

VSS Doctors' Guide - Participating in VSS

3. PARTICIPATING IN VSS

This section leads doctors through the main steps for participating in VSS, namely pre-enrollment, enrollment application, enrollment confirmation, vaccination and reimbursement. It will also describe the eHealth System (Subsidies), amendment of particulars, de-enrollment, de-listing, monitoring and inspection, as well as data security and privacy.

3.1 For New Enrollees

3.1.1 Pre-enrollment

Doctors who are interested in joining VSS are encouraged to:-

- a) place purchase orders early to secure supplies of seasonal influenza vaccines with pharmaceutical manufacturers/suppliers. **Vaccine supplies are less reliable with late orders.**
- b) allocate sufficient storage space to maintain cold chain of vaccines, and follow the guidelines for proper vaccine storage and handling as set out in Section 3.3 of the Hong Kong Reference Framework for Preventive Care for Children in Primary Care Settings - Module on Immunisation (http://www.pco.gov.hk/english/resource/files/Module_on_Immunisation_Children.pdf or **Appendix F**). Please pay particular attention to the following points:
 - (i) strictly follow the vaccine manufacturers' recommendation on storage of individual vaccines
 - (ii) purpose-built vaccine refrigerators (PBVR) are the preferred means of storage for vaccines
 - (iii) cyclic defrost and bar refrigerators are not recommended because they produce wide fluctuations in the internal temperatures and regular internal heating
 - (iv) fill the lower drawers and the door with plastic water bottles or containers to maintain temperature stability if not using a PBVR
 - (v) each refrigerator storing vaccines should have a minimum/maximum thermometer and a temperature recording chart
 - (vi) check and record temperatures manually at least twice daily
- c) update knowledge about seasonal influenza vaccine, including its benefits and possible side-effects. Visit this link for details:
http://www.chp.gov.hk/files/pdf/short_version_of_recommendations_on_seasonal_influenza_vaccination_for_the_2016_17.pdf
- d) read "Enrollment Information" at CHP website carefully.

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3.1.2 Enrollment application

It takes up to 14 working days to process an enrollment application.
Doctors have to login the eHS(S) for online or paper enrollment.

The application process requires the following information from a doctor:-

- a) personal particulars;
- b) Medical Council registration number;
- c) information about the medical organisation¹ for which the doctor is working, if any;
- d) information about the clinic(s) providing subsidised vaccination;
- e) fee schedule for seasonal influenza / pneumococcal vaccination (a specific fee) for each target group; and
- f) nominated bank account(s) for reimbursement.

¹ Medical Organisation here means:-

- (a) an organisation (whether incorporated or not) which employs or engages a doctor to provide medical services to any person;
- (b) an organisation (whether incorporated or not):-
 - (i) under whose name a doctor provides medical services to any person; and
 - (ii) of which the doctor is the sole proprietor, partner, shareholder, director or other officer.

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The following documentary proofs will have to be sent to Vaccination Office by mail (preferably registered mail) with the completed and signed Application Form and Authority for Payment to a Bank Form(s) to complete the application process:-

- a) HKID (copy);
- b) address proof of the applicant and where applicable, medical organisation (e.g. copy of public utilities bill);
- c) business registration certificate of the medical organisation (copy); and
- d) bank account information (e.g. certified true and correct copy of bank correspondence to show the bank name, bank account number, name of the account holder) for reimbursement payment.

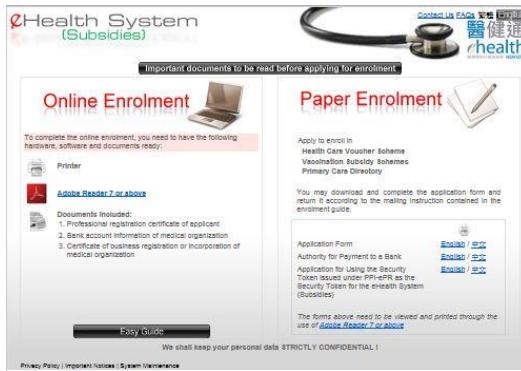
It takes up to 14 working days to process an enrollment application after the duly completed Application Form and Authority for Payment to a Bank Form(s) together with all supporting documents have been received by Vaccination Office. Upon completion of processing, the doctor will receive from Vaccination Office:-

- a) (i) confirmation letter with Service Provider Identity Number (SPID) (existing HCVS service provider can use the same SPID to access the eHealth System (Subsidies) upon confirmation of enrollment);
(ii) authentication token (existing HCVS service provider or those who have joined PPI-ePR, no extra authentication token will be issued) for enrolled doctor to activate his provider account in the eHealth System (Subsidies). Please note that this token cannot be transferred to other parties for use; and
(iii) a Smart Card Reader (see Section 3.6.8) to facilitate input of personal data of eligible vaccine recipients to eHealth System. Please follow the instruction notes attached to Smart Card Reader for installment. For technical assistance, please call the enquiry lines listed on the back of Smart Card Reader.
- b) a VSS scheme logo (see Section 3.3);
- c) aVSS price poster (see Section 3.3);
- d) Vaccination Cards (see Section 4.2.3); and
- e) *Consent to Use Vaccination Subsidy* forms (see Section 4.2.1).

The steps for online and paper enrollment are outlined in the flow charts in the next pages.

