

# Stats and Charts

## 2020

# 2020 Stats and Charts

PhilHealth's approach to achieving Universal Health Care follows the UHC framework. The Corporation positions, monitors and assesses its programs relative to how it contributes in achieving the three dimensions of the UHC cube. As such, the performance figures (as of December 31, 2020) shall also be reported following this context.



## Population Coverage

“Who are covered?”



## Service Coverage

“What services are covered?”



## Financial Coverage

“How much is covered?”

**Dimension:**



# Population Coverage

*Who are Covered?*

# Registered Members and Dependents

as of December 31, 2020

Membership Category	Members	Dependents	Beneficiaries (Total)
<b>Direct Contributors*</b>	<b>30,716,059</b>	<b>28,418,664</b>	<b>59,134,723</b>
Employed: Private	14,233,432	11,126,762	25,360,194
Employed: Government	2,431,475	3,781,072	6,212,547
Informal / Self-Earning	9,072,874	9,455,293	18,528,167
OFWs / Migrant Workers	3,553,921	2,996,402	6,550,323
Lifetime Members	1,346,800	1,006,471	2,353,271
Filipinos w/ Dual Citizenship	1,008	792	1,800
Kasambahay, Family Drivers, Enterprise Owners	72,227	50,018	122,245
Others**	4,322	1,854	6,176
<b>Indirect Contributors*</b>	<b>22,085,716</b>	<b>14,779,317</b>	<b>36,865,033</b>
Indigents / NHTS-PR	12,794,699	11,372,752	24,167,451
Senior Citizens	8,332,032	2,290,421	10,622,453
Sponsored Program	958,985	1,116,144	2,075,129
<b>Total</b>	<b>52,801,775</b>	<b>43,197,981</b>	<b>95,999,756</b>

- Note/s:
- \*Modified categories based on Republic Act No.11223 (UHC Act)
  - \*\*Filipinos w/ Dual Citizenship, Naturalized Filipino Citizens, PRA Foreign Retirees, Citizens of Other Countries working / residing / studying in the Philippines
  - \*\*\*PhilHealth Circular No.2019-0010 (Re: Guidelines on the Granting of Immediate Eligibility to Members): <https://www.philhealth.gov.ph/circulars/2019/circ2019-0010.pdf>
    - Indigent count of members and dependents were based on DSWD LisTahanan database and are subject for further validation.
    - 2020 Projected Population is 109,956,016** estimated from the August 2015 PopCen by PSA with a 1.72 Growth Rate.



## All Filipinos Covered

In recent years, PhilHealth has primarily reported “coverage rate” or the entitlement of members based on premium payments. But with the signing of the UHC Act (RA11223), all Filipinos are already automatically\*\*\* included under the National Health Insurance Program (NHIP) – making PhilHealth’s coverage rate at 100%.

The term “Registered” used here refers to beneficiaries already listed in the PhilHealth database.

## PhilHealth Beneficiaries

- PhilHealth Beneficiaries are referred to as Members plus their respective qualified Dependents

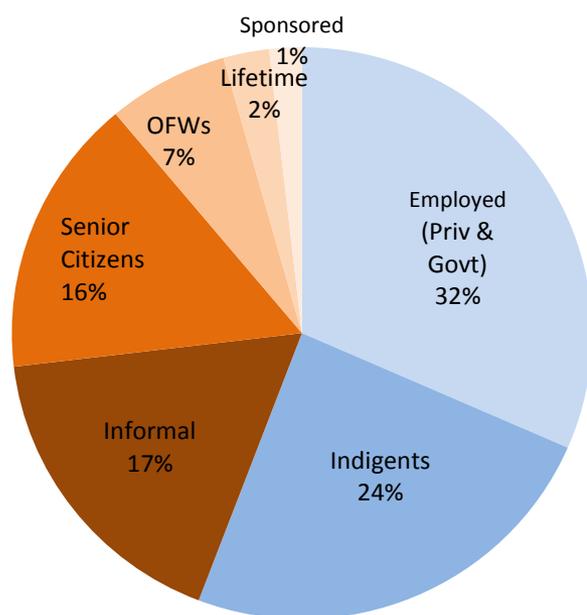
Members + Dependents = Beneficiaries

# Registered Members and Dependents

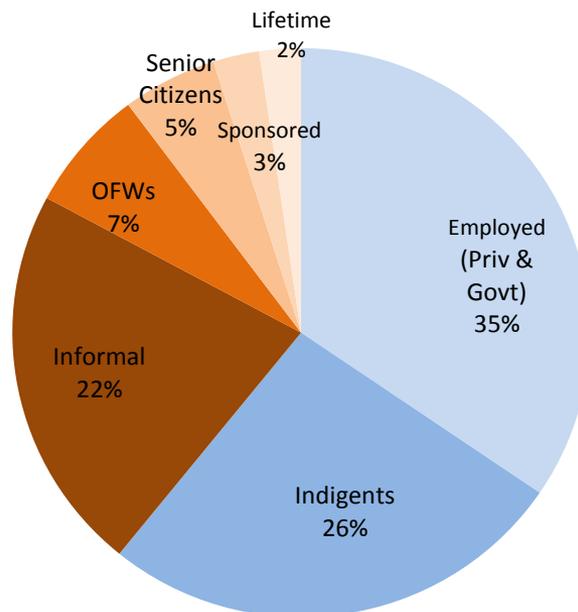
Distribution by Membership Category



Distribution by Members only



Distribution by Dependents



## Dependents\*:

- Legal spouse/s who is/are not an active member;
- Unmarried and unemployed legitimate, illegitimate children, and legally adopted or stepchildren below 21 years of age;
- Foster children as defined in Republic Act 10165 (Foster Care Act of 2012); and
- Parents who are 60 years old and above, not otherwise an enrolled member.

