HEALTHHUB USER GUIDE

(version dated 28 Aug 2021)

Auto-Pay Set-up

View Bills on HealthHub

(A) Using Mobile Devices (e.g. handphone) to access Auto-Pay via HealthHub Website or HealthHub App

A1)	**Access via HealthHub URL** *(refer to A3 - A4 for access via HealthHub App)* Enter HealthHub URL: https://www.healthhub.sg on your mobile device. Click on [icon] at top left hand corner for **HEALTH eServices → Login with SingPass** [NB: SingPass is required to login to HealthHub]	
A2)	Click on menu ☰ at top left hand corner to access list of eServices available. Select **PAYMENTS → Auto-Pay Setup** [Continue on Step A5]	
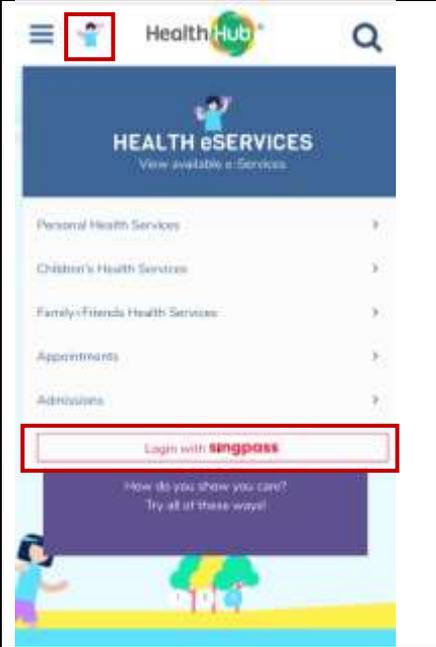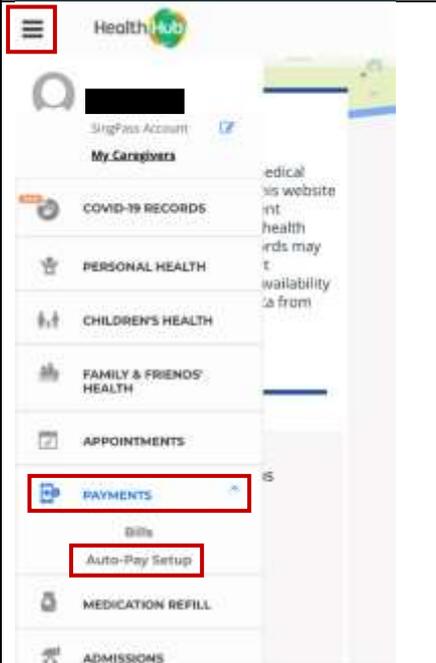
A3)	**Access via HealthHub App** (underlined) HealthHub App can be downloaded from Apple App Store or Google Play Store Click on menu ☰ at top left hand corner for the list of HealthHub eServices available. [NB: SingPass is required to login to HealthHub]	
A4)	Select **Money Matters → Auto-Pay Setup**	

A5)	Click on **Auto-Pay Setup** button to proceed. Next, click on the <u>institution</u> which you wish to sign up for. [NB: Sign-up is 1 institution at a time.]		
A6)	Review and **Accept** the Terms and Conditions. Next, fill up **Payor Details**		

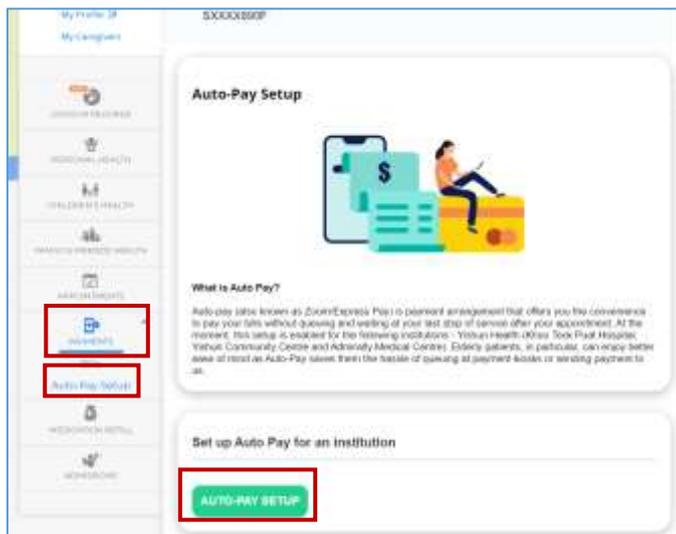| A7)	You may select or manually add payee (e.g. a relative) to pay bills for. For payment for self and/or dependents, click on specific name under **Myself** and/or **Children** *(refer to __A8 and A9__)* To add payees, click on **Manually Add Payee** button *(refer to __A10 to A12__)*	**Auto-Pay Setup** Verify Details — Add Payee — Confirm **Select A Payee** MYSELF › CHILDREN › ⊕ Manually Add Payee
A8)	<u>Payment for Self or Dependents</u> Names and NRICs or payees are automatically populated. Setup Auto-pay Limit by entering the amount of your choice. [NB: This field cannot be left blank. Enter "0" if you do not wish to set payment limit.] Click "Next" to proceed with credit card authorization.	Verify Details — Add Payee — Confirm **Enter Payee Details** NRIC Name Relationship Self **Set Auto-Pay Limit** Enter Amount * $ 20 You will only be charged automatically if a bill is within the limit you set. $0 is for no limit. **NEXT** BACK
A9)	Enter the credit card (VISA or MasterCard) information for Auto-Pay authorization. *There will be a $1.00 deduction used to verify validity of the card. This amount will be released/refunded back to the card within 7 working days*	Yishun Health (KTPH, YCH and ADMC)