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3.1.3 Flow chart of Electronic Application (Online Enrollment)



Visit the eHS(S) website via CHP website (<http://www.chp.gov.hk>)



Type in the required information regarding personal and professional particulars, medical organisation and place of practice(s)



Type in the required information regarding the nominated bank account(s) for reimbursement (upon electronic submission of the enrollment application, an enrollment reference number would be provided)



Type in the respective service fee(s)



Print out the completed enrollment forms



Sign the Application Form

(Part V - Execution: to be signed by the applicant; and where applicable, the authorised signatory of the medical organisation)



Sign the Authority for Payment to a Bank form(s)

(Part 2 - Declaration: to be signed by the applicant;

and where applicable, the authorised signatory of the medical organisation)



Send the following to Vaccination Office preferably by registered mail:-

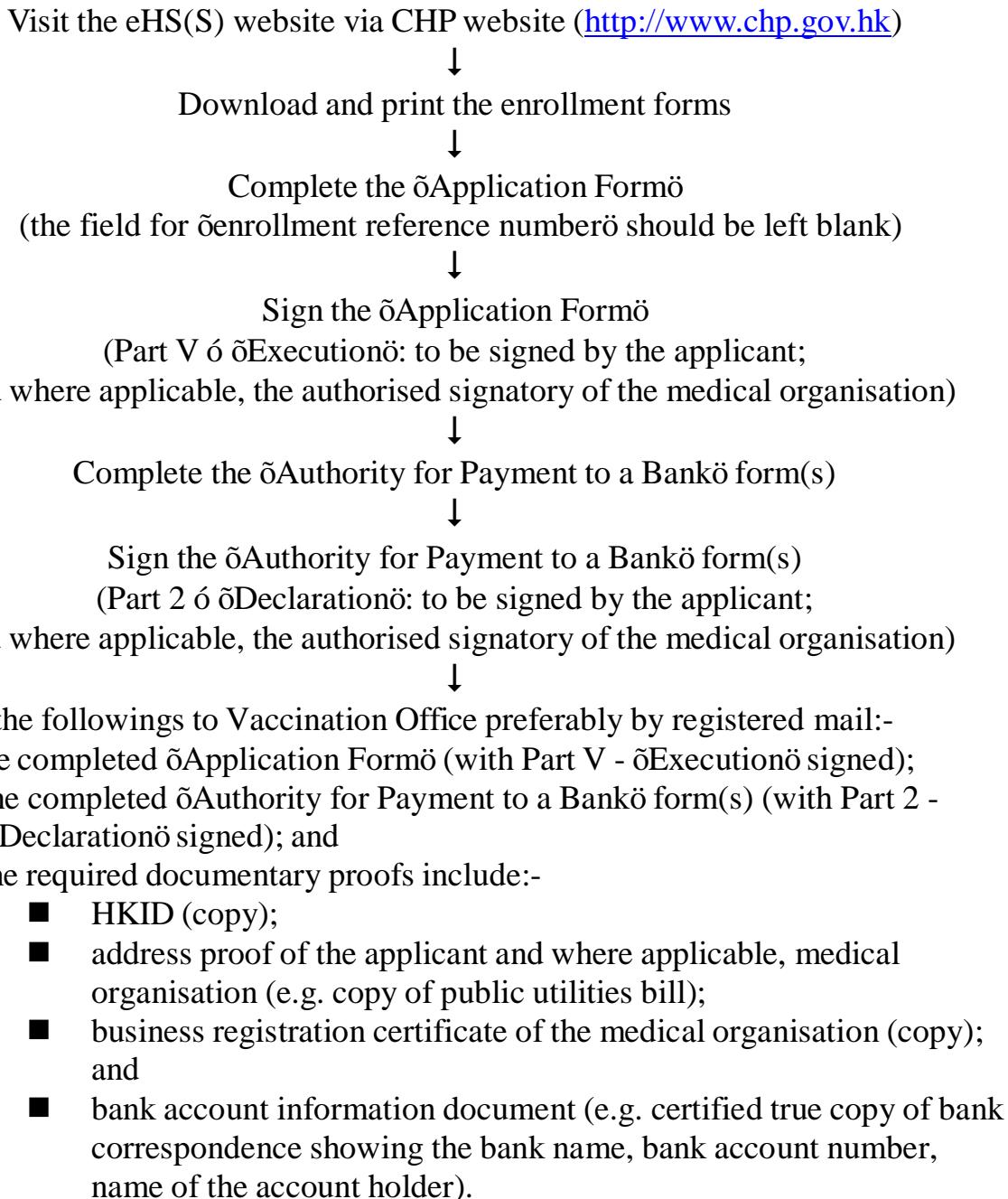
- the completed Application Form (with Part V - Execution signed);
- the completed Authority for Payment to a Bank form(s) with (Part 2 - Declaration signed); and
- the required documentary proofs include:-
 - HKID (copy);
 - address proof of the applicant and where applicable, medical organisation (e.g. copy of public utilities bill);

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- business registration certificate of the medical organisation (copy); and
- bank account information document (e.g. certified true copy of bank; correspondence showing the bank name, bank account number, name of the account holder).