## Important:

- Qualified dependents must be declared by the principal member. Their names must be listed under the principal member's Member Data Record (MDR) to ensure hassle-free benefits availment.

## Note/s:

\* Definition per Section 8 of UHC IRR (RA11223): [https://www.philhealth.gov.ph/about\\_us/UHC-IRR\\_Signed.pdf](https://www.philhealth.gov.ph/about_us/UHC-IRR_Signed.pdf)

- Informal / Self-Earning Sector also includes: Kasambahay Members, Family Drivers, Enterprise Owners; Organized Group / Group Enrolment; Filipinos w/ Dual Citizenship, Naturalized Filipino Citizens, PRA Foreign Retirees, Citizens of Other Countries working / residing / studying in the Philippines

# Premium Contributions

January 1 to December 31, 2020



## Distribution of Premium Contributions by Membership Category

Membership Category	Amount	% to Total Amount
<b>Direct Contributors*</b>	<b>Php 85,569,185,891</b>	<b>57%</b>
Employed: Private	55,209,834,620	37%
Employed: Government	22,716,799,525	15%
Informal / Self-Earning	7,011,563,749	5%
OFWs / Migrant Workers	343,906,401	0.2%
Organized Group / Group Enrolment	216,365,485	0.1%
Kasambahay, Family Drivers, Enterprise Owners	52,265,149	0.04%
Others**	18,450,962	0.01%
Lifetime Members***	-	-
<b>Indirect Contributors*</b>	<b>Php 63,425,436,284</b>	<b>43%</b>
Indigents / NHTS-PR	30,290,011,200	20%
Senior Citizens	31,177,190,000	21%
Sponsored****	1,958,235,084	1%
<b>Total</b>	<b>Php 148,994,622,175</b>	<b>100%</b>

### Note/s:

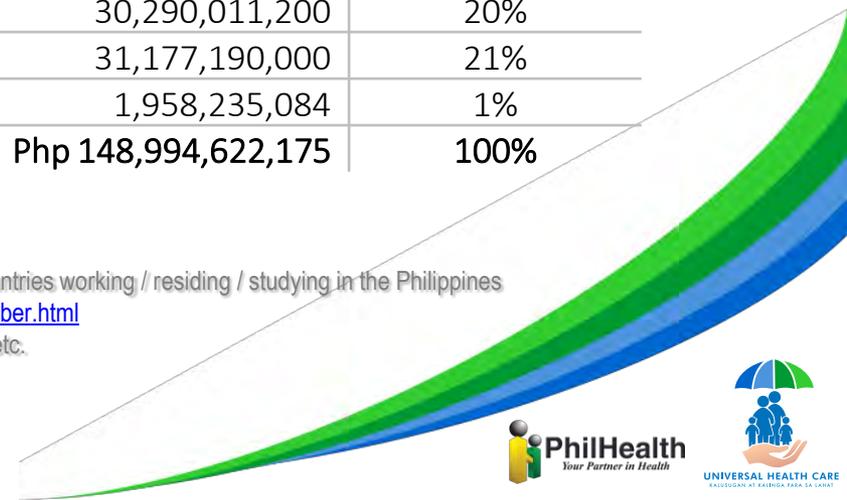
\*Modified categories based on Republic Act No. 11223 (UHC Act)

\*\*Filipinos w/ Dual Citizenship, Naturalized Filipino Citizens, PRA Foreign Retirees, Citizens of Other Countries working / residing / studying in the Philippines

\*\*\*Lifetime Members: premiums of retirees are free: <https://www.philhealth.gov.ph/members/lifetime/member.html>

\*\*\*\*Special Government Programs (PAMANA and Bangsamoro), NGAs, POS, PWD-unemployed, LGU, etc.

■ **Source: Financial Statements**





# Service Coverage

*What Services are Covered?*

# Accreditation

## Health Care Providers - Institutions

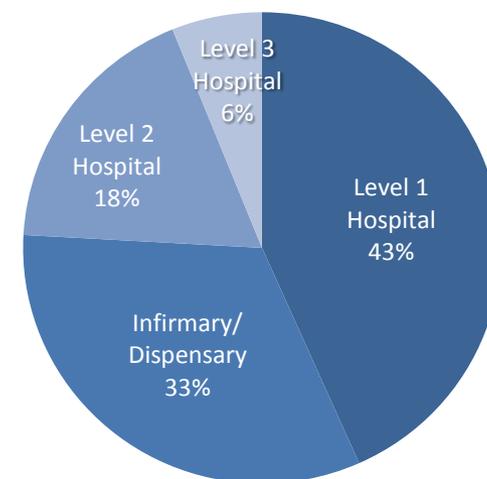
as of December 31, 2020

Category	Government	Private	Total
<b>Hospitals</b>	<b>767</b>	<b>1,148</b>	<b>1,915</b>
Level 1 Hospital	340	490	830
Level 2 Hospital	44	301	345
Level 3 Hospital	54	63	117
Infirmery/Dispensary	329	294	623
<b>Others</b>	<b>4,642</b>	<b>3,174</b>	<b>7,816</b>
Animal Bite Treatment Centers	390	33	423
Ambulatory Surgical Clinics	2	175	177
Community Isolation Units	698	13	711
Drug Abuse Treatment Rehabilitation Centers	9	-	9
DOTS Package	1,722	87	1,809
Free Standing Dialysis Clinics	6	427	433
Family Planning Providers	313	719	1,032
SARS CoV2 Testing Labs	67	47	114
Maternity Care Package Providers	1,259	1,638	2,897
Outpatient HIV/Aids Treatment	118	35	153
Outpatient Malaria Package	58	-	58
<b>Total</b>	<b>5,409</b>	<b>4,322</b>	<b>9,731</b>



