

Medical Coverage and Benefits

Outpatient GP Visit - Fullerton Health @ NTU Clinic

Mode of Identification:

- Students need to present **Matriculation Card** together with **Identification Card/ SingPass e-Identification Card**



Consultation Fees

- Subsidized consultation fees at the Fullerton Health @ NTU at S\$3 per visit (inclusive of GST) up to 10 visits per academic year
- S\$3 fee is waived from the 11th visit onwards in the same academic year
- General exclusions apply

Medications

- Standard medications (zero costs) Eg. Paracetamol, Chlorpheniramine, Amoxycillin, Erythromycin, Metoclopramide and Activated Charcoal tablets
- Non-standard drugs and treatments will be charged at cost
- For medications dispensed, there is no refund or return of medications

Outpatient GP Visit - Singapore Government Polyclinics

Outpatient GP Visits – Singapore Government Polyclinics

Reimbursement is applicable only for

- Singapore Government Polyclinics
- Reimbursement of consultation and treatment at subsidised rate, with capitation on individual reimbursable items
- General exclusions apply

Accident & Emergency Visit

Accident & Emergency (A&E)

Reimbursement is applicable only for

- A&E visits at Government Restructured Hospitals; and
- Capped at S\$50 per visit
- A&E visits at Private Hospitals are non-reimbursable
- General exclusions apply

Outpatient Specialist Visit	<p>Outpatient Specialist Visit Reimbursement is applicable only for</p> <ul style="list-style-type: none"> • Referral by either Fullerton Health @ NTU or Government Polyclinics; and • Referral to Government Hospital Specialist Outpatient clinics <ul style="list-style-type: none"> • Reimbursement of consultation and treatment at subsidised rate, with capitation on individual reimbursable items • Outpatient Specialist consultation at Private Hospitals is non-reimbursable • General exclusions apply
Hospitalisation & Surgical	<p>Inpatient Admission</p> <ul style="list-style-type: none"> • Referral by Fullerton Health is required for NTU Student Group Hospitalisation & Surgical insurance claims • Reimbursement is applicable only to subsidized Class B2 and C Wards at all Government Restructured Hospitals. • Class A and B1 Wards are non-reimbursable. • General exclusions apply. <p>Reimbursable items (subject to change):</p> <ul style="list-style-type: none"> • Emergency Ambulance fee for emergency purpose from campus to the nearest Government Restructured Hospital; • Ward charges: S\$50 per day, for up to 21 days; • Daily treatment fee: S\$16 per day, for up to 21 days; • Surgery: up to S\$298 per admission; • X-ray: up to S\$50 per admission; • Laboratory service: up to S\$50 per admission; • Rehabilitative services: up to S\$50 per admission (Note: no reimbursement for consumables); • Implant: up to S\$100 for standard implant per admission; • Standard medications: up to S\$50 per admission; • A&E (with admission or no admission): up to S\$50 per visit
Maximum Claim for Hospitalization per academic year	<p>Maximum Claim for Hospitalization per academic year</p> <ul style="list-style-type: none"> • Coverage for up to 21 days of hospitalization per academic year.
Pre-Existing Illnesses/ Conditions	<p>If hospitalization is not due to pre-existing illnesses or conditions, and/ or is not cosmetic in nature, the expenses can be claimed only for class B2 & C; (Class A & B1 admissions are not reimbursable)</p>
Claim Procedure	<p>Please visit Fullerton Health @ NTU clinic in-person to complete the Medical Claim Form at the Dispensary Counter.</p> <p>In order to adjudicate and process your medical claim reimbursement under the Medical Scheme, please bring along and present the following –</p> <ul style="list-style-type: none"> • Original itemised bill

Claim Process time	<p>Cut-off date for claims processing is 25th day of the month. Should 25th day of the month falls on a Saturday, Sunday or Public Holiday, cut-off date will be the next working day.</p> <p>You are expected to receive your reimbursement by 4th week of the following month</p>
Claims Queries	<p>For queries on claims status, you can contact us at - ntu@fullertonhealth.com</p>
General Exclusions	<p>General Exclusions</p> <ul style="list-style-type: none"> • Consultation fees, hospital charges and operation fees incurred at private clinics, private hospitals or at any private nursing homes • Dental Care • Eye Refraction and Purchase of Spectacles • Medical Aids and Appliances • Maternity Care • Contact Lens-related illnesses • Cosmetic treatments (including acne treatment) • Physiotherapy and Occupational Therapy • Counselling & Psychotherapy • TCM treatments • Vaccinations and Travel medications for prophylaxis • Routine medical check-ups • Pre-existing illnesses/ conditions • Non-standard medications • Medical expenses incurred from Fullerton Health clinics

Fullerton Health Clinics

List of other Fullerton Healthcare Clinics

Locations	Operating Hours	
Fullerton Healthcare @ 78 Shenton Way 78 Shenton Way #04-01, Singapore 079120 Tel: (65) 6227 8900	Mon – Fri	7:30am – 1pm 2pm – 5pm
	Sat	7am – 1pm
	Sun & PH	Closed
Fullerton Healthcare @ Jurong Point 1 Jurong West Central 2 #B1-A19B Jurong Point Shopping Centre, Singapore 648886 Tel: (65) 6793 0611	Mon – Fri	8:30am – 6pm
	Sat	8:30am – 1pm
	Sun & PH	Closed
Fullerton Healthcare @ Ngee Ann City Tower B 391B Orchard Road #25-01/07/08 Ngee Ann City Tower B, Singapore 238874 Tel: (65) 6333 3636	Mon – Fri	8:30am – 1pm 2pm – 5:30pm
	Sat	8:30am – 1pm
	Sun & PH	Closed
Fullerton Healthcare @ Ocean Financial Centre ^{NEW} 10 Collyer Quay #03-07/08 Ocean Financial Centre, Singapore 049315 Tel: (65) 6672 5000	Mon – Fri	8:30am – 1pm 2pm – 5pm
	Sat	7:30am – 1pm
	Sun & PH	Closed
Fullerton Health Hub @ Hougang Green ^{NEW} 21 Hougang Street 51 #01-46/47 Hougang Green Shopping Mall, Singapore 538719 Tel: (65) 6664 3823	Mon – Fri	8:30am – 12:30pm 1:30pm – 5:30pm
	Sat	8:30am – 12:30pm
	Sun & PH	Closed
Fullerton Health Hub @ Pasir Ris ^{NEW} 7 Pasir Ris Central, #02-44, Singapore 519612 Tel: (65) 6011 8090	Mon – Sun, including PH	8:30am – 12:30pm 1:30pm – 5:30pm 6:30pm – 8:30pm
	CNY	Closed

Government Restructured Hospitals	Government Restructured Hospitals <ul style="list-style-type: none">• Alexandra Hospital• Changi General Hospital• Khoo Teck Puat Hospital• National University Hospital• Ng Teng Fong General Hospital• Sengkang General Hospital• Singapore General Hospital• Tan Tock Seng Hospital
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