

30 May 2008

## CIVIL SERVICE BUREAU CIRCULAR NO. 4/2008

### Administrative Arrangements for Seeking Medical and Dental Benefits by Civil Service Eligible Persons

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**To : Directors of Bureau                      c.c. Commissioner, Independent  
Permanent Secretaries                      Commission Against Corruption  
Heads of Department                      Judiciary Administrator  
Secretary, Public Service Commission**

*(Note : Distribution of this circular is Scale A. It should be read by all officers. A Chinese version is attached.)*

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#### Purpose

This circular announces the full roll-out of the Medical and Dental Benefits Eligibility Checking System (ECS) on 30 June 2008, and sets out the administrative arrangements for obtaining treatment at Government and Hospital Authority (HA) medical and dental facilities (designated facilities).

2. CSB Circular No. 8/2005 is hereby cancelled.

#### Implementation of the ECS

3. The ECS will be fully rolled out for serving civil servants, their eligible dependants and other persons eligible for civil service medical and dental benefits (civil service medical benefits) on **30 June 2008**<sup>1</sup>. The ECS allows on-line access by staff of designated facilities to verify the eligibility of persons seeking treatment. Eligible persons<sup>2</sup> who are covered by the ECS will no longer be required to produce the forms GF 181, Try. 447 or Pensioner's Card as a proof of eligibility for civil service medical benefits when seeking treatment at designated facilities.

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<sup>1</sup> Phase one of the ECS covering pensioners and their eligible dependants has been implemented since 29 January 2008.

<sup>2</sup> "Eligible persons" means persons who are eligible for civil service medical benefits as defined in CSRs 900 and 950; persons whose terms of appointment provide for these benefits or who have been granted approval by the Secretary for the Civil Service for these benefits.

4. Starting from 30 June 2008, eligible persons only need to (a) **advise hospital/clinic staff that they are eligible for civil service medical benefits** and (b) **produce proof of identity (e.g. Hong Kong Identity Card, Hong Kong Birth Certificate)** for inspection by hospital/clinic staff. The latter will check their eligibility through the ECS. Eligible persons are generally covered by the ECS. Details of the ECS coverage are set out in **Appendix 1**.

### **Points to Note by Eligible Persons**

5. Upon full roll-out of the ECS, except under specified exceptional circumstances mentioned in Appendix 1, eligible persons will be provided with civil service medical benefits **only if their eligibility is confirmed through the ECS**. Data accuracy in the ECS database is crucial to the provision of civil service medical benefits to eligible persons. All officers<sup>3</sup> should therefore note the following -

- (i) It is the officers' responsibility to report promptly to departmental management the personal particulars of themselves and their eligible dependants on first appointment and upon changes in such particulars as and when they arise. Please refer to Annex C of CSB Circular Memorandum No. 13/2007 for details of personal particulars required. Officers should provide supporting documents to bureaux/departments (B/Ds) according to the prevailing departmental procedures;
- (ii) Personal particulars submitted to B/Ds for inputting into the Central Payroll Related Database (CPRD) (or Treasury's electronic template) must match those shown in the identity documents or travel documents which eligible persons will present to hospital/clinic staff for checking when they seek treatment;
- (iii) If officers fail to report changes in personal particulars and it results in provision of civil service medical benefits to ineligible persons (e.g. former spouse, children over the age of 19 but not in full-time education or dependent on the officer as a result of physical or mental infirmity), the officer concerned will be held liable for payment of unpaid charges and recovery of over-paid benefits. Disciplinary action and/or legal proceedings may also be commenced;

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<sup>3</sup> "Officers" means civil servants, pensioners, non-civil servants whose terms of appointment provide for civil service medical benefits, ICAC officers, judges and judicial officers and "families" as stated in paragraphs 1(v) and 3(iii) of Appendix 1.

