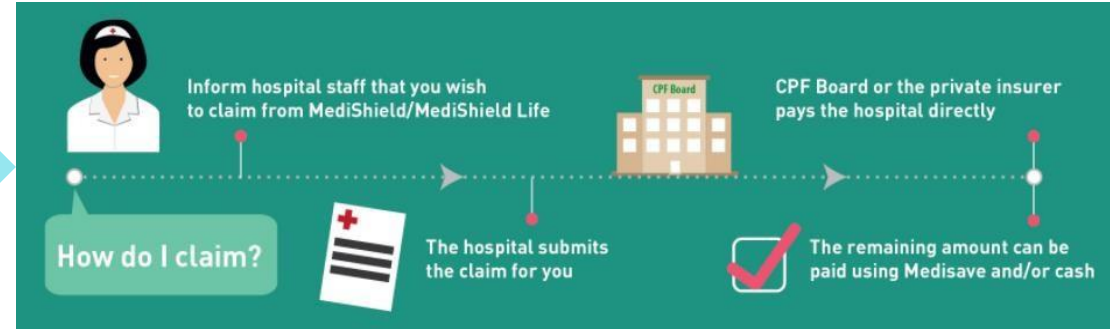




# INTEGRATED SHIELD PLANS - Pre-Surgery/Procedure Guide

## 1 Confirmation on Date of Surgery/Procedure

- If you are a Singapore Citizen/Permanent Resident, please complete Medical Claims Authorization Form (MCAF) and Refund Authorization Form to facilitate refunds after E-Filing (if any).
- You will receive a response from StarMed team if additional clarifications are required.



## 2 Complete & Sign Insurer's Pre-Authorization/Pre-Certification form

Contact your insurance agent to obtain on the following information and email to [psostarmedspecialist.com](mailto:psostarmedspecialist.com):

- Shield Plan Coverage Benefits for Surgery/Procedure
- Co-payment Amount
- Deductibles



4 For Surgery/Procedure performed in StarMed Specialist Centre, you will receive an update via call/email from StarMed team once Letter of Guarantee (LOG) is approved, to confirm your Surgery/Procedure.

For Surgery/Procedure not performed in StarMed Specialist Centre, please email [psostarmedspecialist.com](mailto:psostarmedspecialist.com) a copy of your approved Letter of Guarantee (LOG). You will receive a confirmation of Surgery/Procedure via call/email.

For E-filing enquires upon discharge, please contact our business office team via [info@starmedspecialist.com](mailto:info@starmedspecialist.com)

+65 9655 2101 +65 6322 6333  
[info@starmedspecialist.com](mailto:info@starmedspecialist.com)