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3.1.4 Flow chart of Paper Enrollment



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3.2 For Existing Enrolled Doctors

3.2.1 Participating in VSS 2016/17

Existing enrolled doctors will receive a letter from the DH about the coming scheme. Re-enrollment is NOT required. However, they need to provide the service fee for the target groups they would like to provide subsidized seasonal influenza and/or pneumococcal vaccination. Any enrolled doctor who fail to provide such information cannot submit the vaccination subsidy claims through the eHS(S) and their names and practice addresses will not be displayed at the website of the Centre for Health Protection. If there is any change of wish of participation or information related to clinical practice or pricing, please fill in and return the *Change Form* (see Section 4.2.2) (downloadable from CHP website at <http://www.chp.gov.hk>).

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3.3 Enrollment confirmation

Newly enrolled doctor will receive by mail from Vaccination Office (i) an enrollment confirmation letter with service provider ID and authentication token, (ii) Smart Card Reader*, (iii) a VSS scheme logo, (iv) a VSS price poster, (v) Vaccination Cards, (vi) information leaflets (v) *Consent to Use Vaccination Subsidy* forms for VSS.

Other enrolled doctors will receive items (iii) ó (v) of VSS 2016/17.

*For clinics with more than one EHCP, one Smart Card Reader will be provided except there is any special need.

Please take the following steps:-

- for newly enrolled doctor, please activate your öService Provider Accountö via eHealth System (Subsidies) (see Section 3.6.2) and set up the Smart Card Reader;
- display VSS scheme logo at/near clinic entrance. Only one logo to be displayed even if there is more than one enrolled doctor in the clinic; and
- fill in the clinic charge on the VSS price poster and display the fee schedule at clinic waiting hall

Sample scheme logo



Sample Price Poster



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For the sake of price transparency, enrolled doctors are required to display their fee schedules for seasonal influenza and/or pneumococcal vaccination on the VSS price poster.

The CHP website will publicise enrolled doctors' names, clinic addresses, telephone numbers and seasonal influenza vaccination fee schedules. Only the service fee information for use of QIV will be displayed in the website.

A doctor who wants to raise the fees for seasonal influenza and/or pneumococcal vaccination service has to inform Vaccination Office by fax (see Section 4.2.2) at least two working days in advance, so that the fee information on the VSS website can be updated in time.

A doctor who wants to reduce fees also has to inform Vaccination Office by fax, but the fee reduction may take immediate effect on the same day of informing Vaccination Office.

Please approach Vaccination Office for replacement of lost or damaged scheme logo or price poster. Vaccination Office will re-issue a replacement by mail.

Make available copies of *Consent to Use Vaccination Subsidy* form (Section 4.2.1) (you may download this form from CHP website at <http://www.chp.gov.hk> or you may contact Vaccination Office for hard copies) for eligible persons/parents/guardians# at the clinic.

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3.4 Vaccination period for VSS

The vaccination period for Seasonal Influenza vaccine starts from October/November 2016* until stocks of vaccines expire. Eligible persons can receive one dose of subsidised influenza vaccine in 2016/17. For a child who has never received seasonal influenza vaccination before and the first dose is given below 9 years old, the Government will provide subsidy for the second dose even if the child will be aged over 9 years by then. Eligible persons or parents/guardians[#] will have to show the doctor the vaccination record/card for checking. There is no specified vaccination period for pneumococcal vaccination which has been continuous since its launch in October 2009.

One *Consent to Use Vaccination Subsidy* form is required for each dose of seasonal influenza vaccine given. In other words, two *Consent to Use Vaccination Subsidy* forms are required for two doses of seasonal influenza vaccine given to the same child.

