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GOVERNMENT SECRETARIAT
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CENTRAL GOVERNMENT OFFICES
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9 April 2014

Clerk to Panel on Public Service
(Attn.: Ms Shirley CHAN)
Legislative Council Complex
1 Legislative Council Road
Central
Hong Kong

Dear Ms CHAN,

**Panel on Public Service
Submission from the Hong Kong Leisure Services Staff General Union
on reimbursement of medical expenses**

I refer to your letter of 19 March 2014 requesting the Administration to respond to a submission from the Hong Kong Leisure Services Staff General Union (HKLSSGU) to the Chairman of the Panel on Public Service concerning reimbursement of private diagnostic services expenses. The Administration's written response is set out in the ensuing paragraphs.

The Government's Policy on Provision of Civil Service Medical and Dental Benefits

The Government, as an employer, is committed to honouring its contractual obligation of providing medical and dental benefits to civil service eligible persons (CSEPs) (including serving civil servants, pensioners and their eligible dependants) as part of their terms and conditions of service. The scope of such benefits is set out in the relevant Civil Service Regulations (CSRs), Civil Service Bureau (CSB) Circulars and Circular Memoranda.

Under the existing provisions in the CSRs and circulars, save for the charges applicable to hospital maintenance, dentures and dental appliances as provided for in the CSRs, CSEPs are entitled to free medical and dental treatment and service, X-ray examinations and medicines, but only when such benefits are provided by the Government or Hospital Authority (HA). They may also apply to the Department of Health (DH) for reimbursement of medical expenses if the claims meet two criteria, namely (a) the attending HA/DH doctors certify that the drugs, equipment and services concerned are prescribed in accordance with medical necessity; and (b) the items prescribed are chargeable by HA or not available in HA/DH.

Reimbursement of Medical Expenses

CSB Circular No. 2/2013 (the Circular) referred to in the HKLSSGU's submission and attached at **Annex** has set out details of the prevailing policy on CSEPs' reimbursement of medical expenses and the relevant administrative arrangements. To let CSEPs have a better understanding on the reimbursement policy and to avoid CSEPs inadvertently incurring expenses on non-reimbursable items, paragraph 23 of the Circular has pointed out five situations in which no reimbursement could be provided. Paragraph 23(c) of the Circular says that "*(no reimbursement will be provided when) the equipment / services procured from outside are available in HA (regardless of whether the equipment / services are chargeable by HA), even in cases of emergency and irrespective of whether the attending doctor has provided medical certification*". Paragraph 24 of the Circular reminds CSEPs further that "*all imaging services (including Computed Tomography (CT), Magnetic Resonance Imaging (MRI), ultrasound and others) which are available in HA are **not** reimbursable under prevailing reimbursement policy if CSEPs procure them from outside HA*".

Paragraphs 23(c) and 24 of the Circular are in line with the Government policy as mentioned earlier in this letter. We would like to clarify that they are neither new policy nor new criterion for reimbursement. Similar information specifying that services that are purchased from outside but available in HA are not reimbursable could also be found in previous versions of CSB circulars on reimbursement of medical expenses issued before.

As regards staff consultation, prior to its promulgation on 21 March 2013, we circulated an advance copy of the Circular to the staff sides of four central consultative councils (i.e. Senior Civil Service Council, Model Scale 1 Staff Consultative Council, Police Force Council and Disciplined Services Consultative

Council) in accordance with the established practice. No comment from the staff sides has been received.

Enhanced Diagnostic Services for CSEPs

We are well aware of CSEPs' concerns over the waiting time for diagnostic services under HA. According to HA, their medical staff will base on the clinical condition of patients to arrange date of appointment for diagnostic services. Priority arrangement for diagnostic services will be given to patients with urgent and semi urgent conditions. For the remaining cases, the waiting time will depend on the number of patients and availability of diagnostic services in the respective HA hospitals.

As part of our on-going efforts to improve the provision of civil service medical benefits to CSEPs, we have provided separate funding for HA to enhance diagnostic services for CSEPs by setting up the Block G Imaging Centre (the Imaging Centre) at Queen Elizabeth Hospital in January 2011. The Imaging Centre provides general Computed Tomography (CT), Magnetic Resonance Imaging (MRI) and ultrasound scanning services for the exclusive use of CSEPs. CSEPs who already have a scheduled appointment for general CT/MRI/ultrasound services at their attending HA hospitals and do not need to be hospitalised for receiving the required services may contact the Imaging Centre to check whether an earlier appointment could be scheduled for receiving diagnostic services at the Imaging Centre. The eligibility of CSEPs for diagnostic services at their attending HA hospitals will not be affected. Since urgent and semi urgent cases would have already been given attention by the CSEPs' attending HA hospitals, the Imaging Centre offers an additional option for CSEPs to receive free diagnostic services at an earlier time in respect of routine cases which are not covered by HA's priority arrangement. Of all the cases handled by the Imaging Centre in 2013, the waiting time for the required diagnostic service was shortened by around one year on average, comparing the appointment date offered by the Imaging Centre with that in the original attending HA hospital.

The enhanced diagnostic services available at the Imaging Centre were promulgated to CSEPs in December 2010 vide a memorandum. CSEPs have been reminded again that *“all imaging services (including CT, MRI, ultrasound and others) which are available in HA are not reimbursable under prevailing reimbursement policy”*.

We hope that the above information helps to clarify the issue raised by the HKLSSGU. Please be assured that the Government takes its contractual obligation seriously and will continue to work closely with HA and DH to further enhance the civil service medical services for CSEPs.

Yours sincerely,



(Miss Winnie Tse)
for Secretary for the Civil Service

c.c. Hon Mrs Regina IP LAU Suk-ye, GBS, JP
Chairman, Legislative Council Panel on Public Service

Internal
PEO(M)
AS(SR)

Ref. : PC/700/000/1 Pt. 28

Government Secretariat
Hong Kong

21 March 2013

CIVIL SERVICE BUREAU CIRCULAR NO. 2/2013**Arrangements for
Reimbursement / Direct Payment of Medical Expenses**

**To : Directors of Bureau c.c. Commissioner, Independent
Permanent Secretaries Commission Against Corruption
Heads of Department Judiciary Administrator
Secretary, Public Service
Commission**

*(Note : Distribution of this circular is Scale A. It should be read by all officers.
A Chinese version is attached.)*

Purpose

This circular sets out the new administrative arrangements on reimbursement / direct payment of medical expenses with effect from 25 March 2013. Civil Service Bureau (CSB) Circular No. 6/2009 is hereby cancelled.

Policy on Reimbursement of Medical Expenses

2. Civil Service Regulation (CSR) 900 provides that medical advice and treatment, X-ray examinations and medicines are available free of charge to civil service eligible person (CSEP)¹ only when those benefits are provided by the Government or Hospital Authority (HA) medical services. CSR 902 further provides that the treatment provided will be dictated by the medical necessity of the case. Every endeavour will be made to give CSEPs the best available medical attendance

¹ CSEPs include –

- (a) monthly paid officers and their families;
- (b) daily rated staff who are injured in the course of their duty;
- (c) retired Government officers living in Hong Kong and in receipt of a pension or an annual allowance and their families living in Hong Kong;
- (d) families of officers killed on duty and living in Hong Kong; and
- (e) families living in Hong Kong and in receipt of a pension under the Widows' and Orphans Pension Scheme or the Surviving Spouses' and Children's Pensions Scheme following the death of officers while in service or after retirement.

The arrangements in this circular also apply to persons who are eligible for civil service medical benefits by way of their terms of appointment.

and treatment, but the medical officer in charge of the case has the sole discretion as to the amount and the nature of treatment provided.

3. Notwithstanding the comprehensive scope of services provided by HA, there may be occasions where the required drugs / equipment / services which form an essential part of the medical treatment as prescribed by the attending HA doctor on medical grounds are either chargeable by HA, or not available in HA. Under such circumstances, a CSEP may procure them from HA, or from outside only when the required drugs/ equipment/ services are not available in HA, and then apply to the Department of Health (DH) for reimbursement of medical expenses or direct payment in respect of specified items.

4. A summary of the coverage of the reimbursement programme and the relevant application form is provided below:

Reimbursable		Not reimbursable
Note: Must be prescribed on medical grounds		
Through direct payment from DH to HA	Through subsequent reimbursement ²	
<p><u>Drugs</u></p> <ul style="list-style-type: none"> ➤ Drugs on HA's self-financed items list and available at the pharmacy of the attending HA facility [use Application <u>FORM A</u> at Appendix 1] <p><u>Services/equipment</u></p> <ul style="list-style-type: none"> ➤ Specified services/equipment provided by HA (see paragraph 14 below) [use Application <u>FORM B</u> at Appendix 2] 	<p><u>Drugs</u></p> <ul style="list-style-type: none"> ➤ Drugs not available at the pharmacy of the attending HA facility [use Application <u>FORM B</u>] <p><u>Services/equipment</u></p> <ul style="list-style-type: none"> ➤ Services/equipment <u>other than</u> those covered under the direct payment arrangement (i.e. direct payment from DH to HA) [use Application <u>FORM B</u>] 	<ul style="list-style-type: none"> ➤ Drugs/services/equipment not prescribed on medical grounds (such as lifestyle drugs, including but not limited to those listed at Appendix 3³) ➤ Drugs available at the attending HA facility but procured by the patient outside ➤ Services/equipment available at HA but procured by the patient outside HA

Details on the use of FORM A and FORM B are set out in paragraphs 7 to 22 below.

² That is, the CSEP is required to procure the item through HA or outside and seek reimbursement from DH later.

³ For avoidance of doubt, lifestyle drug items are not reimbursable. However, if a drug listed in Appendix 3 is prescribed by the attending HA doctor for medical necessity, and DH confirms that such is the case, the drug would not be regarded as a "lifestyle" drug with respect to that prescription and the CSEP concerned may apply for subsequent reimbursement using FORM B.

5. For reimbursement of expenses on medical equipment, our policy is that unless the attending HA doctor has certified that a specific or a more sophisticated model of the equipment is required, only the cost of the **basic model** will be reimbursable. Specifically, for Continuous Positive Airway Pressure machines, a detailed note setting out the reimbursement arrangements, including the maximum rate for a basic model, is at **Appendix 4** (**Appendix 4** is also attached to FORM B as FORM B(1)).

6. The reimbursement programme in paragraph 4 above is also applicable in cases where an attending DH doctor prescribes drugs which form an essential part of the medical treatment to the CSEP on medical grounds and the drugs are not available in the pharmacy of the attending DH clinic. For such cases, the civil servant or pensioner⁴ concerned may apply to DH for reimbursement of medical expenses incurred on the drugs. The application FORM B is also applicable for this purpose.

FORM A - Application for Direct Payment of Medical Expenses from Department of Health on Drugs Provided by the Hospital Authority

7. The application FORM A should be used for applying for direct payment arrangement for drugs available at the pharmacy of the attending HA facility. Subject to the compliance of the criteria set out in this circular, CSEPs need not pay out-of-pocket for any drugs on HA's self-financed items list (except lifestyle items) prescribed on medical grounds and available at the pharmacy of the attending HA facility. Instead, DH will settle the payment for drugs with HA direct.

