Guidelines on the Verification and Updating of Personal Particulars for the Medical and Dental Benefits Eligibility Checking System

(Note: Distribution of this circular is Scale C. It should be read by Permanent Secretaries, Heads of Department, Departmental Secretaries and officers dealing with personnel matters and brought to the attention of all officers concerned.)

A new Medical and Dental Benefits Eligibility Checking System (ECS) will be introduced to allow on-line access by all medical and dental facilities of Department of Health (DH) and Hospital Authority (HA) to verify the eligibility status of persons seeking treatment. With this system, eligible persons 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 and dental benefits.

2. This circular memorandum promulgates the planned implementation of the ECS and sets out the guidelines for verifying and updating personal particulars of eligible persons in the Treasury’s Central Payroll Related Database to prepare for implementation of the ECS. The launch of the ECS and associated arrangements will be promulgated in due course.

3. For enquiries about this circular memorandum, please 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
c.c.  Chief Executive, Hospital Authority
     Commissioner, Independent Commission Against Corruption
     Judiciary Administrator
     Secretary, Public Service Commission
     The Ombudsman
     Director of Accounting Services (Pensions Division)
     Pensioners Services Unit, Civil Service Bureau
Guidelines on the Verification and Updating of Personal Particulars for the Medical and Dental Benefits Eligibility Checking System

The following guidelines set out the arrangements for bureaux / departments (B/Ds) to involve their staff in verifying and updating the personal particulars of themselves and their eligible dependants in the Treasury’s Central Payroll Related Database (CPRD) to prepare for the planned implementation of the Medical and Dental Benefits Eligibility Checking System (ECS).

Implementation of the ECS and its Coverage

2. As a measure to streamline administrative procedures, the ECS will be implemented to replace the current arrangement which requires eligible persons as defined under CSR 900\(^1\) to present a valid GF 181, Try 447 or Pensioner’s Card to prove their eligibility for civil service medical and dental benefits (civil service medical benefits) when they seek treatment at Department of Health (DH) and Hospital Authority (HA) medical and dental facilities (designated facilities). The existing arrangement of requiring the eligible persons to produce proof of identity, e.g. Hong Kong Identity Card (HKID), for inspection by staff at the designated facilities will remain unchanged. We shall update the arrangements set out in CSB Circular No. 8/2005 nearer the time of the commissioning of the ECS.

3. Upon implementation of the ECS, a centralised database will be set up in HA and all designated facilities will have on-line access to the data stored in the system for verification of eligibility status at the time when eligible persons seek treatment. The eligibility data in the ECS will be extracted from the Treasury’s CPRD. When eligible persons seek treatment at designated facilities, they will only be required to produce proof of identity for inspection by hospital / clinic staff as at present.

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\(^1\) Under CSRs 900(3) and 950(2), the following persons are eligible for civil service medical and dental benefits:

- (a) monthly paid officers and their families;
- (b) daily rated staff who are injured in the course of their duty (for civil service medical benefits only);
- (c) retired Government officers living in Hong Kong and in receipt of a pension or an annual allowance and their families living in Hong Kong;
- (d) families of officers killed on duty and living in Hong Kong; and
- (e) families living in Hong Kong and in receipt of a pension under the Widows and Orphans Pension Scheme, the Widows’ and Children’s Pensions Scheme or the Surviving Spouses’ and Children’s Pensions Scheme following the death of officers while in service or after retirement.

Under CSR 900(2), “children” means “children who are unmarried and under the age of 21. In the case of children aged 19 and 20, they must also be in full time education or in full time vocational training, or dependent on the officer as a result of physical or mental infirmity”.

