

HPC+ launch on BRIGHT

Training for AIC and SP users



Objectives

By the end of today's session, you will be able to:

1. revisit and align on the **transition timeline** from HPC to HPC+
2. navigate **new processes** for HPC+ referrals on BRIGHT
 - AIC: **Retrieve InterRAI assessments**, and use **updated matcher** to assign referrals to HPC+ providers
 - SP: **Review** and admit HPC+ referrals with **InterRAI assessments**
3. Understand how HPC+ referrals will be **assigned**
4. State our communication channel for support and feedback
 - <https://go.gov.sg/supportbright>



Go to
pigeonhole.at

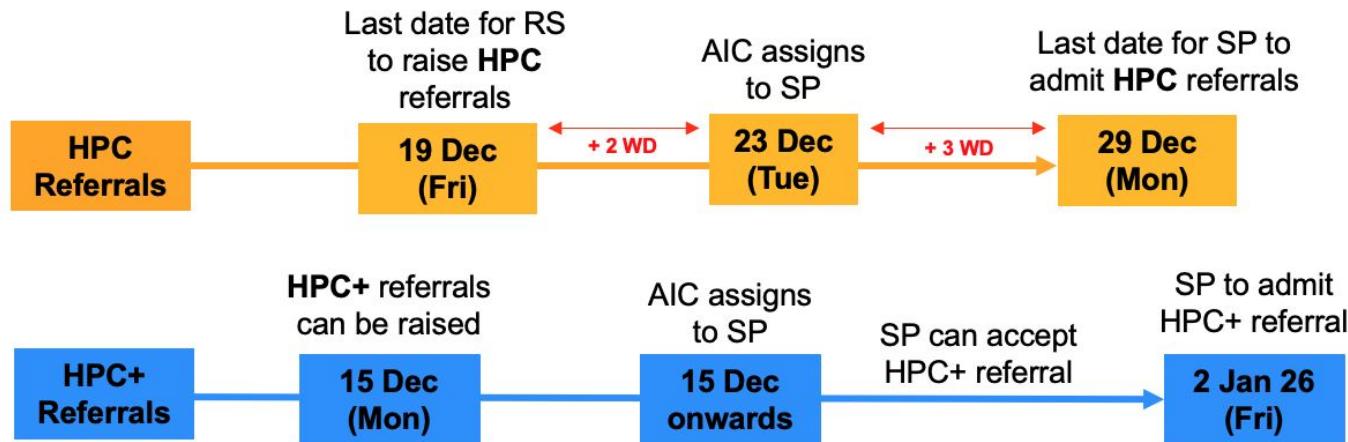
Enter passcode

HPCPLUS

Transition Timeline

Transition Timeline

Key Cutoff Dates for HPC referrals



Note:

- HPC and HBRC referrals that are not admitted after 29 Dec, should be withdrawn and raised as a new HPC+ referral.
- Funding for HPC+ pilot will cease on 31 December 2025.
- For clients who are transitioning from HPC+ pilot to HPC+, HPC+ providers should start conducting InterRAI CU to assess clients' eligibility between November and mid-December 2025.
- HPC+ pilot providers should start raising HPC+ referrals in BRIGHT between 15 to 29 December 2025 to facilitate admission of HPC+ clients in BRIGHT on 2 January 2026.

Note: Admission dates of HPC+ referrals must only be from 1 Jan 2026 onwards

HPC+ Referral Form

HPC+ Form: Services

WILSON ONG

S46795191

2025/003589B

Male · 11 Oct 1946 (79 years) · CITIZEN · 838 WOODLANDS NORTH, #15-59, Singapore 730838

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Referral form

InterRAI assessment

Manage admission

Appeal

Progress notes

Contributors (1)

Timeline

⟳ Autogenerate form fields

Submit referral

Save draft

Personal

Services

Social report

Finances

Documents

⚠ SELECTED SERVICES

Service

HomeAsPersonalCare+

Additional notes

Include client preferences and needs, or any other relevant information.

HPC+ Pilot Transition Referral

>Edit services

HPC/ HPC+ Pilot to HPC+
referrals:Please indicate in
Additional notes here

HPC+ Form: Services

SERVICE DETAILS

Is this an urgent HPC+ case?

A referral is urgent when the client's condition may become unsafe or deteriorate without timely care.

HPC+ modules client is eligible for

Referral sources should select modules that best meet client's needs. This will be confirmed by AIC.