3.5 Vaccination arrangement for VSS

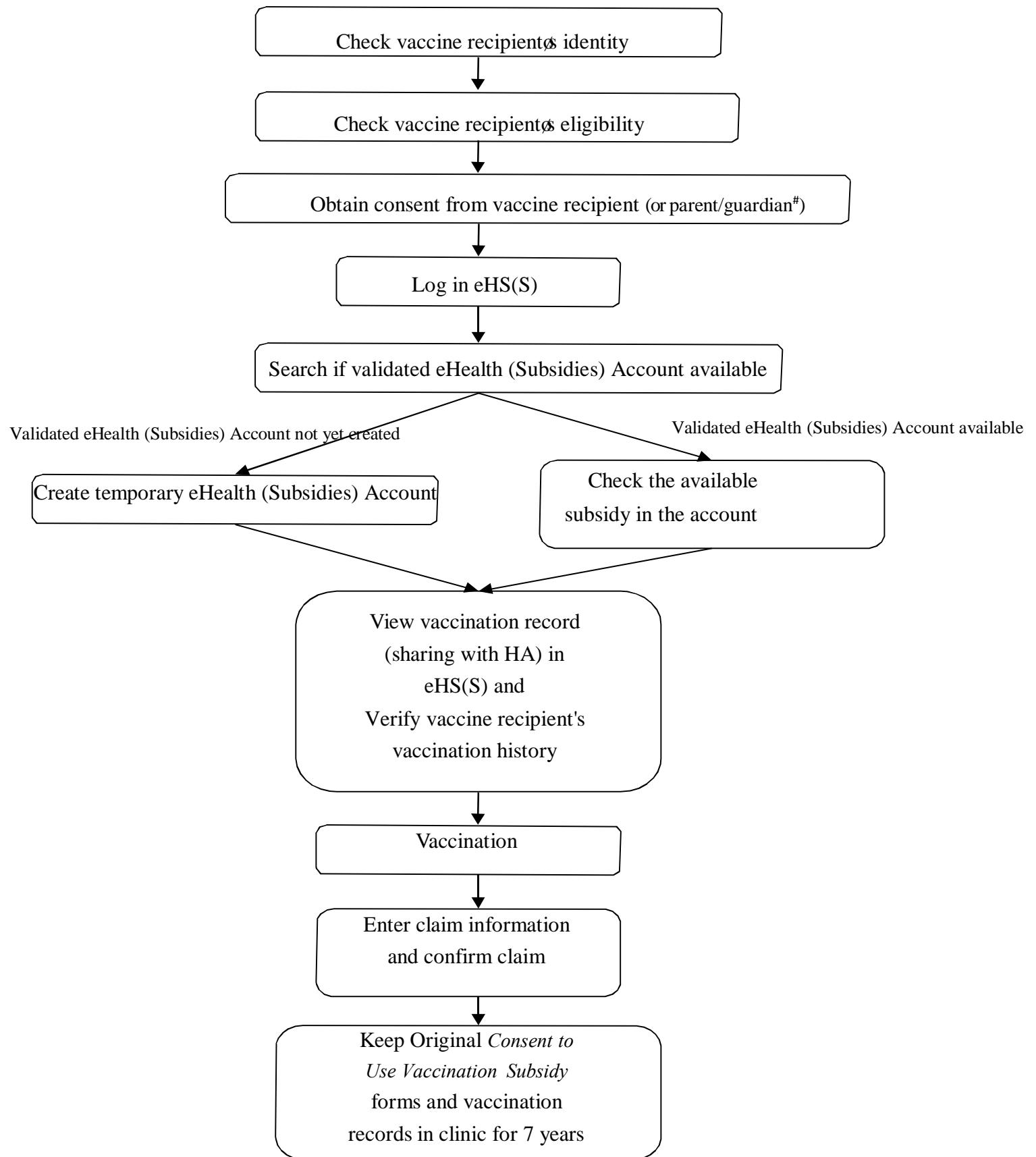
- a) Ensure the availability of resuscitation equipment and drugs necessary for the management of anaphylaxis.
- b) Make available copies of the *Consent to Use Vaccination Subsidy* form (Section 4.2.1) (downloadable from CHP website at <http://www.chp.gov.hk> or contact Vaccination Office for hard copies) for eligible persons (or parents/guardians[#]) to fill in at the clinic.
- c) Check vaccine recipient's identity document and confirm his eligibility to receive VSS subsidy (see Section 1.4). If the vaccine recipient is not holding a HKID, please refer to **Appendix A** for assessing his eligibility.
- d) Login to the eHealth System (Subsidies) and click to select the target group and vaccine of VSS.

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- e) Input the information as required by the eHS(S) to search for the vaccine recipient's eHealth (Subsidies) Account manually or using Smart Card Reader (for HKID only). If no eHealth (Subsidies) Account matching the vaccine recipient's particulars is found, create an eHealth (Subsidies) Account for him. Please note that vaccine recipient's eHealth (Subsidies) Account may not be found if he/ is using a different identity document for subsequent vaccination (for children under the age of 12 only). Enrolled doctors should therefore always cross check with the vaccine recipient (or parent/guardian[#]) and the vaccination card. Print out the *Consent to Use Vaccination Subsidy* form for the vaccine recipient (or parent/guardian[#]) to sign.
- f) If the vaccine recipient has mental capacity but is illiterate, check that the witness has signed the *Consent to Use Vaccination Subsidy* form and the identity document against the form.
- g) Enrolled doctor should check the vaccine recipient's vaccination records in the eHS(S) and vaccination history from his vaccination card. The doctor cannot make claim to vaccination subsidy if the vaccine recipient has already used up the subsidy.
- h) Decide if one/two dose(s) of vaccine is/are required (for seasonal influenza vaccine).
- i) Check if there is any contraindication for seasonal influenza / pneumococcal vaccination.
- j) Explain to vaccine recipient (or parent/guardian[#]) the vaccine being administered, the possible side effects of vaccination and management.
- k) Administer seasonal influenza/ pneumococcal vaccine.
- l) Administer vaccination to the recipient and keep medical record of the vaccination.
- m) Fill in the vaccination card for the recipient (or parent/guardian[#]) keeping.
- n) For child aged under 9 years who have never received any influenza vaccination, advise the child to return four weeks later for the second vaccine dose.
- o) Charge vaccine recipient (or parent/guardian[#]) according to the displayed fee schedule.
- p) Submission of claims onto the eHS(S) immediately after the vaccination is provided to the eligible person is highly recommended for timely processing of claims. Claims have to be submitted **WITHIN SEVEN DAYS** after the delivery of service for online processing for reimbursement. Otherwise the input may be blocked by the system.

