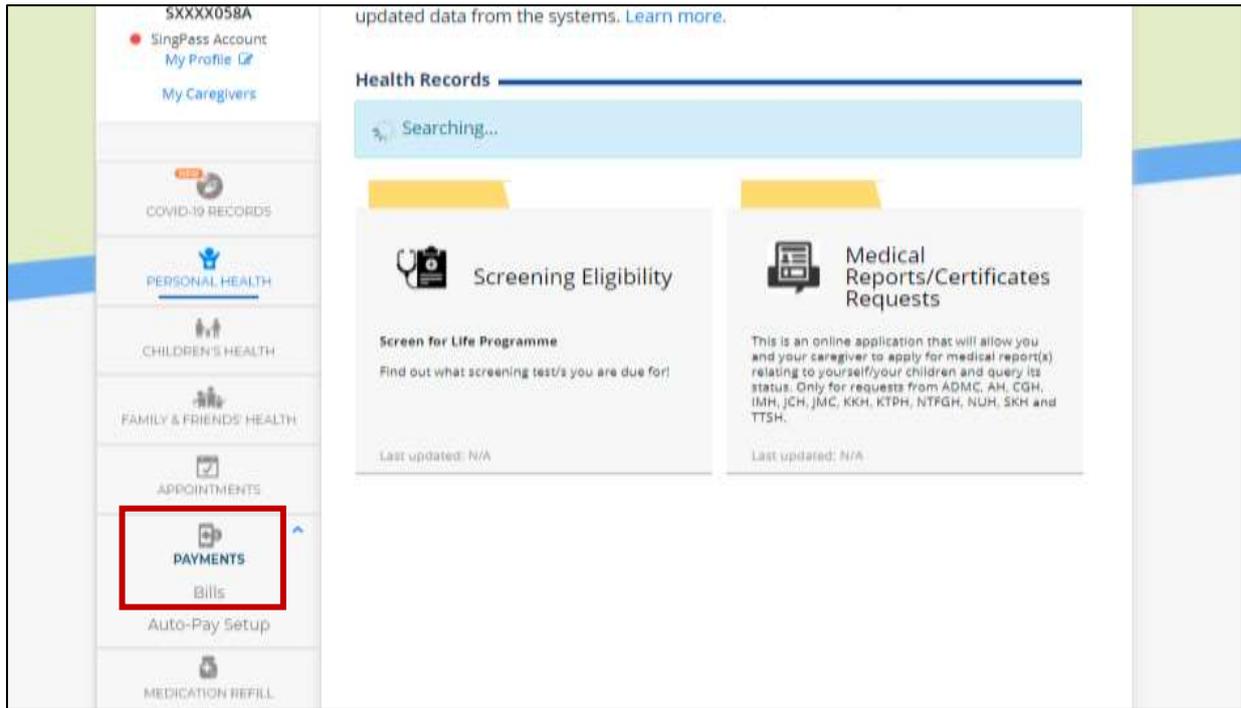
For login without Singpass kindly refer **step 8** onwards

Step 1: Login at HealthHub via Singpass

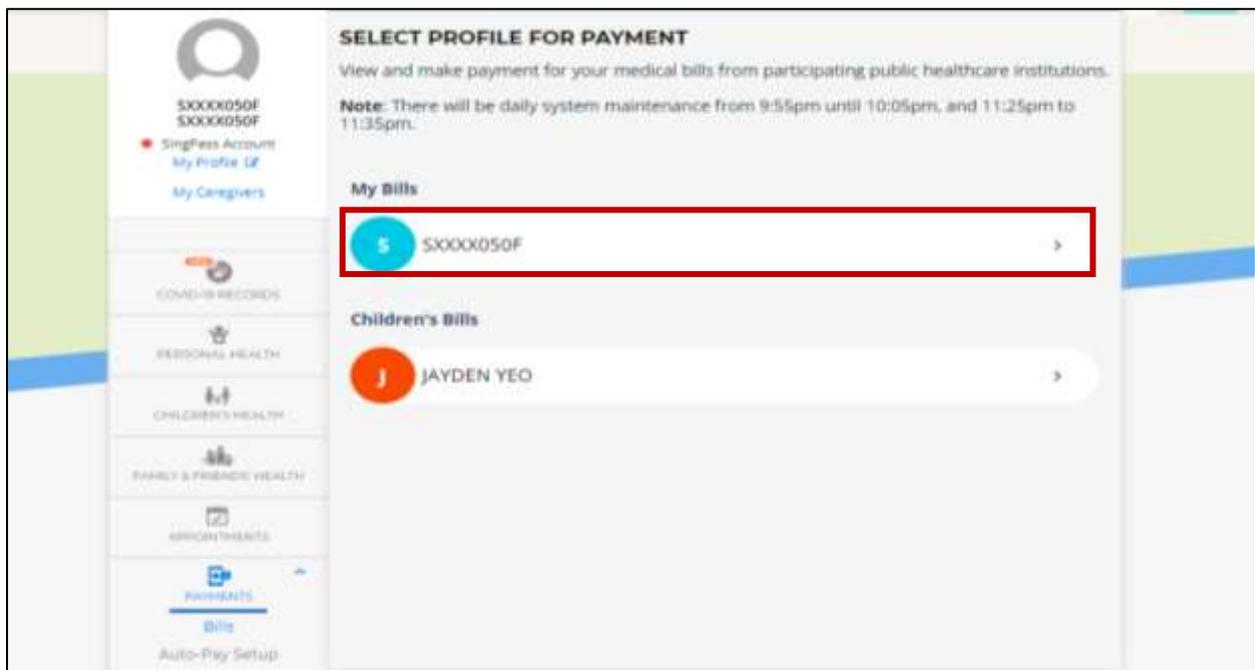
Select **Health eServices** → **Login with Singpass**