A) Housekeeping

Includes tasks such as sweeping of floors, laundry, cleaning of fans and windows, and washing of toilets.

B) Personal Care

Provides ADL support (e.g. feeding, showering, and toileting) to client, includes extended hours support.

C) Custodial Support

"Substitute caregiver" with daily check-ins (may be over the phone or in-person), medication reminders etc. Only available for clients with complex needs and no/low caregiver support.

D) Fall and Movement Monitoring and Response

Technology that helps monitor for falls or movement issues.

AIC will review urgency of the referral and assign prior to CU assessment as needed

HPC+ Form: Services

SERVICE DETAILS

Is this an urgent HPC+ case?

A referral is urgent when the client's condition may become unsafe or deteriorate without timely care.

Yes

No

Elaborate on the urgency of the case

RS to elaborate on why case is urgent

HPC+ modules client is eligible for

Referral sources should select modules that best meet client's needs. This will be confirmed by AIC.

- A) Housekeeping
 - Includes tasks such as sweeping of floors, laundry, cleaning of fans and windows, and washing of toilets.
- B) Personal Care
 - Provides ADL support (e.g. feeding, showering, and toileting) to client, includes extended hours support.
- C) Custodial Support
 - "Substitute caregiver" with daily check-ins (may be over the phone or in-person), medication reminders etc. Only available for clients with complex needs and no/low caregiver support.
- D) Fall and Movement Monitoring and Response
 - Technology that helps monitor for falls or movement issues.

HPC+ Form: Services

Personal

Services

Social report

Finances

Documents

 Edit services

SERVICE DETAILS

Is this an urgent HPC+ case?

Urgent cases can be defined as

- HPC+ needs to be rendered within 72 hours
- There are no alternatives for the client

Yes

No

HPC+ modules client is eligible for

Referral sources should select modules that best meet the client's needs. After submission, AIC will review and confirm the modules the client is eligible for. Service providers will only see modules confirmed by AIC below:

- A) Housekeeping
Includes tasks such as sweeping of floors, laundry, cleaning of fans and windows, and washing of toilets.
- B) Personal Care
Provides ADL support (e.g. feeding, showering, and toileting) to client, includes extended hours support.
- C) Custodial Support
"Substitute caregiver" with daily check-ins (may be over the phone or in-person), medication reminders etc. Only available for clients with complex needs and no/low caregiver support.
- D) Fall and Movement Monitoring and Response
Technology that helps monitor for falls or movement issues.

AIC should review InterRAI and edit modules accordingly if client eligibility is different from RS selection, before assigning to SP

Selected HPC+ module(s) will be reflected here

HPC+ Form: Social Report

WILSON ONG S4679519I 2025/003589B

Male · 11 Oct 1946 (79 years) · CITIZEN · 838 WOODLANDS NORTH, #15-59, Singapore 730838

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Referral form InterRAI assessment Manage admission Appeal Progress notes Contributors (1) Timeline

Autogenerate form fields

Submit referral

Save draft

Personal

Services

Social report

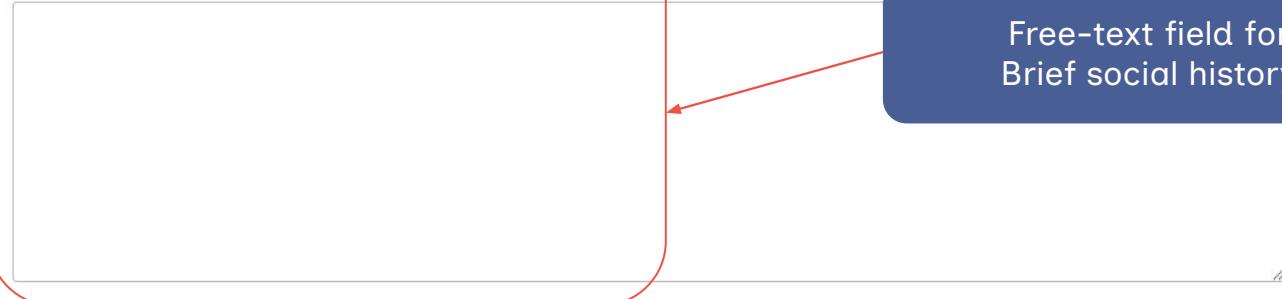
Finances

Documents

SOCIAL REPORT

Brief social history

Detail any psychosocial support needed, caregiver stress, financial concerns, etc