**60%** of accredited hospitals are from the Private Sector

Distribution of Accredited Hospitals (Govt. & Private)



### Accredited Facilities

A list of Accredited Facilities may be downloaded from the PhilHealth website:

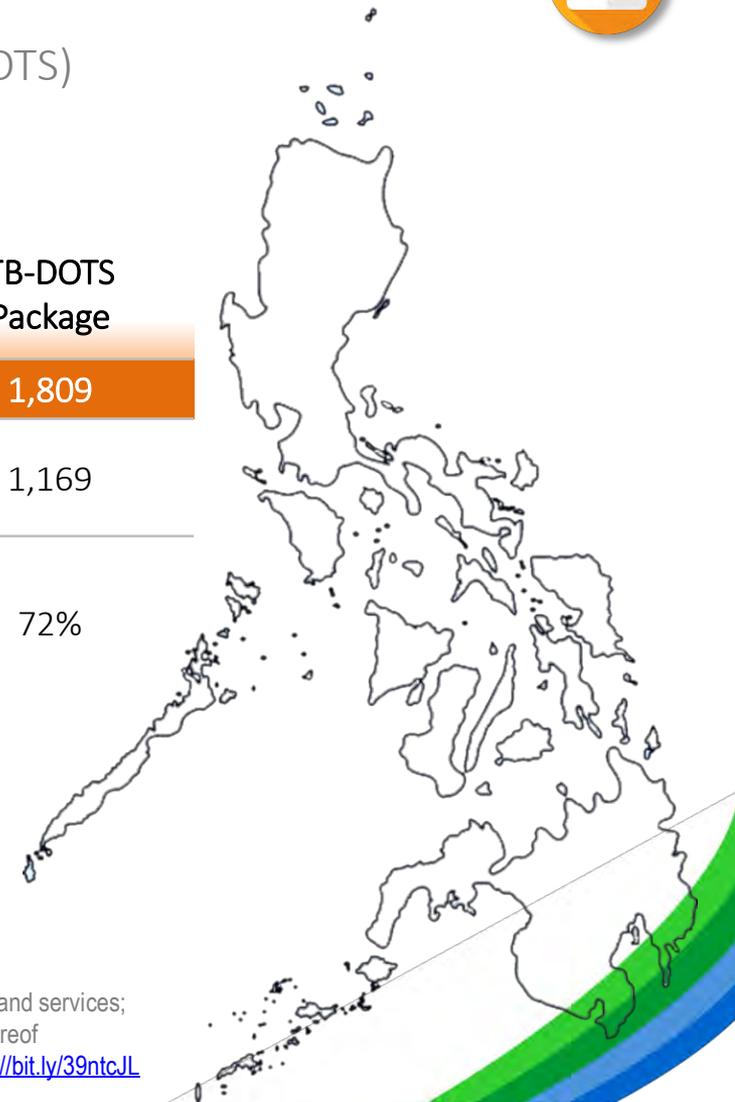
<https://www.philhealth.gov.ph/partners/providers/institutional/map/>

# Accreditation

Health Care Providers - Institutions (3-in-1: MCP & TB-DOTS)



	Maternity Care Package	TB-DOTS Package
<b>Accredited Outpatient Clinics</b>	<b>2,897</b>	<b>1,809</b>
Number of Cities & Municipalities with Accredited Outpatient Clinics*	1,368	1,169
<i>% to Total Cities &amp; Municipalities (Number of Cities &amp; Municipalities nationwide: 1,634**)</i>	84%	72%



Note/s:

\* A city or municipality may have more than one outpatient clinic accredited by PhilHealth to provide NHIP benefits and services; Further, a single facility can also apply and be accredited either as MCP, a TB-DOTs facility or any combination thereof

\*\* Per Department of Interior and Local Government, there are 1,634 LGUs nationwide (as of June 30, 2020): <https://bit.ly/39ntcJL>

- PhilHealth Benefits: <https://www.philhealth.gov.ph/benefits/>

# Accreditation

## Health Care Providers – Professionals



Professionals	Count
<b>Physicians</b>	<b>42,944</b>
General Practitioners	11,076
General Practitioners (with Training)	9,504
Medical Specialists	22,364
<b>Other Professionals</b>	<b>4,749</b>
Dentists	947
Nurses	49
Midwives	3,753
<b>Total</b>	<b>47,693</b>



### Accredited Professionals

A list of accredited professionals may be accessed from the PhilHealth website:

<https://www.philhealth.gov.ph/partners/providers/professional/accredited/>

Note/s:

- Accreditation process: <https://www.philhealth.gov.ph/partners/providers/professional/process.html>