- (iv) As and when officers report changes in particulars of their eligible dependants, they may obtain revised GF 181s (in pink) from departmental management for use by their eligible dependants in case the latter require urgent treatment (see paragraph 6 of **Appendix 2** for details). Where time permits, instead of obtaining revised GF 181s, officers should check with departmental management to see if the reported changes have been accurately updated in the CPRD or other departmental records before seeking treatment;
- (v) Hospital/clinic staff are not under any obligation to provide civil service medical benefits to individuals whose eligibility cannot be confirmed through the ECS or who cannot produce valid proof (e.g. proof of identity). (Special arrangements are provided for accident and emergency services in HA hospitals. Please see paragraphs 4 and 5 in Appendix 2 for details). If eligible persons pay the requisite fees, refund is generally not allowed even if their eligibility can be confirmed afterwards or they produce a revised GF 181 subsequently; and
- (vi) Medical expenses, paid charges/fees, etc. are not reimbursable if, due to failure of the officers in reporting particulars or changes in particulars of eligible dependants, the dependants' eligibility cannot be confirmed through the ECS at the time of treatment.

### **Points to Note by Departmental Management**

6. B/Ds have an equally important role to play to ensure data accuracy of the ECS database. Departmental management is responsible for the following -

- (i) upon receipt of reports from officers on dependants' particulars, check the supporting documents and update the relevant records in the CPRD (or Treasury's electronic template) as soon as possible, **in any event not later than two weeks**. B/Ds should issue revised GF 181s for use by the relevant dependants having regard to the data updating lead-time. Please refer to CSB Circular Memorandum No. 13/2007 for details concerning updating of personal particulars captured in the CPRD, and instructions that may be issued by the Treasury from time to time; and

- (ii) in case of staff resignation, termination of service, completion of agreement, dismissal, retirement (for officers appointed on new terms or subject to the Mandatory Provident Fund Scheme unless they are eligible for civil service medical benefits as per paragraph 1(vi) of Appendix 1) or death of officers, the relevant staff (and their eligible dependants) are no longer eligible for civil service medical benefits. Departmental management should input the appointment termination date and other details in respect of the relevant officers in Treasury's Payroll System (or the effective eligibility end date in respect of the relevant officers (and their eligible dependants) in Treasury's electronic template). Any delay in action on the part of departmental management will undermine data accuracy of the ECS database, which may result in the provision of civil service medical benefits to ineligible persons.

### **Arrangement in case of system failure of the ECS**

7. In case of system failure of the ECS, hospital/clinic staff will ask the eligible persons whether they have a valid treatment application form (e.g. revised GF 181 or revised Try. 447). If such forms are not available, eligible persons will be asked to fill in a form to declare their eligibility before civil service medical benefits are provided upon checking their proof of identity.

8. When the ECS resumes operation, eligibility of the persons concerned will be checked through the ECS. If ineligible cases are found, the Government and HA will take appropriate actions, including cost recovery and/or legal action.

### **Parallel Run of the ECS and GF 181**

9. To accustom eligible persons to the new arrangement, there will be a parallel run of six months from 30 June 2008 to 31 December 2008. During the parallel run period, apart from the use of the ECS, the original (in white) and revised (in pink) versions of GF 181 will be accepted as a proof of eligibility. When the parallel run period expires, the original GF 181 will no longer be accepted. The eligibility of serving civil servants, their eligible dependants and other persons eligible for civil service medical benefits will only be confirmed through the ECS, except for special circumstances mentioned in Appendix 1.

### **Updated procedural guide**

10. With the full roll-out of the ECS, we have updated the procedural guide to obtaining medical and dental treatment at Government and HA medical and dental facilities as set out in **Appendix 2**. Departmental management, including the issuing officers of revised GF 181, should ensure compliance with the procedural guide regarding the administration and use of revised GF 181.

### **CSR amendments**

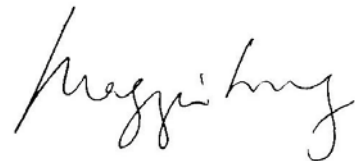
11. The opportunity is taken to update relevant CSRs. The replacement sheets are attached.

### **Re-circulation**

12. Departmental management should bring this circular to the attention of all serving officers who are eligible for civil service medical benefits in the first instance. The circular should be brought to the attention of all officers on first appointment and re-circulated at six-monthly intervals to all officers.