8. The stock of drugs varies from facility to facility under HA. If the prescribed drug(s) shown in the attending HA doctor's prescription is/are available from the pharmacy of the attending HA facility, CSEPs must obtain the drugs from that pharmacy. In such cases, DH will not arrange reimbursement to any CSEP who buys the prescribed drug from an outside pharmacy.

9. Applicants for direct payment for drugs available at the pharmacy of the attending HA facility should read carefully the "Notes for Applicants" attached to application FORM A before completing the form. Part A of FORM A should be completed by the civil servant or pensioner⁵. Part B of FORM A should additionally be completed by a CSEP who is an eligible dependant and aged 18 or above; otherwise, it should be left blank. The CSEP attending the medical consultation is advised to bring along a FORM A, duly completed and signed by the civil servant or pensioner, for use if necessary.

⁴ For those pensioners not covered by the Medical and Dental Benefits Eligibility Checking System (ECS), they should attach a valid Try. 447 to the application FORM A or FORM B.

⁵ In exceptional cases, applications completed on behalf of the civil servant or pensioner may be considered, such as if the civil servant or pensioner himself/herself is the patient and is in a coma.

10. The CSEP will present the drug prescription obtained from the attending HA doctor to the pharmacy at the attending HA facility to obtain an invoice. For hospital in-patients, invoice(s) will be provided by ward staff. The duly completed FORM A together with the invoice issued by the pharmacy should be submitted by the CSEP to the shroff office of the attending HA facility. Upon checking the patient's eligibility for civil service medical benefits, the shroff will issue a receipt to the CSEP for presenting to the ward / pharmacy in order to obtain the prescribed drugs. The CSEP will not be required to make any payment. It should be noted that the CSEP will no longer be provided with an invoice for retention.

11. The steps for applying for direct payment from DH for drugs provided by the pharmacy at the attending HA facility are outlined at **Appendix 5** (the same flowchart is also attached as Annex A1 to FORM A).

12. For each episode of hospitalisation in the same hospital, a CSEP in-patient is only required to submit one application⁶. For CSEPs using outpatient services, including patients who have been discharged from hospital, a fresh application should be submitted for each round of prescription.

FORM B - Application for Reimbursement / Direct Payment of Medical Expenses (except drugs provided by the Hospital Authority)

13. The application FORM B at **Appendix 2** should be used for applying for–

- (i) direct payment of medical expenses for specified equipment/services provided by HA;
- (ii) reimbursement of medical expenses for other chargeable equipment/services provided by/through HA; and
- (iii) reimbursement of medical expenses for drugs/equipment/services not available at HA.

(i) Direct payment of medical expenses from Department of Health for specified equipment/services provided by HA

14. Provided that the equipment / services are prescribed on medical grounds, CSEPs are also not required to pay out-of-pocket for the following equipment / services provided by HA which are covered under the direct payment arrangement:

- (a) percutaneous transluminal coronary angioplasty (PTCA) cases;
- (b) intraocular lens procedures;
- (c) non-PTCA consumables for interventional cardiology; and
- (d) positron emission tomography (PET) service.

⁶ The same application may be used to cover multiple medications included in the same prescription. A fresh application is required for out-patients for each new round of prescription, even if the prescription is for the same drug. For hospitalised CSEPs, there is no need to submit a new application within an episode of hospitalisation. A fresh application is required only if the hospitalised CSEP is transferred to another hospital.

15. To apply for direct payment for the above, CSEPs should complete application FORM B. Applicants should read carefully the “Notes for Applicants” therein before completing the form. Some salient points are highlighted below for CSEPs’ attention:

- (a) CSEPs are advised to submit FORM B (after completing Part B, and Part C if applicable) to the Medical Records Office of the relevant HA hospital.
- (b) HA will arrange for the attending doctor to provide medical certification by completing Part A of FORM B if the equipment / services⁷ forming an essential part of the medical treatment are :
 - (i) prescribed on medical grounds. The following will not be covered –
 - lifestyle items that are not prescribed on the basis of medical necessity but rather as a matter of personal convenience or preference, or
 - items not related to treatment of ailment;
 - and**
 - (ii) without alternative treatment of equivalent efficacy available in HA free of charge; or if such is available, the CSEP does not respond well clinically to the alternative treatment.
- (c) Depending on the practice of individual HA clusters, CSEPs may be requested to file another HA form for requesting medical records/information together with FORM B for seeking HA doctor’s medical certification. If so, CSEPs will be provided with the form by the attending HA facility’s Medical Records Office.

16. The CSEPs, before the submission of the application forms to DH, should ensure that the attending HA doctor has ticked both of the appropriate boxes in Part A of FORM B to confirm that (a) the equipment/services⁸ are prescribed in accordance with the medical necessity of the CSEP; **AND** (b) the equipment/services are chargeable by HA or not available in HA. Otherwise, the processing time for the application forms without appropriate ticks will be affected, and the application may not be approved.

17. Part B of FORM B should be completed by the civil servant or pensioner. Part C of FORM B should be completed by a CSEP who is a dependant and aged 18 or

⁷ The criteria set out in paragraph 15(b) and 16 are applicable to cases where HA/DH doctors provide medical certification for CSEPs to claim for reimbursement on medical expenses on drugs.

⁸ See Footnote 7.

above. If the patient concerned is a civil servant or pensioner, Part C should be left blank. There is no need for the applicant to complete Part D of FORM B for direct payment for items (a) to (d) in paragraph 14.

18. Unless otherwise advised by the attending HA facility concerned, the completed FORM B should be submitted to the shroff office of the attending HA facility before the equipment/service is provided.

(ii) Reimbursement of medical expenses for other chargeable equipment/services provided by/through HA, and

(iii) Reimbursement of medical expenses for drugs/equipment/services not available at HA

19. For reimbursement of medical expenses for other chargeable equipment/services provided by/through HA and for drugs/equipment/services not available at HA, applicants should complete and submit the **original application FORM B** and supporting documents to DH (including **original** itemised bill/receipt(s), photocopy of the drug prescription issued by the HA attending doctor and any other relevant documents) within **three months** of procurement of the item(s).

20. Applicants should read the “Notes for Applicants” attached to FORM B prior to completing the form. Please make reference to paragraphs 15 to 17 above for completing Parts A to C of FORM B. Serving officers should submit FORM B together with supporting documents to the bureau/department to which he/she belongs for completion of Part D of FORM B. The bureau/department should arrange to deliver the whole set of documents to DH for processing. Pensioners should leave Part D blank and submit the application FORM B (with Parts A to C duly completed) together with supporting documents to DH direct.

21. Direct payment may be exceptionally arranged for equipment/services provided by an outside supplier, subject to the outside supplier’s agreement and medical certification from the attending HA doctor that the item is prescribed on medical grounds. For such an application, FORM B should likewise be used. If an application is rejected by DH or the amount approved is less than the actual amount incurred, the applicant will be responsible for settling any outstanding sum with the outside supplier direct.

22. The steps for applying for direct payment or reimbursement using FORM B are shown at **Appendix 6** (**Appendix 6** is also attached to FORM B as Annex).

Items that are Not Reimbursable

23. CSEPs should note that **no** reimbursement will be provided in the following situations -

- (a) the drugs / equipment / services are not prescribed on medical grounds (e.g. lifestyle drugs including, but not limited to, those listed at **Appendix 3**);
- (b) the drugs procured from outside are available at the pharmacy of the attending HA facility (regardless of whether the drugs are chargeable by HA), **even in cases of emergency**;
- (c) the equipment / services procured from outside are available in HA (regardless of whether the equipment / services are chargeable by HA), **even in cases of emergency and irrespective of whether the attending doctor has provided medical certification**;
- (d) drugs / equipment / services are procured from private facilities on the CSEP's own accord, **even in cases of emergency**; and/or
- (e) medical consultation, drugs, equipment and/or services pursuant to a consultation with an individual HA doctor or a member of the teaching staff of a university in the CSEP's capacity as the attending doctor's **private patient, even in cases of emergency**.

24. We would like to emphasise that all imaging services (including Computed Tomography (CT), Magnetic Resonance Imaging (MRI), ultrasound and others) which are available in HA are **not** reimbursable under prevailing reimbursement policy if CSEPs procure them from outside HA. HA regularly reminds its staff that arrangements should be made for CSEPs to receive imaging services at HA facilities. In case the CSEP wishes to check for an earlier appointment date for general CT, MRI or ultrasound, upon receipt of a booking appointment at an HA hospital, the CSEP may approach the Block G Imaging Centre at Queen Elizabeth Hospital to check whether an earlier appointment could be scheduled at the Block G Imaging Centre. For details, please refer to the Secretary for the Civil Service's memo of [\(65\) in PC/700/000/133 Pt.3](#) of 16 December 2010.

How to Obtain Application Forms

25. The application forms (i.e. FORM A and FORM B) can be downloaded from CSB's website (<http://www.csb.gov.hk/english/pension/med/558.html>). Civil servants may approach the administrative unit of their bureau/department for copies of the forms. Pensioners who require forms may contact the Pensioner Services Unit of this bureau by phone (at 2810 3850) or by email (csbpen@csb.gov.hk). Separately, a limited quantity of the application forms is available at the shroff of major HA hospitals listed at **Appendix 7**.

Timely Updating of Personal Particulars

26. Confirmation of eligibility for civil service medical and dental benefits is an essential prerequisite for reimbursement / direct payment of medical expenses. We would like to remind officers that it is their responsibility to report promptly to departmental management their own and their eligible dependants' personal particulars on first appointment and upon changes in such particulars as and when they arise, in order that departmental management can arrange timely updating in the departmental records and / or Treasury's Central Payroll Related Database (or electronic template). **In particular, officers are reminded to update information on full-time education or vocational training of their dependent children at the age of 19 or 20 as the Medical and Dental Benefits Eligibility Checking System will automatically exclude all dependent children once they reach the age of 19.** If officers fail to report changes in personal particulars, thus resulting in the provision of civil service medical benefits (including reimbursement / direct payment of medical expenses) to ineligible persons, the officer concerned will be held liable for payment of unpaid charges and recovery of over-paid benefits. Disciplinary action and / or legal proceedings may also be instigated.

Re-circulation

27. Departmental management should re-circulate this circular on a six-monthly basis.

Enquiries

28. A list of frequently asked questions is at **Appendix 8**. Enquiries concerning this circular should be addressed to Departmental Secretaries who, if in doubt, may contact the Medical Reimbursement Section, Finance and Supplies Division of DH (3107 3415 or 3107 3417) about the processing of applications and related payment and accounting arrangements. Departmental Secretaries may contact the Conditions of Service Division of this Bureau (2810 3079 or 2810 3082) in case of other questions.



