

**FREQUENTLY-ASKED QUESTIONS**  
(For policy renewal from 1 April 2021)

- (A) Premium and Benefit Changes to Plus and Assist Riders
- (B) Reduction in premiums for Enhanced IncomeShield and IncomeShield plans (SC & PR)
- (C) Enhancement in Benefits for Enhanced IncomeShield plans

**(A) Benefit and Premium Changes to Plus and Assist Riders**

**1. What are the benefit changes to Plus and Assist Riders?**

Income is making changes to the Plus and Assist Riders to incorporate co-payment features. This will take effect for policy renewals from 1 April 2021. A summary of changes is shown below.

Plus Rider	Current	From 1 April 2021
<b>Co-payment</b>	Not applicable	5% of the claimable amount
<b>Co-payment limit (each policy year)</b>	Not applicable	Up to \$3,000 if treatment provided by our panel <sup>1</sup>
<b>Hospital Cash Benefit</b>	Applicable if the ward admitted is lower than the entitled ward.	Not applicable
<b>Extra Bed Benefit</b>	Refund up to \$80 per day (up to 10 days for each hospital stay) if the parent/guardian stays in the hospital with the insured child	Refund up to \$80 per day (up to 10 days for each hospital stay) if the parent/guardian stays in the hospital with the insured child

Assist Rider	Current	From 1 April 2021
<b>Co-payment</b>	10% of the claimable amount	10% of the claimable amount
<b>Co-payment limit (each policy year)</b>	Enhanced Preferred/ Plan P: \$3,000 Enhanced Advantage/ Plan A: \$2,500 Enhanced Basic/ Plan B: \$2,000 Enhanced C/ Plan C: \$1,500	Up to \$3,000 if treatment provided by our panel <sup>1</sup>
<b>Additional non-panel payment (each policy year)</b>	Not applicable	Pay up to \$2,000 if treatment not provided by our panel <sup>1</sup>
<b>Hospital Cash Benefit</b>	Applicable if the ward admitted is lower than the entitled ward.	Not applicable
<b>Extra Bed Benefit</b>	Refund up to \$80 per day (up to 10 days for each hospital stay) if the parent/guardian stays in the hospital with the insured child	Refund up to \$80 per day (up to 10 days for each hospital stay) if the parent/guardian stays in the hospital with the insured child

<sup>1</sup> Panel means a registered medical practitioner, specialist, hospital or medical institution who is on Income's approved list. Please refer to [www.income.com.sg](http://www.income.com.sg) for the approved list, which may be updated from time to time.

## 2. Why does Income make the change?

The introduction of co-payment features to Income's riders is aligned to a range of initiatives first introduced by MOH in 2018 to address concerns over-consumption of healthcare services, leading to high (health insurance) premium inflation over the years. Co-payment is an important and effective healthcare financing design feature which encourages prudent consumption of healthcare services.

Over the years, the premiums of full riders continue to increase as claims experience remains unsustainable. As health insurance is an important aspect of holistic financial planning, it is important that health insurance is sustainable for our policyholders in the long run.

Income's decision to transition to the co-payment scheme allows rider premiums to be revised to a more affordable and sustainable level starting **with policy renewals** from 1 April 2021.

The co-payment cap with the use of Income's panel of healthcare providers also ensure that policyholders are protected against exceptionally large healthcare bills while **benefiting from** quality healthcare.

## 3. With this change, what is the difference between revised Plus/Assist Rider vs Deluxe Care/Classic Care Rider?

With the change, their benefits and features are similar. Hence, the premium rates have been aligned to be the same as well.

## 4. When will the changes in benefits and premiums take effect?

They will take effect for policy renewal from 1 April 2021.

Customers with 'serious medical conditions' will see that premium adjustments upon their policy renewals starting 1 April 2021, while the co-payment features will start a year later, i.e. upon policy renewals from 1 April 2022.

## 5. Who qualify as customers with 'serious medical conditions'?

The following customers who are currently seeking treatment for the following medical conditions will qualify.

- Major/ Advanced stage Cancer
- Serious heart disease
- Chronic kidney disease and dialysis

They were assessed according to their claim history between 1 Jan 2018 up till 31 Mar 2021. In addition, our medical and claims experts have also considered other qualifying criteria such as hospital bills size, frequency of inpatient claims, as well as, prolonged length of stay in hospitals, to identify customers with 'serious medical conditions'.

## 6. What else is Income doing on claims management and efforts to rein in premium increase?

We are stepping up efforts to drive higher utilisation of our panel of healthcare providers (including restructured hospitals) through continuous education and engagement activities. This is helpful in the long-term management of medical claims and also, in achieving the best outcomes for our policyholders as the panel of healthcare providers' are selected based on high quality assurance.