4. If no matched record is found upon checking of the ECS by hospital/clinic staff, the persons concerned will not be provided with civil service medical benefits. Accuracy of the data captured in the ECS is therefore essential for eligible persons to enjoy civil service medical benefits. Data accuracy means the personal particulars, e.g. HKID card number, and for those without HKID card, name and date of birth, etc. inputted into the CPRD (see paragraphs 11 and 12 below) must match exactly those shown on the relevant supporting documents, e.g. HKID card, birth certificate, travel document, etc. presented to counter staff of designated facilities for inspection. The concerted effort of departmental management and individual staff in verifying and updating the records in the CPRD is crucial to ensuring data accuracy of the ECS.

5. In inviting serving staff to verify/update their personal particulars (including those of their eligible dependants), B/Ds should make it clear to staff that the personal particulars inputted into the CPRD will be transmitted to and stored in the ECS database for eligibility checking. Failure to verify/update the personal particulars currently captured in the CRPD may result in inaccurate data in the ECS, rendering staff (and their eligible dependants) not being able to enjoy civil service medical benefits as their eligibility cannot be verified at the time of seeking treatment. Subsequent proof of eligibility status will generally not be accepted if at the time of seeking treatment, no matched record is found in the ECS which confirms a person’s eligibility.

6. Pensioners who do not hold HKID cards and their dependants who do not hold HKID cards or Hong Kong birth certificates, Auxiliary Services Personnel and Non-Civil Service Contract (NCSC) staff who are eligible for civil service medical benefits due to injury on duty, families of officers killed on duty and war victims will not be covered by the ECS. They will continue to use paper forms for seeking treatment at designated facilities.

7. The ECS will be implemented in two phases. Our target is to roll out the first phase (covering pensioners and their eligible dependants) in end 2007. The second phase covering serving civil servants, their eligible dependants and the rest of the eligible persons is scheduled for implementation in the second quarter of 2008. Implementation dates and details will be announced separately.

Search Key of the ECS

8. The HKID card number is the search key for eligible persons holding this identity document. For dependent children under the age of 11, the registration number of their Hong Kong birth certificates will be used as the search key. Counter staff of designated facilities will input these numbers into the ECS for eligibility checking purposes.
9. For dependants who do not hold HKID cards or Hong Kong birth certificates (for dependent children under the age of 11), the HKID card numbers of their “Associated Persons” (i.e. the associated civil servant / pensioner who is their spouse, father or mother) and the date of birth (DOB)\(^2\) of the eligible dependants will be the search key. The official English names as shown in their travel documents, e.g. passports or Exit Permits issued by the People’s Republic of China, Exit and Entry Permits issued by the People’s Republic of China, etc. (see sample documents for the latter two at Annex A for reference) will also be inputted into the CPRD and transmitted to the ECS database to enable checking by counter staff at designated facilities.

### Updating of Personal Particulars Captured in the CPRD

#### Enhanced CPRD and Mandatory Data Fields

10. To prepare for implementation of the ECS, the Treasury’s CPRD has been enhanced to include additional input fields for capturing the personal particulars which are necessary for establishing a person’s eligibility for civil service medical benefits. Treasury will separately promulgate the revised CPRD operation manual to B/Ds.

11. The data fields in the CPRD which **must** be inputted for the purpose of establishing the eligibility for civil service medical benefits are highlighted below -

<table>
<thead>
<tr>
<th>Civil servant / Pensioner(^i)</th>
<th>Spouse</th>
<th>Dependent children under the age of 21</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>With HKID card</td>
<td>Without HKID card</td>
</tr>
<tr>
<td>(a) HKID card no. / HK birth certificate registration no.</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>(b) English name(^ii)</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>(c) Date of Birth / Year of Birth</td>
<td>--</td>
<td>--</td>
</tr>
</tbody>
</table>