A10)	Manually Add Payee Enter payee NRIC and click **Check if NRIC is registered** Enter payee details required: - Name - Relationship - Setup Auto-pay Limit. [Enter "0" if you do not wish to set payment limit]		
A11)	Check payee details. Click "Next" to proceed with credit card authorization.		
A12)	Enter the credit card (VISA or MasterCard) information for Auto-Pay authorization. *There will be a $1.00 deduction used to verify validity of the card. This amount will be released/refunded back to the card within 7 working days*		

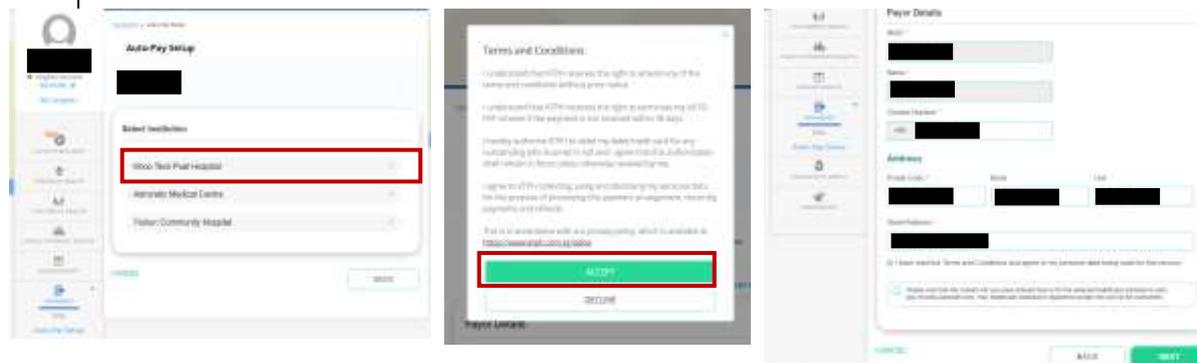# (B) Using Desktop/Laptop to access Auto-Pay via HealthHub Website

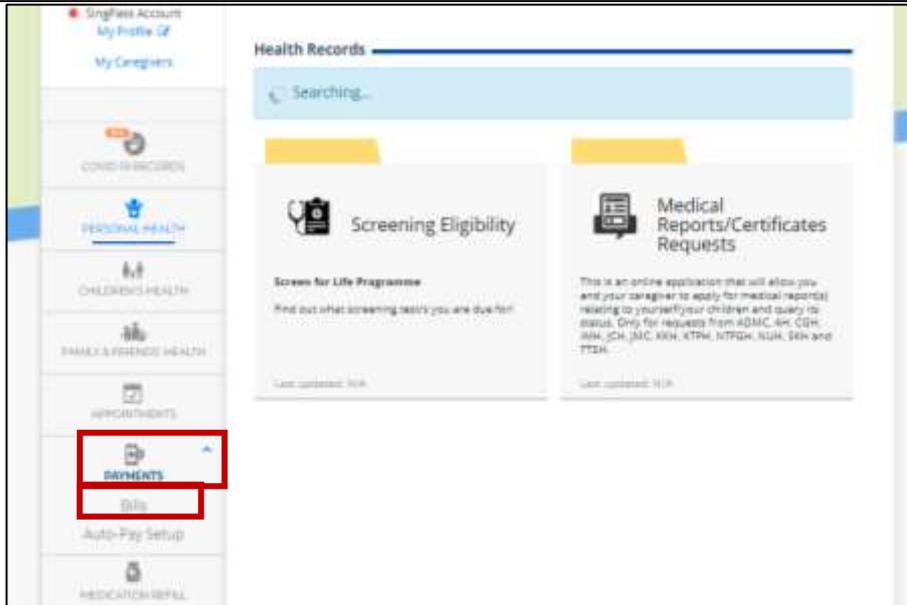|	
B1)	At Internet Explorer or Google Web, enter HealthHub URL https://www.healthhub.sg Click on 🧍 **HEALTH eServices → Login with Singpass** [Required for login to HealthHub]
B2)	Select **PAYMENTS** -> **Auto-Pay Setup**. Click on **AUTO-PAY SETUP** button to proceed.
B3)	Click on the institution which you wish to sign up for. [Sign-up is 1 institution at a time.] Review and **Accept** the Terms and Conditions. Next, fill up **Payor Details**

