

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>**



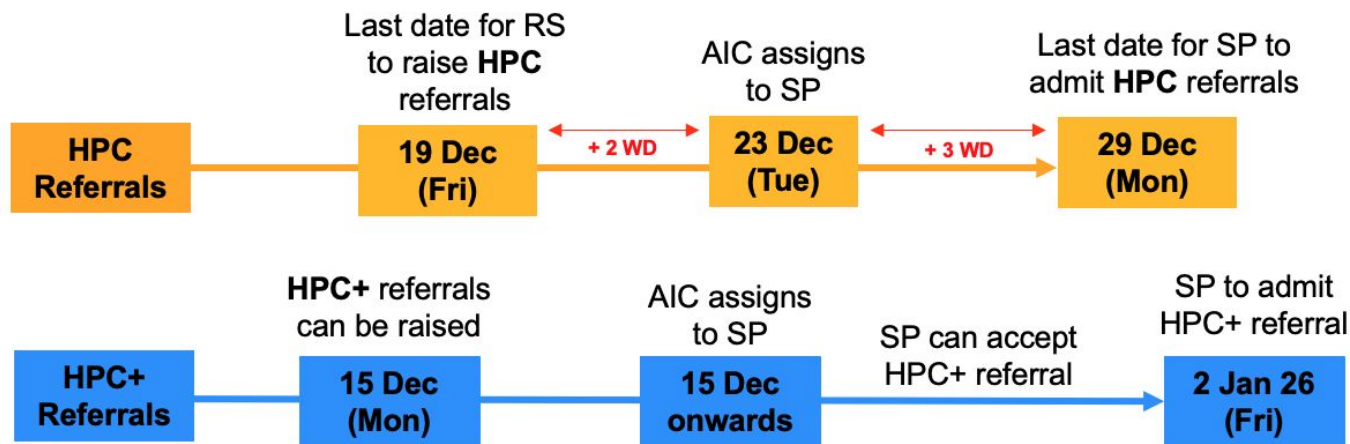
Go to
pigeonhole.at

Enter passcode

HPCPLUS

Transition Timeline

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- HPC and HBRC referrals that are not admitted after 29 Dec, should be withdrawn and raised as a new HPC+ referral.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 

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 (1)

Timeline

 Autogenerate form fields

Submit referral

Save draft

Personal

Services

Social report

Finances

Documents

SELECTED SERVICES

Service

 Home Personal Care+

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.

Yes

No

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

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

SERVICE DETAILS

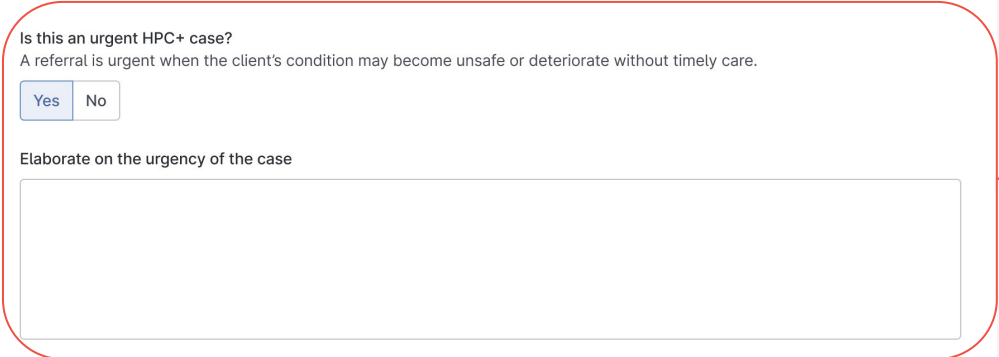
Is this an urgent HPC+ case?

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

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☐ 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

Referral form

InterRAI assessment

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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  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 \(1\)](#) [Timeline](#)

 Autogenerate form fields

Submit referral

Save draft

Personal

Services

Social report

Finances

Documents

\$ FINANCES

Applicant's financial ability

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

[Retrieve from NMTS](#)

NMTS subsidy level (optional)

75%

Date of NMTS (optional)

25/11/2025



NMTS expiry date (optional)

31/01/2027

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

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

Edit referral

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

InterRAI assessment

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 \(2\)](#)

[Timeline](#)

Add InterRAI assessment

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

Retrieve assessment



Retrieve InterRAI
assessment here

InterRAI assessment

The screenshot shows the 'bright' system interface for adding an InterRAI assessment. A modal dialog titled 'Add InterRAI assessment' is open, displaying 'Client's available assessments' and a message: 'Don't see what you need? [Click here](#) to create a new assessment in InterRAI'. The 'Click here' link is highlighted with a red box and a red arrow pointing to a blue callout box on the right. The callout box contains the text: 'If new assessment needs to be created, click here to be redirected to InterRAI portal'. The background interface shows a client profile for 'test InterRAI client' with details like 'Male · 20 Nov 1969 (56 years) · CITIZEN · 55 Interral street, #100-200, Singapore'. Navigation tabs include 'Referral form', 'InterRAI assessment' (selected), 'Manage admission', and 'Appeal'. A 'Retrieve assessment' button is visible at the bottom of the modal.

