PhilHealth
Your Partner in Health

Philippine Health Insurance Corporation

CITIZEN'S CHARTER HANDBOOK

2024 2nd Edition

PhilHealth

Your Partner in Health

PHILIPPINE HEALTH INSURANCE CORPORATION

CITIZEN’S CHARTER

I. MANDATE

The National Health Insurance Program was established to provide health insurance coverage and ensure affordable, acceptable, available and accessible health care services for all citizens of the Philippines. It shall serve as the means for the healthy to help pay for the care of the sick and for those who can afford medical care to subsidize those who cannot. It shall initially consist of Programs I and II or Medicare and be expanded progressively to constitute one universal health insurance program for the entire population.

The program shall include a sustainable system of funds constitution, collection, management and disbursement for financing the availment of a basic minimum package and other supplementary packages of health insurance benefits by a progressively expanding proportion of the population. The program shall be limited to paying for the utilization of health services by covered beneficiaries. It shall be prohibited from providing health care directly, from buying and dispensing drugs and pharmaceuticals, from employing physicians and other professionals for the purpose of directly rendering care, and from owning or investing in health care facilities. (Article III, Section 5 of RA 7875 as amended).

II. VISION

"Bawat Filipino, Miyembro,
Bawat Miyembro, Protektado,
Kalusugan ng Lahat, Segurado"

III. MISSION

"Benepisyong Pangkalusugang Sapat at De-kalidad para sa Lahat"

IV. SERVICE PLEDGE

Kami ay nangangakong ilalaan ang mga sarili sa pagsasakatuparan ng Kalusugang Pangkalahatan. Sisikapin naming makapagbigay nang mabilis at dekalidad na serbisyong pangkalusugan sa lahat ng Pilipino, ano man ang edad, kasarian o estado ng pamumuhay.

Kaagapay namin ang mga miyembro sa pagtataguyod ng pagkakaisa bilang isang konseptong mahalaga sa pagkamit ng aming layunin.

Patuloy naming paghuhusayin ang aming mga serbisyo at titiyaking ang mga ito'y umaayon sa nagbabagong panahon at sumasabay sa pandaigdigang pamantayan.

Titiyakin naming laging mauuna ang serbisyo-publiko at taas-noo na maglilingkod sa bayan.

Sisikapin naming maging huwarang kawani at makamit ang tunay na pagbabago sa ating bansa.

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CENTRAL OFFICE

EXTERNAL SERVICES

OFFICE OF THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

EXTERNAL SERVICES

Volume 1

OFFICE OF THE PRESIDENT AND CHIEF EXECUTIVE OFFICER
CORPORATE PLANNING DEPARTMENT
OFFICE OF THE CORPORATE SECRETARY
SECRETARIAT FOR BIDS AND AWARDS COMMITTEE

OFFICE OF THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

1. MANAGEMENT OF DOCUMENTS

This covers the receipt of incoming documents from Internal and External Clients

Office/Division	Office of the President and CEO			
Classification	Simple			
Type of Transaction	G2G- Government to Government, G2C- Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Cover Letter or Memo of Request				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Admin staff/Messenger of other Government or Private Entities Offices submits letters or documents.	1.1 Check the nature of the document and completeness	None	3 minutes	Receiving Officer, Office of the President
	1.2 Stamp received on the transmittal page and return to the admin staff	None	2 minutes	Receiving Officer, Office of the President
	1.3 Encode in the documents tracking	None	5 minutes	Receiving Officer, Office of the President
	1.4 Assign refernce number, segregate, print routing slip and forward for scanning	None	5 minutes	Receiving Officer, Office of the President
	1.5 Scan documents and forwards to concerned OP Staff for review	None	15 minutes	Receiving Officer/Admin Staff, Office of the President
	TOTAL	**None**	**30 minutes**	

2. CORPORATE LEGAL SERVICES

Review of documents prior to approval of the President and CEO (Legal Documents, MOA and Contracts