|		
B4)	You may select or manually add payee (e.g. a relative) to pay bills for. For payment for self and/or dependents, click on specific name under **Myself** and/or **Children** *(refer to B5 and B6)* To add payees, click on **Manually Add Payee** button *(refer to B7 to B9)*	**Auto-Pay Setup** Verify Details — Add Payee — Confirm **Select A Payee** MYSELF CHILDREN ⊕ Manually Add Payee
B5)	<u>Payment for Self or Dependents</u> Names and NRICs or payees are automatically populated. Setup Auto-pay Limit by entering the amount of your choice. [NB: This field cannot be left blank. Enter "0" if you do not wish to set payment limit.] Click "Next" to proceed with credit card authorization.	Verify Details — Add Payee — Confirm **Enter Payee Details** NRIC Name Relationship Self **Set Auto-Pay Limit** Enter Amount * $ 20 You will only be charged automatically if a bill is within the limit you set. $0 is for no limit. NEXT BACK
B6)	Enter the credit card (VISA or MasterCard) information for Auto-Pay authorization. *There will be a $1.00 deduction used to verify validity of the card. This amount will be released/refunded back to the card within 7 working days*	Yishun Health (KTPH, YCH and ADMC)

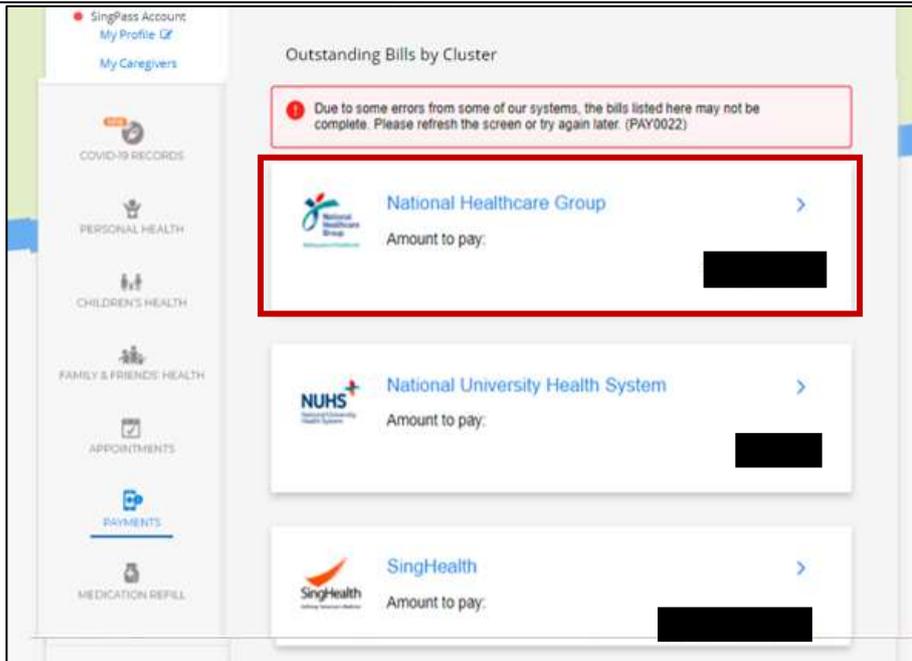| B7)	Manually Add Payee Enter payee NRIC and click **Check if NRIC is registered** Enter payee details required: - Name - Relationship - Setup Auto-pay Limit. [Enter "0" if you do not wish to set payment limit]		
B8)	Check payee details. Click "Next" to proceed with credit card authorization.		
B9)	Enter the credit card (VISA or MasterCard) information for Auto-Pay authorization. *There will be a $1.00 deduction used to verify validity of the card. This amount will be released/refunded back to the card within 7 working days*		