(Ms Selene Tsoi)
for Secretary for the Civil Service

FORM A

**Application for Direct Payment of Medical Expenses on Drugs
Provided by the Hospital Authority**

in accordance with CSB Circular No. 2/2013

(Applicants should read CSB Circular No. 2/2013 and the Notes for Applicants at the end of this application form before completing the form)

To : Director of Health (Attn : Medical Reimbursement Section, Finance and Supplies Division)
Unit 1107-1108, 11/F, 248 Queen’s Road East, Wan Chai, Hong Kong
via Hospital Authority

Part A : To be completed by the applicant (i.e. the Government servant / pensioner unless specified in (c))

I wish to apply for direct payment to be made to the Hospital Authority for expenses for the drug(s) set out below (name and cost of the drug(s) as stated in the **attached invoice(s)** issued by the Hospital Authority) -

(a) Name of the Hospital Authority hospital / clinic attended: _____

(b) Particulars of the patient -

(i) Name: _____

(ii) HKID Card No.: _____

(iii) Date of birth: _____

(Please tick the appropriate box for (c))

(c) I am (or am applying on behalf of) :

a Government servant

a Pensioner

others, please specify : _____

If applying on behalf of an eligible applicant, please also complete the following:

(i) relationship with the eligible applicant : _____, and

(ii) reason(s) why he / she cannot complete this application :

Part A (cont'd) : To be completed by the applicant (i.e. the Government servant / pensioner unless specified in (c))

- (d) I hereby authorise the Department of Health to ask the Hospital Authority for further information on my or the patient's (if he or she is a dependant of the applicant and is below the age of 18 or an eligible dependant above the age of 18 but with mental infirmity) health condition where the Director considers necessary.
- (e) I have read CSB Circular No. 2/2013 and the **Notes for Applicants** at the end of this form. I understand and accept the terms and conditions governing the grant of direct payment of medical expenses set out in the CSB Circular and the **Notes for Applicants** of the form.

[(f) below is only applicable to pensioners]

- (f) I declare that on the date when the medical expenses above are / were incurred, I am / was in receipt of a pension or an annual allowance. In the event that the medical expenses have not yet been incurred and that my pension or an annual allowance has been suspended under the pensions legislation before the medical expenses are incurred, I will immediately notify the Department of Health and will provide such details as may be required.

(All applicants should complete the following part)

I understand that I will be liable to criminal prosecution if I wilfully furnish false or incomplete information in connection with this application.

Signature: _____	Contact telephone no.: _____
Name of the applicant: _____	Department: _____
HKID Card No.: _____	Date: _____

Part B: To be completed by the patient who is an eligible dependant and aged 18 or above (except for those with mental infirmity).

I hereby authorise the Department of Health to ask the Hospital Authority for further information on my health condition where the Director considers necessary.

Signature: _____	
Name of the patient: _____	Date: _____

Notes for Applicants

1. Drugs prescribed by the attending Hospital Authority (HA) doctor **and** available at the pharmacy of the attending HA hospital / clinic will be printed on a prescription form using landscape mode (i.e. the page is presented horizontally).
2. The direct payment arrangement set out in Civil Service Bureau Circular No. 2/2013 does **not** apply to drugs purchased from community pharmacies (i.e. outside the HA).
3. Applications for direct payment of drugs provided by the attending HA facility should be made by the Government servant or pensioner, except under special circumstances where the Government servant or pensioner is unable to complete the form, in which case their next of kin or legal guardian may exceptionally sign the form as an applicant.
4. Civil service eligible persons (CSEPs) who are hospitalised are only required to submit one application for direct payment of drugs within the same episode of hospitalisation in the same hospital. For CSEPs using outpatient services, including those who have been discharged from hospitals, a fresh application should be submitted for each prescription form (which may comprise multiple pages and include one or more drugs), even if the prescription is for the same drug.
5. Applicants who are pensioners but **not** covered by the Medical and Dental Benefits Eligibility Checking System (for example, pensioners without Hong Kong Identity cards) should also attach a valid Try. 447 to the application FORM A as a proof of the patient's eligibility for civil service medical benefits.
6. Drugs forming an essential part of the medical treatment must fulfil the following criteria for direct payment:
 - (a) they are prescribed on medical grounds;and
 - (b) there is no alternative treatment of equivalent efficacy available in HA free of charge; or if such is available, the patient does not respond well clinically to the alternative treatment.The following will **not** be covered under the reimbursement / direct payment arrangement:
 - lifestyle items that are not prescribed on the basis of medical necessity but rather as a matter of personal convenience or preference, or
 - items not related to treatment of ailment.
7. In accordance with Civil Service Regulations and Civil Service Bureau Circular No. 2/2013, the attending HA doctor of the case has sole discretion as to the amount and the nature of treatment provided, having regard to the medical necessity of the case.

8. Any reimbursement and / or direct payment of medical expenses is granted to the applicant on condition that any overpayment to him / her is recoverable in full as a debt with interest (as appropriate) and all costs and expenses incurred in recovering such debt and interest from him / her. In consideration of the Government granting to him / her the reimbursement and / or direct payment of medical expenses, he or she charges in favour of the Government all salaries, pensions, gratuities, allowances, benefits (including reimbursement for expenses already incurred) and any other monies payable or due to him / her or his / her estate from the Government (collectively, "Salaries and Pensions") and accrued benefits derived from voluntary contributions under any provident fund scheme ("Accrued Benefits") as security for payment or repayment of all sums (including interest, costs and expenses incurred in recovery, if any) payable or due to the Government arising from or incidental to the reimbursement and / or direct payment of medical expenses (collectively, "Indebtedness"). The Government shall deduct at such times at its own absolute discretion as it deems fit from his / her Salaries and Pensions in all circumstances including, but not limited to, where he or she becomes insolvent until the Indebtedness is fully recovered. Until the Indebtedness is fully recovered the Government is a secured creditor and has a charge on his / her Salaries and Pensions and Accrued Benefits for repayment of the Indebtedness. In applying for and on receipt of the reimbursement of medical expenses and / or upon direct payment being made by the Government, as the case may be, the applicant accepts in full the terms and conditions above.
9.
 - (a) The information provided will be used by the Department of Health for processing this application for direct payment of medical expenses in accordance with Civil Service Regulations and /or Civil Service Bureau Circulars. It may be transferred to other Government bureaux and departments and related persons and organisations (including the Hospital Authority) for the administration and provision of civil service medical benefits and related purposes.
 - (b) It will not be possible to process the application if the applicant fails to provide all the information required. Please ensure that the information provided is accurate. Obtaining benefits for oneself or another by furnishing false information may constitute a criminal offence.
 - (c) Data subjects may request for access to or correction of personal data provided on this form in accordance with the provisions of the Personal Data (Privacy) Ordinance. Such requests may be made in writing to the Director of Health (Attn.: Medical Reimbursement Section, Finance and Supplies Division).
10. As the attending doctor may prescribe both drugs available in the HA facility where the CSEP attended, as well as drugs which are not available in the said HA facility and need to be purchased in community pharmacies by the CSEP, different prescription forms will be issued for drugs available and not available in the HA facility. Upon provision of the requisite prescription, the steps to be followed by CSEPs in handling these prescriptions should be as follows:

Drugs available from the Pharmacy of the HA facility where the CSEP attends

The CSEP should receive a prescription form printed in landscape mode (i.e. the page is presented horizontally) from the attending HA doctor. The CSEP should then present that prescription form to the pharmacy to collect an invoice. For hospital in-patients, drug invoice(s) will be provided by ward staff. The duly completed application FORM A, together with the invoice should then be presented to the shroff of the attending HA facility. Upon checking the eligibility, the shroff will issue a receipt to the CSEP, who should then present the receipt to the ward / pharmacy for obtaining the prescribed drugs. A flowchart illustrating the key steps is attached at **Annex A1** to this form.

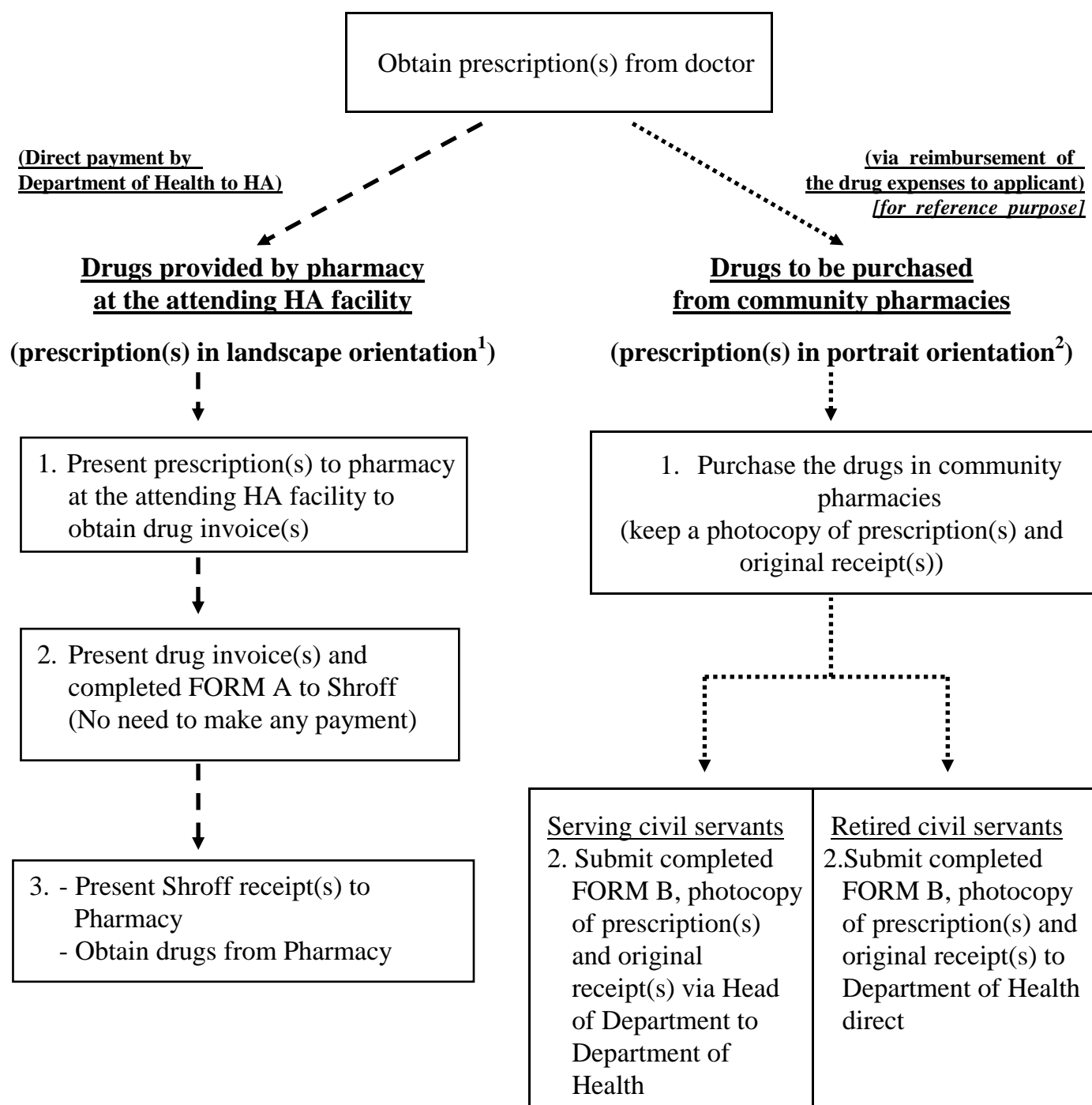
Drugs not available from the Pharmacy of the HA facility where the CSEP attends (mainly applicable for out-patient consultation)

The CSEP should receive a prescription form in portrait mode (i.e. the page is presented vertically). The CSEP should acquire the drugs from community pharmacies and apply thereafter to the Department of Health for reimbursement of medical expenses using FORM B as promulgated via Civil Service Bureau Circular No. 2/2013. A flowchart illustrating the key steps is attached at **Annex A1** to this form.