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3.5.1 Flow chart of vaccination



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3.6 Reimbursement

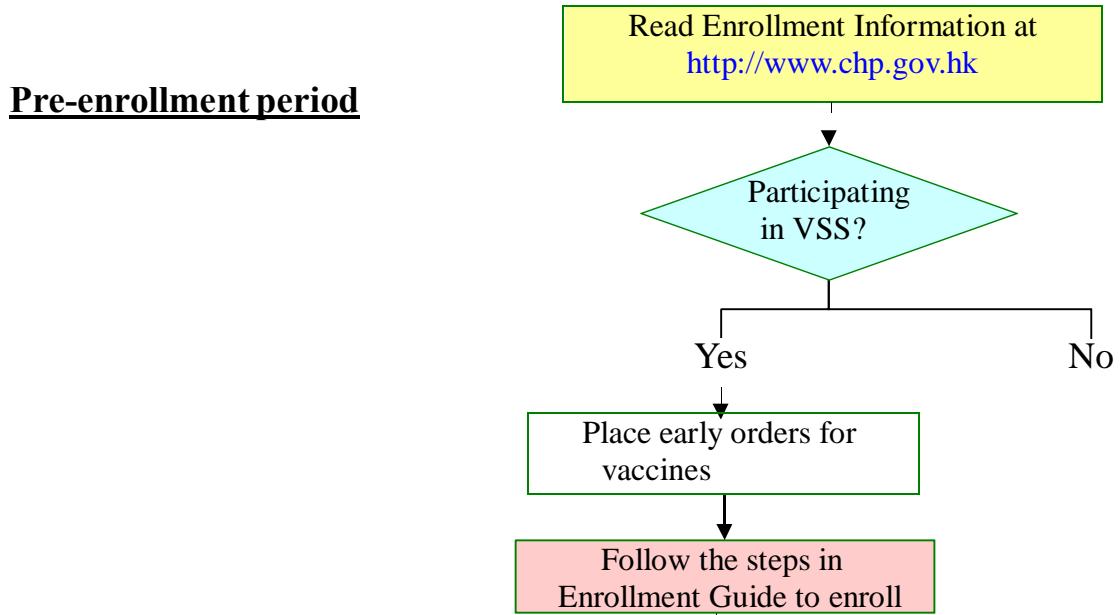
Vaccination subsidies can be claimed using the eHS(S). The eHS(S) will compile the information on the amount of reimbursement for vaccination subsidy payable to each participating provider each month.

Please note the following when making claims reimbursement:-

- 1) Claims should only be submitted for application of reimbursement after it is confirmed that both vaccination has been provided to the eligible person as well as *Consent to Use Vaccination Subsidy* form is duly signed and completed.
- 2) Submission of claims onto the eHS(S) immediately after the vaccination is provided to the eligible persons is highly recommended for timely processing of claims. Log on to the eHS(S), select the scheme öVSSö and input information required by System for online submission of claims. Claims have to be submitted **WITHIN SEVEN DAYS** after delivery of service for online processing for reimbursement. For example, vaccinations that are given on 31st December 2016 should be claimed for reimbursement on or before 6th January 2017.
- 3) At the end of each month, the eHS(S) will generate payment files, based on the information submitted by the Enrolled Healthcare Providers (EHCP) to the eHS(S), for reimbursement directly into the designated bank accounts within 30 days after the end of each month.
- 4) An EHCP and his medical organisation shall keep proper and full record in relation to the vaccination service (including date of vaccination, type of vaccine, number of doses received this season if the recipient is a child), information about the vaccine used (company, lot number, date of purchase, date of use), as well as the original *Consent to Use Vaccination Subsidy* form and other supporting documents for a period of not less than seven years.
- 5) If an EHCP or his medical organisation has not provided the service fee information of a particular target group of eligible persons to the Vaccination Office, the EHCP or his medical organisation cannot submit the reimbursement claims for that target group of eligible persons.

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3.5.1 Flow chart of key stages in joining VSS



Send the following documents to Vaccination Office preferably by registered mail:-

1. completed and signed Application Form
2. completed and signed Authority for Payment to a Bank Form(s)
3. HKID (copy)
4. address proof of the applicant and where applicable, medical organisation (copy)
5. business registration certificate of the medical organisation (copy)
6. bank account information document (certified true copy)

(Re-enrollment is not required for existing enrolled doctor. However, he needs to provide the service fees for the vaccine and the target groups of eligible persons. If there is any change of wish of participation or information related to clinical practice or pricing, please fill in and return the *Change Form* (see section 4.2.2)).

Scheme logo display and pricing

1. Receive confirmation letter and email from DH
2. Activation of öService Provider Accountö via the eHealth System (Subsidies)
3. Display VSS scheme logo and price poster at the clinic for clientsøreference

Vaccination period
(starts from
October/November 2016*
until stocks of vaccines expire)

1. Collect duly completed *Consent to Use Vaccination Subsidy* form, check for accuracy of information provided
2. Check/create eHealth (Subsidies) Account in the eHS(S)
3. Deliver influenza /pneumococcal vaccination to eligible person

Reimbursement

1. Input and confirmation of *Consent to Use Vaccination Subsidy* form information in the eHS(S) immediately after vaccination is highly recommended. Claims have to be submitted WITHIN 7 DAYS after the delivery of service.
2. Keep original *Consent to Use Vaccination Subsidy* forms and vaccination records for 7 years.
3. Check monthly statement at the end of each month.
4. Electronic reimbursement will be done monthly.
5. Routine checking will be conducted by DH.

