For Doctors, For Patients

Integrated Shield Plan insurance ranking survey 2021

In SMA's position statement on troubled Integrated Shield Plans (IP) issued on 25 Mar 2021, one of the proposed initiatives was a ranking of IP insurers. SMA wishes to invite doctors to participate in a survey, to rank the providers for the period Jan-Dec 2021.

We seek your active participation, and will close the survey on 5 Feb 2022.

* 1. Name [as appears in SMC register]:

* 2. MCR number [e.g. M12345A]

* 3. Email address

* 4. Are you a

- General Practitioner/Family Physician/Locum
- Specialist
- Others (E.g. Medical Administrators working in hospitals, healthcare companies, insurance companies, third party administrators, Ministry of Health, statutory boards, medical schools, etc)

* 5. Are you working in

- Private Sector
- Public Sector
- Others (NGO etc)

* 6. In terms of **inclusiveness of panels**, please rate the following IP providers for the period Jan-Dec 2021, 1 being least inclusive and 5 being most inclusive

	1 - least inclusive	2	3	4	5 - most inclusive	N/A
AIA						
Aviva						
AXA						
Great Eastern						
Income						
Prudential						
Raffles Shield						

* 7. In terms of **transparency of doctor selection criteria for panels**, please rate the following IP providers for the period Jan-Dec 2021, 1 being least transparent and 5 being most transparent

	1 - least transparent	2	3	4	5 - most transparent	N/A
AIA						
Aviva						
AXA						
Great Eastern						
Income						
Prudential						
Raffles Shield						

* 8. In terms of **ease of pre-authorisation process**, please rate the following IP providers for the period Jan-Dec 2021, 1 being least easy and 5 being most easy

	1 - least easy	2	3	4	5 - most easy	N/A
AIA						
Aviva						
AXA						
Great Eastern						
Income						
Prudential						
Raffles Shield						

* 9. In terms of **timeliness of pre-authorisation approval by the insurer**, please rate the following IP providers for the period Jan-Dec 2021, 1 being least timely and 5 being most timely

	1 - least timely	2	3	4	5 - most timely	N/A
AIA						
Aviva						
AXA						
Great Eastern						
Income						
Prudential						
Raffles Shield						

* 10. In terms of **timeliness of payment**, please rate the following IP providers for the period Jan-Dec 2021, 1 being worst and 5 being best. As a guide, payment within 1 month = score of 5, payment within 3 months = score of 3

	1 - Worst	2	3 - Average, payment within 3 months	4	5 - Best, payment within 1 month	N/A
AIA						
Aviva						
AXA						
Great Eastern						
Income						
Prudential						
Raffles Shield						

* 11. In terms of **appropriateness of fee scales with respect to MOH Fee Benchmarks**, please rate the following IP providers for the period Jan-Dec 2021, 1 being most fees below fee benchmarks and 5 being most fees towards upper tier of fee benchmarks

	1 - most fees below MOH fee benchmarks	2 - most fees at lower bound of MOH fee benchmarks	3	4	5 - most fees towards upper tier of MOH fee benchmarks	N/A
AIA						
Aviva						
AXA						
Great Eastern						
Income						
Prudential						
Raffles Shield						

* 12. In terms of **obstacles put in place by IP provider to dissuade patients from seeing you or continuing to see you because you are not a panel doctor**, please rate the following IP providers for the period Jan-Dec 2021, 1 being most obstacles and 5 being least obstacles

	1 - most obstacles to dissuade patients from seeing you	2	3	4	5 - least obstacles to dissuade patients from seeing you	N/A
AIA	○	○	○	○	○	○
Aviva	○	○	○	○	○	○
AXA	○	○	○	○	○	○
Great Eastern	○	○	○	○	○	○
Income	○	○	○	○	○	○
Prudential	○	○	○	○	○	○
Raffles Shield	○	○	○	○	○	○

* 13. In terms of **overall rating**, please rate the following IP providers for the period Jan-Dec 2021, 1 being worst and 5 being best

	1 - Worst	2	3	4	5 - Best	N/A
AIA	○	○	○	○	○	○
Aviva	○	○	○	○	○	○
AXA	○	○	○	○	○	○
Great Eastern	○	○	○	○	○	○
Income	○	○	○	○	○	○
Prudential	○	○	○	○	○	○
Raffles Shield	○	○	○	○	○	○