11. For enquiries, please contact the Departmental Secretary, who should approach the Medical Reimbursement Section, Finance and Supplies Division of the Department of Health (at 3107 3415 or 3107 3417; or by email at sco_mr@dh.gov.hk for enquiries) about the processing of applications and related payment and accounting arrangements. If Department Secretaries have other enquiries, they may contact the Conditions of Service Division of the Civil Service Bureau. Pensioners who require application forms may contact the Pensioner Services Unit of this bureau by phone (at 2810 3850) or by email (csbpen@csb.gov.hk).

**Application for Direct Payment of
Drugs Provided by the Attending Hospital Authority (HA) Facility**

Scenario 1
Out-patient service
(including patients being discharged from hospital)



Notes:

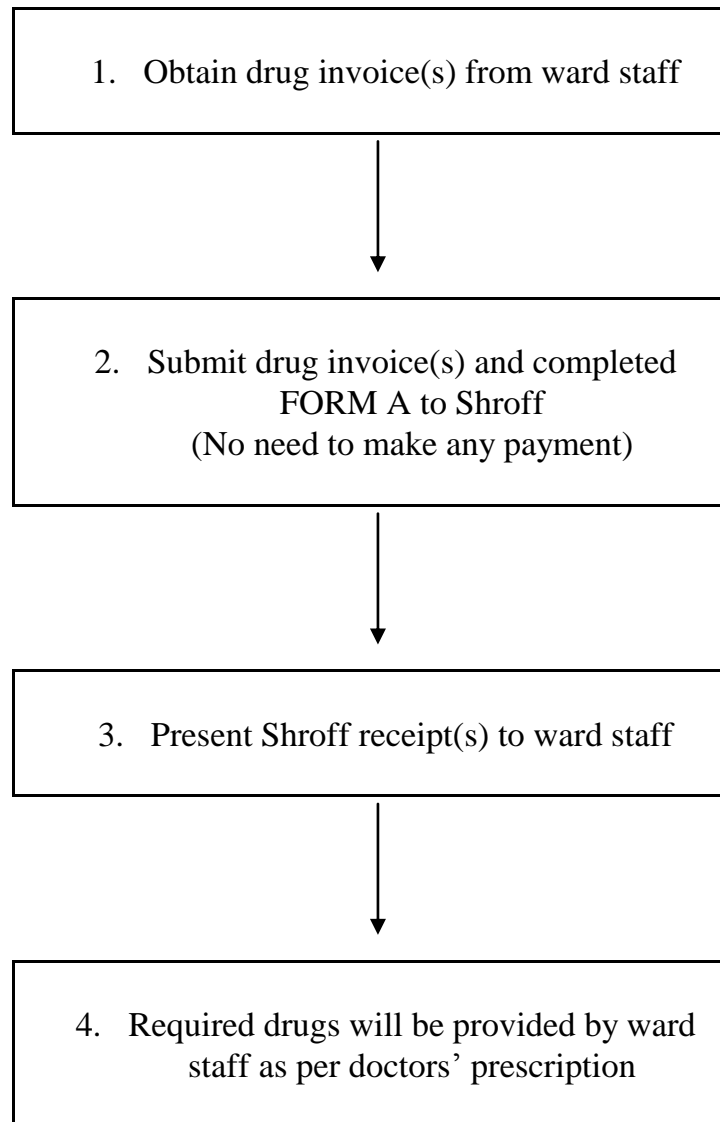
- Copies of FORM A and FORM B are attached to CSB Circular No. 2/2013, and are also available at CSB’s website (<http://www.csb.gov.hk/english/pension/med/558.html>).
- Please submit the “Application for Reimbursement/ Direct Payment of Medical Expenses” (FORM B) through the Medical Records Office at the HA hospital to seek the attending doctor’s assistance in completing Part A therein as necessary.

¹ i.e. the page is horizontally presented

² i.e. the page is vertically presented

**Application for Direct Payment of
Drugs Provided by the Attending HA Facility**

Scenario 2 : Hospital in-patient



Notes:

- Copies of FORM A and FORM B are attached to CSB Circular No. 2/2013, and are also available at CSB's website (<http://www.csb.gov.hk/english/pension/med/558.html>).
- Please refer to Appendix 7 of CSB Circular No. 2/2013 for the list of hospitals that keep a limited quantity of the application forms.

FORM B
Application for Reimbursement / Direct Payment of Medical Expenses
(except drugs provided by the Hospital Authority)
in accordance with CSB Circular No. 2/2013

*(Applicants should read CSB Circular No. 2/2013 and
the Notes for Applicants at the end of this application form before completing the form)*

IMPORTANT NOTES:

(1) Applicants will not be reimbursed expenses on drugs which are available in the pharmacy of the attending Hospital Authority facility; or for expenses on equipment / services available in the Hospital Authority.

(2) This form is also applicable for reimbursement of medical expenses on drugs which form an essential part of the medical treatment to the patient on medical grounds as prescribed by attending doctors of Department of Health's clinics but such drugs are not available in the pharmacy of the attending Department of Health's clinic. The attending Department of Health doctors should follow the contents in the Note on Page 3 as appropriate in completing Part A of the application form.

To : Director of Health (Attn : Medical Reimbursement Section, Finance and Supplies Division)
Unit 1107-1108, 11/F, 248 Queen's Road East, Wan Chai, Hong Kong

Part A : To be completed by the attending Hospital Authority doctor

Name of patient: _____ or affix label with particulars of patient here

HKID Card No.: _____

Please tick one:

I certify that the patient concerned **is** a **private patient**. (If this box is ticked, please proceed to (d) below)

I certify that the patient concerned is **not** a **private patient**.

(a) Diagnosis: _____

(b) Drugs / equipment / services required and cost / dosage of the items (if available):

(Note: The attending doctor should also fill in the supplementary sheet for Continuous Positive Airway Pressure machines and consumables, i.e. FORM B(1), if applicable.)

(c) Date / period of the treatment: _____

Part A to be continued on Page 2

Part A (cont'd) : To be completed by the attending Hospital Authority doctor

(Please refer to the attached note and tick as appropriate:)

I certify that *(please tick both boxes for a fully supported application)*

- the drugs / equipment / services above are prescribed in accordance with the medical necessity of the patient

AND

- the drugs / equipment / services are either chargeable by or not available in the Hospital Authority (see Note 4 on Page 3).

I am unable to certify because *(please tick one or more below) :-*

- the drugs / equipment / services above are **NOT** prescribed in accordance with the medical necessity of the patient;

AND / OR

- the drugs / equipment / services above are available in the Hospital Authority (whether chargeable by HA or not) but the patient intends to purchase / has already purchased them from outside.

(d) Doctor's particulars :

Signature: _____

Hospital /
Department
/ Clinic: _____
(with hospital / clinic chop)

Full name of attending
Hospital Authority /
doctor: _____
(in capital letters)

Contact
Tel. No.: _____

Post title: _____

Date: _____

Remark

**Note for attending Hospital Authority (HA) doctors
on civil service medical benefits**

This note sets out the medical benefits available to civil servants, pensioners and other eligible persons (i.e. eligible persons) for the reference of the attending HA doctors in providing the medical certification in **Part A**. Pursuant to the agreement between the Government and HA, the attending HA doctors will provide medical certification when eligible persons are required to purchase drugs / equipment / services under the prevailing Government policy as set out in Civil Service Bureau Circular No. 2/2013.

1. Eligible persons are eligible for free medical advice and treatment provided by HA.
2. The treatment provided will be dictated by the medical necessity of the case. Every endeavour will be made to give eligible persons the best available medical attendance and treatment, but the medical officer in charge of the case has sole discretion as to the amount and the nature of treatment provided.
3. **Doctors are reminded that drugs / equipment / services should be made available to an eligible person within the HA system. The attending doctor should not recommend that the eligible person procure items from outside HA unless the drug is not available from the attending HA facility, or in the case of services and equipment, not available within HA (i.e. not available in any HA hospital, including in other clusters).**
4. For the purpose of reimbursement of medical expenses to eligible persons, the attending HA doctors may provide the required certification if the drugs / equipment / services forming an essential part of the medical treatment are :
 - (a) prescribed on medical grounds. The following will not be covered –
 - lifestyle items that are not prescribed on the basis of medical necessity but rather as a matter of personal convenience or preference, or
 - items not related to treatment of ailment;
 - and
 - (b) without alternative treatment of equivalent efficacy available in HA free of charge; or if such is available, patients do not respond well clinically to the alternative treatment.
5. Purchase from outside of equipment / services which are available in HA or drugs which are available in the pharmacy of the attending HA hospital or HA clinic (including items chargeable by HA) will **not** be reimbursable. Diagnostic services such as magnetic resonance imaging (MRI) service, computerised tomography (CT) scan, ultrasound examination and positron emission tomography (PET) service are available in HA. No reimbursement will be made for these diagnostic services purchased outside HA.
6. Medical expenses on drugs / equipment / services arising from an eligible person consulting an individual HA doctor or a member of the teaching staff of a university as his / her **private patient** will **not** be reimbursable.

Remark: The attending doctor of Department of Health's clinics should follow the contents in this Note as appropriate in completing Part A of the application form.

Part B : To be completed by the applicant

(Please tick the appropriate box)

- I wish to apply for reimbursement (please see Note 1 on Page 6)
- direct payment from Department of Health to Hospital Authority (please see Note 2 on Page 6)
- direct payment from Department of Health to suppliers (please see Note 1(d) on Page 6)

of expenses for the drugs / equipment / services set out below -

(a) Name and cost of the drugs / equipment / services: _____

(b) Name of the Hospital Authority / Department of Health hospital / clinic attended: _____

(c) Particulars of the patient - _____

(i) Name: _____

(ii) HKID Card No.: _____

(iii) Date of birth: _____

(d) I confirm that the drugs / equipment / services listed in (a) above have been received.

(e) I hereby authorise the Department of Health to ask the Hospital Authority / clinics of Department of Health for further information on my or the patient's (if he or she is a dependant of the applicant and is below the age of 18 or a dependant aged 18 or above but with mental infirmity) health condition where the Director considers necessary.

