

2022 PhilHealth Client Awareness and Satisfaction Survey

Conducted by: Novotrends, Inc

Background

The 2022 round of survey was conducted as the country transits towards the "new normal". While basic health protocols such as social distancing and use of face mask were still observed in most areas, there were less restrictions on movement and socialization. The survey team exercised caution in conducting the interviews of individual customers in the Local Health Insurance Offices (LHIOs) and of the representatives of establishments in their places of work. This report on the 2022 survey covers the 20 PhilHealth Regional Offices (PROs) with Local Health Insurance Offices (LHIOs).



Rationale/Significance

As an input into policy planning, the survey provides scientific and solid basis for determining health service penetration and effectivity, problem areas requiring intervention; strengthening PhilHealth capabilities for its core functions, and enhancing PhilHealth public information work, its image, and public acceptability.

Intercept Interview Survey of Clients

In this method, feedback was taken from clients on-site by trained interviewers. The respondents were a sample of clients who transacted business with PhilHealth at the Local Health Insurance Offices (LHIOs) covered by the PhilHealth Regional Offices (PROs).



Key Results

Satisfaction Rating

94.25%	Individual Customers
87.93%	Employers
88.41%	Healthcare Institutions
82.98%	Healthcare Professionals



For PhilHealth clients, particularly the individual customers, the **LHIO information desk** was the primary source of information regarding PhilHealth.

The **official PhilHealth website**, serving as the online version of the information desk, was frequently used by representatives from various establishments, particularly those in healthcare institutions. In addition, the **PhilHealth Facebook** account was the most widely used among the social media platforms.



The majority of clients based their ratings on the quality of the PhilHealth staff and the services they received. This was closely followed by the quality of transactions with PhilHealth, which many described as **organized, systematic, fast, and easy**.



Several clients highlighted the **efficient process of obtaining the PhilHealth ID and its usefulness in transactions**. The **staff was also praised** for readily providing information, especially regarding the requirements for accessing benefits.



Additionally, the environment and facilities at the LHIO were mentioned as positive factors.

Clients expressed gratitude for the benefits they received during hospitalization for illness, childbirth, or emergencies. However, some customers felt that the deductions from hospital bills were insufficient, given the increase in premium contributions.

Some verbatim response:

"ABLE TO AVAIL OF THE SERVICE OF PHILHEALTH WHEN ADMITTED LAST YEAR WITHOUT DIFFICULTY. "

"Able to provide services needed by the costumer. They always listen to any suggestions on how they would be able to improve their customer service and other services. "

"All employees are approachable, about the benefits very satisfied. "



Overall, individual customers expressed satisfaction with their interactions with PhilHealth.

Recommendations

- Suggested improvements such as **expanding membership coverage, enhancing the range of services offered, and upgrading facilities for members**.
- Several recommendations were made to reduce or at the very least **not raise the recurring payments for premium contributions**. In the event that this was not feasible, it was recommended that advantages be increased.
- It was proposed that **satellite offices be set up in additional areas** to serve members located far from population centers. These satellite offices should be fully equipped to offer services, including accepting premium contribution payments.
- Additionally, there were suggestions to **implement electronic methods for online payments and other individual transactions** to help reduce congestion in service areas. In the interim, it was recommended that more staff be assigned to manage the windows in both the LHIOs and satellite offices.