Free-text field for Brief social history

HPC+ Form: Finances

WILSON ONG

S4679519I

2025/003589B

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Referral form

InterRAI assessment

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Social report

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\$ FINANCES

Applicant's financial ability

Scheme: MOH - Non-Residential Intermediate and Long Term Care

NMTS subsidy level (optional)

75%

Date of NMTS (optional)

25/11/2025

(Optional)
Indicate NMTS subsidy level,
date and expiry date

Retrieve from NMTS

NMTS expiry date (optional)

31/01/2027

Retrieve InterRAI
assessment

InterRAI assessment

WILSON ONG S46795191 2025/0035898

Male · 11 Oct 1946 (79 years) · CITIZEN · 838 WOODLANDS NORTH, #15-59, Singapore 730838

Referral form **InterRAI assessment** Manage admission · Appeal · Progress notes · Contributors (2) · Timeline · ...

Personal

Services

Social report

Finances

Documents

Selected services

Home Personal Care+
No service provider selected

Additional notes
Include client preferences and needs, or any other relevant information.
HPC+ Pilot Transition Referral

Service details

Is this an urgent HPC+ case?
Urgent cases can be defined as
• HPC+ needs to be rendered within 72 hours
• There are no alternatives for the client

No

HPC+ modules client is eligible for

B) Personal Care

Retrieve InterRAI assessment here

InterRAI assessment

WILSON ONG S4679519I 2025/003589

Male · 11 Oct 1946 (79 years) · CITIZEN · 838 WOODLANDS NORTH, #15-59, Singapore 730838

Referral form [InterRAI assessment](#) Manage admission Appeal Progress notes Contributors (2) Timeline

Add InterRAI assessment

Retrieve and add a valid assessment to evaluate client's care needs

[Retrieve assessment](#)



Retrieve InterRAI assessment here

InterRAI assessment

ubbright Your referrals Organisation referrals All referrals Matcher AIC admin

test InterRAI client S9239069A 2025/003585B

Male · 20 Nov 1969 (56 years) · CITIZEN · 55 interrai street, #100-200, Singapore

Referral form InterRAI assessment Manage admission Appeal

Add InterRAI assessment

Client's available assessments

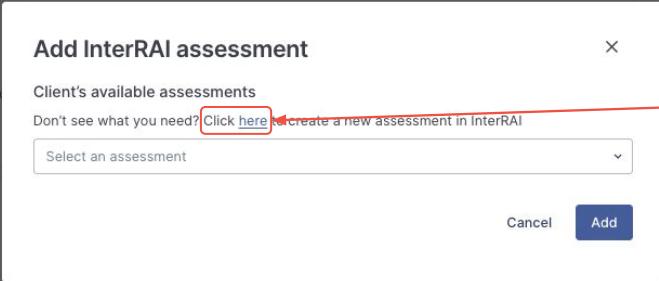
Don't see what you need? [Click here](#) to create a new assessment in InterRAI

Select an assessment

Cancel Add

Retrieve assessment

If new assessment needs to be created, click here to be redirected to InterRAI portal



InterRAI assessment

ubbright Your referrals Organisation referrals All referrals Matcher AIC admin

test InterRAI client S9239069A 2025/003585B

Male · 20 Nov 1969 (56 years) · CITIZEN · 55 interrai street, #100-200, Singapore

Referral form InterRAI assessment Manage admission Appeal

Add InterRAI assessment

Client's available assessments

Don't see what you need? Click [here](#) to create a new assessment in InterRAI

Select an assessment

Cancel Add

Retrieve assessment



Select appropriate assessment via the dropdown

InterRAI assessment

INTERRAI ASSESSMENT

Replace assessment

Check-Up

Assessment date
2 Jul 2025

Assessment ID
123456789

Assessed by
Lai Zin Ee (Agency for Integrated Care)

Areas of care needs

CAPs	Goals of care	Interventions
Instrumental Activities of Daily Living	<ul style="list-style-type: none">Preserve current IADL self-sufficiency levels for as long as possible and improve performance if functioning is below capacity.	<ul style="list-style-type: none">Refer to Physiotherapist/Occupational Therapist for activities relevant to improvement in IADL.Equip person with knowledge and skills to manage their chronic conditions.Educate caregiver on benefits of person participating in IADL safely within their capacity to avoid fostering over reliance.
Mood	<ul style="list-style-type: none">Improve mood and quality of life.	<ul style="list-style-type: none">Refer to social worker for psychosocial support.Work with next-of-kin to provide emotional support to person.Provide activities of interest that can help with person's mood.
-	<ul style="list-style-type: none">Improve breathing	<ul style="list-style-type: none">Perform deep breathing exercises 5 times a day

