



MH 96:27/1-3 V002

MOH FCM No. 31 / 2015

22 December 2015

CFOs/Director (Finance) of Clusters, Public Hospitals & Institutions, NHG  
Polyclinics, SingHealth Polyclinics  
(See **Annex A** for Distribution list)

All Private Hospitals accredited under Medisave/MediShield Life Scheme  
(See **Annex B** for Distribution List)

All other medical institutions accredited under Medisave/MediShield Life Scheme  
(See announcement in Mediclaim)

Dear Sir/Mdm,

**AUDIT REQUIREMENTS ON ACCESS TO MEDISAVE BALANCE ENQUIRY (MBE) WEBSITE**

Medisave-accredited Medical Institutions (MIs) may apply to the Ministry of Health (MOH) and CPF Board (the Board) for access to view CPF members' Medisave balance using the Medisave Balance Enquiry (MBE) website. This is to facilitate the financial counselling process for patients and their family members.

2. As information from the MBE is confidential, MIs must put in place measures to protect CPF members' confidential information. MIs should always obtain CPF members' authorisation via the Medical Claims Authorisation Form (MCAF) *before* accessing the MBE. The Board conducts annual audits to ensure that the MBE website is accessed only for official purpose and MIs have proper access management for their employees.

3. This circular serves to remind all MIs of the need to comply with security requirements for access to the MBE website.

4. In the audit on MIs' access to MBE by the Board's appointed auditor, KPMG LLP, four common findings relating to inactive user accounts, unauthorised access to MBE, excessive access rights and user access management were raised. Please refer to **Annex C** for the details of the findings. We seek MIs' co-operation to put in place measures and controls to ensure strict compliance in these areas.



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5. MIs are to also comply strictly with CPF Board's IT security standard and clauses laid out in the Letter of Undertaking. The latest copy of the IT security standards and the Letter of Undertaking can be found at [www.mediclaim.moh.gov.sg/mmae/OverviewMBE.aspx](http://www.mediclaim.moh.gov.sg/mmae/OverviewMBE.aspx).

6. Failure to comply with such security requirements, standards and clauses may result in the MI's access to the MBE facility to be suspended or revoked.

### CONTACT INFORMATION

7. Please email Ms Zaidah Sudar at [medclm@cpf.gov.sg](mailto:medclm@cpf.gov.sg) should you have further clarifications.

8. Thank you.

Yours sincerely,

ADRIENNE YUEN

ASSISTANT DIRECTOR  
(MEDISAVE AND  
HEALTHCARE CLAIMS),  
CPF BOARD

KENNETH TAN

ASSISTANT DIRECTOR  
(FINANCE POLICY OPS),  
MOH

*Transmitted electronically, no signature required*



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**Annex A**

**Cluster HQ**

Ms Lim Yee Juan  
GCFO,  
National Healthcare Group

Mr Sia Kheng Hong  
GCFO  
SingHealth

Ms Lim Lee Nor  
Acting GCFO  
Eastern Health Alliance

Ms Wong Soo Min  
GCFO  
NUHS

**Public Hospitals**

Mr Roger Leong  
CFO  
Khoo Teck Puat Hospital

Ms Chow Siew Ying  
CFO  
Alexandra Hospital

Mr Wong Loong Kin  
CFO  
Singapore General Hospital

Mr Paul Yong  
CFO  
Tan Tock Seng Hospital

Ms Lim Lee Nor  
CFO  
Changi General Hospital

Ms Grace Lim  
CFO  
KK Women's & Children's Hospital

Ms Ng Bee Lan  
Director, Finance  
Institute of Mental Health



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Mr Ang Kwok Ann  
CFO  
National University Hospital

Ms Chow Siew Ying  
CFO  
Ng Teng Fong General Hospital

Mr Christopher Tan Heng Chye  
Head, Finance  
Sengkang Health

**National Centres**

Ms Chan Ching Bee  
CFO  
National Cancer Centre

Ms Lee Sock Gek  
Assistant Director  
National Neuroscience Institute

Ms Loo Swee Cheng  
General Manager, Finance  
National Skin Centre

Mr Malcolm Koh  
CFO  
National Heart Centre

Ms Lim Lai Hong  
Chief Financial Controller  
National Dental Centre

Mr Moses Wong  
CFO  
Singapore National Eye Centre

**Polyclinics**

Mr David Kok  
Director, Finance  
National Healthcare Group Polyclinics

Mr Wong Kai Yew  
Financial Controller  
SingHealth Polyclinics



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**Annex B**

**Private Hospitals**

Ms Cheryl Tang  
Senior Manager (Business Office)  
Parkway East Hospital

Ms Oh Lay Khim  
Manager (Business Office)  
Mount Alvernia Hospital

Ms Evelyn Li  
Manager (Business Office)  
Mount Elizabeth Hospital

Mr Thomas Ng  
Manager (Business Office)  
Gleneagles Hospital

Mr Victor Chia  
Assistant Director (Business Office)  
Thomson Medical Centre

Ms Christina Pang  
Manager (Business Centre)  
Raffles Hospital

Ms Chong Bih Yi  
Assistant Manager (Business Office)  
Mount Elizabeth Novena Hospital

Ms Chen Choo Lin  
Finance Manager  
John Hopkins Singapore

Ms Tan Siew Tuan  
Senior Manager (Business Office)  
Farrer Park Hospital



## Annex C

### Common Audit Findings

#### 1 Inactive User Accounts

- 1.1 MIs must review and disable the access of inactive users.
- 1.2 MIs must remove user account within a month if the user has left the organisation or does not require the access due to changes in job function.

#### 2 Unauthorised Access

- 2.1 MIs must ensure that the Medisave payer's authorisation is obtained by getting him/her to sign the Medical Claims Authorisation Form (MCAF) before viewing his/her Medisave balance. The Medisave payer's Medisave balance must not be viewed *before* the financial counselling unless he/she has already given his/her authorisation.
- 2.2 MIs must remind all users that the MBE website should only be accessed for official purpose and should not be used for checking of their own or their family members' Medisave balance.

#### 3 Excessive Access Rights

- 3.1 The sub-administrator, if any, appointed by the MI to manage its employees' user IDs must not be given the access to MBE. If access is required by the sub-administrator, MI should seek the approval of the Board.
- 3.1 Access must not be granted to users whose job function does not require access to MBE.

#### 4 User Access Management

- 4.1 Approval for access or deletion of access to MBE must be granted by specific authorised personnel.
- 4.2 There must be official request forms raised to these authorised personnel for the addition or deletion of access.
- 4.3 Request forms for approval or deletion of access must be kept for at least 2 years for audit purposes.