\(^{\text{i}}\) Or year of birth if date of birth is not available.
<table>
<thead>
<tr>
<th>Civil servant / Pensioner</th>
<th>Spouse</th>
<th>Dependent children under the age of 21</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>With HKID card / HK birth certificate</td>
<td>Without HKID card / HK birth certificate</td>
</tr>
<tr>
<td></td>
<td>With HKID card</td>
<td>Without HKID card</td>
</tr>
<tr>
<td>(d) Marital status and effective date</td>
<td>--</td>
<td>Yes</td>
</tr>
<tr>
<td>(e) Relationship with civil servant / pensioner</td>
<td>--</td>
<td>Yes</td>
</tr>
<tr>
<td>(f) Education status</td>
<td>--</td>
<td>--</td>
</tr>
<tr>
<td>(g) Physical / mental infirmity</td>
<td>--</td>
<td>--</td>
</tr>
</tbody>
</table>

12. B/Ds should pay special attention to the following notes in updating the personal particulars in the CPRD -

(i) “Civil servant” includes staff on special non-civil service appointment who are eligible for civil service medical benefits by virtue of their terms of employment as set out in the memorandum on conditions of service (MOCS) or appointment letter.

(ii) For eligible dependants who are not HKID card holders, the official English names (or pin-yin) as stated in their travel documents should be inputted. In case staff cannot produce the official English name of their eligible dependants (e.g. the dependants have yet to acquire a travel document), B/Ds should (a) input a translated English name, marked “(TRANSLATED)” as suffix, in the relevant data field; and (b) remind the relevant staff to report the official English name of their dependants in their travel documents once available and update the record in the CPRD and remove the word “(TRANSLATED)” accordingly.

(iii) Dependent children, irrespective of age, are not eligible for civil service medical benefits upon marriage.
(iv) Staff should report the normal duration of the full-time education / vocational training programme to departmental management. Term breaks / summer vacation can be counted as part of the programme. B/Ds should input the start and end dates of the programme.

(v) Subject to confirmation of the eligibility of the dependent children with physical / mental infirmity, B/Ds may input the dependent child’s date of birth as the “start date” and leave the “end date” blank, unless the infirmity occurs after the dependent child is 19 years old, in which case a specific “start date” should be inputted.

**Data Verification and Updating by Serving Civil Servants to Prepare for the Launch of the ECS**

13. B/Ds are requested to invite all serving staff to verify the personal particulars (i.e. the data as specified in paragraphs 11 and 12 above) of themselves and their eligible dependants as currently captured in the CPRD and to update such data as necessary. Staff should be reminded that the personal particulars kept in the CPRD must match exactly with those shown in the identity documents / travel documents which they and their eligible dependants will produce as proof of identity when seeking treatment at designated facilities.

14. Data verification by staff may be made through different means. For staff who are Departmental Portal (DP) users, they may be advised to check the personal particulars of themselves and their eligible dependants through logging onto the Treasury’s e-Payroll and Benefits Application.

15. B/Ds are suggested to provide the printed image containing the relevant personal particulars currently captured in the CPRD to facilitate checking by staff who are non-DP users, or who for various reasons do not have frequent / convenient access to the e-Payroll and Benefits Application. To facilitate data verification, Treasury will provide B/Ds with an electronic file containing the personal particulars of all staff and their dependants as currently kept in the CPRD.

16. In the current data verification and updating exercise, irrespective of the means of checking, B/Ds should obtain written advice (e.g. through e-mail or return of the printed image) from all staff confirming the accuracy of / reporting any necessary amendments to the data captured in the CPRD. A sample form for this purpose is at Annex B for B/D’s reference. In this process, B/Ds should emphasise to staff that failure to verify / update the personal particulars currently captured in the CRPD may result in inaccurate data in the ECS, rendering staff (and their eligible dependants) not being able to enjoy civil service medical benefits.

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3 The form is designed for the current exercise only and covers only CPRD data fields relevant to the ECS. B/Ds may need to modify the form if they intend to use it for future comprehensive CPRD updating.
17. If amendments to the personal particulars kept in the CPRD are required, staff should provide supporting documents to B/Ds for checking according to the prevailing departmental procedures.

18. A checklist for verification and updating of personal particulars captured in the CPRD is at Annex C for easy reference.

