

NUP Allied Health Services

FINANCIAL COUNSELLOR

If you are facing difficulty in settling your medical bills, let us know and we will assign a Financial Counsellor to help you.



Managing an illness can add stress to you and your family financially. If you are finding it hard to pay your medical bills, our financial counsellor can help you.

Our financial counsellor will assess your situation and work with you to find ways to settle your medical bills based on your eligibility.

Types of Financial Assistance available for NUP Patients

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| 1. Financial Instalment plans | 4. Medifund Scheme |
| 2. Using CPF (Central Provident Fund) Medisave funds | 5. Medication Assistance Fund Scheme |
| 3. Chronic care management packages | 6. Remission Scheme |

Applying for Government Financial Assistance Schemes

In order to apply for financial assistance, you must provide the following documents for assessment:

- NRIC or Birth / Death Certificate (yours and your family members')
- Latest payslip / CPF Statement / Income Tax Assessment / Employment letter (yours and your family members')
- Updated bank account passbook or statement
- Medical certificate, memo / letter of unfit for work, termination / retrenchment letter
- Documents of assistance from other organisations (e.g. Social Service Office, Hospital Medifund)
- Proof of payment of rent, instalment plans, arrears, debts, medical and other expenses
- Latest household bills (e.g. SP services, phone, Town Council, HDB), outstanding bank loans, letter of bankruptcy
- Latest HDB Statement of Account

For an appointment to see a Financial Counsellor, you can

- ask your doctor, nurse or allied health professional for a referral
- call our appointment line at 6908 2222

Other Available Help

If you have financial difficulties with basic living expenses or getting mobility aids/medical equipment, please see our Medical Social Workers (MSWs) instead.

Also, if you are a non-Singaporean and need financial assistance, our MSWs can help you.

Financial Counselling Services are available at these NUP Polyclinics:

Bukit Batok - 50 Bukit Batok West Avenue 3, Singapore 659164

Choa Chu Kang - 2 Teck Whye Crescent, Singapore 688846

Clementi - Blk 451 Clementi Avenue 3 #02-307, Singapore 120451

Jurong - 190 Jurong East Avenue 1, Singapore 609788

Pioneer - 26 Jurong West Street 61, Singapore 648201

Queenstown - 580 Stirling Road, Singapore 148958

Bukit Panjang - 50 Woodlands Road #03-02, Singapore 677726