



## Message from SMF Team...

Dear **SMF Fund Administrators**,

Welcome to SMF's inaugural issue. Each quarter, we will feature key highlights to update community partners in the sector.

We truly thank you for your partnership to serve the seniors in our community for the past few years and we look forward to work closely with you again in 2019. We wish each of you a **Blessed Xmas and Happy New Year!**

*Benny Yip*  
Deputy Director

## 1 SMF Operating Framework | Effective 15 November 2018



SMF has embarked into its 6<sup>th</sup> year. In April 2018, Ministry of Health (MOH) renewed and extended funding to March 2023.

The revised SMF Operating Framework is a consolidated framework for the two SMF schemes – SMF Assistive Devices and Consumables subsidies – and includes the following:

- Additional eligibility criteria for Motorised Device and Hearing Aids, effective since 1 April 2018;
- Clarifications on deviation and supersede applications for Assistive Devices and Consumables;
- Updates on processes for change request, renewal and termination of applications for Consumables;
- Annual SMF audits carried out by AIC appointed external auditors;
- Revised process in account registration for system access.

## 2

### Audit Spotlight | Watch out for critical audit pointers

Since the launch in 2013, SMF has become one of the core financial assistance schemes to support the seniors needing assistive devices and consumables.

Fund Administrators are to ensure that measures are put in place to govern the proper use of funds for the needy.

This issue looks at key dates and its implications for process control.

No.	Type of Date	Definition	Process Control Points
1.	Assessment Date	The date the applicant was assessed by the qualified assessor	Assessment should be performed to ascertain client's needs for devices or consumables prior to submitting the application. Thus, assessment date must be before or same as submission date
2.	Submitted Date	The date that the application is submitted in eSMF system	Orders cannot be processed for submitted applications pending deviation approval
3.	Approved Date	The date that the application is approved in eSMF system	Order cannot be placed before the application approved date
4.	Subsidy Start Date (SSD)	The date when the applicant is entitled to start receiving the subsidy.	SSD cannot be earlier than start of validity period of Means Test results, and must not be earlier than admission date and assessment date
5.	Subsidy End Date (SED)	The date when the applicant can no longer receive the subsidy (e.g. discharged from service / passed on / change in subsidy level)	SED cannot be later than expiry of Means Tests results or the discharge date
6.	Order Date	The date that the order for consumables or device is placed	Order date must not be before the application approved date
7.	Delivery Date	The date that the device or consumables is delivered	Delivery date should be before claims submission date
8.	Date of Discharge	The date which the applicant is discharged from the service and can no longer receive the subsidy	The date for the order of consumables must take place before or on the same day as discharge date

### 3





## Claims Submission | Things to take note...

Submit FY18 Q3 claims **before** 28<sup>th</sup> February 2019.

- All claims shall be submitted **quarterly**.
- Signed hardcopies or claim submission must reach AIC within **two (2) months** after the end of the quarter.
- Late claims will be rejected and appeals will require valid justification with reasons on delay.
- Any appeal for late claims submitted beyond the designated two months will be reviewed on a case-by-case basis for approval.

### 4

## SMF Training | Register early as seats are limited!

	Assistive Devices		Consumables	
Date	10 Jan 2019 (Thursday)	18 Feb 2019 (Monday)	25 Jan 2019 (Friday)	22 Feb 2019 (Friday)
Time	9am to 12 noon	9am to 12 noon	9am to 12 noon	9am to 12 noon
Scan QR code to register				

**Venue** | AiCare Link – Integrity Room @ Agency for Integrated Care (AIC)  
7 Maxwell Road, #04-01, MND Building Annexe B, Singapore 069111

**Who should attend?** | This training is for staff who will:

- Answer queries on the SMF subsidy policy;
- Access the eSMF system for applications and claims submission;
- Assess clients for types of assistive devices / consumables required;
- Help applicants and family members complete application form;
- Submit quarterly claims or prepare documents for audit;
- Billing to applicants and processing of claims.
- Place order or make logistics arrangements.

**5**

## TTSH Occupational Therapists' Day 2019 | Register today!

Join your fellow OTs and community partners at the upcoming TTSH OT Day at Tan Tock Seng Hospital. This is held

in conjunction with Singapore Association of Occupational Therapists, Land Transport Authority, Kampung Senang and Housing Development Board.



Community on Wheels

### Event Highlights

This event is an AIC-TTSH enablement collaboration to reach out to the community and empower the practitioners in the healthcare sector.

1. Come visit the **Community on Wheels gallery** to test circuits with a variety of personal mobility aids
2. **Pick up tips** from Kampung Senang Mobility Aids Services and Training Centre experts
3. Get resources to help educate seniors on **personal mobility aids maintenance** and using public transport with powered scooters and wheelchairs
4. Learn about **AIC's SMF assessment framework** for assistive devices prescription to help you in your assessment.
5. Come hear about **HDB EASE Programme's new ramp solutions** for flats with multi-step entrances.



### REGISTER TODAY!

**Date:** 10 January 2019 (Thursday)

**Time:** 1:30pm to 4:30pm

**Venue:** Tan Tock Seng Hospital – Centre for Healthcare Innovation, Halls 1-3

Register by **20<sup>th</sup> December 2018** using the QR code or via <https://goo.gl/forms/fv4a0uTOaUbO595X2>.

