

Managed Healthcare System (MHS)

New membership card

Continuous improvement in serving you has always been the top priority here at NTUC Income. Moving towards our aim of becoming a modern social enterprise of distinction, a new MHS membership card has been designed just for you.



Obtaining your new card

In order to ensure a hassle-free transition, your new MHS membership card will be mailed directly to you along with your endorsement upon your policy renewal with us.

Effective date

You may use your new MHS membership card immediately from 01 Nov 2011. If your policy renewal falls after the effective date, please be assured that your current card will still be accepted at our panel clinics, specialists and hospitals.

Frequently Asked Questions

Q1. What are the changes made to my new MHS membership card?

A1. Your new card will display all existing co-payments that you will need to pay when you visit our medical centres. We have also included the reimbursement limits for visits to our Private Specialists and Hospitals. We would like to assure you that there is no change made to our policy terms and conditions.

Q2. When will I receive my new MHS membership card?

A2. You will receive your new membership card along with your renewal endorsement within two weeks after you have made premium payment for your policy renewal.

Q3. When can I start using my new MHS membership card?

A3. You can start using your new card from 01 Nov 2011. Please discard your old card immediately once you received your new card.

Q4. My dependants' policy is not due for renewal, will the panel GP clinics, Specialists and Hospitals accept the old card?

A4. Yes, your old card will still be accepted at our panel GP clinics, Specialists and Hospitals.

Q5. What should I do if I encounter any problems with my new or old card?

A5. You can call NTUC Income 24-hours hotline at 6332 1133 for assistance.