We also foresee that the co-payment cap for medical treatment sought with our panel of healthcare providers will further encourage panel utilisation going forward. We continue to work closely with partners in the healthcare ecosystem to identify ways to influence the moderation and sustainability of healthcare cost in Singapore.

**7. How would customers be informed of these changes?**

The Plus and Assist customers will be informed of the changes in writing, either via email or hard copy letter, from 3 February 2021 onwards.

**8. With these changes, can Plus Rider customers opt for Assist Rider from 1 Apr 2021?**

Yes, Plus Rider customers can still opt for Assist Rider. In addition, Deluxe Care and Classic Care Rider is available for EIS Preferred, Advantage and Basic plans.

**9. Can customers opt to change their Plus or Assist Rider to Deluxe Care or Classic Care Rider before their renewal date to enjoy the immediate savings on premiums?**

Yes, customers may choose to do so. If the request is more than 2 months before the main plan is due for renewal, the change in rider will result in a refund. If it's during the 2 months period before the main plan is due for renewal, the change will take effect upon policy renewal date and as such, there will not be any refund of premiums.

**10. With these changes on the riders, what will happen should Plus or Assist customers change their main plan?**

According to regulation, policyholders who upgrade their main plan will have to transition their riders to either Deluxe Care or Classic Care Rider. For downgrade of main plan, there is currently no requirement to change the rider to Deluxe Care or Classic Care. They will be able to continue under Plus or Assist Rider based on the latest benefits and their corresponding premiums.

**(B) Reduction in IP premiums for Enhanced IncomeShield and IncomeShield plans (SC/ PR)**

**11. How much of the premiums have been reduced?**

Please refer to your policy renewal notice for details on the revised premiums.

**12. Why are we reducing premiums?**

Our continuous efforts in the last few years on reining in the escalation of insurance premiums which includes establishment of IncomeShield Specialist Panel & Preferred Partners, as well as, premium adjustments to keep pace with medical inflation are showing positive results. Thus, we are now able to better moderate and even reduce premiums of our health insurance plans and riders for policy renewals from April 2021.

**13. Will the reduction in IP premiums continue in future and how will Income sustain these premiums?**

While we continue to peg annual premiums to our claims experience and concurrent benefit enhancements, there are external factors such as changes to healthcare costs and revisions to MediShield Life coverage and benefits that will impact overall health insurance premiums.

Income is committed to keep health insurance premiums sustainable and affordable for customers and will continue to work with partners and stakeholders within the healthcare ecosystem to do so.

**(C) Enhancements in Benefits for Enhanced IncomeShield plans**

**14. What are the benefit enhancements to Enhanced IncomeShield plans?**

The benefit enhancements are as follows to ensure that they remain relevant to our customers’ needs. Please refer to the individual policy contract for full details of these benefits and enhancements.

New Benefits	Enhanced IncomeShield plans			
	Preferred	Advantage	Basic	Enhanced C
<b>Inpatient Hospital Treatment</b>				
Inpatient palliative care service (General)	As charged	As charged	As charged	As charged
Inpatient palliative care service (Specialised)	As charged	As charged	As charged	As charged
<b>Outpatient Hospital Treatment</b>				
Hemi-body radiotherapy	As charged	As charged	As charged	As charged
<b>Special Benefits</b>				
Cell, tissue and gene therapy benefit <sup>1</sup> (each policy year)	As charged, up to \$250,000	As charged, up to \$250,000	As charged, up to \$150,000	As charged, up to \$150,000
Proton beam therapy (each policy year)	As charged, up to \$100,000	As charged, up to \$100,000	As charged, up to \$70,000	As charged, up to \$70,000
Waiver of pro-ration factor for outpatient renal dialysis	Does not apply	Waive pro-ration factor for applicable treatment provided by our preferred partner <sup>2</sup>		

<sup>1</sup> For cell, tissue and gene therapy benefit, it is enhanced to pay for inpatient hospital treatment (including day surgery) and outpatient hospital treatment, based on the existing benefit limit.

<sup>2</sup> Preferred partner means a registered medical practitioner, specialist, hospital or medical institution who is on Income’s approved list. Please refer to [www.income.com.sg](http://www.income.com.sg) for the approved list. The list may be updated from time to time.

**15. When will the benefit enhancements take effect?**

They will take effect from 1 April 2021.

**16. How can I get more information or clarification?**

For policy-specific questions, you may speak to your insurance advisor, send your query to [www.income.com.sg/enquiry](http://www.income.com.sg/enquiry) or contact our customer service officers at 6332 1133.

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