19. Notwithstanding the above initial data verification and updating exercise, it remains the responsibility of individual staff to report in a timely manner changes in the personal particulars of themselves and their eligible dependants to B/Ds, as and when the need arises. In this connection, B/Ds may consider / explore means of streamlining the reporting procedures to expedite the updating process, e.g. by eliminating any duplicate and non-value added checking points, making use of information technology and electronic channels (e.g. fax / e-mail) for reporting, etc. Upon receipt of reported changes in personal particulars from staff, B/Ds should update the records in the CPRD as soon as possible.

**Non-civil servants (other than staff on NCSC Staff Scheme) who are eligible for civil service medical benefits**

20. Non-civil servants (other than staff on NCSC Staff Scheme) who are eligible for civil service medical benefits by virtue of their terms of employment as stated in the MOCS or appointment letter will also be covered by the ECS. The procedures for verifying and updating the personal particulars of these staff and their dependants (if applicable) for transmission to the ECS database are set out at Annex D.

**Revised GF 181**

21. Existing GF 181s will become invalid upon the full rollout of the ECS scheduled for the second quarter of 2008. We shall inform B/Ds at a later stage regarding the final cut off date for acceptance of the existing GF 181s and the arrangements for issuing the existing GF 181s before the cut off date. To cater for special circumstances, for example, to allow sufficient lead time for departmental management to update the CPRD records as and when changes are reported by staff, to allow persons not covered by the ECS (as set out in paragraph 6 above) to enjoy civil service medical benefits, revised GF 181s will be introduced upon full rollout of the ECS. The arrangements for the issue of revised GF 181s will be announced in due course.
**Timeframe for Verification and Updating of the CPRD**

22. To tie in with the full rollout of the ECS targeted for the second quarter of 2008, B/Ds should ensure that the verification and updating of personal particulars in the CPRD (or Treasury’s template for non-civil servants whose salaries are not paid through Treasury’s Payroll System) should be completed **by end December 2007**. To ensure data readiness, we shall ask B/Ds to report progress of updating in November 2007 and February 2008. B/Ds should bear in mind that any delay in inputting / updating personal particulars in the CPRD will adversely affect the eligible persons concerned in obtaining civil service medical benefits.

**Frequently Asked Questions**

23. A set of frequently asked questions is at **Annex E** for B/D’s reference.

**Enquiries**

24. Enquiries on the above guidelines should be addressed to Departmental Secretaries. If Departmental Secretaries are in doubt, they may contact Miss Anita Leung, Chief Executive Officer (Conditions of Service) at 2810 3083, Ms Elena Shum, Senior Executive Officer (Conditions of Service) 1 at 2810 3082 or Miss Madeline Chan, Executive Officer (Conditions of Service) 1 at 2810 3079.

25. Enquiries on the CPRD operations (or Treasury’s template for eligible non-civil servants whose salaries are not paid through Treasury’s Payroll System) should be addressed to the Salaries and Allowances Division of Treasury.

Civil Service Bureau  
June 2007
NOTE: Staff should report any changes in family particulars that may affect the eligibility of their spouse / dependants for civil service medical and dental benefits. For details, please refer to the relevant CSRs and CSB circulars / circular memoranda.

To: Departmental Secretary of B/D (Attn: ________________ )

☐ I have checked the personal particulars of myself and my eligible dependants currently captured in Treasury's Central Payroll Related Database and confirm that they are accurate.

☐ I have checked the personal particulars of myself and my eligible dependants currently captured in Treasury's Central Payroll Related Database and would like to report changes as follows. The relevant documentary proof is attached with this form.