CAPS

Full name	Score	Score description
Instrumental Activities of Daily Living	1/1	Triggered
Cognitive Loss	0/2	Not triggered
Communication	0/1	Not triggered
Mood	2/2	Triggered - high risk
Behaviour	0/2	Not triggered
Home Environment Optimisation	0/1	Not triggered
Institutional Risk	0/1	Not triggered
Pain	0/2	Not triggered
Falls	0/2	Not triggered
Cardiorespiratory Conditions	0/2	Not triggered
Tobacco and Alcohol Use (Smoking and Drinking)	0/2	Not triggered
Feeding Tube	0/2	Not triggered

SCALES

Full name	Score	Score description
ADL Hierarchy	3/6	Extensive assistance
ADL Scale - Short form	4/16	Supervision to limit assistance
ADL Long form	4/16	Supervision to limited assistance
Instrumental Hierarchy - Capacity	2/6	Some difficulties
Functional Hierarchy	5/11	IADL Dep
Self-Reliance Algorithm	0/1	Self reliant
Deafblind Severity Index	0/5	Both senses intact
Communication	2/8	Mild impairment
Cognitive Performance Scale	0/6	Intact
Depression Rating Scale	6/14	Supervision required
Aggressive Behaviour	0/12	No signs of aggression
Pain Scale - Revised	0/4	No pain
Falls Algorithm	0/3	No fall in last 90 days
Method for Assigning Priority Levels	1/5	Low
Changes in Health, End-stage disease and Symptoms and Signs Scale	1/5	Minimal health instability

Sample
InterRAI assessment

Demonstration

Location Setup

- HPC+ locations will be set up based on how consortium members have agreed to divide referrals by sub-region.
- For example, the consortium with HNF-AG-FYCS may agree on the following split:
 - HNF - Hougang 1, 3, 4 and 5
 - AG - Sengkang 1, 2, 3 and 4
 - FYCS - Punggol 1 and 2, Serangoon 2 and 3

HPC+ Locations

- 3 locations will be set up for the consortium. Each organisation will manage their own locations.

HPC+ HNF (HNF-AG-FYCS)

Organisation: Home Nursing Foundation

HPC+ AG (HNF-AG-FYCS)

Organisation: Active Global Respite Care Pte Ltd

HPC+ FYCS (HNF-AG-FYCS)

Organisation: Fei Yue Community Services

HPC+ Locations

- Within each location, the subregions allocated will be assigned accordingly

← **HPC+ HNF (HNF-AG-FYCS)**
Home Nursing Foundation

The screenshot shows a service management interface. On the left, a sidebar lists categories: 'Home Social settings', 'Home Social services' (which is selected and highlighted in grey), and 'Home Personal Care+'. At the bottom of the sidebar is a button labeled 'Add service'. The main content area is titled 'HOME PERSONAL CARE+'. It features a toggle switch labeled 'Service is currently available' which is turned on. Below this, a section titled 'Subregions allocated' shows four subregions: 'Hougang 1 x', 'Hougang 3 x', 'Hougang 4 x', and 'Hougang 5 x'. A small trash can icon is located in the top right corner of the main content area.