### **Enquiries**

13. Enquiries concerning this circular should be addressed to Departmental Secretaries in the first instance, who, if in doubt, may contact Chief Executive Officer (Conditions of Service) at 2810 3083, Senior Executive Officer (Conditions of Service)1 at 2810 3082 or Executive Officer (Conditions of Service )1 at 2810 3079.



( Ms Maggie Wong )  
for Secretary for the Civil Service

### Coverage of the Medical and Dental Benefits Eligibility Checking System

The following eligible persons are covered by the system –

- (i) civil servants and their eligible dependants;
- (ii) pensioners and their eligible dependants;
- (iii) non-civil servants (e.g. Principal Officials) whose terms of appointment provide for civil service medical benefits and their eligible dependants (if applicable);
- (iv) ICAC officers/judges and judicial officers and their eligible dependants;
- (v) families living in Hong Kong and in receipt of a pension under the Widows' and Orphans Pension Scheme or the Surviving Spouses' and Children's Pensions Scheme following the death of civil servants while in service or after retirement; and
- (vi) civil servants appointed on or after 1 June 2000 under the new terms and civil servants appointed before 1 June 2000 on agreement terms who are subject to the Mandatory Provident Fund Scheme, who have been invalidated as a result of injury on duty or occupational disease.

2. Where personal particulars of eligible dependants set out above have not yet been inputted into the ECS database, the arrangement regarding the use of revised GF 181 set out in paragraph 6 of Appendix 2 should apply as a transitional measure.

3. The following eligible persons are **not** covered by the system –

- (i) pensioners without Hong Kong Identity (HKID) cards and their eligible dependants without HKID cards or Hong Kong Birth Certificate (HKBC) (for dependent children under the age of 11);
- (ii) Auxiliary Services personnel, daily rated staff and non-civil service contract staff who are injured on duty;
- (iii) families of civil servants killed on duty and living in Hong Kong;

- (iv) civil servants who are exempted from paying hospital maintenance fees under Civil Service Regulation (CSR) 924(a) (i.e. nursing staff of Department of Health (DH) and Correctional Services Department (CSD); civil servants on sick leave or maternity leave without pay; civil servants on sick leave granted under CSR 1286(1)) **when seeking in-patient hospital services in HA;**
- (v) civil servants and their eligible dependants who are entitled to half fees for hospital maintenance under CSR 924(b) (i.e. medical staff, other than nursing staff, of DH and CSD; children under 12 years of age; civil servants on sick leave on half pay) **when seeking in-patient hospital services in HA;** and
- (vi) new-born infants of eligible persons remaining in hospital after their mothers have been discharged, who, under CSR 925, are entitled to 50% of the lowest rate of hospital maintenance fees set out in CSR, **when seeking in-patient hospital services in HA.**

4. Eligible persons mentioned in paragraph 3 above should continue to use the paper-based treatment application forms (i.e. revised GF 181 (in pink) and revised Try. 447 (in brown) as appropriate) to prove their eligibility when they seek treatment at designated facilities, but Pensioner's Card will not be accepted.

**Application for Medical and Dental Treatment  
at Government and Hospital Authority (HA)  
Medical and Dental Facilities by Persons Eligible for  
Civil Service Medical and Dental Benefits  
Procedural Guide**

(with effect from 30 June 2008)

**Eligible persons covered by the Medical and Dental Benefits Eligibility Checking System (ECS)**

Eligible persons should advise hospital/clinic staff that they are eligible for civil service medical and dental benefits (civil service medical benefits) and produce proof of identity (i.e. Hong Kong Identity (HKID) card) for the latter's inspection. Dependent children under the age of 11 who do not hold HKID card are required to produce their Hong Kong Birth Certificate (HKBC). Hospital/clinic staff will check their eligibility through the ECS using the appropriate search keys<sup>1</sup>. It is no longer necessary for them to produce GF 181 to the medical and dental facilities.