(C) View Bills on HealthHub

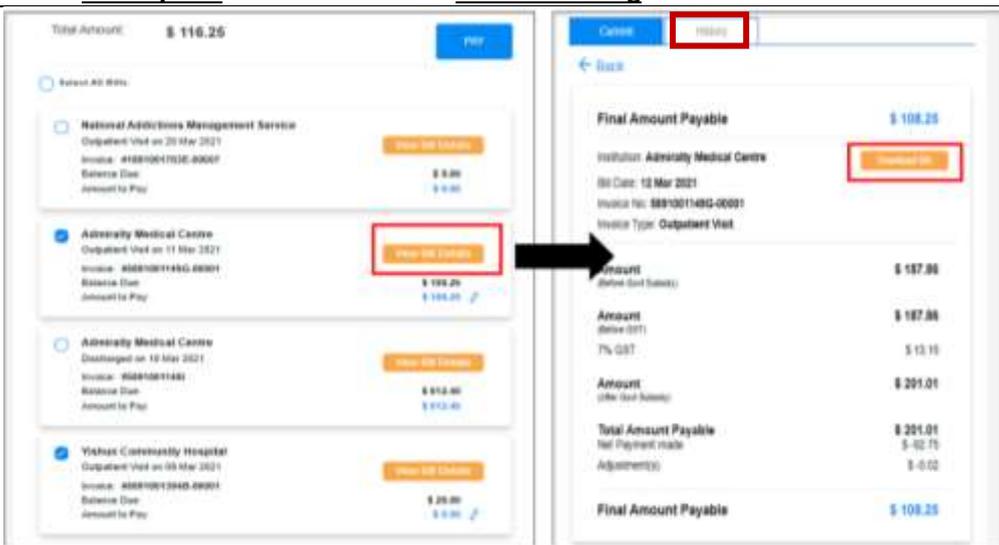| 1)	After logging in to HealthHub, Select **Payment → Bills**
2)	Select **Profile for payment** **EG**: **My Bills**
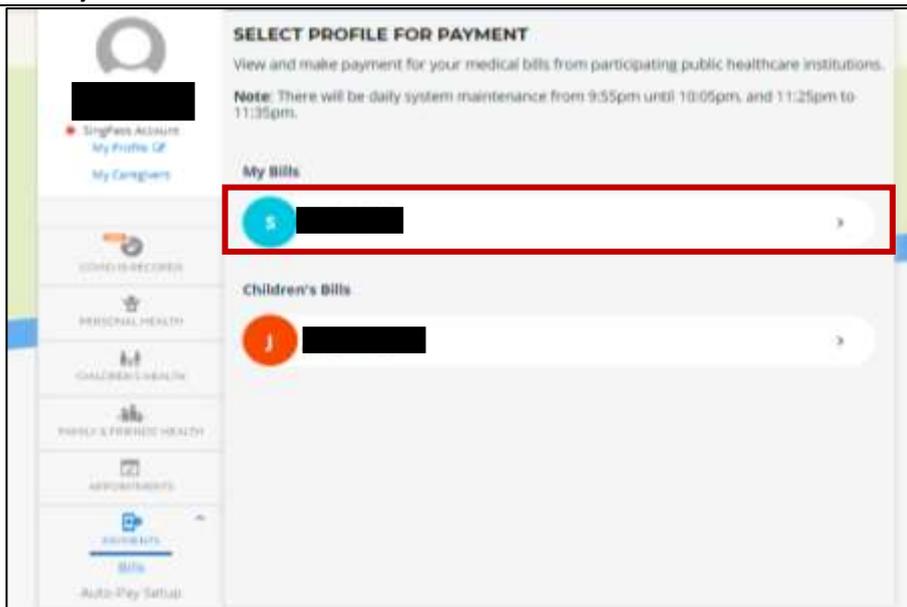
3)	Select **National Healthcare Group** (NHG)
4)	Select the bills you wish to view on **View Bill Details** → **Download Bill** Select **History Tab** for Bill which have **no outstanding** amount

Contact Us

If you need further assistance on this registration process,
please kindly contact us at 6602 3151
Or
please leave your name and contact number via the link below or scan the
QR code on the right. We will contact you upon receipt of your request.

https://form.gov.sg/611a3eb23d48c70012142e00