Home Social settings

Home Social services

Home Personal Care+

Add service

HOME PERSONAL CARE+

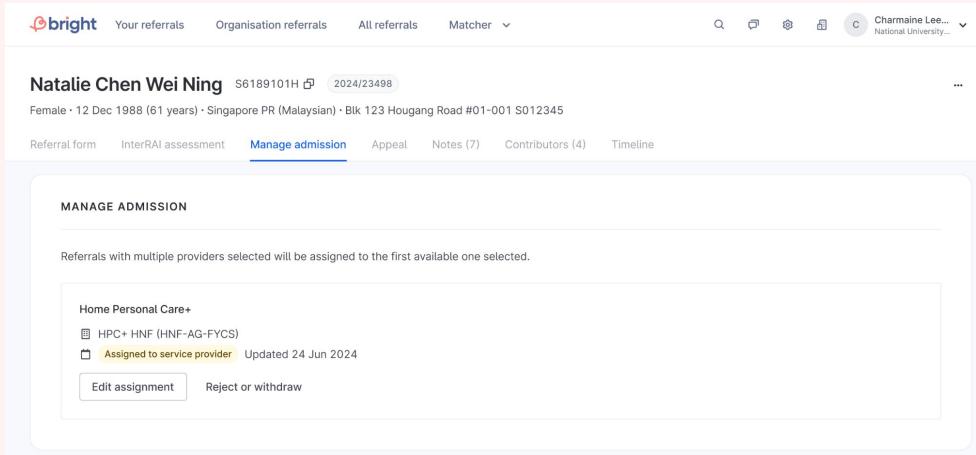
Service is currently available

Subregions allocated

Hougang 1 x Hougang 3 x Hougang 4 x Hougang 5 x

HPC+ Locations

- In this case, all clients that reside in Hougang-1 would be assigned to HNF, and HNF can claim their own subvention.
- Each subregion can only have 1 nominated rep. For consortiums that do not divide referrals by subregion, all referrals will be assigned to HPC+ lead who will manage referrals and claim subvention on behalf of its members



Lovebright Your referrals Organisation referrals All referrals Matcher ...

Charmaine Lee... National University...

Natalie Chen Wei Ning S6189101H 2024/23498

Female · 12 Dec 1988 (61 years) · Singapore PR (Malaysian) · Blk 123 Hougang Road #01-001 S012345

Referral form InterRAI assessment **Manage admission** Appeal Notes (7) Contributors (4) Timeline

MANAGE ADMISSION

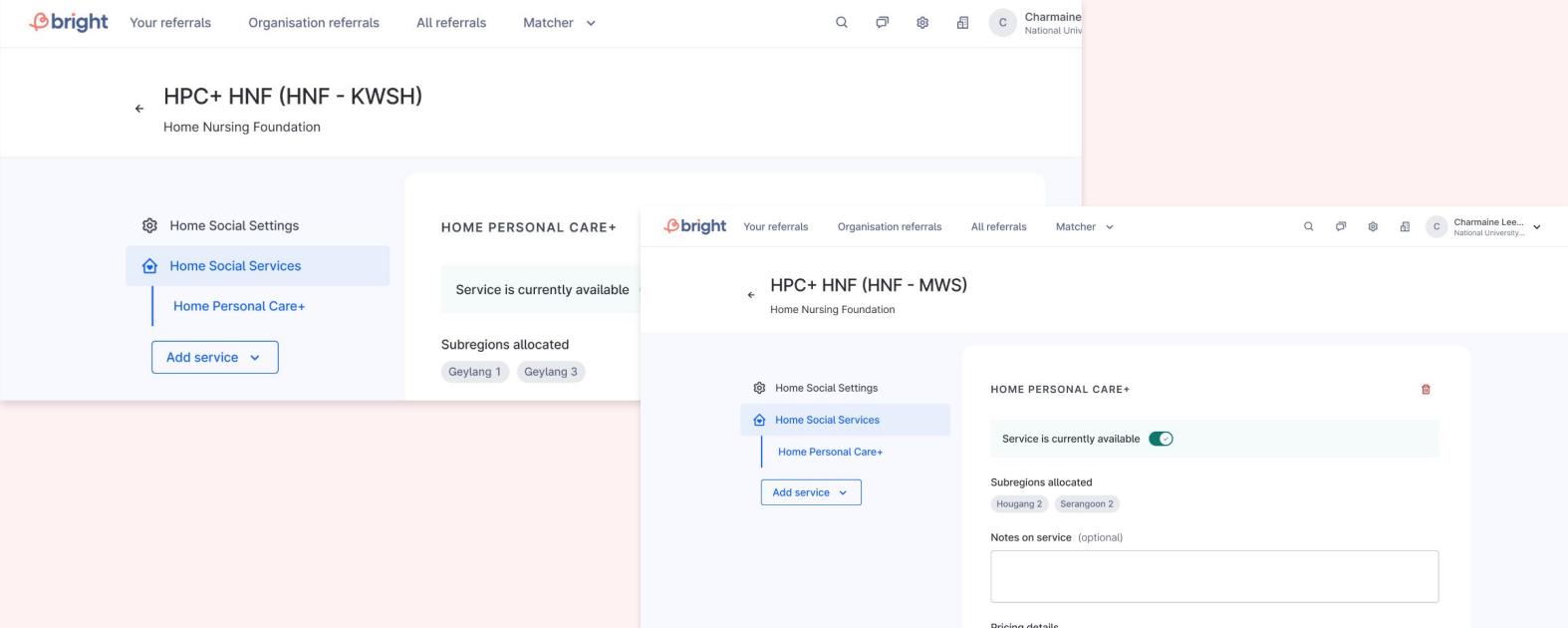
Referrals with multiple providers selected will be assigned to the first available one selected.

