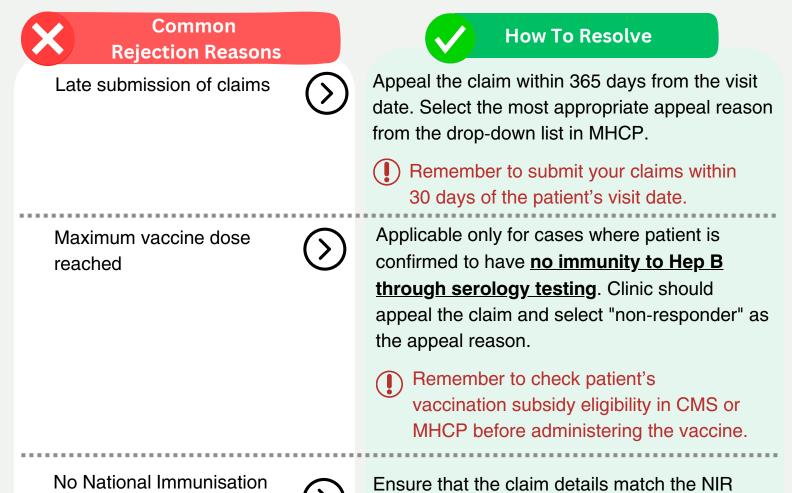# QUICK TIPS
ON VCDSS CLAIM SUBMISSIONS

CHECK VACCINATION SUBSIDY ELIGIBILITY

Always check the patient's vaccination subsidy eligibility for the vaccination using your Clinical Management System (CMS) or MOH Healthcare Claims Portal (MHCP) before administering the vaccine.

- **Note: There is no need to restart the vaccination regimen even if the interval between each dose is longer than recommended by the National Adult Immunisation Schedule (NAIS) and National Child Immunisation Schedule (NCIS).**
- **E.g. The recommended schedule in NAIS/NCIS states that the 2nd dose of a vaccine should be administered within 4 weeks of the 1st dose. Even if the 2nd dose is only administered after 4 weeks due to unforeseen circumstances, there is no need to restart the vaccination regimen from dose 1.**

STEPS TO RESOLVE CLAIM REJECTION

✗ Common Rejection Reasons	✓ How To Resolve
Late submission of claims	Appeal the claim within 365 days from the visit date. Select the most appropriate appeal reason from the drop-down list in MHCP. ⚠ Remember to submit your claims within 30 days of the patient's visit date.
Maximum vaccine dose reached	Applicable only for cases where patient is confirmed to have **no immunity to Hep B through serology testing**. Clinic should appeal the claim and select "non-responder" as the appeal reason. ⚠ Remember to check patient's vaccination subsidy eligibility in CMS or MHCP before administering the vaccine.
No National Immunisation Registry(NIR) record found / Product name does not match	Ensure that the claim details match the NIR record, i.e. visit date, vaccine name, and that the subsidised vaccine name is preceded by the [SVL] tag in the NIR record. Once NIR record is amended, appeal the claim. E.g. [SVL] PREVENAR 13 Vaccine ⚠ If submitting the claim through MHCP, please tick the checkbox to submit vaccination record to the NIR portal.
CHAS claim for acute consultation is not allowed with vaccination	Cancel the CHAS acute claim and resubmit the claim without the acute consultation component. Proceed to appeal the vaccination claim thereafter. ⚠ CHAS GPs may submit a claim for a vaccination under VCDSS but not a CHAS Acute claim with a Consultation component for services conducted on the same visit date. Eligible patients may still tap on CHAS Acute subsidies for the Medications, Investigations and Others components of their visit.
Multiple claims made for the same claim type on same visit date is not allowed	Ensure that there is only one claim submitted for appeal. Cancel any duplicate appealed claims for the same vaccine type on the same visit date. ⚠ Remember to submit only one claim for the same vaccine given on the same date.