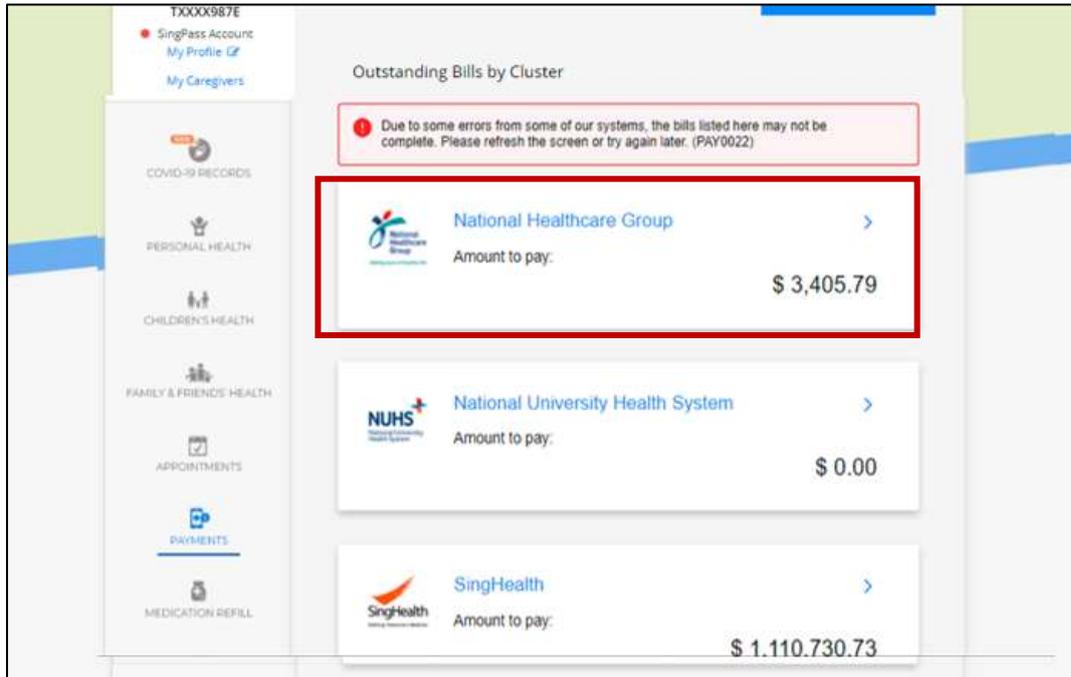
Step 2 : After login to HealthHub, there will be a list of services on the left.
Select **Payment** → **Bills**