# Claims Payment

January 1 to December 31, 2020



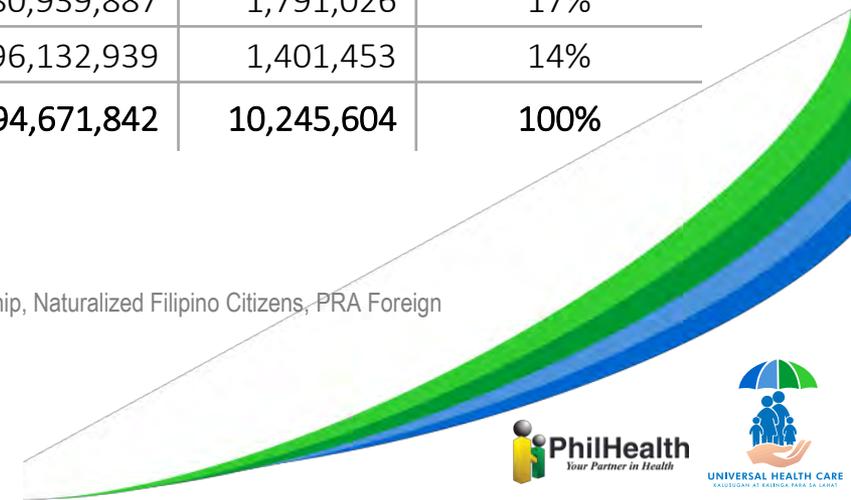
Membership Category	Claims Amount	Claims Count	% Distribution to Claims Count
<b>Direct Contributor</b>	<b>Php 47,615,863,320</b>	<b>5,150,659</b>	<b>50%</b>
Informal/Self Earning	19,537,059,898	2,301,149	22%
Employed: Private	14,729,760,005	1,451,713	14%
Employed: Government	6,444,246,372	659,894	6.4%
Lifetime Members	5,305,687,685	584,296	5.7%
OFWs/ Migrant Workers	1,558,071,884	149,388	1%
Kasambahay, Family Drivers, Enterprise Owners	41,037,477	4,219	0.04%
<b>Indirect Contributor</b>	<b>Php 48,178,808,522</b>	<b>5,094,945</b>	<b>50%</b>
Senior Citizen	19,101,735,695	1,902,466	19%
Indigent/NHTS PR	16,480,939,887	1,791,026	17%
Sponsored	12,596,132,939	1,401,453	14%
<b>Grand Total</b>	<b>Php 95,794,671,842</b>	<b>10,245,604</b>	<b>100%</b>

Note/s:

\*New categorization based on Republic Act No.11223 (UHC Act)

\*\*Informal covers Self-Earning; OFWs, Organized Group; Kasambahay; Filipinos w/ Dual Citizenship, Naturalized Filipino Citizens, PRA Foreign Retirees, Citizens of Other Countries working / residing / studying in the Philippines

Processed using PhilHealth Claims Dashboard as of March 31, 2021.  
 Claims payment includes all claims paid from January 1 to December 31, 2020.



# Claims Payment



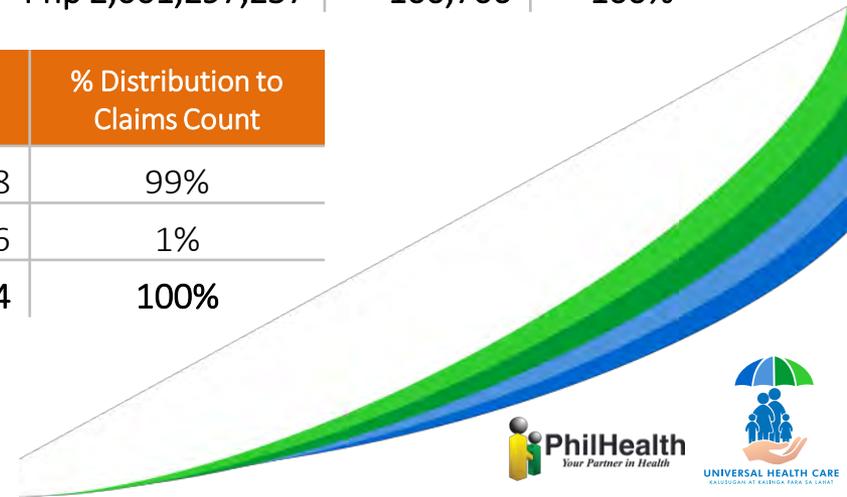
## COVID 19 Related Claims Paid

Illness 1 Code	Description	Sum of Claims Amount	Claims Count	% to Total No. of Claims Paid
C19T1	All Services and Supplies for the Testing are Provided by the Testing Laboratory	Php 242,101,307	52,726	52%
C19T2	Test Kits are Donated to the Testing Laboratory	138,158,630	37,722	37%
C19T3	Test Kits are Donated to the Testing Laboratory, Cost of Running The Laboratory and the RT-PCR Machine For Testing are Subsidized by the Government	7,920,019	3,556	4%
C19IP2	Moderate Pneumonia (Covid-19)	336,169,462	2,345	2.3%
C19FRP	Full Financial Risk Protection For Filipino Health Workers And Patients Against Coronavirus Disease (Covid-19)	651,064,417	2,156	2.1%
C19IP3	Severe Pneumonia (Covid-19)	300,199,300	900	0.9%
C19IP1	Mild Pneumonia in the Elderly or with Comorbidities (Covid-19)	26,662,182	606	0.6%
C19IP4	Critical Pneumonia (Covid-19)	291,748,464	371	0.4%
C19CI	Covid19 Community Isolation Package	7,273,476	324	0.3%
<b>Total</b>		<b>Php 2,001,297,257</b>	<b>100,706</b>	<b>100%</b>

Classification	Claims Amount	Claims Count	% Distribution to Claims Count
Non CoVid-19	Php 93,793,374,584	10,144,898	99%
CoVid-19 Related	2,001,297,257	100,706	1%
<b>Total</b>	<b>Php 95,794,671,842</b>	<b>10,245,604</b>	<b>100%</b>

Note/s:

Processed using PhilHealth Claims Dashboard as of March 31, 2021.  
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# Claims Payment



## Distribution of Claims Paid by Patient Type

Patient Type	Total Amount of Claims Paid	Total Number of Claims Paid	Percentage to Total Number of Claims Paid
Member	Php 66,357,509,009	6,888,330	67 %
Dependent	29,437,162,833	3,357,274	33 %
<b>Total</b>	<b>Php 95,794,671,842</b>	<b>10,245,604</b>	<b>100 %</b>

The average Turn-Around-Time for Claims Received/ Re-filed and Paid from January 1 to December 31,2020 is **39 Days**

## Distribution of Claims Paid by Sex

Patient Sex	Total Amount of Claims Paid	Total Number of Claims Paid	Percentage to Total Number of Claims Paid
Female	Php 54,224,606,738	5,699,165	56%
Male	41,570,065,103	4,546,439	44%
<b>Total</b>	<b>Php 95,794,671,842</b>	<b>10,245,604</b>	<b>100%</b>

Note/s:

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 Claims payment includes all claims paid from January 1 to December 31, 2020.