Office/Division	Office of the Corporate Legal Counsel			
Classification	HIGHLY TECHNICAL			
Type of Transaction	G2G- Government to Government			
Who may avail:	Office of the President and CEO			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
Admin Staff of Office of the President and CEO endorses the Legal Documents, MOA and Contracts to the Office of the Corporate Legal Counsel Receiving Staff	1.1. Receives the document and stamps received on the transmittal file copy and return toAdmin Staff of Office of the President	None	5 minutes	Admin staff of Office of the Corporate Legal Counsel
	1.2 Legal document is encoded in the document tracking and scanned		5 minutes	Admin staff of Office of the Corporate Legal Counsel
	1.3 Prints out Routing Slip and refers the documents to Technical Executive Assistant for evaluation and review		5 minutes	Admin/Receiving Staff of Office of the Corporate Legal Counsel
	1.4. Technical Executive Assistant evaluates and reviews the egal documents and prepares the draft letter or memo reply, comment or instruction to be referred to		3 days (depending on complexing of Legal Document, MOA and Contracts	Technical Executive Assistant, Office of the Corporate Legal Counsel

	Corporate Legal Counsel for final evaluation, review and signature			
	1.5. Technical Executive Assitant endorses the draft reply, comment or instruction together with +e Legal documents to the Corporate Legal Counsel		1 hour	Technical Executive Assistant, Office of the Corporate Legal Counsel
	1.6. Corporate Legal Counsel reviews submitted draft reply, comment or instruction prepared by thJ I Technical Executive Assistant on the Legal Documents		6 days (depending on complexing of Legal Document, MOA and Contracts)	Corporate Legal Counsel, Office of the Corporate Legal Counsel
	1.7 Once approved, Corporate Legal Counsel recommends and signs the legal documents to be endorsed to the Office of the President and CEO.		1 day	Corporate Legal Counsel, Office of the Corporate Legal Counsel
	1.8 Admin Staff shall record the recommendation in the document tracking and scan the file before routing back to Office of the President		15 minutes	Admin staff of Office of the Corporate Legal Counsel
	TOTAL	**None**	**10 days, 1 hour and 30 minutes**	

3. REVIEW OF DOCUMENTS – SIMPLE

This covers the transmitting and review of incoming documents from Internal and External Clients

Office/Division	Office of the President and CEO			
Classification	Simple			
Type of Transaction	G2G- Government to Government, G2C- Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Cover Letter or Memo of Request				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. OP Staff receives document from Admin Staff		None	5 minutes	Admin staff, Executive Assistant, Office of the President
	1.1. OP Staff evaluates the completeness of the document and its attachments	None	1 hour	Executive Assistant, Office of the President
	1.2 If incomplete, OP Staff endorses the document back to the originating unit with instruction in the1 internal routing slip for completion	None	1 hour	Executive Assistant, Office of the President
	1.2.a Admin Staff records in document tracking and scans the document to be routed back to originatirg unit/ office	None	1 hour	Admin/receiving staff, Office of the President
	1.3 If complete, endorsed to Head Executive Assistant or concerned unit or office for appropriate aron	None	1 hour	Head Executive Assistant, Office of the President/Unit or Office Concerned
	TOTAL	**None**	**4 hours and 5 minutes**	

4. REVIEW OF DOCUMENTS – COMPLEX

This covers the transmitting and review of incoming documents from Internal and External Clients

Office/Division	Office of the President and CEO			
Classification	Complex			
Type of Transaction	G2G- Government to Government, G2C- Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Cover Letter or Memo of Request				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
	1. OP Staff receives document from admin staff	None	5 minutes	Admin staff, Executive Assistant, Office of the President
	2. OP Staff evaluates the completeness of the document and its attachments		6 days (depending on complexity of request)	Executive Assistant, Office of the President
	3. If complete, endorse to HEad Executive Assistant or concerned unit or office for appropriate action		1 hour	Head Executive Assistant, Office of the President/Unit or Office Concerned
	3.1. Admin Staff records in document trackin and scans the document to be routed back to originatiing unit/office.		1hour	Admin/receiving staff, Office of the President
	TOTAL	**None**	**6 days 1 hour and 5 minutes**	