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3.7 The eHealth System (Subsidies) [eHS(S)]

3.7.1 The database of enrolled doctors and vaccine recipients

The eHS(S) will establish a database of enrolled doctors. It will also build up a database of individual eligible person who come forth to claim the vaccination subsidy through enrolled doctors. In order to facilitate enrolled doctors to get familiar with the various functions of the enhanced system, an online Easy Guide is now available through the service provider platform at <https://apps.hcv.gov.hk/en/index.htm>.

3.7.2 Activation of “Service Provider Account”

If enrollment application is successful, the EHCPs will receive a confirmation letter and an electronic mail providing a hyperlink to the website for activation of the “Service Provider Account” or access to the eHS(S) (service provider platform). For those who already have an account, they can use the account for the newly enrolled scheme(s). For those who have not previously had a “Service Provider Account”, an authentication token will be sent with the confirmation letter. The EHCP should activate the account.

To activate the “Service Provider Account”, an EHCP should:-

- a) check the electronic mail;
- b) click on the hyperlink provided in the electronic mail for accessing the designated webpage; and
- c) enter the following information into the data field of the webpage:-
 - (i) SPID (shown on the confirmation letter);
 - (ii) token passcode (shown on the authentication token); and
 - (iii) new password for accessing the “Service Provider Account” in the future.

Activation of the account should be done **within 21 days** from the date of issuance of the confirmation letter.

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3.7.3 System Login

Enrolled doctor can access the eHS(S) for operation at <https://apps.hcv.gov.hk/en/index.htm> and select “Service Provider Login”. Type in his/her SPID, password and token passcode to complete login process.

If the password or token passcode are not correct after 5 attempts, the account will be locked and no further attempt is allowed. EHCP will have to contact Vaccination Office for unlocking the account (see Section 3.6.17)

3.7.4 Creating “Data Entry Account”

For each EHCP, a “Service Provider Account” will be created. The enrolled doctor can log on the eHS(S) with his SPID, password and the authentication token.

To facilitate administrative work for claim processing and reimbursement accounting, the enrolled doctor can create “Data Entry Account” for delegating the data management work to data entry clerks.

The enrolled doctor can assign user ID and password to “Data Entry Account” created under his/her “Service Provider Account”. The data entry clerks will be able to log on to the eHS(S) using his assigned user ID and corresponding password. Authentication token is not required for accessing “Data Entry Account”.

The “Data Entry Account” will allow certain data management work (such as search/retrieve vaccine recipients’ eHealth accounts, create eHealth (Subsidies) Accounts, and register transaction information) but with limited authority. The transactions registered through the “Data Entry Account” need to be confirmed by the enrolled doctor, before they can be passed for processing reimbursement. The enrolled doctor should log on the eHS(S) (using his/her SPID and authentication token) for checking and confirming the eHealth (Subsidies) Accounts being created and claim information entered through the “Data Entry Account”.

The eHealth System (Subsidies) also allows EHCP to suspend, to lock or to unlock the created Data Entry Account by clicking the “Data Entry Account Maintenance”.

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3.7.5 Creating eHealth (Subsidies) Accounts for vaccination recipients

To create an eHealth (Subsidies) Account for vaccine recipient, the doctor is required to:-

- a) collect the *Consent to Use Vaccination Subsidy* form from the eligible persons (or parent/guardian[#]) (it is essential that all *Consent to Use Vaccination Subsidy* forms are duly completed);
- b) check the HKID/birth certificate/other identity documents of the vaccine recipient who comes for subsidised vaccination;
- c) explain to the eligible person (or parent/guardian[#]) the need and purpose for the collection of personal data, including its subsequent use;
- d) search in eHS(S) to see if the eligible person's eHealth (Subsidies) Account already exists;
- e) if no existing eHealth (Subsidies) Account is found in the eHS(S), input required information of the eligible person into the eHS(S) to create an eHealth (Subsidies) Account; and
- f) upon submission of the information to the eHS(S), a temporary eHealth (Subsidies) Account will be created for the eligible person.

The eHealth (Subsidies) Account can be retrieved only if the vaccine recipient is using the same identity document throughout the process of creation of record and the subsequent claiming of subsidy. Enrolled doctor should therefore always cross check the vaccination history with the vaccine recipient (or parent/guardian[#]).

3.7.6 Viewing electronic vaccination record of eligible person

Enrolled doctor should check the eligible person's electronic vaccination record in the eHS(S) before providing vaccination to avoid over-vaccinating the eligible person.

Electronic vaccination record showed vaccine recipient's vaccination history from both eHS(S) and Hospital Authority's database. The electronic vaccination record can be retrieved through Vaccination Record Enquiry or can be viewed after logging into vaccine recipient's eHealth (Subsidies) Account.

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3.7.7 Smart Card Reader

Smart Card Reader can be used as an input measure of vaccine recipient's information into the eHS(S).



Enrolled doctor should explain to the vaccine recipient (or parent/guardian[#]) about the purpose of personal data collection and obtain consent to read the vaccine recipients personal data stored in the chip embodied in the Hong Kong Smart Identity Card. The vaccine recipient (or parent/guardian[#]) should insert the Hong Kong Smart Identity Card into the reader him for the system to read the vaccine recipient's personal data.

3.7.8 Claiming vaccination subsidy

Having created an eHealth (Subsidies) Account, the eligible person can use the subsidy through any enrolled doctor.