Change in Marital Status

<table>
<thead>
<tr>
<th>Marital Status</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Married / Separated / Divorced / Widowed *</td>
<td></td>
</tr>
</tbody>
</table>

Particulars of Spouse:

<table>
<thead>
<tr>
<th>English / Chinese Name</th>
<th>HKID Card No. / Date of Birth</th>
</tr>
</thead>
</table>

Birth / adoption of a child aged below 21

<table>
<thead>
<tr>
<th>English Name</th>
<th>Chinese Name</th>
<th>Date of Birth</th>
<th>HKID Card No. / HK Birth Certificate Registration No.</th>
<th>Status</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Born / Adopted / Step-child *</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Born / Adopted / Step-child *</td>
<td></td>
</tr>
</tbody>
</table>

Marriage / death of a child aged below 21

<table>
<thead>
<tr>
<th>English Name</th>
<th>Chinese Name</th>
<th>Date of Birth</th>
<th>HKID Card No. / HK Birth Certificate Registration No.</th>
<th>Status</th>
<th>Effective Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Married / Deceased *</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Married / Deceased *</td>
<td></td>
</tr>
</tbody>
</table>

My child is 19 or 20 years old, I confirm that he / she is / will be in full-time education / vocational training.

<table>
<thead>
<tr>
<th>English Name</th>
<th>HKID Card No.</th>
<th>Start Date of Programme</th>
<th>End Date of Programme</th>
</tr>
</thead>
</table>

My child is 19 or 20 years old, I confirm that he / she is dependent on me as a result of physical or mental infirmity.

<table>
<thead>
<tr>
<th>English Name</th>
<th>HKID Card No.</th>
<th>Start Date (or Date of Birth where appropriate)</th>
<th>End Date (if available)</th>
</tr>
</thead>
</table>

Declaration and Signature: I declare that the above information is true and correct.

Signature: ___________________________ Name: ___________________________ Post / Division: ___________________________ Date: ___________________________

* Delete as appropriate
Note to B/Ds:

B/Ds should include the departmental personal information collection statement at the end of this form. Please note that the information captured in the Central Payroll Related Database (or Treasury’s template for eligible non-civil servants whose salaries are not paid through Treasury’s Payroll System) will be transmitted to and stored in the Medical and Dental Benefits Eligibility Checking System set up in the Hospital Authority. Please also refer to CSB Circular No. 13/2002 for reference.
Checklist for Verification and Updating of Personal Particulars
Captured in the Central Payroll Related Database

**Departmental management**

- Invite all serving staff to verify / update the personal particulars of themselves and their eligible dependants as captured in the Central Payroll Related Database (CPRD);
- Obtain written confirmation from all staff;
- Check supporting documents provided by staff (if amendments or updating are required);
- Input all updated records into the CPRD (or a template provided by Treasury for eligible non-civil servants not on Treasury’s Payroll System, if applicable)

**Serving staff**

- Check relevant personal particulars of themselves and their eligible dependants as captured in the CPRD through Departmental Portal or other appropriate means as advised by B/Ds;
- Confirm data accuracy with B/Ds;
- Provide supporting document(s) and inform B/Ds of changes in personal particulars (if required);
- Personal particulars to be provided for different categories of eligible persons –

**For serving officers**:

(a) HKID card number

**For officers’ spouse**:

(a) HKID card number; and
(b) marital status and effective date OR

**For those who do not hold HKID card** -

(a) name in English (or pin-yin) as shown in the travel document to be produced at the designated facilities;
(b) date of birth (or year of birth if date of birth is not available) as shown in the above travel document (or birth certificate); and
(c) marital status and effective date

**For officers’ children**:

(a) HKID card number or Hong Kong birth certificate registration number for those under the age of 11;
(b) date of birth;
(c) marital status and effective date;
(d) education status for children aged 19 or 20, if applicable;
(e) physical or mental infirmity status for children aged 19 or 20, if applicable

OR

For those who do not hold HKID card / Hong Kong birth certificate –
(a) name in English (or pin-yin) as shown in the travel document to be produced at the designated facilities;
(b) date of birth as shown in the above travel document (or birth certificate);
(c) marital status and effective date;
(d) education status for children aged 19 or 20, if applicable;
(e) physical or mental infirmity status for children aged 19 or 20, if applicable
Annex D

Procedures for Updating Personal Particulars of Non-Civil Servants (other than Staff on NCSC Staff Scheme) who are Eligible for Civil Service Medical Benefits

Non-civil servants (other than staff on NCSC Staff Scheme) who are eligible for civil service medical benefits by virtue of their terms of employment as stated in the memorandum on conditions of service or appointment letter will be covered by the Medical and Dental Benefits Eligibility Checking System (ECS).