CORPORATE PLANNING DEPARTMENT

1. ISSUANCE OF CORPORATE PERFORMANCE AND GCG COMMITMENT REPORTS

The Corporate Planning Department - Performance Management Unit performs monitoring of Corporate Performance and GCG Commitments at least once every quarter to update the management on the status of the Corporate commitments, keep track on the Corporate thrusts and identify how to possibly address challenges that hamper the achievement of each success measure/targets. This activity mainly provides quarterly report of Corporate performance and GCG commitments with vetted reports from the concerned offices for presentation to the Executive Committee. Individual reports per success measure and other corporate performance -related reports are also being safekeep by the unit. As part of the "new normal" and as PMU exercises environmental responsibility, the unit issues documents in a secure electronic format via e-mail. It will not provide printed documents unless extremely necessary.

Office:	Corporate Planning Department - Performance Management Unit (PMU)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government Agency
Who May Avail:	GCG and Government agencies requesting the Corporate Scorecard

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Official Request Letter endorsed by the concerned office (1 Electronic copy) requiring the following information:	Requesting Government Agency/ Organization/ Individual
1.1 Full name with Signature of the Person requesting the data/report	
1.2 Purpose	
1.3 Specific data/report being Requested	
1.4 Contact number and email address of the requesting party	
1.5 Target date the data/report is expected to receive (as necessary)	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the request to the Office of the Senior Manager of the Corporate Planning Department via email at corplan.uhc@gmail.com	1. Administrative staff in the Office of the Manager to receive the request and encode in the department database of received documents.	None	1 Day	Administrative staff (CorPlan Office of the Senior Manager)

2. Receive an acknowledgement receipt of the request	2.1 Administrative staff in the Office of the Manager to acknowledge receipt of the request and send acknowledgment email to the requesting party.	None		Administrative staff (CorPlan Office of the Senior Manager)
None	2.2 Administrative staff in the Office of the Manager to forward the request to the Performance Management Unit (PMU) via email at corplanperformance@gmail.com.	None		Administrative staff (CorPlan Office of the Senior Manager)
None	2.3 PMU staff to review data/report request if already available in the PMU files or for request to concerned office.	None	5 Days	Planning Officer or Staff of the CorPlan - Performance Management Unit (PMU)
None	2.4 PMU staff to consolidate data/reports being requested on hand OR to coordinate with concerned office if data is not yet on hand.	None	8 Days	Planning Officer or Staff of the CorPlan - Performance Management Unit (PMU)
None	2.5 PMU staff to consult with the CorPlan Senior Manager on consolidated data/reports according to the request format for approval to release	None	5 Days	Planning Officer or Staff of the CorPlan - Performance Management Unit (PMU)
3. Receive an e-mail reply from PMU re: the requested data/report	3. PMU staff to send an e-mail reply to the requesting party providing the data requested (if available) or notification on unavailability of data/report	None	1 Day	Planning Officer or Staff of the CorPlan - Performance Management Unit (PMU)
	TOTAL:	**None**	**20 days**	

2. PROCESSING OF INFORMATION/DATA REQUESTS

This process covers handling of external requests for records and data within the Corporation and ensure that all records/data releases by the Corporation shall be in compliance with the mandates of the Universal Health Care Act of 2019 (RA 11223), Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (RA 11032), Freedom of Information Order (EO No. 2 s.2016), Data Privacy Act of 2012 (RA10173), and the Department of Budget Management (DBM and Governance Commission for GOCCs' (GCG) Good Governance Requirements (e.g. Transparency Seal).

