

# 2021 PhilHealth Client Awareness and Satisfaction Survey (CASS)

Implementing Agency: Novo Trends PH, Inc.

Cooperating Agency: Philippine Council for Health Research and Development & Philippine Health Insurance Corporation

## TECHNICAL ABSTRACT

**Background:** This survey was conducted to collect more robust information on awareness and satisfaction with a much wider scope and regional disaggregation. As 2020 was marked by challenges: volcanic eruptions, typhoons, and the COVID-19 pandemic, brought about changes in behavior in compliance with restrictions and health protocols. Thus, more detailed and comprehensive survey was needed to be able to gather more information base on the respondents' opinion, comments, and feedback.

**Objectives:** This study aims to determine the main sources of information, benefits and services for members, and the satisfaction level across membership categories and geographic areas; and identify potential sources of dissatisfaction and recommendations for improving the services of PhilHealth.

**Methodology:** Intercept Interview survey was used to gather feedback from clients on-site by trained interviewers using a standardized questionnaire. Sampling design used was stratified random sampling where a sample of clients who transacted business with PhilHealth at the Local Health Insurance Offices (LHIOs) are divided into four strata: individual customers, representatives of employers, representatives of healthcare institutions, and representatives of healthcare professionals.

**Results on Sources of Information about PhilHealth:** Information desk in the Local Health Insurance Offices (LHIO) was the leading source of information for the clients especially to individual members followed by the PhilHealth official website while PhilHealth Facebook account is the most popular among the social media apps. Other sources for individual members include family members, barangay officials, and health workers while for health care providers, sources included are customer service representative, their professional organizations, and associates for information.

**Results of Services Availed from PhilHealth:** For individual members, membership enrolment, payment of premium payments are the leading availed services. For representatives of employers, leading services availed include remitting premium payments of their employees and submitting required documents of their employees availing of PhilHealth benefits while for health care institutions, submission of requirements for accreditation and reimbursement process were the leading availed services.

**Results on Overall Satisfaction:** Individual members gave a 91.06% satisfaction rating and 90.19% net satisfaction rating, while employers gave a satisfaction rating of 91.61% and a net satisfaction rating of 90.2%. Health care institutions gave the lowest ratings, at 80.77% satisfaction rating and 77.14% net satisfaction rating.

**Results on Factors Affecting PhilHealth's Performance:** Facilities ranked first among three types of clients: individual members, health care institutions, and health care professionals; and second among employers. These include the accessibility, physical space and appearance, queuing arrangements,

and cleanliness of the facilities. PhilHealth staff and information and communication were ranked second and third by the three types of clients respectively. These include the knowledge, fair treatment and the transactions performed by the staff. PhilHealth electronic services, if any, did not appear to have an effect on its performance.

## **Recommendations**

### **Employers:**

**On PhilHealth Coverage:** All ailments should be covered, and No Billing Policy should be extended to private hospitals.

**On Online Systems:** Improve existing internet access. Clients get frustrated when they cannot transact with or even get information from PhilHealth online.

**On Electronic Services:** Provide service booth or the like in the hospital to serve the immediate need of the members, such as MDR that client no need to go to far away PhilHealth office for this purpose alone. Kiosk like in SSS and additional staff for the windows should be provided.

**On Facilities:** Enlarge space for queueing, parking, and waiting; maintain cleanliness; add seats and windows during peak season; provide shaded areas for queueing outside the office. Bring PhilHealth closer to its intended clients by establishing satellite branches in all municipalities, with distant and island municipalities as priority areas.

**Health Care Institutions:** In terms of claims for reimbursements, provide more timely and systematic processing and payment of claims; improve information dissemination for both online and manual setting, initiate proper information dissemination of clients living in far flung areas, and improve dissemination of circulars and advisories; improve implementation of new policies and circular.

**Health Care Professionals:** On Accreditation: Improve processing of application or renewal of health care providers' accreditation; provide updated information on the accreditation process in the website; update online service for payment; and lessen the accreditation fee of doctors.