(f) I have read CSB Circular No. 2/2013 and the **Notes for Applicants** at the end of this form. I understand and accept the terms and conditions governing the grant of reimbursement and / or direct payment of medical expenses set out in the CSB Circular and the **Notes for Applicants** of this form.

[(g) below is only applicable to pensioners]

(g) I declare that on the date when the medical expenses above are / were incurred, I am / was in receipt of a pension or an annual allowance. In the event that the medical expenses have not yet been incurred and that my pension or an annual allowance has been suspended under the pensions legislation before the medical expenses are incurred, I will immediately notify the Department of Health and will provide such details as may be required.

I understand that I will be liable to criminal prosecution if I wilfully furnish false or incomplete information in connection with this application.

Signature: _____ Contact telephone no.: _____

Name of the applicant: _____ Department: _____

HKID Card No.: _____ Date: _____

For pensioners only -

(i) Correspondence address: _____

(ii) E-mail address / Fax (optional): _____

Part C : To be completed by the patient who is a dependant and aged 18 or above (except for those with mental infirmity)

I hereby authorise the Department of Health to ask the Hospital Authority / clinics of Department of Health for further information on my health condition where the Director considers necessary.

Signature: _____

Name of the patient: _____ Date: _____

Part D : To be completed by the applicant's bureau/department (for reimbursement applications submitted by serving officers only)

[Remarks: Serving officers are not required to submit this form to their bureau/department for filling Part D if they apply for items under the direct payment arrangement from Department of Health to Hospital Authority (see Notes 2 and 3 on Page 6).]

I confirm that the patient is a Government servant
 a dependant of a Government servant
 others (please specify: _____)

eligible for free medical services as defined under CSR 900(3).

Signature: _____ Department: _____

Name of certifying officer: _____ Date: _____

Contact telephone no: _____ Our file ref: _____

Contact fax no: _____ Your file ref: _____

Notes for Applicants

1. (a) Application for reimbursement / direct payment of medical expenses should be made by the Government servant or pensioner.
 - (b) For reimbursement for medical expenses on drugs / equipment / services, the applicant should **submit the duly completed FORM B together with the ORIGINAL itemised bill / receipt(s) to the Director of Health for processing.** For serving officers, their applications should be submitted through their bureau / department after completion of Part D of FORM B.
 - (c) For applications in respect of expenses on **drugs purchased outside HA,** the applicant **must also attach a photocopy of the prescription** issued by the attending HA doctor to FORM B.
 - (d) For medical equipment, unless prescribed by the attending HA doctor as per Note 5 below that a specific or a more sophisticated model of the equipment is required, only the cost of the **basic model** will be reimbursable. The applicant may request the Government to pay for the expenses to an outside supplier direct or pay for them first and seek reimbursement subsequently. The applicant should secure the acceptance of such arrangement from the supplier before submitting the application to the Department of Health for direct payment of expenses. If the application is rejected by the Department of Health or the amount approved is less than the actual amount incurred, it is the responsibility of the applicant to settle the remaining sum with the outside supplier.
 - (e) The steps for applying for direct payment or reimbursement using this form (i.e. FORM B) are shown at **Annex.**
2. This form (i.e. FORM B) is applicable for the following direct payment items under the arrangement with HA:
 - (a) percutaneous transluminal coronary angioplasty (PTCA) procedures;
 - (b) intraocular lens operation;
 - (c) non-PTCA consumables for interventional cardiology; and
 - (d) positron emission tomography (PET) service

This form is not applicable for direct payment of medical expenses on drugs provided by the attending HA facility. Applicants should use FORM A instead.

3. For items (a) to (d) in Note 2 above, the applicant should complete Parts B-C, and present the partially completed FORM B via the Medical Records Office of the relevant HA hospital to the attending HA doctor who will complete Part A. For direct payment for procuring HA items, the applicant should forward the form to the Shroff Office of the hospital / clinic concerned for processing. Completion of Part D is not required for application for direct payment.
4. Applicants who are pensioners but **not** covered by the Medical and Dental Benefits Eligibility Checking System (e.g. pensioners without Hong Kong Identity cards) should also attach a valid Try. 447 to the application FORM B as a proof of the patient's eligibility for civil service medical benefits.

5. Drugs / equipment / services forming an essential part of the medical treatment must fulfil the following criteria for reimbursement / direct payment:

(a) they are prescribed on medical grounds. The following will not be covered –

- lifestyle items that are not prescribed on the basis of medical necessity but rather as a matter of personal convenience or preference, or
- items not related to treatment of ailment;

and

(b) there is no alternative treatment of equivalent efficacy available in HA free of charge; or if such is available, patients do not respond well clinically to the alternative treatment.

In accordance with Civil Service Regulations and Civil Service Bureau Circular No. 2/2013, the attending HA / Department of Health doctor has sole discretion as to the amount and the nature of treatment provided, having regard to the medical necessity of the case.

6. Applicants should note in particular that the reimbursement arrangement / direct payment arrangement does **NOT** apply in the following situations -

- (a) the drugs / equipment / services are not prescribed on medical grounds (e.g. lifestyle drugs);
- (b) the drugs procured from outside are available at the pharmacy of the attending HA facility (regardless of whether the drugs are chargeable by HA), **even in cases of emergency**;
- (c) the equipment / services procured from outside are available in HA (regardless of whether the equipment/services are chargeable by HA), **even in cases of emergency and irrespective of whether the attending doctor has provided medical certification**;
- (d) drugs / equipment / services are procured from private facilities on the civil service eligible person (CSEP)'s own accord, **even in cases of emergency**; and/or
- (e) medical consultation, drugs, equipment and/or services pursuant to a consultation with an individual HA doctor or a member of the teaching staff of a university in the CSEP's capacity as the attending doctor's **private patient, even in cases of emergency**.

7. Private service described in paragraph 6(e) above falls outside the scope of civil service medical benefits and accordingly, medical expenses arising from the patronage of private service are not reimbursable.

8. Any reimbursement and / or direct payment of medical expenses is granted to the applicant on condition that any overpayment to him / her are recoverable in full as a debt with interest (as appropriate) and all costs and expenses incurred in recovering such debt and interest from him / her. In consideration of the Government granting to him / her the reimbursement and / or direct payment of medical expenses, he or she charges in favour of the Government all salaries, pensions, gratuities, allowances, benefits (including reimbursement for expenses already incurred) and any other monies payable or due to him / her or his / her estate from the Government (collectively, "Salaries and Pensions") and accrued benefits derived from voluntary contributions under any provident fund scheme ("Accrued Benefits") as security for payment or repayment of all sums (including interest, costs and expenses incurred in recovery, if any) payable or due to the Government arising from or incidental to the reimbursement and / or direct payment of medical expenses (collectively, "Indebtedness"). The Government shall deduct at such times at its own absolute discretion as it deems fit from his / her Salaries and Pensions in all circumstances including, but not limited to, where he or she becomes insolvent until the Indebtedness is fully recovered. Until the Indebtedness is fully recovered the Government is a secured creditor and has a charge on his / her Salaries and Pensions and Accrued Benefits for repayment of the Indebtedness. In applying for and on receipt of the reimbursement of medical expenses and / or upon direct payment being made by the Government, as the case may be, the applicant accepts in full the terms and conditions above.
9. (a) The information provided will be used for processing of application for reimbursement / direct payment of medical expenses by the Department of Health in accordance with Civil Service Regulations and / or Civil Service Bureau Circulars. It may be transferred to other Government bureaux and departments and related persons and organisations (including Hospital Authority) for the administration and provision of civil service medical benefits and related purposes.
- (b) It will not be possible to process the application if the applicant fails to provide all the information required. Please ensure that the information provided is accurate. Obtaining benefits for oneself or another by furnishing false information may constitute a criminal offence.
- (c) Data subjects may request for access to or correction of personal data provided on this form in accordance with the provisions of the Personal Data (Privacy) Ordinance. Such requests may be made in writing to the Director of Health (Attn.: Medical Reimbursement Section, Finance and Supplies Division).
10. For enquiries, please contact the Departmental Secretary, who should approach the Medical Reimbursement Section, Finance and Supplies Division of the Department of Health (at 3107 3415 or 3107 3417; or by email at sco_mr@dh.gov.hk for enquiries) about the processing of applications and related payment and accounting arrangements. If Departmental Secretaries have other enquiries, they may contact the Conditions of Service Division of the Civil Service Bureau. Pensioners who require application forms may contact the Pensioner Services Unit of this bureau by phone (at 2810 3850) or by email (csbpen@csb.gov.hk).

FORM B(1)

Hospital Authority

Hospital

Patient's Identification
(or affix a label with particulars of patient here)

Continuous Positive Airway Pressure (CPAP) Machines / Consumables Reimbursement Form

(Supplementary form for CPAP Machines / Consumables Only)

Diagnosis Obstructive Sleep Apnoea
 Others (specify _____)

Equipment Basic CPAP machine
 Basic consumables Mask
 Tubing
 Filter
 Headgear / straps for fixing mask

Humidifier
 Other non-basic items (including machine and consumables). Please specify the item(s) with model no, if any.

Specify _____ Justification _____

Specify _____ Justification _____

Specify _____ Justification _____

I hereby certify that the ticked items are prescribed in accordance with the medical necessity of the patient.

Signature: _____ Hospital / Department / Clinic: _____

Name of attending Hospital Authority doctor : _____ Date: _____

Please **tick** the appropriate box(es)

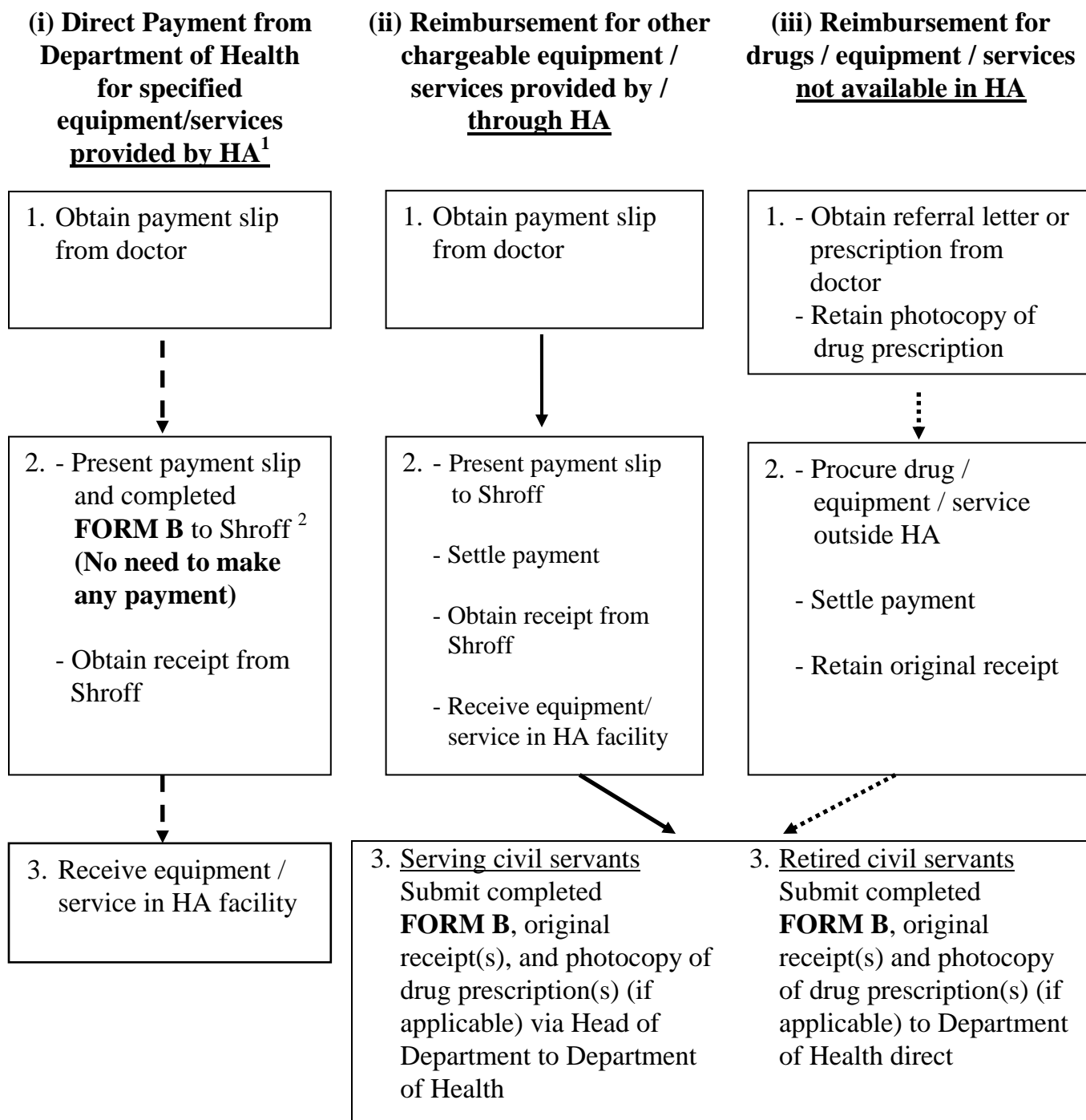
Notes on reimbursement arrangement for Continuous Positive Airway Pressure (CPAP) machines

Under the existing policy, unless the attending Hospital Authority (HA) doctor has certified that a specific or a more sophisticated model of CPAP machines is required, only the costs of the **basic model** of CPAP machines will be reimbursable. We have been advised by HA that the basic models of CPAP machines will cater for the medical needs of the vast majority of Obstructive Sleep Apnoea patients. Taking into account the prices of various basic models of CPAP machines available in the market, reimbursement of the basic model of a CPAP machine will be subject to a maximum rate of \$5,800. The rate will be reviewed regularly, any updated rate will be promulgated by circular memorandum or memo to bureaux and departments for general information. The maximum rate is **NOT** applicable to a case where the attending HA doctor has certified that a specific or a more sophisticated model of CPAP machine is required by the civil service eligible person (CSEP) on medical grounds. In other words, reimbursement of the relevant expenses under such cases will not be subject to the maximum rate.

2. We note from information provided by suppliers that CPAP machines generally have an estimated life cycle of around four years. On this basis, we consider it appropriate and reasonable to adopt a four-year replacement cycle as a reference in processing reimbursement applications. CSEPs are advised to take this into account in selecting CPAP machines and to exercise care in the daily use of the machine to minimise the chance of premature wear and tear. If a replacement of the old CPAP machine is needed, the CSEP has to provide **a supplier letter** certifying that the old CPAP machine is beyond economical repairs. The reference replacement cycle of four years does **NOT** prohibit replacement of CPAP machines within four years if the attending HA doctor has certified that the replacement is necessary for medical treatment.

3. CPAP consumables that are certified by the attending HA doctor to be required on medical grounds are also reimbursable. Unless the attending doctor has certified that a specific or a more sophisticated model of CPAP machines is required, only the costs of the consumables used for the basic model of CPAP machines will be considered for reimbursement.

**Application for Direct Payment / Reimbursement of Medical Expenses
(Except Drugs Provided by the Hospital Authority (HA))**



Notes:

- Copy of FORM B is attached to CSB Circular No. 2/2013, and is also available at CSB's website (<http://www.csb.gov.hk/english/pension/med/558.html>). A limited supply of forms is also available from the shroff of major HA hospitals.
- Please submit FORM B through the Medical Records Office at the HA hospital for the attending doctor's assistance in completing Part A therein as necessary.

¹ Including (a) percutaneous transluminal coronary angioplasty (PTCA) procedures; (b) intraocular lens operation; (c) non-PTCA consumables for interventional cardiology; and (d) positron emission tomography (PET) service.

² Civil service eligible persons should submit FORM B to Shroff before the equipment / service is provided, unless otherwise advised by the attending HA facility concerned.

Examples of Lifestyle Drugs/Items¹
生活方式藥物/項目例子

Finasteride Tablet for alopecia 非那甯胺片劑 - 治療禿頭
Keri Lotion ²
Minoxidil (Topical Preparations) 米諾地爾(外用製劑)
Oilatum Emollient 愛麗她潤膚沐浴油(商標)
Orlistat Capsule 奧利司他膠囊劑
Sildenafil Tablet, Alprostadil Injection and Papaverine Injection for erectile dysfunction 昔多芬片劑, 前列地爾注射劑及 罌粟鹼注射劑 - 治療勃起功能障礙
Tadalafil Tablet 他達那非片劑
Vardenafil Tablet 伐地那非片劑

¹ As set out in CSB Circular No. 2/2013, lifestyle drugs/items are not reimbursable. For example, in many cases, Finasteride Tablets for treating alopecia, or Sildenafil Tablets for treating erectile dysfunction, are lifestyle drugs which are not prescribed for medical necessity, and therefore fall outside the scope of the reimbursement arrangement. However, as stated in footnote 3 of CSB Circular No. 2/2013, if a drug/item listed in this Appendix is prescribed by the attending Hospital Authority doctor for medical necessity, and Department of Health confirms that such is the case, the drug/item would not be regarded as a “lifestyle” drug/item with respect to that prescription and the civil service eligible person concerned may apply for subsequent reimbursement using FORM B. 根據公務員事務局通告第2/2013號, 生活方式藥物/項目並不屬發還醫療費用的物品。舉例來說, 很多時醫生會處方非那甯胺片劑以治療禿頭和昔多芬片劑以治療勃起功能障礙, 在上述情況下有關藥物都屬於生活方式藥物, 而非基於治療需要而處方, 所以不屬發還費用安排的範疇。然而, 公務員事務局通告第2/2013號的註腳3列明, 醫院管理局主診醫生如基於醫療需要而處方本附錄所列的藥物/項目, 並獲衛生署確定屬實, 則該次處方的藥物/項目將不會視為“生活方式”藥物/項目, 有關的公務員及合資格人士可使用表格B申請日後發還費用。

² No Chinese name 沒有中文名

FORM B(1)

Hospital Authority

Hospital

*Patient's Identification
(or affix a label with particulars of
patient here)*

**Continuous Positive Airway Pressure (CPAP) Machines / Consumables
Reimbursement Form**

(Supplementary form for CPAP Machines / Consumables Only)

Diagnosis Obstructive Sleep Apnoea
 Others (specify _____)

Equipment Basic CPAP machine
 Basic consumables Mask
 Tubing
 Filter
 Headgear / straps for fixing mask

Humidifier
 Other non-basic items (including machine and consumables). Please specify the item(s) with model no, if any.

Specify _____ Justification _____

Specify _____ Justification _____

Specify _____ Justification _____

I hereby certify that the ticked items are prescribed in accordance with the medical necessity of the patient.

Signature: _____ Hospital / Department / Clinic: _____

Name of attending Hospital
Authority doctor : _____ Date: _____

Please **tick** the appropriate box(es)

Notes on reimbursement arrangement for Continuous Positive Airway Pressure (CPAP) machines

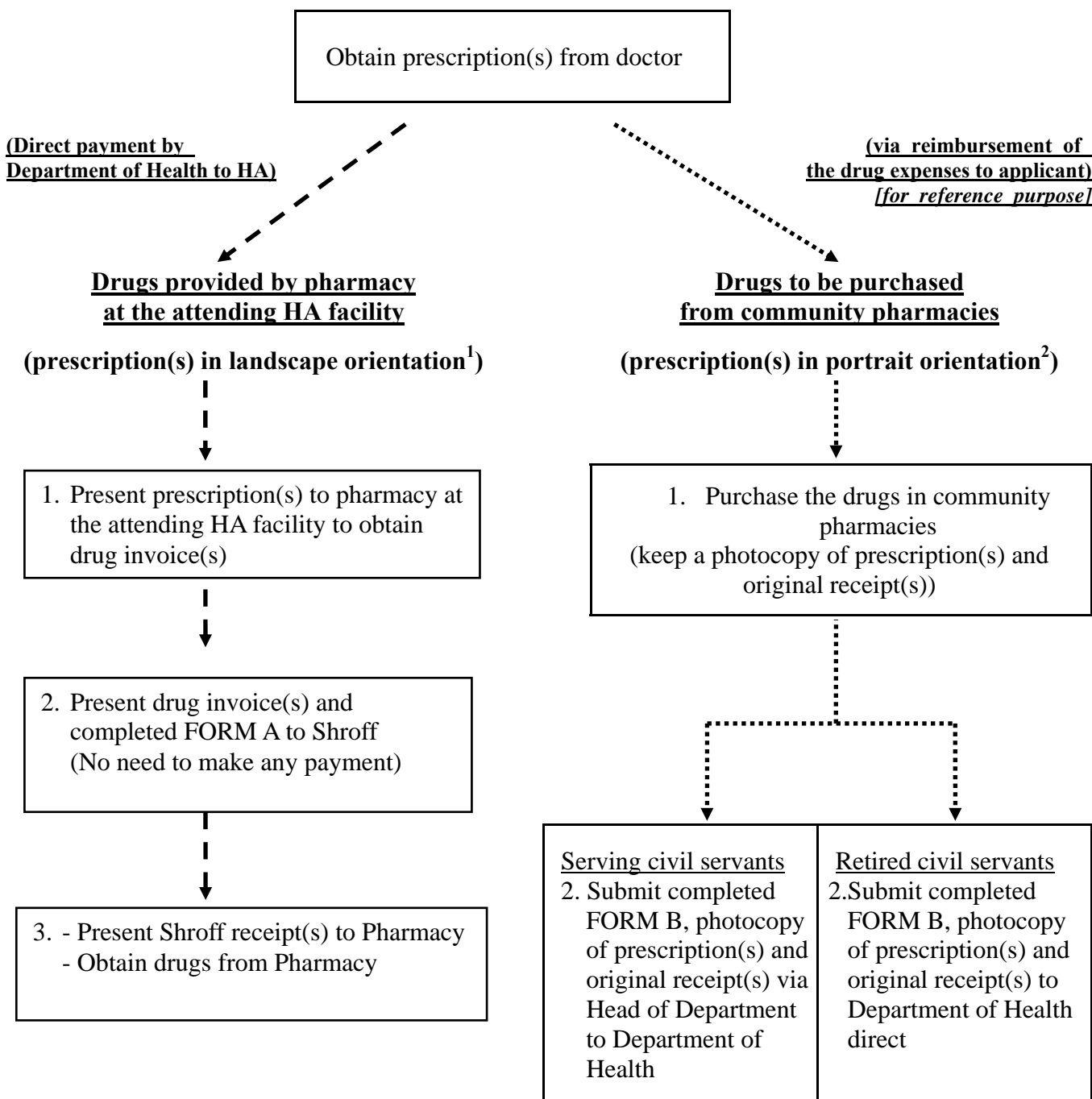
Under the existing policy, unless the attending Hospital Authority (HA) doctor has certified that a specific or a more sophisticated model of CPAP machines is required, only the costs of the **basic model** of CPAP machines will be reimbursable. We have been advised by HA that the basic models of CPAP machines will cater for the medical needs of the vast majority of Obstructive Sleep Apnoea patients. Taking into account the prices of various basic models of CPAP machines available in the market, reimbursement of the basic model of a CPAP machine will be subject to a maximum rate of \$5,800. The rate will be reviewed regularly, any updated rate will be promulgated by circular memorandum or memo to bureaux and departments for general information. The maximum rate is **NOT** applicable to a case where the attending HA doctor has certified that a specific or a more sophisticated model of CPAP machine is required by the civil service eligible person (CSEP) on medical grounds. In other words, reimbursement of the relevant expenses under such cases will not be subject to the maximum rate.