2. For dependants who are not normally resident in Hong Kong and who do not hold HKID Cards/HKBCs, they should –

- (a) provide proof of identity such as valid travel documents containing personal particulars (bearing the same date of birth and Official English name as kept in the Central Payroll Related Database (CPRD) or other departmental records) and photograph (including passports, One-way Permits issued by the People's Republic of China, Exit-entry Permits issued by the People's Republic of China, etc.);
- (b) produce proof that their presence in Hong Kong is legitimate, for example, visa endorsement on a travel document subject to the limit of stay not having expired. Dependants who are allowed to enter into a recognizance under the Immigration Ordinance (Cap. 115) are not regarded as satisfying this condition and are therefore **not** eligible for civil service medical benefits; and

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<sup>1</sup> The search keys are :

- (a) for HKID card holders/HKBC holders (for dependent children under the age of 11 who do not hold HKID card): HKID card number/HKBC registration number;
- (b) for non-HKID card holders/non-HKBC holders: date/year of birth of the patient and the HKID card number of the Associated Eligible Person.



- (c) advise hospital/clinic staff the HKID card number of their “Associated Eligible Persons”<sup>2</sup>, who will check their eligibility through the ECS using the appropriate search keys<sup>1</sup>.

### **Eligible persons not covered by the ECS**

3. Eligible persons not covered by the ECS as set out in paragraph 3 of Appendix 1 will continue to use paper form, i.e. revised GF 181 and produce proof of identity mentioned above when they seek treatment.

### **Accident and Emergency (A&E) services in HA hospitals**

4. Owing to the urgency of the situations, eligible persons may request deferred payment at the A&E Department even if no matched record is found in the ECS and no revised GF 181 can be produced on the spot. He should advise the Registration Counter, obtain a payment advice and return a revised GF 181 together with the payment advice to the Accounts Office by post or to the Main Shroff in person as soon as possible. If he pays the charge, the charge is not reimbursable by the Government and HA.

5. In returning a revised GF 181 to HA, officers should ask their departmental management to certify their eligibility on the date of attendance in the revised GF 181 if that date is not covered within the validity period of the revised GF 181.

### **Issue of Revised GF 181**

6. Upon the full roll-out of the ECS, the original GF 181 (in white) should not be issued. Revised GF 181 (in pink) may be issued by B/Ds to officers or other eligible persons (see items (c) and (e) below) **ONLY** in the scenarios (with corresponding validity period) described below -

<b>Circumstances under which revised GF 181 is issued</b>	<b>Validity period of revised GF 181 to be inserted by issuing officers</b>
(a) Eligible persons, e.g. spouse of civil servants and children in full-time education, whose personal particulars have not yet been updated in the CPRD (or Treasury’s electronic template). B/Ds should update the relevant personal particulars within two weeks	14 calendar days

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<sup>2</sup> The associated civil servant / pensioner who is their spouse, father or mother.

<b>Circumstances under which revised GF 181 is issued</b>	<b>Validity period of revised GF 181 to be inserted by issuing officers</b>
(b) Eligible persons who are eligible for exemption or reduction of hospital maintenance fees under CSRs 924(a), 924(b) and 925 <b>when seeking in-patient hospital services in HA</b>	14 calendar days (also see paragraph 13 below)
(c) Auxiliary Services personnel, daily rated staff and non-civil service contract staff injured on duty	14 calendar days (also see paragraph 13 below)
(d) New born infants of civil servants	60 calendar days
(e) Families of civil servants killed on duty and living in Hong Kong	One year

7. A completed revised GF 181 should contain the officer's name, his/her complete HKID card number (including the check digit), name(s) and date(s) of birth (for dependent children only) of his/her eligible dependant(s), the issuing officer's name, signature, designation, telephone number, date of issue, the departmental chop and an expiry date (e.g. validity period as stated in paragraph 6 above, date of the officer leaving the civil service, date of a dependent child reaching the age limit, etc.)

### **Procedures for Issue of Revised GF 181**

8. The officer requesting revised GF 181 should first enter all the relevant personal particulars of himself and his eligible dependants on the form and cross out any blank space.

9. For new born infants without a name, the name of dependant field in the form should be completed as follows –

(a) If the mother is an eligible person, the officer should enter “Baby of [name of mother]” in the name of dependant field.

