

# Rapid Evaluation Report: PhilHealth Konsulta Pilot Implementation

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## TECHNICAL ABSTRACT

**Background:** The PhilHealth Konsulta is currently in its pilot implementation. In relation to this, a monitoring and evaluation study was conducted to gather evidence that may be used to enhance the current implementation rules prior to a national roll-out. The M&E covered the following processes included in the package implementation: Accreditation, Registration and Benefit Availment.

**Objectives:** The study aims to provide the Corporation a baseline assessment of the processes under the PhilHealth Konsulta package from the perspective of stakeholders who are directly involved in accreditation, registration and benefit availment.

**Methodology:** The study employed a qualitative design. A series of Focus Group Discussions were conducted to collect data from identified PhilHealth Konsulta stakeholders. Purposive sampling technique was used when selecting participants to be included in the study

**Scope and Limitations:** The scope of the study is limited to the processes involved in implementing the PhilHealth Konsulta benefit package, from accreditation, registration, and benefit availment. The study did not cover the evaluation of the program outputs and outcomes.

**Results and Discussion:** Three series of focus group discussions were conducted to evaluate the processes of (1) accreditation, (2) registration, and (3) benefit availment. The following parameters were discussed with the participants per theme:

- A. FGD for Accreditation Process
  - Rationale/ Motivation for Applying for Accreditation
  - Information Dissemination and Communication
  - Accreditation Process
  - Use of Telemedicine
  
- B. FGD for Registration Process
  - Information Dissemination and Communication
  - Registration Process
  - Generation of Authorization Transaction Code
  
- C. Benefit Availment
  - Beneficiaries' experience in accessing the services
  - Providers' experience in providing the benefits

**Recommendations:** Challenges based on findings were categorized further into themes. Each challenge was given a subsequent recommendation.

- A. Information Dissemination
  - 1. Develop PhilHealth Konsulta Orientation Modules
  - 2. Develop a Manual of Procedures (MOP)/ Handbook per PhilHealth Konsulta process
  - 3. Assign technical point person/s
  - 4. Coordinate with Local Government Units on disseminating information to their constituents
  - 5. Utilize mass media in disseminating information
- B. PhilHealth Konsulta Processes
  - 1. Standardize timelines and update Citizens Charter
  - 2. Ensure consistency in interpretation of policies and procedures
  - 3. Streamline and Integrate Processes
  - 4. Develop PhilHealth Konsulta Monitoring and Evaluation Plan
- C. Patient and Provider Experience
  - 1. Improve the overall efficiency of PhilHealth Konsulta systems
  - 2. Encourage the use of telemedicine
  - 3. Establish communication and complaint management systems
  - 4. Consider alternatives to manual/ face to face processes to online
- D. External Factors
  - 1. Strengthen partnership with Local Government Unit, Non-Government Organizations and Development Partners
  - 2. Establish Strategic Access Points for Registration
- E. UHC Mandated Reforms
  - 1. Establish effective gate-keeping and referral mechanism