Home Personal Care+
HPC+ HNF (HNF-AG-FYCS)
Assigned to service provider Updated 24 Jun 2024

Edit assignment Reject or withdraw

HPC+ Locations

- If HNF is nominated to rep for other subregions in other consortiums, respective locations will be set-up.



The image shows two side-by-side screenshots of the ebright platform interface, illustrating the setup of service locations for the HPC+ HNF consortium.

Left Screenshot (HPC+ HNF - KWSH):

- The main title is "HPC+ HNF (HNF - KWSH)" under "Home Nursing Foundation".
- The sidebar shows "Home Social Services" is selected.
- The main content area shows "HOME PERSONAL CARE+" with the message "Service is currently available".
- Subregions allocated are listed as "Geylang 1" and "Geylang 3".
- A blue "Add service" button is visible.

Right Screenshot (HPC+ HNF - MWS):

- The main title is "HPC+ HNF (HNF - MWS)" under "Home Nursing Foundation".
- The sidebar shows "Home Social Services" is selected.
- The main content area shows "HOME PERSONAL CARE+" with the message "Service is currently available" (with a green toggle switch).
- Subregions allocated are listed as "Hougang 2" and "Serangoon 2".
- A "Notes on service (optional)" text input field is present.
- A "Pricing details" section is at the bottom.

- With locations set up in this manner, SPs will be able to manage referrals for different sub-regions within a consortium under 1 location
 - SPs can update pricing once for all sub-regions per consortium
- Referrals are directly assigned to SPs, and thus each SP can manage their own referrals and subvention on a per consortium basis.
- Do note that the subvention report for these locations will reflect all referrals admitted to the location, and will not be broken down to reflect the different sub-regions
- Sub-region reps cannot be changed once submitted

Demonstration

Matcher

Matcher

Find service providers

Explore, save, and recommend providers best suited to your client's needs.



CENTRE

HOME

NURSING HOME

Postal code

119025

Services required

Home Personal Care+ 

Residency

Subsidy level

SC

PR

80%

Search for providers

Search for
HPC+ service providers

Matcher

← 1 providers found

Sengkang 4 Home Personal Care+

Based on postal code entered,
the sub-region will be shown:
Sengkang 4

 HPC+ AG (HNF-AG-FYCS)

Home Personal Care+

 Available

 Within boundary

Details >

AG will be reflected as
they are in charge of
Sengkang 4

Pricing details for AIC only

HPC+ AG (HNF-AG-FYCS) 

General Information

 No hours provided

 No contacts provided



 No notes added

Services Provided

Home Personal Care+ 

Location

Within boundary

Module Pricing

 Housekeeping

Pricing

50

Pricing notes

Out of boundary charge

Assign to consortium

Matcher

WILSON ONG S46795191 2025/003589B

Male · 11 Oct 1946 (79 years) · CITIZEN · 838 WOODLANDS NORTH, #15-59, Singapore 730838

Referral form InterRAI assessment **Manage admission** Appeal Progress notes Contributors (3) Timeline

MANAGE ADMISSION

Referrals with multiple providers selected will be assigned to the first available one selected.

Home Personal Care+ **Search for and select providers**

Assign Reject or withdraw



Search for
HPC+ AG (HNF-AG-FYCS)

Matcher

MANAGE ADMISSION

Referrals with multiple providers selected will be assigned to the first available one selected.

Home Personal Care+

fycs

HPC+ AG (HNF-AG-FYCS) Available

HPC+ HNF (HNF-AG-FYCS) Available

HPC+ FYCS (HNF-AG-FYCS) Available

Ensure that you select the correct location!

MANAGE ADMISSION

Referrals with multiple providers selected will be assigned to the first available one selected.