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

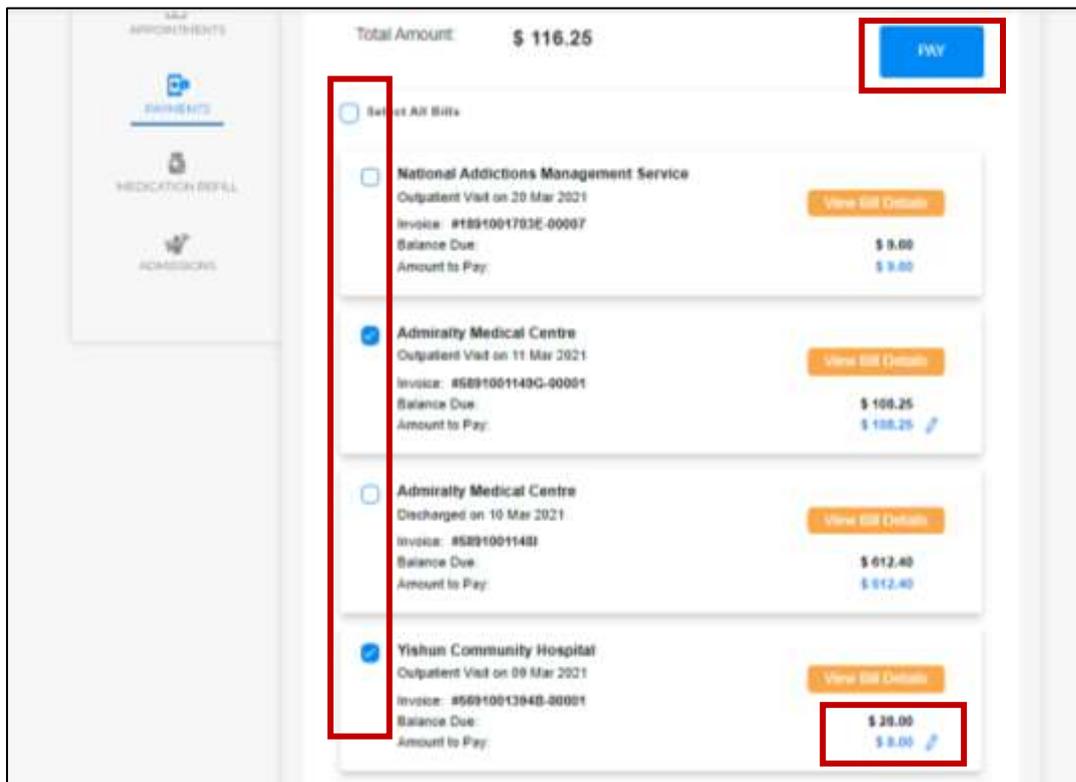


Step 4 : Select National Healthcare Group (NHG)



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**

The screenshot shows the HealthHub bill interface. On the left, there is a list of bills with a total amount of \$116.25. The bills include:

- National Addictions Management Service: Outpatient Visit on 20 Mar 2021, Invoice: #5891001703E-00007, Balance Due: \$ 9.00, Amount to Pay: \$ 9.00.
- Admiralty Medical Centre: Outpatient Visit on 11 Mar 2021, Invoice: #5891001149G-00001, Balance Due: \$ 108.25, Amount to Pay: \$ 108.25.
- Admiralty Medical Centre: Discharged on 10 Mar 2021, Invoice: #5891001148I, Balance Due: \$ 012.40, Amount to Pay: \$ 012.40.
- Yishun Community Hospital: Outpatient Visit on 09 Mar 2021, Invoice: #5891001394D-00001, Balance Due: \$ 20.00, Amount to Pay: \$ 20.00.

The detailed view on the right shows the 'Final Amount Payable' of \$108.25 for the Admiralty Medical Centre bill. It includes a breakdown of charges:

| | |
|------------------------------|------------------|
| Amount (Before Govt Subsidy) | \$ 187.86 |
| Amount (Before GST) | \$ 187.86 |
| 7% GST | \$ 13.15 |
| Amount (After Govt Subsidy) | \$ 201.01 |
| Total Amount Payable | \$ 201.01 |
| Net Payment made | \$ -92.75 |
| Adjustment(s) | \$ -0.02 |
| Final Amount Payable | \$ 108.25 |

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)

The screenshot shows the HealthHub payment page. The 'Grand Total' is \$116.25. The 'Payor Information' section includes:

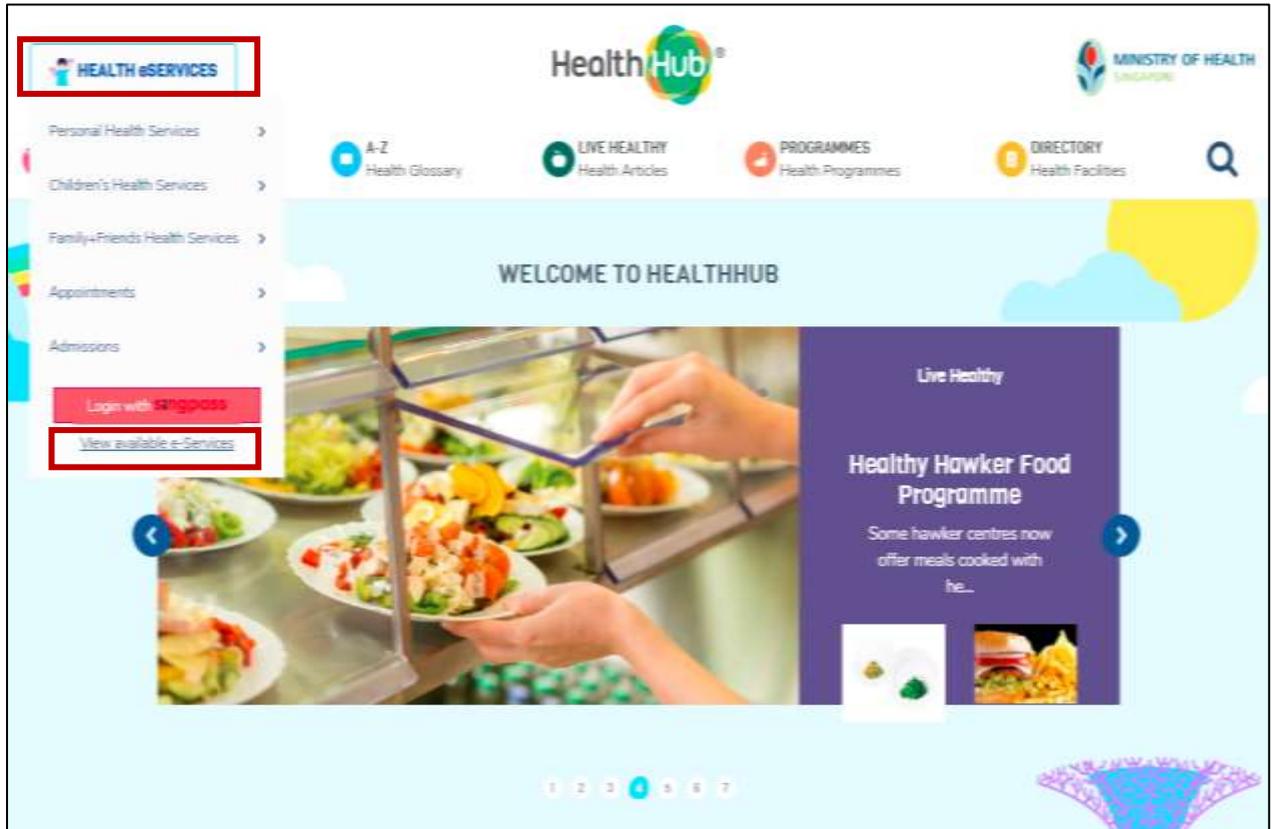
- Name: test
- Contact No: 85663214
- Email: anuga001@gmail.com

The 'Select Payment Option' section shows two options: VISA and eNETS Direct Debit, which are highlighted with a red box. Below the options, it states: "Payment will be made to National Healthcare Group Pte Ltd".

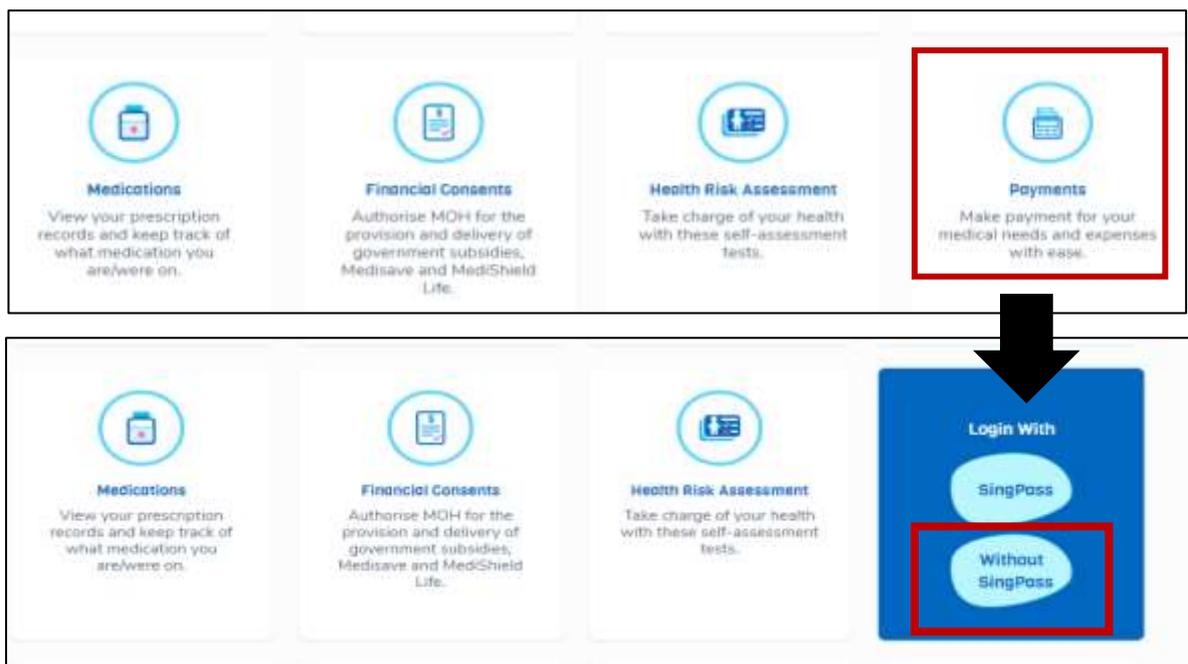
A warning message at the bottom reads: "Please ensure your pop-up blocker is turned off before you proceed with the payment. * MasterCard payment mode is currently unavailable until further notice. Please pay using Visa card or eNETS Direct Debit payment mode."

