

Capacity-Building Program on Implementation Research for Technical Staff in PhilHealth  
Regional Offices: Local Evidence to Advanced Decisions (LEAD)

2022LEADtraining@gmail.com

# POLICY BRIEF

## THE CHALLENGES IN THE SERVICE PROVISION OF PHILHEALTH KONSULTA PROGRAM OF CEBU CITY HEALTH OFFICE AND CEBU CITY MEDICAL CENTER

### RATIONALE

PhilHealth Konsultasyong Sulit at Tama (KonSulTa) program is an expansion of PhilHealth's Primary Care Benefit that targets to cover all membership categories enrolled under the National Health Insurance Program. This program under the Universal Health Care law is an outpatient benefit that upholds the notion that prevention is better than cure through early detection of possible diseases during the conduct of First Patient Encounter (FPE), prescription of basic laboratory tests and medicines. Since the implementation of the program, Cebu City has attained a 100% of KonSulta provider accreditation, among which is the Cebu city Health Center and Cebu City Medical Center. Despite the continuing increase on the provider accreditation rate, the percentage of member availment is still in question. Hence, this study aims to identify the various challenges faced by both the identified private and public accredited Konsulta provider in the service provision of the program.

Despite the challenge presented above, the PhilHealth KonSulTa program remains to be one of the major touchpoints towards adopting a comprehensive approach to delivering primary care by expanding the benefit across all membership categories. Thus, PhilHealth under the National Health Insurance Program remains true to its mandate to provide accessible, affordable and progressive health care services to all Filipinos.

**How well has the policy achieved its purpose and outcomes?**

One of the objectives of this policy is to define the registration process of a PhilHealth beneficiary to his/her Konsulta Provider of choice which is in line with the spirit of Universal Health Care. While the policy is consistent with the mandate of UHC, the registration process needs to be streamlined to encourage Filipinos to register to their primary care provider of choice.

**What concerns or implementation issues have been identified throughout the life of the policy?**

One of the many issues that Konsulta is facing as far as implementation is concern is the quality of services provided for the members. With the increase in the number of Konsulta providers across the country, one of the questions that need to be answered is, whether these Konsulta providers are giving the quality services to their beneficiaries. While providing access is important, equally important is the quality of service provided for the members.

**What new information needs to be included?**

The goal of Konsulta is to provide financial risk protection for all Filipinos as far as primary healthcare is concern. With this important goal, it is a must to capture all Filipinos in the system of PhilHealth for them to register to their Konsulta provider of choice. However, with status quo a lot of Filipinos are not yet registered to the national health insurance. This becomes a gap in the implementation and a hindrance to attaining the objective of covering all Filipinos. Thus, the need to know the number of Filipinos not yet registered to PhilHealth must be addressed and included in the initial implementation of the program.

## RECOMMENDATIONS

### ***Recommendation no 1.***

On the initial implementation of the program, the system for registering a member to a Konsulta provider is only available in the Local Health Insurance Offices (LHIO). The limited access of the system for registration does not encourage members to register to a Konsulta provider. With registration being the first step in the journey of a member to availing the package, this becomes a barrier for Konsulta to be successful. Other accessible platforms should be explored for easy access to registration.

### ***Recommendation no 2.***

System issues on registration, on the electronic medical record, on generation of SAP for payment are another major concern in the implementation of the policy. The policy aims to digitize the processes involve in Konsulta and while it is a strategic move, the consistency of the systems involved is a great defining factor with the success of the implementation. It is recommended to revisit the digital system of Konsulta from registration until payment.

### ***Recommendation no 3.***

The policy needs to feel in the gap to ensure coverage for all Filipinos. It has to consider those informalities (i.e indigents, those Filipinos who are not yet captured in the system) for it to attain its primordial goal, which is to provide coverage to all Filipinos for primary health care.

System enhancements must be expedited for the successful implementation of the Konsulta Program. Providing a fail proof system must be done in the initial implementation in order for the benefits of the program to be felt on the ground.

Future policy enhancements must consider inter-agency linkages, both the private and the government in order to have a harmonize health care system in the country. The policy must strengthen its linkages with the policies of DOH, DSWD, &OSCA to name a few.

SUBMITTED BY:

***Ricah Angela O. Baguio, PRO XI***

***Dr. Kier Tamparong, PRO VII***

***John Dave Guelos, PRO VII***