PHILHEALTH CIRCULAR
No. __030 -2014__

TO: **HEALTH CARE INSTITUTIONS, PHILHEALTH REGIONAL OFFICES, LOCAL HEALTH INSURANCE OFFICES AND ALL OTHERS CONCERNED**

SUBJECT: **Pilot-testing of the PhilHealth Information and Claims System (PHICS) in Selected Health Care Institutions (HCI) under the jurisdiction of PhilHealth Regional Office 2 (PRO 2).**

I. BACKGROUND

PhilHealth continuously endeavors to develop ways and means to improve its processes with the goal of ensuring access to the most relevant benefits and services at all times by its members and partner providers. PhilHealth Regional Office 02 is one with the Corporation in championing this cause. Hence, it developed the PHICS that aims to further shorten the turn-around-time (TAT) of claims processing sans the need for internet connectivity.

II. OBJECTIVE

For PRO 2 to conduct pilot-testing of the PHICS in terms of its efficiency and effectiveness in further reducing TAT in claims processing through selected health care institutions.

III. PROCESS DESCRIPTION

1. The PHICS, having been developed as a mirror image of the prescribed PhilHealth Claim Forms, shall be the encoding module to be used by the providers.
2. After having encoded all the required information, the HCIs shall save the data to any data storage device (flash drives, CD, etc.) and print copies of the CF1 and CF2 generated from the PHICS. A transmittal list for the particular batch of claims shall likewise be generated and printed from the system.
3. The HCI shall submit the softcopy batch of claims to the PRO's Benefit Administration Section (PRO-BAS) together with the printed copies of these claims and the transmittal list.
4. PRO-BAS shall reconcile the electronic copies of the claims with the printed copies submitted by the HCI.
5. After reconciliation, the batch of claims with inconsistencies between the hard and soft copies shall be returned to the HCI.
6. PRO-BAS then uploads the reconciled data to the N-Claims web using the PHICS.
7. After the uploading process, validation reports of each claim shall be printed and attached to the hard copies of the claims submitted by the HCI.
8. Regular Claims processing then follows.
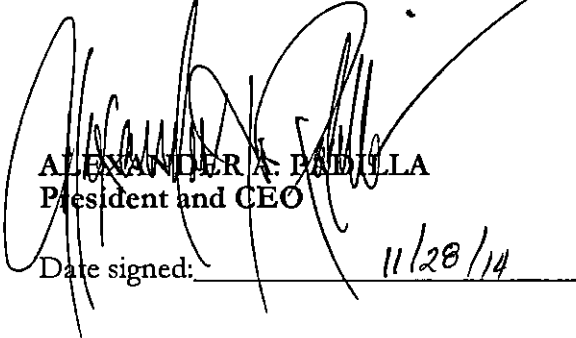
IV. PILOT TESTING MECHANISM

1. The Pilot Testing shall only apply to All Case Rate (ACR) claims.
2. The institutions identified for the Pilot-Test are: V. Braun Avitum Philippines Incorporated, Holy Infant Hospital, St. Paul Hospital and Ballesteros District Hospital. However, the Corporation through the Executive Vice President and Chief Operating Officer (EVP & COO) may identify and approve HCIs for inclusion in the PHICS pilot outside of the jurisdiction of PRO 2.
3. Claims to be used in the test are all claims of the chosen facility covering the effectivity of this Circular.
4. The test shall be conducted in a live environment and shall run for two months.
5. All identified system bugs/errors and process flaws shall be properly addressed and fixed within the covered period of the Pilot Testing.
6. The offices of the Chief Information Officer (CIO), Benefits Development and Research Department(BDRD) and PRO 2 shall closely coordinate with each other to ensure proper and efficient implementation of the test and evaluation of test results.
7. Further tests, adoption or implementation of test results are not covered by this Circular.

V. EFFECTIVITY

This circular shall take effect immediately and shall be published in the Official gazette or in a newspaper of general circulation. The Circular shall be deposited with the National Administrative register at the University of the Philippines Law Center.

ALEXANDER A. PADILLA
President and CEO

Date signed: 11/28/14

MASTER DOCUMENT
Date:
DC: