

Guide to Post-hospitalization Claim

We wish you a speedy recovery.

Your treatment may extend beyond your hospitalization. It may involve follow-up visits to the doctor, prescription medication, or further investigation.

Should you need/require assistance during this period, here's a quick guide on the services available and essential documents to submit a claim.



Aon Care

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When making a claim, do remember to

1. Create claim in Aon Care portal and select claim type as “**Non-Panel Hospitalization**”. This is to avoid your claim from being assessed under Outpatient Benefit (if any).
2. Submit original bill receipts and relevant copies of doctor's certificate and discharge summary.
3. Attach your **Final and Itemised Bill**; this can quicken the claims process.
4. In the event that you do not have the finalized bill from the hospital at the time that post-hospitalization claim was incurred, please attach a copy of your admission's interim bill **OR** a copy of inpatient LOG issued indicate under “Remarks” that this is a post-hospitalization bill related to the admission to **<hospital name>** on **<admission date>**.



Do note

1. Upon your discharge from the hospital, you are always presented with an interim bill. Hospitals usually takes 4 to 6 weeks to send the **Final and Itemised Bill** bills to Aon Care (patients usually receive it much earlier).
2. Your post hospitalisation claims can only be processed, once we have received your final bill for our processing, this ensures that your benefit limits (where applicable) are assessed accurately.
3. The turnaround time (TAT) of 14 working days only applies from the date that Aon Care receives full documentation from the hospital for your admission.
4. Personal Medical Insurance Settlement letter would be required if Personal Medical Insurance has been activated.
5. Once your claims have been processed and if there are reimbursements made to your CPF Medisave Account (for Singapore Citizens and Permanent Residents) the crediting to the said account is very much dependent on the CPF board.