

**Appeal Panel on Disciplinary Actions
for the Voluntary Health Insurance Scheme**

Terms of Reference

The terms of reference of the Appeal Panel are as follows –

- (i) to consider the acceptance or rejection of the appeal lodged by VHIS providers based on its grounds for appeal;
- (ii) if an appeal is accepted, to examine the relevant representations and evidence; and
- (iii) to make decision on the appeal.

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Appeal Mechanism

- A VHIS provider that is aggrieved by the decision of the Health Bureau on disciplinary action(s) can make a written submission on the appeal to the Appeal Panel. It should be submitted within 28 days of notification of the decision.
- The aggrieved VHIS provider can be invited to a meeting with the Appeal Panel to present its case. The discussion of the Appeal Panel will be confidential.
- The Appeal Panel will make decisions by consensus. In case consensus cannot be reached, they will decide by majority vote. The decision of the Appeal Panel is final.