2. We note from information provided by suppliers that CPAP machines generally have an estimated life cycle of around four years. On this basis, we consider it appropriate and reasonable to adopt a four-year replacement cycle as a reference in processing reimbursement applications. CSEPs are advised to take this into account in selecting CPAP machines and to exercise care in the daily use of the machine to minimise the chance of premature wear and tear. If a replacement of the old CPAP machine is needed, the CSEP has to provide **a supplier letter** certifying that the old CPAP machine is beyond economical repairs. The reference replacement cycle of four years does **NOT** prohibit replacement of CPAP machines within four years if the attending HA doctor has certified that the replacement is necessary for medical treatment.

3. CPAP consumables that are certified by the attending HA doctor to be required on medical grounds are also reimbursable. Unless the attending doctor has certified that a specific or a more sophisticated model of CPAP machines is required, only the costs of the consumables used for the basic model of CPAP machines will be considered for reimbursement.

**Application for Direct Payment of
Drugs Provided by the Attending Hospital Authority (HA) Facility**

Scenario 1
Out-patient service
(including patients being discharged from hospital)



Notes:

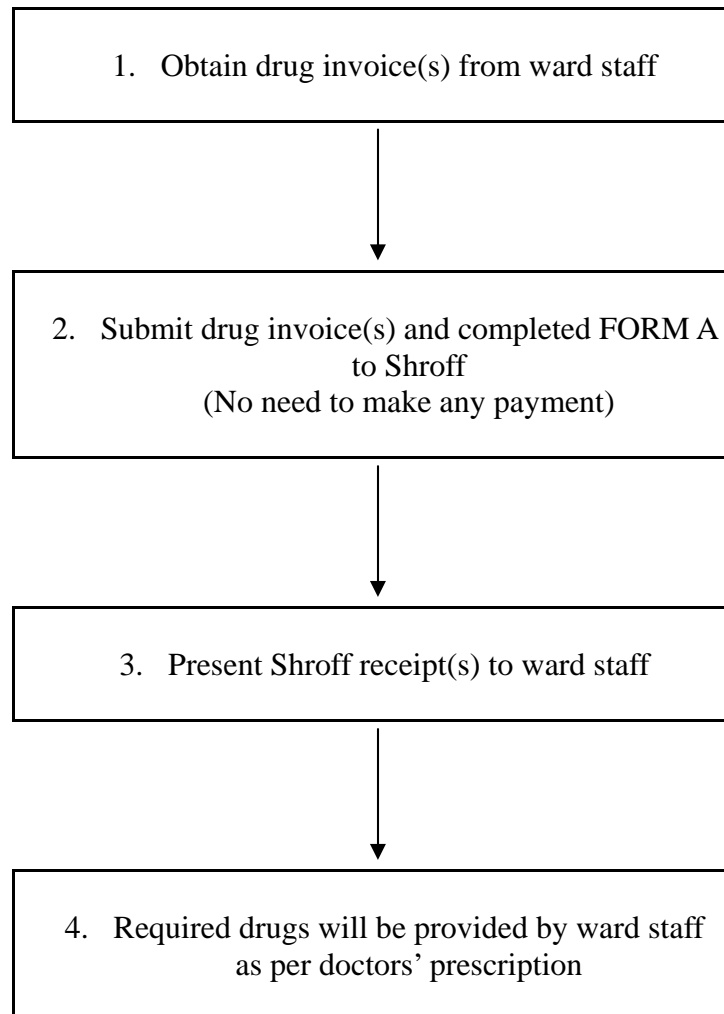
- Copies of FORM A and FORM B are attached to CSB Circular No. 2/2013, and are also available at CSB’s website (<http://www.csb.gov.hk/english/pension/med/558.html>).
- Please submit the “Application for Reimbursement/ Direct Payment of Medical Expenses” (FORM B) through the Medical Records Office at the HA hospital to seek the attending doctor’s assistance in completing Part A therein as necessary.

¹ i.e. the page is horizontally presented

² i.e. the page is vertically presented

**Application for Direct Payment of
Drugs Provided by the Attending HA Facility**

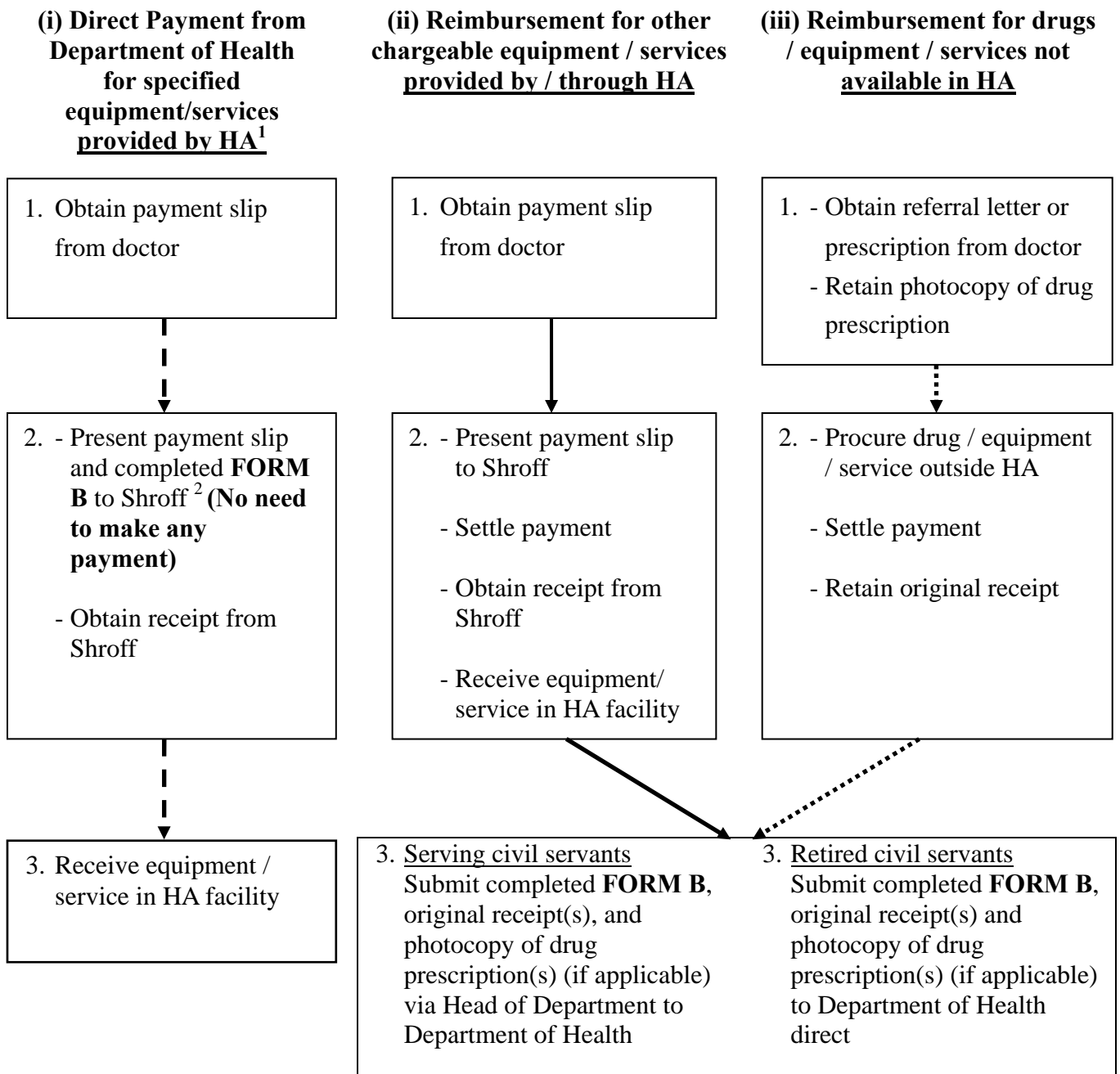
Scenario 2 : Hospital in-patient



Notes:

- Copies of FORM A and FORM B are attached to CSB Circular No. 2/2013, and are also available at CSB's website (<http://www.csb.gov.hk/english/pension/med/558.html>).
- Please refer to Appendix 7 of CSB Circular No. 2/2013 for the list of hospitals that keep a limited quantity of the application forms.

**Application for Direct Payment / Reimbursement of Medical Expenses
(Except Drugs Provided by the Hospital Authority (HA))**



Notes:

- Copy of FORM B is attached to CSB Circular No. 2/2013, and is also available at CSB's website (<http://www.csb.gov.hk/english/pension/med/558.html>). A limited supply of forms is also available from the shroff of major HA hospitals.
- Please submit FORM B through the Medical Records Office at the HA hospital for the attending doctor's assistance in completing Part A therein as necessary.

¹ Including (a) percutaneous transluminal coronary angioplasty (PTCA) procedures; (b) intraocular lens operation; (c) non-PTCA consumables for interventional cardiology; and (d) positron emission tomography (PET) service.

² Civil service eligible persons should submit FORM B to Shroff before the equipment / service is provided, unless otherwise advised by the attending HA facility concerned.