Home Personal Care+

 HPC+ AG (HNF-AG-FYCS)

 Assigned to service provider Updated 02 Dec 2025

[Edit assignment](#)

[Reject or withdraw](#)

Referral assigned to location

Admission of referral

Admission of Referral

- Once a HPC+ referral has been assigned, **service providers** will have to accept/schedule the referral within **3 working days**
- Service providers who are processing referrals within their own systems will have to **login to BRIGHT or InterRAI** to view **interRAI assessments**

Accept / Schedule

WILSON ONG

S4679519I

2025/003589B

Male · 11 Oct 1946 (79 years) · CITIZEN · 838 WOODLANDS NORTH, #15-59, Singapore 730838

Referral form

InterRAI assessment

Manage admission

Appeal

Progress notes

Contributors (3)

Timeline

MANAGE ADMISSION

Referrals with multiple providers selected will be assigned to the first available one selected.

Home Personal Care+

Fei Yue (HPC+ Lead) | HNF - AG - FYCS

Assigned to service provider Updated 24 Nov 2025

Update client admission

Accept/Schedule

Admit

Reject

Withdraw

Provide notes if any

Update

Admit

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Male · 11 Oct 1946 (79 years) · CITIZEN · 838 WOODLANDS NORTH, #15-59, Singapore 730838

Referral form InterRAI assessment **Manage admission** Appeal Progress notes Contributors (3) Timeline

MANAGE ADMISSION

Referrals with multiple providers selected will be assigned to the first available one selected.

Home Personal Care+

Fei Yue (HPC+ Lead) | HNF - AG - FYCS

Accepted/Scheduled Updated 24 Nov 2025

Update client admission

Accept/Schedule

Admit

Reject

Withdraw

Date of admission

24/11/2025

Provide notes if any

Update

Admission Date can be backdated up to 30 days before
Reminder: HPC+ can only be admitted from 1 Jan 2026 onwards

Demonstration

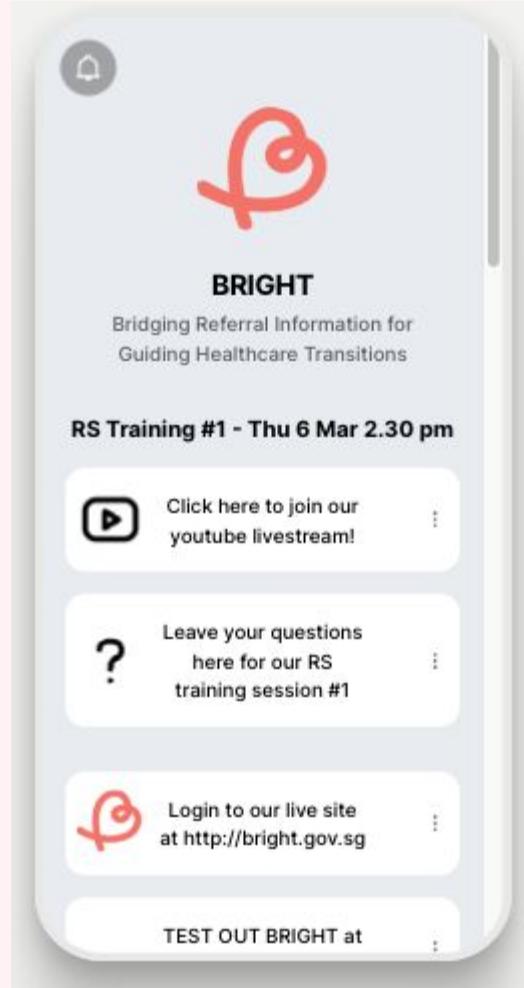
Support Channel

1 link
to remember

go.gov.sg/supportbright



<https://go.gov.sg/supportbright>



Support Channel <https://go.gov.sg/supportbright>

- Interactive guides
- FAQs
- Recordings
- Training slides
- Access to our UAT test site
- Support request form

Access to our UAT test environment

- If you would like to test out HPC+ before launch, do try it out at our UAT environment
- If you need access, reach out to us via our support channel!

Testing InterRAI in our UAT test environment

- If you need an **InterRAI assessment** to try on BRIGHT's UAT, you can create one on RAIsoft's staging site provided you have access to their staging site
- Alternatively, you can use **S4679519I** or **S7362376F** to try it out. However, you may run into issues submitting the referral since everyone is using the same two NRIC :)



Go to
pigeonhole.at

Enter passcode

HPCPLUS

We need your feedback!

Your feedback is invaluable in helping us improve our training sessions and BRIGHT! Thank you for taking the time to share your thoughts!



<https://go.gov.sg/brighthpcplusfeedback>

Thank you!