2. As these staff are normally appointed on contract terms for a pre-determined period, B/Ds should take steps to ensure that the Central Payroll Related Database (CPRD) or Treasury’s template is promptly updated upon completion of contract or changes in terms of appointment rendering them (or their dependants) not eligible for civil service medical benefits. The personal particulars of these staff (and their eligible dependants, if applicable) can be updated to the ECS database through the ways set out in the following paragraphs.

(a) For those whose salaries are paid through Treasury’s Payroll System, i.e. updating through the CPRD

3. The personal particulars of these staff are captured in the CPRD. B/Ds should follow the same arrangements to verify / update the records in the CPRD as specified in the covering guidelines. Written confirmation from staff on the validity of their personal particulars in the CPRD is required. Treasury will provide an electronic file containing the personal particulars of these staff (and their eligible dependants, if applicable) together with those of serving civil servants currently kept in the CPRD to relevant B/Ds to facilitate their data verification.

4. It is noted that for some non-civil servants, only the officers themselves but not their dependants are eligible for civil service medical benefits according to the employment terms. In this exercise, B/Ds should remind these staff that their dependants are not eligible for civil service medical benefits even though their dependants’ personal particulars may be kept in the CPRD, since the record of their dependants will not be updated to the ECS. Treasury will advise B/Ds the appointment term code to be used for these staff.

(b) For those whose salaries are not paid through Treasury’s Payroll System, i.e. updating through template downloaded from the Treasury Intranet

5. The personal particulars of these staff are not captured in the CPRD. B/Ds should verify the personal particulars of these staff against the departmental records. B/Ds should input / update the personal particulars of these staff (and their eligible dependants, if applicable) into a template which can be downloaded from the Treasury Intranet and forward the same to Treasury as and when necessary. Detailed arrangements for inputting personal particulars into the template will be announced by Treasury separately. Treasury will arrange to transfer the information inputted into the
template to the ECS for eligibility checking. These staff cannot perform on-line checking of the personal particulars of themselves and their eligible dependants captured in the templates submitted to Treasury.

6. The other general arrangements for verification / updating of personal particulars of eligible persons as set out in the covering guidelines, including the need for **written confirmation from staff on validity of their personal particulars to be inputted into the Treasury’s template**, equally apply to this group of staff.

7. For some non-civil servants, only the officers themselves but not their dependants are eligible for civil service medical benefits according to the employment terms. In such cases, B/Ds **must** only input the personal particulars of the officers, and not those of their dependants, into the Treasury’s template.
Annex E

Guidelines on the Verification and Updating of Personal Particulars for the Medical and Dental Benefits Eligibility Checking System

Frequently Asked Questions

Q1: Why is it necessary to keep the Hong Kong Identity (HKID) card number of an eligible person in the Central Payroll Related Database (CPRD) and the Medical and Dental Benefits Eligibility Checking System (ECS)?

A1: The HKID card number of an eligible person is the unique key for the Department of Health (DH) and Hospital Authority (HA) to verify a person’s eligibility for civil service medical and dental benefits (civil service medical benefits) through the ECS. Keeping the HKID card number of an eligible person in the CPRD, which will then be transmitted to the ECS, is therefore essential for eligibility checking by staff of the medical and dental facilities. DH and HA will not provide civil service medical benefits to any eligible person whose HKID card number (and where HKID card is not available, the official English name plus date of birth) as kept in the CPRD and the ECS is incomplete / unavailable / inaccurate.

Q2: What would be the search key for a spouse / dependant (S/D) who does not hold a HKID card?