**List of Hospitals that Keep Copies of
Application FORM A and Application FORM B**

Cluster	Hospital	Responsible Office / Location / Office Hours	Telephone
Hong Kong East Cluster	Pamela Youde Nethersole Eastern Hospital	Enquiry Counter / G/F., Main Block, Pamela Youde Nethersole Eastern Hospital / <u>Monday to Friday</u> 9:00 a.m. to 5:00 p.m. <u>Saturday</u> 9:00 a.m. to 1:00 p.m.	2595 6205
	Ruttonjee Hospital	Medical Records Office / LG1, Hospital Main Building, Ruttonjee Hospital / <u>Monday to Friday</u> 9:00 a.m. to 1:00 p.m. 2:00 p.m. to 5:30 p.m. <u>Saturday</u> 9:00 a.m. to 12:00 noon	2291 1035
	St. John Hospital	Personnel Office / 2/F., Out-Patients Block, St. John Hospital / <u>Monday to Friday</u> 9:00 a.m. to 1:00 p.m. 2:00 p.m. to 5:00 p.m.	2981 9442
Hong Kong West Cluster	Queen Mary Hospital	Health Information & Records Office / 2/F., Block S, Queen Mary Hospital / <u>Monday to Friday</u> 9:00 a.m. to 1:00 p.m. 2:00 p.m. to 5:00 p.m. <u>Saturday</u> 9:00 a.m. to 1:00 p.m.	2855 4175
	Grantham Hospital	Medical Records Office / G/F., Main Block, Grantham Hospital / <u>Monday to Friday</u> 9:00 a.m. to 5:00 p.m. <u>Saturday</u> 9:00 a.m. to 1:00 p.m.	2518 2201

Cluster	Hospital	Responsible Office / Location / Office Hours	Telephone
Kowloon West Cluster	Kwong Wah Hospital	Medical Report Office / 3B, Administration Building, Kwong Wah Hospital / <u>Monday to Friday</u> 8:45 a.m. to 1:00 p.m. 2:00 p.m. to 5:30 p.m.	3517 5216
	Caritas Medical Centre	Medical Report Section/Medical Record Office / 13/F., Wai Oi Block, Caritas Medical Centre / <u>Monday to Friday</u> 8:30 a.m. to 1:00 p.m. 2:00 p.m. to 5:15 p.m.	3408 7992
	Princess Margaret Hospital	Medical Records Office / 3/F., Block G, Princess Margaret Hospital / <u>Monday to Friday</u> 8:45 a.m. to 1:00 p.m. 2:00 p.m. to 5:30 p.m.	2990 1733
	Yan Chai Hospital	Data Access Request/Medical Report Office / Room 329, 3/F., Block B, Yan Chai Hospital / <u>Monday to Friday</u> 8:30 a.m. to 1:00 p.m. 2:00 p.m. to 5:30 p.m.	2417 8146
Kowloon Central Cluster	Queen Elizabeth Hospital	Medical Information Registry Office / Room 12, 1/F., Block E, Queen Elizabeth Hospital / <u>Monday to Friday</u> 9:00 a.m. to 1:00 p.m. 2:00 p.m. to 5:45 p.m.	2958 8435
	Hong Kong Eye Hospital	Medical Records Department / G/F., Hong Kong Eye Hospital / <u>Monday to Friday</u> 8:30 a.m. to 1:00 p.m. 2:00 p.m. to 5:30 p.m.	2762 3112
Kowloon East Cluster	United Christian Hospital	Medical Report Office / G/F., Block H, United Christian Hospital / <u>Monday to Friday</u> 9:00 a.m. to 1:00 p.m. 2:00 p.m. to 5:00 p.m. <u>Saturday</u> 9:00 a.m. to 1:00 p.m.	3513 4070
	Tseung Kwan O Hospital	Admission Office / G/F., Hospital Main Block, Tseung Kwan O Hospital / <u>Monday to Friday</u> 8:00 a.m. to 4:00 p.m. <u>Saturday</u> 8:00 a.m. to 12:00 noon	2208 0346

Cluster	Hospital	Responsible Office / Location / Office Hours	Telephone
New Territories East Cluster	Prince of Wales Hospital	Medical Records Office / 2/F., Day Treatment Block & Children Ward, Prince of Wales Hospital / <u>Monday to Friday</u> 9:00 a.m. to 1:00 p.m. 2:00 p.m. to 5:30 p.m.	2632 2416
	Alice Ho Miu Ling Nethersole Hospital	Admission Office / Block A, G/F., Alice Ho Miu Ling Nethersole Hospital / <u>Monday to Friday</u> 8:00 a.m. to 12:00 noon 1:00 p.m. to 4:00 p.m.	2689 2041
	North District Hospital	Health Information & Record Department / Lower Ground Floor, North District Hospital / <u>Monday to Friday</u> 8:45 a.m. to 1:00 p.m. 2:00 p.m. to 5:30 p.m.	2683 7042
New Territories West Cluster	Tuen Mun Hospital	Release of Information Services, Health Information and Records Office / 3/F., Rehabilitation Block, Tuen Mun Hospital / <u>Monday to Friday</u> 9:00 a.m. to 1:00 p.m. 2:00 p.m. to 5:00 p.m. <u>Saturday</u> 9:00 a.m. to 1:00 p.m.	2468 5371
	Pok Oi Hospital	Release of Information Services, Health Information and Records Department G/F, Pok Oi Hospital <u>Monday to Friday</u> 9:00 a.m. to 1:00 p.m. 2:00 p.m. to 5:00 p.m. <u>Saturday</u> 9:00 a.m. to 12:30 p.m.	2486 8538

Notes

1. Civil service eligible persons (CSEPs) are advised to submit their application forms through the Medical Records Office at the Hospital Authority hospital for seeking the attending doctor's assistance in completing Part A of application FORM B. They may obtain copies of application forms from the departmental secretaries or the Pensioner Services Unit of Civil Service Bureau (CSB) (in the case of retired officers), or download the form from the CSB website (<http://www.csb.gov.hk/english/pension/med/558.html>).
2. In case CSEPs did not bring along the application form, they may approach the abovementioned offices during office hours to ask for a copy of the relevant form.

Application for Reimbursement / Direct Payment of Medical Expenses

Frequently Asked Questions

Q1: Is there any limit on the amount of medical expenses to be reimbursed to an applicant?

A1: The Government will reimburse the medical expenses incurred on drugs / equipment / services to the applicants as long as the criteria set out in Civil Service Bureau (CSB) Circular No. 2/2013 are fully met.

On reimbursement of expenses on medical equipment, the existing policy is that unless the attending Hospital Authority (HA) doctor has certified that a specific or a more sophisticated model of the equipment is required, only the costs of the **basic model** will be reimbursable. For Continuous Positive Airway Pressure machines, a detailed note setting out the reimbursement arrangements, including the maximum rate for a basic model, is at **Appendix 4** (the same is attached to FORM B as FORM B(1)).

Q2: Civil service eligible persons (CSEPs) will not be reimbursed the medical expenses incurred if they procure services from outside that are available in HA. Is there any list of such services provided by HA?

A2: An exhaustive list on the services available in HA is not available. In case of doubt, you are advised to contact the Medical Reimbursement Section, Finance and Supplies Division of the Department of Health (DH) for advice before procuring the items outside. Some examples on diagnostic services that are available in HA are given below –

- Computed Tomography (CT) scan
- Magnetic Resonance Imaging (MRI) scan
- Ultrasound examination
- Positron emission tomography (PET)

Please note that enhanced diagnostic services are available at Block G Imaging Centre at Queen Elizabeth Hospital for the exclusive use of CSEPs. CSEPs who already have a scheduled appointment for general CT/MRI/ultrasound services at their attending HA hospitals

and do not need to be hospitalised for receiving the required services may contact the Block G Imaging Centre to check whether an earlier appointment could be scheduled for receiving the service at the Imaging Centre. CSEPs are reminded that they should continue to book the required services at their attending HA hospitals first. For details, please refer to Secretary for the Civil Service's memo ref. (65) in PC/700/000/133 Pt.3 dated 16 December 2010. Relevant information has also been uploaded to the website of CSB.

Please also note that imaging services provided by local universities or Tung Wah Group of Hospitals Computed Tomography Imaging Centre, etc. are **not** reimbursable.

Q3: I have been prescribed drugs / equipment / services (e.g. cataract surgery, CT scan, and MRI scan, etc.) by a registered private medical practitioner. Could I claim for reimbursement of the drugs / equipment / services procured?

A3: The reimbursement arrangement does **not** apply if CSEPs seek medical treatment from private facilities or procure medicines from private dispensaries on their own accord, even in cases of emergency. If a private medical practitioner provides a referral letter for the CSEP and the patient's case is taken over by HA, the treatment / services thereafter prescribed by the attending HA doctor will be reimbursable subject to the criteria and procedures set out in CSB Circular No. 2/2013.

Q4: The attending HA doctor may indicate that private treatment / diagnostic services are available. In that case, could I claim for reimbursement of medical expenses for procuring the private medical service?

A4: HA provides comprehensive medical services to its patients and only few medical treatment / diagnostic service will not be available in HA. You may contact the Medical Reimbursement Section, Finance and Supplies Division of DH for advice before procuring the items outside.

Under the existing reimbursement policy, if a CSEP procures medical service which is available in HA from outside, even in cases of emergency or based on information provided by the attending HA doctor, the medical expenses so incurred will **not** be reimbursed. DH will **not** process any such claims, even if the

attending HA doctor provides the certification on the application FORM B.

Q5: The attending HA doctor prescribed drugs for me to be obtained in HA's pharmacy. Could I purchase those items in community pharmacies and then seek reimbursement of the medical expenses incurred?

A5: CSEPs will **not** be reimbursed the medical expenses on the purchase of drugs from outside if the drugs are available from the pharmacy at the attending HA facility.

Q6: Could I seek reimbursement for hospital maintenance fees?

A6: CSEPs will **not** be reimbursed hospital maintenance fees payable to HA hospitals. According to Civil Service Regulation (CSR) 920, officers and their dependants are charged for maintenance in hospitals under the auspices of HA¹. The daily hospital maintenance fees charged, which are set out at Annex 6.1 of CSRs, are lower than the charges for the public.

Q7: I attended a certain HA clinic before and was prescribed a drug that I found effective for my (chronic) condition and I was able to claim for reimbursement. Could I request the same drug to be prescribed to me (for the same condition) if I attended a different/new HA clinic and seek reimbursement for the drug?

A7: Drug prescriptions are provided by the HA attending doctor based on his/her clinical judgment of the patient's clinical conditions at the time. As patient's clinical conditions may change over time, whether the same drug would be prescribed to the same patient would depend on the HA attending doctor's clinical judgment of the patient's conditions at the time. In any case, certification on the claimant's reimbursement form should be a clinical decision. As long as the drug was prescribed on medical ground, a CSEP may claim for reimbursement, subject to the criteria and procedures set out in CSB Circular No. 2/2013.

Civil Service Bureau
March 2013

¹ CSR 924 exceptionally provides for specified groups of officers to be exempted from payment of daily maintenance fees or to pay half fees.