Office:	Corporate Planning Department - Knowledge Resource Unit			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Formal Letter containing the following:		Corporate Planning Department - Knowledge Resource Unit		
1. Date				
2. Full Name				
3. Office (if applicable; institution)				
4. Description of Data Being Requested				
5. Purpose of Request (e.g. use for data, etc.)				
6. Reference Period of Data Being Requested				
7. Data Needed				
8. Format (e.g. table format, print-out, digital, etc.)				
9. Other information that could help the concerned office that shall process the data (e.g. script parameters, etc.)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit letter request (hard copy or thru email) to the CorPlan	Receive letter from requesting party and forward to Knowledge Management Unit	None	1 Hour	Administrative Staff (Office of the Senior Manager / OSM)

Receive acknowledgement receipt from this office	Send acknowledgement receipt to requesting party	None	1 Hour	Administrative Staff (Office of the Senior Manager / OSM)
	Validate letter as to completeness of necessary details in order to properly process the request	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	If incomplete (e.g. unclear instructions, with questions for verification, etc.), inform or clarify details with the requesting party.	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	Validate if the requested information is available in PhilHealth website, if so, the requesting party will be informed and the link will be provided.	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	If the requested information is not in the custody of the Corporation and any of its offices, if so, the requesting party shall be advised accordingly	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	If the requested information is the same as a previous request which was already granted or denied, if so, proper information shall be provided to the requesting party to this effect.	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	Review and classify the request per internal guidelines (e.g. restricted, confidential, with Personally-Identifiable Information/PII, etc.)	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	Identify the source of the requested information (e.g. Sharepoint/PhilHealth Corporate Dashboard (PCD), Database)			
	Locate, retrieve, and/or extract the required information			
	Properly document, record, and monitor the request, including turn-around-time			

	If with Data Privacy Concerns, endorse the request to the Data Protection Officer (DPO) for evaluation.			
	If without any Data Privacy concerns, endorse the request to concerned offices (e.g. Task Force Informatics)			
	Concerned office (e.g. Task Force Informatics, Sectors concerned) provides/extracts the data requested	None	5 Days	Data Analyst (Task Force Informatics/Office concerned)
	Provide proper information to requesting party if the request for data/information will require extension. These reasons may include but not limited to examination of voluminous records, the occurrence of fortuitous events, coincides with voluminous requests, or other analogous cases	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	Should this be the case, provide proper information to requesting party of the extension, explaining the reasons for such, for fifteen (15)working days, but not exceed twenty (20)working days unless in exceptional circumstances warranting a longer period	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	Upon receipt of data from processing / extracting office (e.g. Task Force Informatics, Sectors concerned, etc.), this office further formats the data to the specifications of the requesting party (e.g. table formats, etc.)	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	Determine applicable fees based on internal pricing guidelines, if any:	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	(For Government agencies, Policy-makers, Local government / sponsoring institutions, prospective			***

	PhilHealth Project / Program Donors/Sponsors and as directed by judicial courts)			
	Readily available data published in the corporate websites (e.g. philhealth.gov.ph, Knowledge Management Portal) for public or external use shall be free of charge.	None		Planning Officer (Knowledge Resource Unit)
	For data that need to be customized in a manneror format that is not readily available, the Corporation shall charge a fee covering minimal charges	Labor Cost (e.g. man-hours): Php75.00 per hour; Computer Time and Operating Costs: Php10.00 per hour; and Printing / Duplication / Reproduction Costs: Php2.00 per page		Planning Officer (Knowledge Resource Unit)
	Release of requests for databases (i.e. raw data) shall be subject to approval of Management	Php0.0375 per kilobyte plus the cost of CDs or USB drives to be used		Planning Officer (Knowledge Resource Unit)
	(For Research Organizations / Researchers / Students and Agencies with Jurisdiction over institutions and individuals)			***
	Published and readily available data/tables for public or external use shall be charged	Minimum Processing Fee (for 1-page document print):		Planning Officer (Knowledge Resource Unit)

