

## Claims submission arrangement for claims incurred before 01 July 2024

### • **Group Hospitalization & Surgical Insurance (GHSI) – Raffles Medical Group (RHI)**

For students who have RHI e-claims portal access, their access shall be extended until 31 July 2024 .

For insured students who do not have access to RHI e-claims portal and need to submit claims incurred before 01 July 2024, they are given a grace period of 1 month until 31 July 2024 of the treatment date to submit to insurer by following the below steps:

#### 1. For NEW claims

- a. Email to [claims@raffleshealthinsurance.com](mailto:claims@raffleshealthinsurance.com)
- b. In the email's subject title, please indicate the **policy number (GMD18000021)**, **policyholder name (Nanyang Technological University)**, **claimant's full name and claim type** e.g. Outpatient / Inpatient Treatment etc.
- c. Attach a digital copy of the **completed and duly signed [RHI GHSI claims form](#)** and other relevant claim documents to insurer for claim assessment.  
(PDF file is preferred, 1 PDF file per claim e.g. if you have 2 claims, to submit 2 separate PDF files).

TYPE OF CLAIM DOCUMENTS REQUIRED (CHECK LIST)	
<b>Hospitalisation and/or Surgical</b>	<b>Outpatient Specialist, A&amp;E, Physiotherapy, TCM or Mental Health</b>
<input type="checkbox"/> Completed Claim Form	<input type="checkbox"/> Completed Claim Form
<input type="checkbox"/> Copy of Final Hospital Bill (the hospital will usually send the final bill to the patient about 2 to 3 weeks after discharge)	<input type="checkbox"/> Original Medical Bills
<input type="checkbox"/> Copy of Pre and Post Hospitalisation/Surgery Bills	<input type="checkbox"/> Copy of Referral Letter from A&E or Fullerton Health @ NTU
<input type="checkbox"/> Copy of Discharge Summary/Day Surgery Authorisation Form	
<input type="checkbox"/> LOG Request Form (if request for LOG)	

#### 2. For OUTSTANDING claim requirements

- a. For students who have access to RHI e-claims portal, they can submit the relevant outstanding claim requirements requested by the insurer via the portal.
- b. For other students, they can email to [claims@raffleshealthinsurance.com](mailto:claims@raffleshealthinsurance.com)
- c. In the email's subject title, please indicate **RHI claim reference number**, the **policy number (GMD18000021)**, **policyholder name (Nanyang Technological University)**, **claimant's full name**.
- d. Attach a digital copy of the relevant outstanding claim requirements that insurer has requested for the claim assessment  
(PDF file is preferred, 1 PDF file per claim e.g. if you have 2 claims, to submit 2 separate PDF files).

### RHI contact details

For claims matters, insured members can email to RHI via [claims@raffleshealthinsurance.com](mailto:claims@raffleshealthinsurance.com)

• **Group Personal Accident Insurance (GPAI) – Singlife**

**MySinglife portal access will be terminated effective 01 July 2024.**

For claim submission incurred prior to 01 July 2024, insured students are given a grace period of 1 month until 31 July 2024 for claims to be submitted to insurer by following the below steps:

**1. For NEW claims**

- a. Email to [group\\_claims@singlife.com](mailto:group_claims@singlife.com)
- b. In the email's subject title, please indicate the **policy number (3049231)**, **policyholder name (Nanyang Technological University)**, **claimant's full name and claim type** e.g. Outpatient / Inpatient Treatment/ Accidental disablement etc.
- c. Attach a digital copy of the **completed and duly signed Singlife GPAI claim form** and other **relevant claim documents to insurer for claim assessment.**  
(PDF file is preferred, 1 PDF file per claim e.g. if you have 2 claims, to submit 2 separate PDF files).



Singlife

group-personal-accid

Documents Required	GPA Claim (outpatient)	GPA Claim (with H&S)
Completed Claim Form (Section 2)	✓	✓
Original Final Hospital Bill (the hospital will send the final bill to the patient within 2 to 4 weeks after discharge)		✓
Original Pre- and Post-Hospitalisation/Surgery Bills		✓
Original Medical Bills	✓	
Inpatient Discharge Summary		✓
Copy of Referral Letter, A&E Memo if any	✓	✓
Copy of Written Test Reports (e.g. x-ray, MRI), if any	✓	✓
Copy of Police Report (for road traffic accident cases)	✓	✓
Original Medical Report (for emergency hospitalisation overseas)		✓

*H&S – hospitalisation and surgery*

**2. For OUTSTANDING claim requirements**

- a. Email to [group\\_claims@singlife.com](mailto:group_claims@singlife.com)
- b. In the email's subject title, please indicate **Singlife's claim reference number**, the **policy number (3049231)**, **policyholder name (Nanyang Technological University)**, **claimant's full name.**
- c. Attach a digital copy of the relevant outstanding claim requirements that insurer has requested for the claim assessment  
(PDF file is preferred, 1 PDF file per claim e.g. if you have 2 claims, to submit 2 separate PDF files).

**Singlife contact details**

1. For claims matters, insured members can contact Singlife hotline no.: 6827 8030.

Press 2 for Claim enquiries > Press # for other policies > Press 2 for insured member > enter student's last 4 digits NRIC/FIN No. > enter student's DOB DDMMYYYY > Press 2 for group policy > Press 3 for claim enquiries.