- a) Login the eHS(S) and select the claim function;
- b) if there are more than one enrolled practices, select practice to proceed;
- c) search if validated eHealth (Subsidies) Account of the vaccine recipient is available, if not, create a temporary recipient eHealth (Subsidies) Account by entering his details as required by the system. The enrolled doctor is required to check the HKID/birth certificate /other valid identity documents of the vaccine recipient to ensure eligibility;

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- d) if a validate eHealth (Subsidies) Account is found, verify the details and then confirm the account;
- e) view eligible person's vaccination records in the eHS(S) and ascertain availability of subsidy in the eHS(S) for the eligible person to receive the vaccination;
- f) verify the eligible person's past vaccination history and vaccination record, and decide whether the eligible person is clinically indicated for the vaccination;
- g) provide the vaccination promptly if subsidy for the vaccination is available for the eligible person and the eligible person is clinically indicated for the vaccination;
- h) enter claim information such as the dose number of seasonal influenza vaccine to be administered (Submission of claims in the eHS(S) immediately after vaccination is highly recommended. Claims have to be submitted online **WITHIN SEVEN DAYS** after delivery of service);
- i) print out the *Consent to Use Vaccination Subsidy* form and ask the eligible person (or parent/guardian[#]) to sign if *Consent to Use Vaccination Subsidy* form has not yet been collected;
- j) mark the system-generated Transaction Number on the signed *Consent to Use Vaccination Subsidy* form; and
- k) fill in the vaccination card for the Vaccine recipient.

Post-payment check and future inspection will be randomly arranged. Hence, it is necessary to keep proper documentation, including

- i) properly keep the original signed Consent to Use Vaccination Subsidy forms and vaccination record; and
- ii) maintain a master list or a register on those clients receiving vaccinations and using vaccination subsidies.

The eHealth (Subsidies) Account can be retrieved only if the vaccine recipient is using the same identity document throughout the process of record creation and the subsequent claiming of subsidy of the vaccine recipient. The enrolled doctor has to cross check the electronic vaccination record in the eHS(S) and with the vaccine recipient (or parent/guardian[#]) to prevent the recipient from being over-vaccinated. Claim of more than two doses of vaccine will not be allowed in the eHS(S).

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3.7.9 Confirming the transaction record

If the claim is entered by the enrolled doctor's delegates using "Data Entry Account", the enrolled doctor is required to log on to the eHS(S) at the end of each day's session using his SPID, password and authentication token to review and confirm the transaction records registered by his delegates. Upon confirmation by the enrolled doctor, the information entered through the "Data Entry Account" will be submitted to the eHS(S). Confirmation procedure is not required if transaction claim is made using Enrolled Service Provider's account.

Records/transactions voided by the enrolled doctor will not be submitted to the eHS(S).

All records/transactions claimed/voided can be reviewed at the "Claim Transaction Management" in the enrolled "Service Provider account".

3.7.10 Voiding claims

The enrolled doctor can void a subsidy claim through the "Claim Transaction Management" function in the eHS(S) within 24 hours of making the claims. The concerned transaction record would be selected and marked as "voided". Doctor has to input the void reason and click "confirm". The eHS(S) will generate a "Void Transaction Number" for the voided claim.

3.7.11 Validation of temporary eHealth (Subsidies) Account information

The personal data entered will be validated through matching with database kept by the Immigration Department (ImmD). The input data will be validated at day's end. If the personal data cannot be validated with the database of the ImmD (e.g. the HKID does not exist or the date of birth does not match with the HKID number), the eHS(S) will notify the respective doctor to check and rectify the information accordingly. Amended information upon resubmission will be validated with the database of the ImmD again.

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3.7.12 Rectification of temporary eHealth account information that failed validation

Upon receiving notification about failed validation of the ötemporaryö eHealth (Subsidies) Account, doctors are required to rectify the information in the eHS(S) as soon as possible. Unless the eHealth (Subsidies) Account information has been rectified and the ötemporaryö account is converted to a validated eHealth (Subsidies) Account, the claims for the subsidy will not be processed and the claim cannot be reimbursed.

In case of prolonged failure to rectify the temporary eHealth (Subsidies) Account information, the temporary eHealth (Subsidies) Account may be deleted by the eHS(S) and the claim related to the account in question may be voided.

3.7.13 Reimbursement

Reimbursement of the subsidy claims would be performed on a monthly basis.

At the end of each month, the eHS(S) will generate payment files based on the transaction claims logged by the eHS(S) for processing reimbursement. The eHS(S) will generate notification message to the enrolled doctor (to the öMessage Inboxö which will be accessible through logging on the eHS(S)).

Enrolled doctor can access the eHS(S) for their monthly statements which contain details of the amount of reimbursement to them for VSS.

The reimbursement will be paid directly into the accounts designated by the doctors.

To effect payment, enrolled doctors are required to ensure that they have rectified information of temporary eHealth (Subsidies) Account that has failed validation with the database of ImmD. They are also required to check the transaction records and confirm the entries that have been entered by their delegates using öData Entry Accountö.

To avoid delay in the process of reimbursement, enrolled doctors are highly

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recommended to make claims immediately after the vaccination is provided to the eligible children for timely processing of claims. Enrolled doctors are required to log in the eHS(S) for online submission of claims under the scheme öVSSö. Claims have to be submitted **WITHIN SEVEN DAYS** after the delivery of vaccination service (both days inclusive) for online processing for reimbursement.