(b) If the mother is not an eligible person, the officer should enter “Baby of [name of father and name of mother]” in the name of dependant field.

10. For eligible persons referred to in CSRs 924(a), 924(b) and 925 who have to seek in-patient hospital services in HA, the issuing officer should insert and sign the following statement in the revised GF 181 (suggest below the top margin of the form) to indicate the persons' eligibility status: “Eligible person under CSR 924(a) (or 924(b) or 925)”.

11. The issuing officer should check that the information, including the eligibility and relevant particulars of the officer and the dependants, in the form as supported by the relevant documentary evidence is correct before completing the relevant section. Officers are only required to submit the documentary evidence once, unless there are subsequent changes to the status.

12. For dependants who are not normally resident in Hong Kong and do not hold HKID card or HKBC, their eligibility for civil service medical benefits are subject to their production of (a) proof that their presence in Hong Kong is legitimate and (b) proof of their relationship with the officer as substantiated by documentary evidence issued by competent authority. Hospital/clinic staff will check item (a) direct when the relevant dependants seek treatment. The issuing officer is only required to check item (b) when issuing revised GF 181.

13. As far as the in-patient hospital services in HA are concerned, the issuing officer should, when issuing revised GF 181, ensure that the validity period of the revised GF 181 covers the entire hospitalisation period of the concerned eligible persons at HA hospitals.

14. An officer may request more than one form in case of frequent attendance at Government and HA medical and dental facilities, e.g. chronic illness of non-civil service contract staff arising from injury on duty or occupational disease. Departments should ensure that the number of forms issued to a particular officer under such circumstance is reasonable and not excessive.

### **Use of Revised GF 181**

15. A form is required for each person seeking treatment and for each attendance. The names of other eligible persons not applicable should be deleted when seeking treatment.

### **Control of Revised GF 181**

16. To prevent fraudulent use of revised GF 181, B/Ds must ensure that only designated officers who are so authorised may issue the form. The number of issuing officers should be kept to a minimum but commensurate with the requirements of the departments. A record of the names of designated issuing officers should be maintained. The issuing officers should ensure that revised GF 181 is only issued to eligible persons under the circumstances described in paragraph 6 above. An issuing officer should not issue a revised GF 181 to himself/herself but should request another designated officer to do so. All amendments made to the particulars of the eligible persons covered by the form should be properly endorsed by the issuing officer. **Under no circumstances should an issuing officer sign or put a departmental chop on a blank form.**

17. When there are changes in an officer's family status, all unused revised GF 181s must be returned to the issuing officer before new forms are issued. When an officer leaves the civil service or ceases to be eligible for civil service medical benefits, the officer should also return all unused revised GF 181s to the issuing officers. B/Ds should also make their best efforts to ensure that all unused forms are returned for cancellation.

#### **Revised Try. 447**

18. B/Ds should not issue revised GF 181s to retired civil servants and their dependants. Eligible retired civil servants and their dependants should use the form - Application for Medical & Dental Treatment (revised Try. 447) (in brown) - instead in case of need. Revised Try. 447 is computer-generated and can be obtained from -

- (a) Pensions Enquiry Office of the Treasury, either in person or by post (Room 107, 1<sup>st</sup> floor, Immigration Tower, 7 Gloucester Road, Wanchai, Hong Kong), by phone (2829 5113, 2829 5114, 2845 8866), by fax (2519 3222) or by e-mail ([pension@try.gov.hk](mailto:pension@try.gov.hk)); or
- (b) Pensioner Services Unit of the Civil Service Bureau in person (8/F, West Wing, Central Government Offices, 2 Tim Mei Avenue, Tamar, Hong Kong).

19. The old version of Try. 447 (in blue) and Pensioner's Card have ceased to be accepted as eligibility proof for civil service medical benefits with effect from 1 May 2008.

20. The general principles regarding issue, use and control of revised GF 181 mentioned above should apply to revised Try. 447 as well.