# Claims Payment

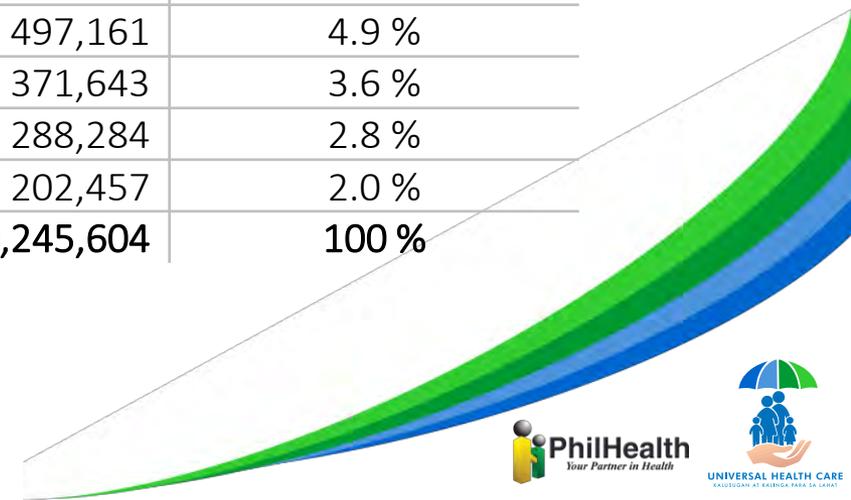


## Distribution of Claims Paid by Age Group

Patient Age Group	Total Amount of Claims Paid	Total Number of Claims Paid	Percentage to Total Number of Claims Paid
60 and above	Php 25,769,127,606	2,584,806	25.2 %
< 1	8,902,388,972	1,341,448	13.1 %
25 - 29	7,282,414,051	738,632	7.2 %
30 - 34	6,846,148,537	686,569	6.7 %
55 - 59	6,216,933,333	672,957	6.6 %
50 - 54	5,677,230,403	616,475	6.0 %
20 - 24	5,808,111,632	609,281	5.9 %
35 - 39	5,864,918,796	588,805	5.7 %
45 - 49	4,994,006,951	526,474	5.1 %
40 - 44	5,013,462,887	520,612	5.1 %
1 - 4	5,003,024,895	497,161	4.9 %
15 - 19	3,478,587,232	371,643	3.6 %
5 - 9	2,886,471,559	288,284	2.8 %
10 - 14	2,051,844,989	202,457	2.0 %
<b>Total</b>	<b>Php 95,794,671,842</b>	<b>10,245,604</b>	<b>100 %</b>

Note/s:

Processed using PhilHealth Claims Dashboard as of March 31, 2021.  
 Claims payment includes all claims paid from January 1 to December 31, 2020.



# Claims Payment



## Distribution of Claims Paid by Sector

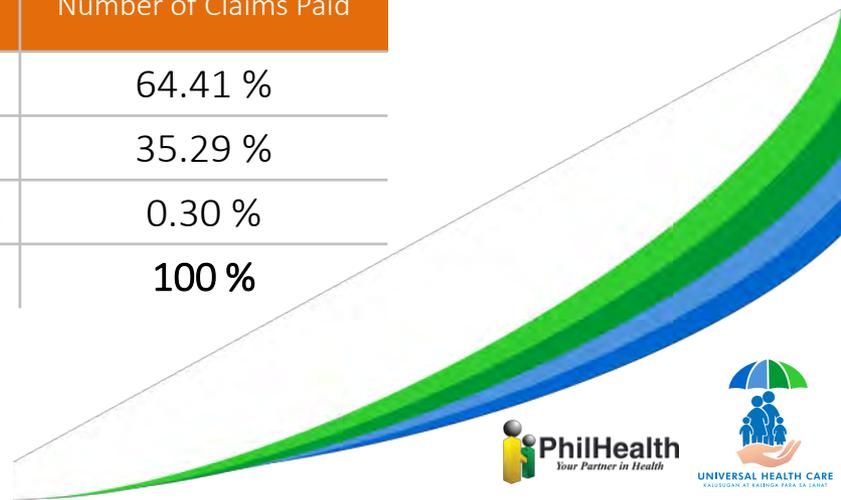
Sector	Total Amount of Claims Paid	Total Number of Claims Paid	Percentage to Total Number of Claims Paid
Private	Php 56,947,508,259	6,313,284	61.62 %
Government	38,820,670,179	3,931,028	38.37 %
International	26,493,404	1,292	0.01 %
<b>Total</b>	<b>Php 95,794,671,842</b>	<b>10,245,604</b>	<b>100 %</b>

## Distribution of Claims Paid by Illness Type

Illness Type	Total Amount of Claims Paid	Total Number of Claims Paid	Percentage to Total Number of Claims Paid
Procedural	Php 53,072,856,449	6,598,993	64.41 %
Medical	42,067,700,668	3,615,645	35.29 %
Unclassified	654,114,724	30,966	0.30 %
<b>Total</b>	<b>Php 95,794,671,842</b>	<b>10,245,604</b>	<b>100 %</b>

Note/s:

Processed using PhilHealth Claims Dashboard as of March 31, 2021.  
 Claims payment includes all claims paid from January 1 to December 31, 2020.



# Claims Payment

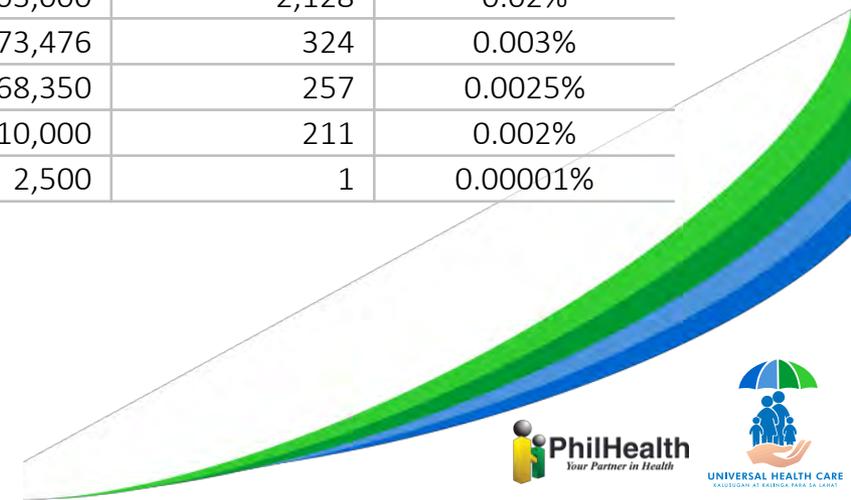
## Distribution of Claims Paid by HCI Class



HCI Class	Total Amount of Claims Paid	Total Number of Claims Paid	Percentage to Total Number of Claims Paid
Level 2 Hospital	Php 27,424,274,932	2,899,127	28%
Level 1 Hospital	26,214,014,551	2,709,208	26%
Level 3 Hospital	28,425,998,239	2,561,247	25%
Free Standing Dialysis Clinic	5,889,695,293	816,267	8%
MCP Provider	3,043,647,850	553,074	5%
Infirmery / Dispensary	3,077,686,893	499,291	5%
Ambulatory Surgical Clinic	1,287,290,696	98,608	1%
Animal Bite Package Provider	148,008,000	47,320	0.5%
TB-DOTS Package Provider	167,323,400	39,009	0.4%
Diagnostic Service Provider	50,513,811	15,131	0.1%
HIV Treatment Hub	23,325,000	3,110	0.03%
Family Planning Clinic	6,303,000	2,128	0.02%
Community Isolation Unit	7,273,476	324	0.003%
Primary Health Clinic	868,350	257	0.0025%
Drug Abuse Treatment And Rehabilitation Center	2,110,000	211	0.002%
Outpatient Malaria Provider	2,500	1	0.00001%

Note/s:

Processed using PhilHealth Claims Dashboard as of March 31, 2021.  
 Claims payment includes all claims paid from January 1 to December 31, 2020.



# Claims Processing

Utilization related to SDGs\*

January 1 to December 31, 2020



**SUSTAINABLE DEVELOPMENT GOALS**



SDG-Related Packages	Total Amount of Claims Paid	Total No. of Claims Paid
<b>Maternal Benefits</b>	<b>Php 9,209,364,520</b>	<b>908,820</b>
Caesarean Delivery	4,293,614,190	217,557
Normal Delivery	4,319,357,100	620,630
Undelivered Cases (Baby Delivered In Referral Facility) In Non-hospital Facilities	22,100	34
Breech Extraction	56,341,390	4,607
Maternal Comorbidities Conditions	527,074,870	65,566
Subtotal or Total Hysterectomy After Cesarean Delivery	12,954,870	426
<b>Newborn Care</b>		
Newborn Care Package	1,451,512,670	513,402
<b>Infectious Diseases</b>	<b>661,375,600</b>	<b>91,374</b>
Pulmonary Tuberculosis	203,455,600	30,318
Outpatient HIV / Aids Packages	457,920,000	61,056
<b>Family Planning</b>	<b>37,629,000</b>	<b>13,000</b>
Bilateral Tubal Ligation	1,908,000	477
Vasectomy, Unilateral Or Bilateral	68,000	17
Insertion of Intrauterine Device (IUD)	3,730,000	1,865
Subdermal Contraceptive Implant	31,923,000	10,641
<b>Tropical Diseases</b>		
Malaria	288,400	76
<b>Total</b>	<b>Php 11,360,170,190</b>	<b>1,526,672</b>

Note/s:

\*SDGs: <https://sustainabledevelopment.un.org/sdgs>

Processed using PhilHealth Claims Dashboard as of March 31, 2021.

Claims payment only includes claims admitted and paid from January 1 to December 31, 2020.



UNIVERSAL HEALTH CARE  
KALIGUANAN AT BAKANGA PARA SA LAHA

# Claims Payment



Top 10 Medical Cases (ranked by count)\*

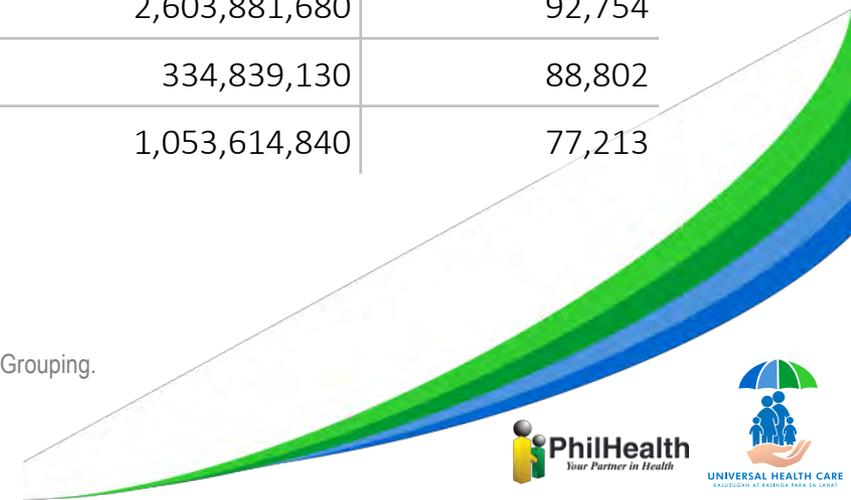
Rank	Illness Description	Total Amount of Claims Paid	Total No. of Claims Paid
1	Pneumonia Moderate Risk	Php 7,587,845,610	524,778
2	Dengue Fever	2,414,691,250	250,223
3	Acute Gastroenteritis	1,300,605,330	230,628
4	Urinary Tract Infection Admissible	1,464,534,530	212,337
5	Hypertension	1,801,092,900	210,365
6	Peptic Ulcer Disease without Hemorrhage	757,317,440	134,198
7	Asthma In Acute Exacerbation	814,444,940	99,756
8	Stroke Infarction	2,603,881,680	92,754
9	Upper Respiratory Tract Infection	334,839,130	88,802
10	Newborn Sepsis	1,053,614,840	77,213

Note/s:

\*Case rate category that covers medical cases reimbursed by the Corporation based on the Illness Grouping.

Processed using PhilHealth Claims Dashboard as of March 31, 2021.

Claims payment includes all claims paid from January 1 to December 31, 2020.



# Claims Payment



Top 10 RVS based Packages and Procedures (ranked by count)\*

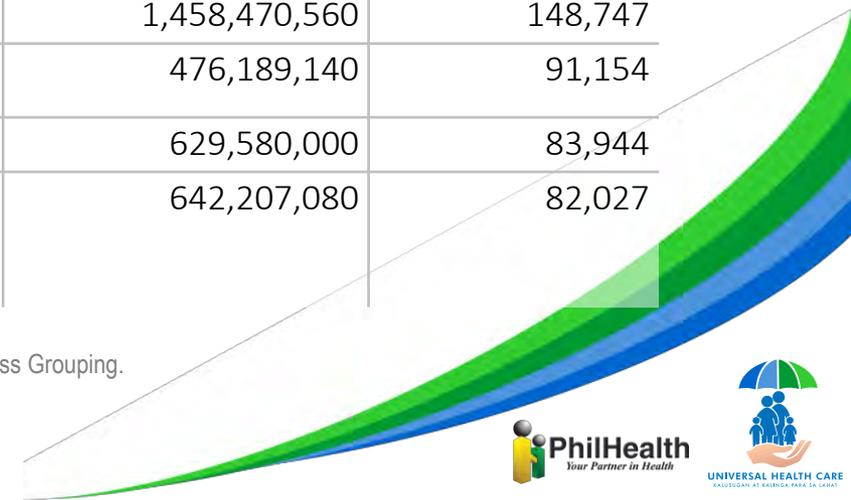
Rank	Illness Description	Total Amount of Claims Paid	Total No. of Claims Paid
1	Hemodialysis Procedure	Php 12,576,077,490	2,685,161
2	Expanded Newborn Care Package	2,297,521,610	812,298
3	Routine Obstetric Care Including Antepartum Care, Vaginal Delivery and/or Postpartum Care (Normal Spontaneous Delivery Package) For Hospitals	2,546,489,230	481,594
4	Cesarean Delivery	6,565,390,790	331,681
5	Routine Obstetric Care Including Prenatal, Delivery And Newborn Services Of Non-hospital Facilities (Maternity Care Package), 1st Claim	2,335,094,350	294,487
6	Chemotherapy Administration	1,154,852,020	157,297
7	Vaginal Delivery Only (W/ Episiotomy)	1,458,470,560	148,747
8	Radiation Treatment Delivery (Linear Accelerator)	476,189,140	91,154
9	Outpatient HIV / Aids Packages	629,580,000	83,944
10	Intensity Modulated Treatment Delivery, Single or Multiple Fields/ARCS via Narrow Spatially and Modulated Beams	642,207,080	82,027

Note/s:

\*Case rate category that covers procedural cases reimbursed by the Corporation based on the Illness Grouping.

Processed using PhilHealth Claims Dashboard as of March 31, 2021.

Claims payment includes all claims paid from January 1 to December 31, 2020.





# Financial Coverage

*How Much is Covered?*

# Benefit Expense

January 1 to December 31, 2020



## Distribution by Membership Category

Membership Category	Amount	% to Total Amount
<b>Direct Contributors*</b>	<b>Php 53,075,853,580</b>	<b>44%</b>
Employed: Private	13,888,654,670	11%
Employed: Government	5,887,964,494	5%
Informal**	33,299,234,416	28%
<b>Indirect Contributors*</b>	<b>Php 64,105,819,378</b>	<b>53%</b>
Indigents / NHTS-PR	29,607,884,126	24%
Senior Citizens	27,198,499,530	22%
Sponsored Program	7,299,435,722	6%
<b>Interim Financing Mechanism***</b>	<b>Php 3,722,166,577</b>	<b>3%</b>
<b>Total</b>	<b>Php 120,903,839,535</b>	<b>100%</b>

**Lifetime Members\*\*\*\***

**Php 6,942,664,958**

### Note/s:

\*New categorization based on Republic Act No.11223 (UHC Act)

\*\*Informal covers Self-Earning; OFWs, Organized Group; Kasambahay; Filipinos w/ Dual Citizenship, Naturalized Filipino Citizens, PRA Foreign Retirees, Citizens of Other Countries working / residing / studying in the Philippines

\*\*\*Payments to PRC for COVID-19 tests

\*\*\*\*The Lifetime members benefit claims expenses for 2020 was applied against the balance of the Insurance Liability for Lifetime members account previously set-up by the Corporation.

- Benefit Payments includes Primary Care Benefit (PCB) Package
- Source: Financial Statements



# Supplemental Information

# Supplemental Info.



6,229  
PhilHealth  
personnel  
nationwide\*

Aside from the Head Office (709 Shaw Blvd., Pasig City), there are more than 340 PhilHealth offices established nationwide\*\*

- 17 Regional and 5 Branch Offices
- 113 Local Health Insurance Offices
- 59 PhilHealth Express
- 16 Satellite Offices
- 16 Business Centers
- 14 Service Desks
- 100 Malasakit Centers

Further, PhilHealth also has 571 PhilHealth CARES\*\*\* deployed in 873 healthcare facilities nationwide ready to cater to members' needs

**contact information**

**Call Center Hotline 8441-7442**  
(Office hours, weekdays only)

**Callback Channel: 0921-630-0009**

Just text: "PHIC callback (space) your Landline or Mobile Number" (strictly without other details) to 0921-630-0009 and we will call you back during office hours on weekdays

[actioncenter@philhealth.gov.ph](mailto:actioncenter@philhealth.gov.ph)

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## Notes:

\*Filled positions as of November 30, 2020

\*\*Exact location of regional offices (and contact details) can be accessed online: [https://www.philhealth.gov.ph/about\\_us/map/regional.htm](https://www.philhealth.gov.ph/about_us/map/regional.htm); Further, due to the pandemic, the operating hours of smaller offices are subject to change (e.g. community quarantine status, disinfection schedules, scheduled days / operating hours, etc.).

\*\*\*PCARES: PhilHealth Customer. Assistance, Relations and Empowerment Staff - <https://www.philhealth.gov.ph/circulars/2016/circ2016-009.pdf>

- **Local Health Insurance Offices (LHIOs):** offices strategically located in high-traffic areas processing membership concerns (e.g. registration, updating of records, inquiries, etc.), receiving of accreditation documents (healthcare facilities, professionals), claims processing (facilities and individual claims), and collections/cashiering functions (premium payments, employer remittances)
- **Satellite Offices / Business Centers:** smaller offices compared to LHIOs, these units are strategically located in high-traffic areas processing membership concerns, receiving of accreditation documents, and claims processing; no collections/cashiering functions (except for SM Aura, Taguig and POEA, Mandaluyong)
- **PhilHealth Express:** smaller offices or "booths" usually situated in high traffic areas (e.g. malls, markets, etc.) processing only membership concerns and receiving of individual claims; no cashiering functions
- **Service Desks:** "booths" or "desks" usually located in LGUs (e.g. municipal hall, city hall, etc.) processing only membership concerns; no cashiering functions; scheduled set-up (e.g. only open a fixed number of days per week – 2 or 3 days out of 5); also set-up in far-flung and/or Geographically-Isolated and Disadvantaged Areas (GIDAs)
- **Malasakit Centers:** situated in government hospitals, these centers are one-stop-shops intended to provide indigent patients access to various medical assistance funds of the government. These centers house PhilHealth and the Department of Social Welfare and Development, among others.

# Contents

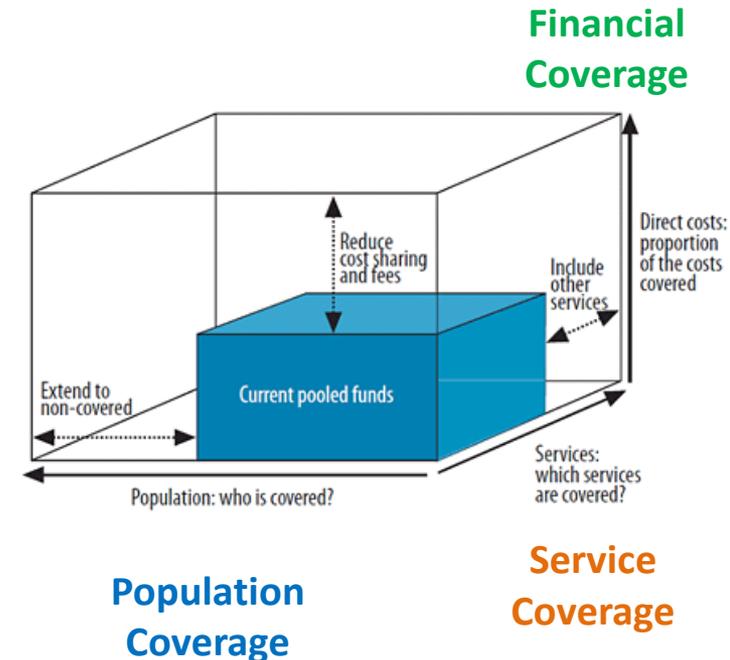
UHC Framework as adopted in Republic Act No.11223 (UHC Act)\*

The best and easiest way to appreciate Universal Health Care (UHC) is through the UHC Cube. The UHC Cube is a figure created by the World Health Organization to represent in an image the relationship between where the current state (smaller box) of the country's health financing scheme relative to the "ideal" (larger box).

The cube has 3 dimensions: Population (X axis), Financial (Y axis), and Service Coverage (Z axis):

- **Population Coverage** refers to "who is covered" by the program - the share of population that is currently enrolled in the program and is eligible to avail of their benefits.
- **Services Coverage** refers to "which services are covered" - the full breadth of services being paid for by the program relative to the identified services deemed essential to cover.
- **Financial Coverage** refers to "how much is covered". It illustrates the difference between the cost of care and the share being covered by the program.

UHC is "achieved" when the smaller box (pooled funds managed by the program) approaches near the size of the larger box (ideal level of coverage as provided for in the law or as determined by the program).



Prepared by the:  
Corporate Planning Department

*Sources/Inputs/Acknowledgements:*

Accreditation Department  
Area Offices  
Comptrollership Department  
Corporate Communications Department  
Health Finance Policy Sector  
Human Resource Department  
Member Management Group  
Organization and Systems Development Office  
PhilHealth Regional Offices  
Program Management Team – Claims  
Standards Monitoring Department  
Task Force Informatics

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