3.7.14 Authentication token

If the enrolled doctor loses or damages the authentication token, he should approach Vaccination Office for replacement. Administrative fee is required for replacement of lost/damaged authentication token. The amount of the administrative is avialble at the website of the Centre for Health Protection.

After the identity of the enrolled doctor has been confirmed, the Vaccination office will suspend the old authentication token. A new token will be issue to the doctor by registered mail after the payment of administrative fee is settled.

Please note that authentication token should not be transferred to other parties for use.

3.7.15 Forgetting password

If the enrolled doctor forgets his password, he should click öForgot Passwordö in the login page and enter the SPID, registered email address (which he/she has provided during application for enrollment to the scheme) together with the token passcode into the eHS(S).

After validation, an email will be sent automatically by the eHS(S) and a hyperlink will be provided to the website for doctor to reset the new password.

3.7.16 Locked account

An account will be locked after repeated and unsuccessful attempts of logging on the eHS(S)..

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3.7.17 Accessing and editing personal information

The enrolled doctor can access and retrieve the particulars of himself, his place of practice and bank information from the eHS(S) by logging on the system (using the authentication token) and choose öMy Profileö function. Under this function, enrolled doctor can click the öSystem Informationö tab to view and then öEditö to change/select his own username, default web interface language, printing option and web password.

3.7.18 Printing option

For the printing option, enrolled doctor is advised to choose öNot to printö if pre-printed forms are already available in clinic. Even with this mode chosen, ad hoc printing in each individual case for claim will be allowed by the eHS(S).

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3.7 Amendment of particulars

Inform DH of any change of information provided (e.g. bank information, address, fee schedule) by furnishing a *Change Form* (see Section 4.2.2) (downloadable from CHP website at <http://www.chp.gov.hk>).

For change of address and fee schedule or adding target group of eligible persons, send Change Form **by fax** to DH. Notification of change of fee should be made at least two working days beforehand so that the related information on VSS website may be amended in time.

For change of the registered medical organisation, fax Change Form to DH to remove his practice(s) under ex-medical organisation from the scheme. Then send new Application Form and Authority for Payment to a Bank (downloadable from CHP website at <http://www.chp.gov.hk>) and the supporting documentary proof for re-enrollment with the new medical organisation (registered mail recommended).

For change of bank account information, send Change Form **by mail** to DH together with a new Authority for Payment to a Bank (downloadable from CHP website at <http://www.chp.gov.hk>) and the supporting documentary proof.

Acknowledgement will be given by Vaccination Office.

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3.8 De-enrollment

An enrolled doctor has the right to leave the scheme at any time. In that case, he is required to furnish a Change Form (Section 4.2.2) (downloadable from CHP website at <http://www.chp.gov.hk>) and fax to Vaccination Office. Upon receiving the notification, Vaccination Office will contact the doctor for confirmation and make arrangements for return of the logo and price poster.

Once a doctor has de-enrolled, he should remove the scheme logo from the clinic and cannot claim reimbursement for any seasonal influenza and pneumoccocal vaccination service given afterwards. However, outstanding claims pending reimbursement will still be processed.

The de-enrolled doctor should return any scheme equipment including security tool and Smart Card Reader provided by the Government for the purpose of the VSS. His name, clinic addresses and telephone numbers will be removed from the enrolled doctor directory on CHP website.

If an EHCP plans to cease practice, he/she shall inform in writing to the Vaccination Office at least one month before the practice ends and return any scheme equipment.

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3.9 De-listing

DH may de-list an enrolled doctor if:-

- a) he ceases to be so registered;
- b) he is being suspended from practicing as such registered medical practitioner;
- c) the Government is of the reasonable opinion that he has failed to provide medical services in a professional manner or is otherwise guilty of professional misconduct or malpractice; or
- d) the Government considers that he has failed to comply with the provisions in the agreement or direction given by the Government.

The Vaccination Office will inform the doctor on the delisting, make arrangement with the doctor for return of any Scheme Equipment including the security tool and Smart Card Reader provided by the Government for the purpose of the VSS, and remove his name, clinic addresses and telephone numbers from the enrolled doctor directory on CHP website.

Once a doctor has been de-listed, he should remove the logo from the clinic and cannot claim reimbursement for any seasonal influenza and pneumococcal vaccination service given afterwards. However, outstanding claims pending reimbursement will still be processed.

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3.10 Monitoring and inspection

Vaccination Office will conduct random payment checks to detect possible abuse of the scheme. For monitoring purpose, enrolled doctors are required to retain the vaccination records and the original *Consent to Use Vaccination Subsidy* forms for at least seven years. Be prepared for calls from Vaccination Office and provide relevant documents as required by Vaccination Office for the checking. Medical records may need to be provided for verification of information. Doctors will be required to refund the subsidy reimbursed should an irregularity detected and failed to be clarified. Randomly selected vaccine recipients will be contacted for verification purpose.

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3.11 Data security and privacy

Enrolled doctors should be careful in handling personal data of clients. Keep the signed *Consent to Use Vaccination Subsidy* forms and photocopies of documents collected from eligible children in locked cabinet and limit the number of persons who can access the personal data to protect it against indiscriminate or unauthorized access, processing and use.