

2020 PhilHealth Survey on Universal Health Care

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

TECHNICAL ABSTRACT

Background: Republic Act No. 11223 otherwise known as the Universal Health Care Act requires that the public be informed about the health care that they are entitled to. It is within this context that this survey was commissioned by PhilHealth through the Philippine Council for Health Research and Development (PCHRD) to Novo Trends PH, Inc., a private research firm.

Objectives: The study was conducted to identify the level of awareness of Universal Health Care, including some of its features; existing and preferred sources of information about UHC; awareness of elected case rate packages, including that of COVID-19; and satisfaction rating of PhilHealth services and benefits.

Methodology: The study was conducted through a survey of household members 21 years old and over in sample areas in the seventeen administrative regions. The survey used a multi-stage cluster sampling design with administrative regions as domains. The total sample size was 5,100 individuals.

Results on Awareness of Universal Health Care: Only 15.65% of the respondents said that they knew what UHC meant. There were significant differences in terms of regions and gender which indicate the possible priority areas for advocacy campaigns. Awareness level, at 21.11%, was highest in the Visayas and significantly lower in Mindanao (12.78%). Awareness among women (16.24%) was slightly higher than that of men (15.01 percent) in all geographic areas except in Mindanao (13.10% among men and 12.49% among women).

Results on Sources of information about UHC: Television was the most popular medium, (8 out of every 10 respondents) followed by the radio (40.73%). Among social media, Facebook garnered the biggest share, (26.57%). Face-to-face sharing of information followed while printed materials had the lowest share.

Results on PhilHealth Membership Premiums: 62.07% said that they did not know what the penalty was for every month of membership premium missed; 42.47% said that they did not know if members can still avail of the benefits even if they are unable to pay monthly premiums and; 51.66% said that they did not know when they should settle unpaid membership premiums.

Results on COVID-19 Package: Only 13.91% of the respondents who were covered by PhilHealth said that they knew what the COVID 19 package was with a significant difference between the lowest awareness level (8.12% in North Luzon) and the highest (17.7% in the Visayas). The top two answers for the benefits included in the package were Community Isolation Benefit Package (65%) and Inpatient Benefit Package/Hospitalization (62.48%) while the smallest share was for the vaccine (19.43%).

Result of Customer Satisfaction Rating: The overall satisfaction rating given by the respondents to PhilHealth was 81.65%. The net satisfaction rating was 74.69%. Although the difference was significant, both ratings translated to Excellent, using the Social Weather Stations terminology.

Implementation of E-claims: The survey results could form part of a communication plan for disseminating information about Universal Health Care. The data show the extent of the work to be done by answering the basic questions: a) Who are the target audience?, b) What are the messages?, and c) What medium should be used to disseminate the information?