A2: If the S/D does not hold a HKID card, the following information will be used for eligibility checking –

(i) the HKID card number of the associated person (i.e. the civil servant or pensioner who is the S/D’s spouse / father / mother);
(ii) the date of birth of the S/D as shown in their travel documents / birth certificates, etc.; and
(iii) the official English name of the S/D as shown in their travel documents.

Bureaux / departments (B/Ds) should follow the established procedure in creating a S/D record without a HKID card number in the CPRD, i.e. input a temporary code assigned by the Treasury on request in lieu of HKID card number for that S/D record.
Q3: Is date of birth (DOB) a mandatory field for creating a S/D record under the CPRD?

A3: For spouse who holds a HKID card, DOB is not required for eligibility checking through the ECS. However, for spouse who does not hold a HKID card and all dependent children, DOB is a mandatory field and must be filled in to enable verification of eligibility for civil service medical benefits.

Q4: What should I do if the official English name of a S/D record to be created under the CPRD is not available?

A4: The field for English name of S/D is required to be inputted under the CPRD. For S/Ds who do not hold HKID cards, the official English names as shown in the supporting documents (e.g. travel documents) should be inputted into the CPRD. If the supporting documents do not bear the official English name, B/Ds should input a translated name in English for the relevant S/D record and specify the suffix “(TRANSLATED)” at the end of the translated English name. Individual B/Ds should remind the officer concerned to provide the official English name of their S/D and update it under the CPRD as soon as it is available.

Q5: If some officers are unwilling to verify the personal particulars kept in the CPRD or provide the information required for the implementation of the ECS, what should I do? Is “positive confirmation” from staff necessary?

A5: The ECS will replace the current paper-based treatment forms by on-line verification of eligibility status. For this purpose, new data fields (e.g. education status of dependent children) have been included in the CPRD. It is in the interest of all staff to check and report any outdated / missing information to their departmental management for updating the relevant records in the CPRD. The concerted effort of staff and departmental management is instrumental in ensuring data accuracy of the ECS.

In the current exercise, B/Ds should explain clearly to their staff that accuracy of the relevant personal particulars of themselves and their S/Ds as kept in the CPRD is essential for the medical facilities of DH and HA to verify their eligibility for civil service medical benefits through the ECS. Failure to verify the accuracy of personal particulars kept in the CPRD or to provide the required information will render themselves or their S/Ds not being able to enjoy such benefits if, due to data inaccuracy in the CPRD and ECS, their eligibility cannot be verified at the time of seeking treatment.
Q6: For the purpose of the ECS, when should information on full-time education / vocational training of a dependent child be inputted into the CPRD and how is the period of education / training programme determined?

A6: Information on full-time education or full-time vocational training is required for dependent children at the age of 19 or 20 only. The system will automatically exclude all dependent children above the age of 19 unless the aforementioned information is inputted into the CPRD. The duration of the programme should be declared by the officer. Term breaks / summer vacation can be counted as part of the education / vocational training programme. B/Ds should input the start and end dates of the programme. Alternatively, if a dependent child is already in a full-time education / vocational training programme before the age of 19 and that programme is expected to continue beyond the age of 21, B/Ds may input the child’s 19th birthday as the “start date” and leave the “end date” blank, as the system will automatically exclude all dependent children aged 21. B/Ds should remind officers that they have an obligation to update the education status of their dependent child as and when there are subsequent changes.

Q7: For the purpose of the ECS, what is the “start date” and “end date” for physical / mental infirmity of a dependent child?

A7: Such information is only required for children, aged 19 or 20, who are dependent on the officer as a result of physical or mental infirmity. The system will automatically exclude all dependent children above the age of 19 unless the aforementioned information is inputted into the CPRD. B/Ds may use the DOB of a dependent child as the start date if the infirmity is already established before the child reaches 19 years old. B/Ds may leave the end date blank if there is no evidence to show that there will be an end date. The system will automatically exclude all dependent children aged 21.