## CHAPTER VI - MEDICAL AND DENTAL FACILITIES

- (d) families of officers killed on duty and living in Hong Kong; and
- May 2008 (e) families living in Hong Kong and in receipt of a pension under the Widows' and Orphans Pension Scheme or the Surviving Spouses' and Children's Pensions Scheme following the death of officers while in service or after retirement.
- (4) A widow or widower of a deceased officer, together with her/his family, will cease to be eligible for treatment under paragraph (1) on remarriage.
- (5) Apart from the circumstances described in paragraph (3)(b), daily-rated staff and their families receive such medical treatment as is available to the general public.
- 901
- 902 The treatment provided will be dictated by the medical necessity of the case. Every endeavour will be made to give officers and their families the best available medical attendance and treatment, but the medical officer in charge of the case has sole discretion as to the amount and the nature of treatment provided.
- May 2008 903 A list of Department of Health clinics where officers and their families may attend for advice and out-patient treatment is available at the Civil Service Bureau Homepage.
- 904 Officers will be allowed time off from duty for attendance at clinics for approved treatment, examination or consultation.
- 905
- Mar 92 906 Free medicines are supplied only on a prescription signed or countersigned by a Government or Hospital Authority medical officer and only from Government clinics and dispensaries or Hospital Authority hospitals, clinics and dispensaries.

## CHAPTER VI - MEDICAL AND DENTAL FACILITIES

- May 2008      907.      The following persons will not be charged for vaccination or inoculation certificates issued by the Department of Health -
- (a)      monthly paid officers and their families;
  - (b)      retired Government officers living in Hong Kong and in receipt of a pension or an annual allowance and their families living in Hong Kong;
  - (c)      families of officers killed on duty and living in Hong Kong;
- May 2008      (d)      families living in Hong Kong and in receipt of a pension under the Widows' and Orphans Pension Scheme or the Surviving Spouses' and Children's Pensions Scheme following the death of officers while in service or after retirement.
- Mar 92          908.      The Director of Health, or a senior officer authorised by him may order the removal of an officer or member of his family to a hospital, if he considers that the patient cannot be properly treated otherwise. If a patient refuses to comply with such an order, treatment by a Government or Hospital Authority medical officer may be discontinued and the Director will report the circumstances to the Secretary for the Civil Service.
- 909.
910.      The Director of Health may authorise a serving officer or eligible member of his family as defined in CSR 900(2) or be sent abroad for medical treatment unobtainable in Hong Kong. The officer (or eligible member of his family) may be provided with a return passage by the most direct and/or economical route. One additional passage may be provided if the Director of Health considers that the person requiring treatment needs to be accompanied.

## CHAPTER VI - MEDICAL AND DENTAL FACILITIES

### DENTAL TREATMENT

#### (a) *In Hong Kong*

- Mar. 91  
(950-954)
950. (1) Dental treatment is available to an eligible person and his family (as defined in CSR 900(2)) at government dental clinics. No charge is made for conservative treatment, including temporary, composite, glass ionomer and amalgam fillings, root canal treatment, periodontal treatment, and oral surgery which includes extractions. Charges for dentures, dental appliances and other restorations are made at the rates laid down in CSR Annex 6.2. These charges are liable to deduction from an officer's salary.
- January 94
- (2) The following persons are eligible for dental treatment under paragraph (1) -
- (a) monthly paid officers and their families;
  - (b) retired government officers living in Hong Kong and in receipt of a pension or an annual allowance and their families living in Hong Kong;
  - (c) families of officers killed on duty living in Hong Kong;
- May 2008
- (d) families living in Hong Kong and in receipt of a pension under the Widows' and Orphans Pension Scheme or the Surviving Spouses' and Children's Pensions Scheme following the death of officers while in service or after retirement.
- (3) A widow or widower of a deceased officer, together with her/his family will cease to be eligible for treatment under paragraph (1) on remarriage.
- (4) Daily rated staff are eligible for free extractions as members of the public.
- (5) An officer is not eligible for reimbursement of expenses for any dental examination or treatment (including the provision of dentures or dental appliances), either for himself or his family, carried out by a private dental practitioner without the prior written approval of the Director of Health.

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