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

bright Your referrals Organisation referrals All referrals Matcher AIC admin

test InterRAI client S9239069A 2025/003585B

Male · 20 Nov 1969 (56 years) · CITIZEN · 55 Interral 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	Assessment ID	Assessed by
2 Jul 2025	123456789	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 limited 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

Locations 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

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

←

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

⚙️ 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

The screenshot displays the 'bright' system interface. At the top, there's a navigation bar with 'Your referrals', 'Organisation referrals', 'All referrals', and a 'Matcher' dropdown. A user profile for 'Charmaine Lee...' is visible on the right. The main header shows the client's name 'Natalie Chen Wei Ning', ID 'S6189101H', and date '2024/23498'. Below this, client details are listed: 'Female • 12 Dec 1988 (61 years) • Singapore PR (Malaysian) • Blk 123 Hougang Road #01-001 S012345'. A series of tabs are present: 'Referral form', 'InterRAI assessment', 'Manage admission' (which is active), 'Appeal', 'Notes (7)', 'Contributors (4)', and 'Timeline'. The 'MANAGE ADMISSION' section contains a note: 'Referrals with multiple providers selected will be assigned to the first available one selected.' Below this, a box titled 'Home Personal Care+' shows a list of providers. The first provider is 'HPC+ HNF (HNF-AG-FYCS)' with a checkbox. The second provider is 'Assigned to service provider' with a checkbox and a note 'Updated 24 Jun 2024'. At the bottom of this box are two buttons: 'Edit assignment' and 'Reject or withdraw'.

bright 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 displays three overlapping screenshots of the 'bright' web application interface, illustrating the setup for HPC+ HNF (Home Nursing Foundation) across different subregions.

Top Screenshot (HPC+ HNF - KWSH): Shows the 'Home Social Settings' sidebar with 'Home Social Services' and 'Home Personal Care+' options. The 'HOME PERSONAL CARE+' section indicates 'Service is currently available' and lists 'Subregions allocated' as 'Geylang 1' and 'Geylang 3'.

Bottom Left Screenshot (HPC+ HNF - MWS): Shows the 'HOME PERSONAL CARE+' section with 'Service is currently available' toggled on. The 'Subregions allocated' are 'Hougang 2' and 'Serangoon 2'. There is a text input field for 'Notes on service (optional)' and a 'Pricing details' section at the bottom.

Bottom Right Screenshot (HPC+ HNF - MWS): Shows the 'HOME PERSONAL CARE+' section with 'Service is currently available' toggled on. The 'Subregions allocated' are 'Hougang 2' and 'Serangoon 2'. There is a text input field for 'Notes on service (optional)' and a 'Pricing details' section 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+ x

Residency

SC

PR

Subsidy level

80%

Search for providers

Search for
HPC+ service providers

Matcher

Pricing details for AIC only

HPC+ AG (HNF-AG-FYCS) x

General Information

🕒 No hours provided

📞 No contacts provided



📄 No notes added

Services Provided

Home Personal Care+

🔗 Available

Location

Within boundary

Module Pricing

🏠 Housekeeping



Pricing

50

Pricing notes

Out of boundary charge

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

Details >

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

← 1 providers found

Sengkang 4 Home Personal Care+

HPC+ AG (HNF-AG-FYCS)

Home Personal Care+

🔗 Available

📍 Within boundary

SC, 80% ▾

Filter ▾

Assign to consortium

Matcher

WILSON ONG  S4679519I  2025/003589B

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[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!

Matcher

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

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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

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+

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

 **Accepted/Scheduled** Updated 24 Nov 2025

Update client admission

Date of admission

Accept/Schedule

Admit

Reject

Withdraw

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

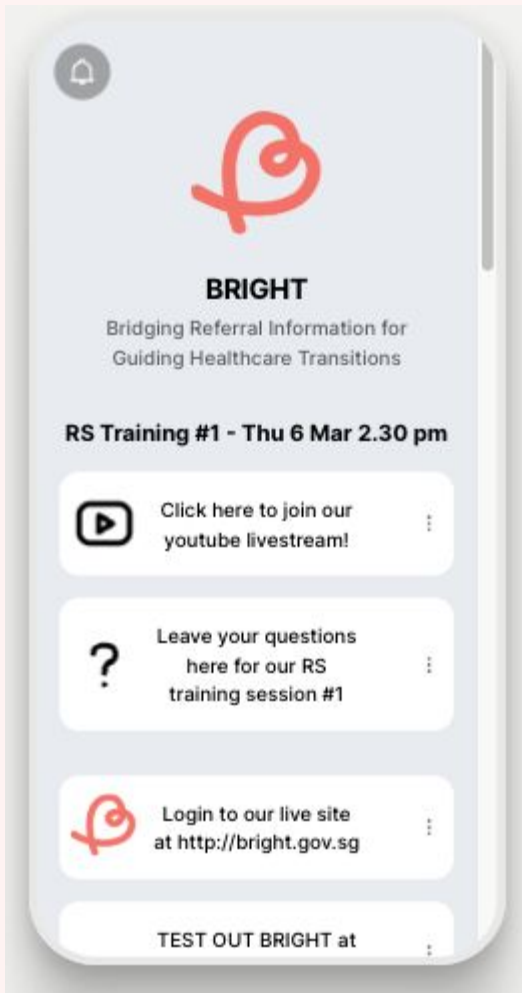
Support Channel

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!