Step 8 : Login at HealthHub without Singpass

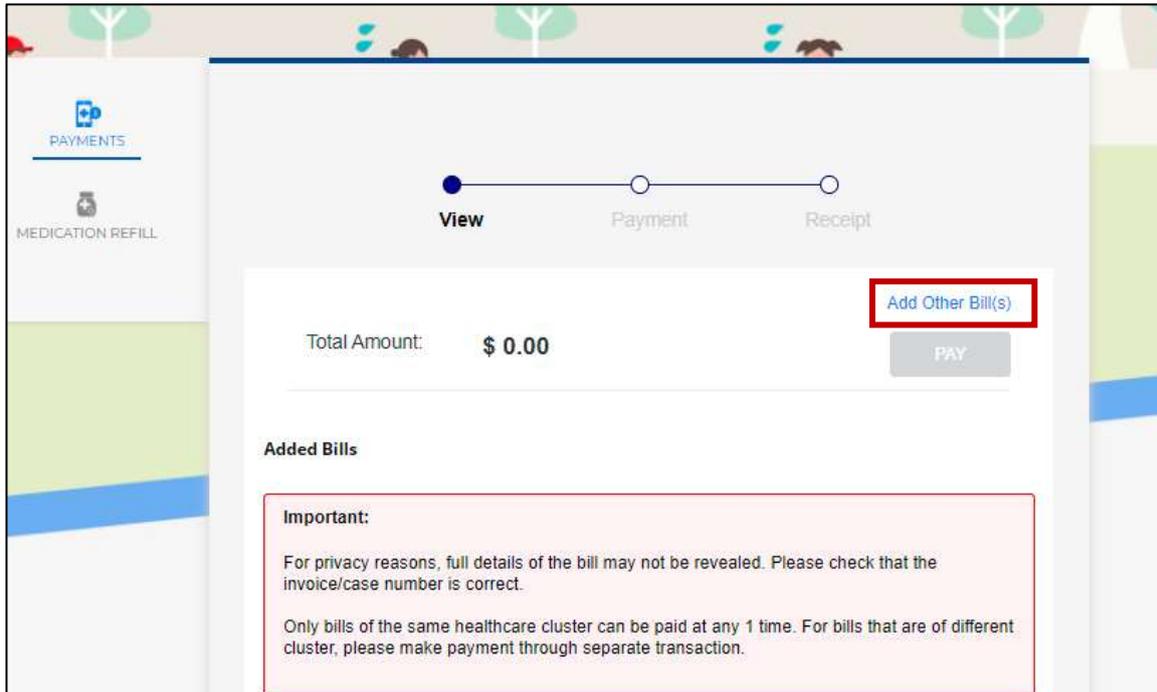
Select **Health eServices** → **View available e-Services**



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**

You may choose to make payment for someone else. Simply fill in their invoice/case number here:

Khoo Teck Puat Hospital

5791008310f

s0851545z

Please fill in the bill detail(s) so we can process it. Please contact billing institution if you require further information.

Patient's Full Name

\$ 5

I'm not a robot

[Privacy](#) [Terms](#)

OK

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 Information
* All fields are mandatory.

* Payment receipt will be sent to this email.

Select Payment Option



Payment will be made to National Healthcare Group Pte Ltd

! Please ensure your pop-up blocker is turned off before you proceed with the payment.

* MasterCard payment mode is currently unavailable until further notice. Please pay using Visa card or eNETS Direct Debit payment mode.



FAQ

- **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.

 - **I have visited the hospital today. Why am I not able to see my bill in HealthHub Payments?**
 - 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.
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Useful links

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