		Php25.00; Additional cost per table / page document print: Php5.00		
	For data need to be customized in a manner or format that is not readily available, the Corporation shall charge a fee covering minimal incidental charges	Labor Cost (per number of man-hours worked): Php 150.00 per hour; Computer Time and Operating Costs: Php 20.00 per hour; Printing / Duplication / Reproduction costs: Php 5.00 per page		Planning Officer (Knowledge Resource Unit)
	Release of requests for databases (i.e. raw data) shall be subject to approval of Management	Php 0.075 per kilobyte plus the cost of CDs or USB drives to be used to be used.		Planning Officer (Knowledge Resource Unit)
	(Urgent requests will be entertained but shall be subject to higher rate)	(Rate: 10% more than the computed cost of the data request)		Planning Officer (Knowledge Resource Unit)
	(Grant or Deny of the Request for Information)	None	1 Hour	***

	If denied: Write a response letter to the requesting party informing them of the denial of the request. The letter should indicate the grounds for denial and the circumstances on which the denial was based on. Route for appropriate approval If no notice was provided within fifteen (15) working days since the submission of the request, this would indicate that the request was denied	None		Planning Officer (Knowledge Resource Unit)
Receives letter/billing from this office of total amount to be paid (if any)	If granted: Inform or notify the requesting party; including the amount of applicable fees, if any. This should comply with internal rules and procedures on payment of applicable fees	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Requesting party pays the determined amount with the Corporation's Cashier office	Processes the payment	None		Cashier Staff (Cashier office)
Receives official receipt from Cashier	Provides official receipt to requesting party	None	1 Hour	Cashier Staff (Cashier office)
Requesting party presents copy of official receipt to this office as proof of payment	Receives copy of the official receipt as confirmation	None	1 Hour	Planning Officer (Knowledge Resource Unit)

Requesting party receives the data requested.	Sends the requested data	None		Planning Officer (Knowledge Resource Unit)
	TOTAL:	**(as applicable)**	**7 Days**	

3. PROCESSING OF DOCUMENT OR DATA REQUESTS IN AID OF LEGISLATION

Office:	Corporate Planning Department - Legislative Unit
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who May Avail:	Legislative Liaison Officers of other Government Agencies, Senate of the Philippines, House of Representatives

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter from the requesting party (hard copy or via e-mail) 1.1. endorsed by the Office of the President and CEO 1.2. request from concerned party	Concerned government office/ department/ agency
2. Letter containing a brief description and purpose of request	Concerned government office/ department/ agency
3. Clearance form DPO or CorSec, as needed	Office of the Data Privacy Officer or Office of the Corporate Secretary
4. Document or Data from concerned PhilHealth offices	Concerned PhilHealth office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter request from the requesting party addressed to the Office of the President of PhilHealth stating action required and brief background on the request 1.1. endorsed by the President and CEO 1.2. request from concerned party	1.1. Acknowledge receipt of documents as endorsed by the office of the President and CEO 1.2. Acknowledge receipt of request from concerned party (through email or hard copy)	none	1 hour	Administrative Staff / Legislative Liaison Officer

2. Requesting party waits for the result of request	2. Evaluate the request and classify per internal guidelines	none	2 hours	Planning Officer (Legislative Unit)
	2.1. Validate needed document or data with the requesting party, if necessary	none	2 hours	Planning Officer (Legislative Unit)
	2.2. Seek clearance with the Office of the Data Privacy Officer (DPO) or Corpoarate Secretary (CorSec), if necessary depending on the document/data/information being requested	none		
	2.2.1. If the DPO or CorSec approves the request, the needed information will be processed	none		
	2.2.2. If the DPO or CorSec denies the release of requested information, a letter of regrets shall be drafted	none	1 day	Planning Officer (Legislative Unit or Knowledge Management Unit of the Corporate Planning Department)
	2.3. Request document or data to concerned offices	none	1 day	Planning Officer (Legislative Unit)
	2.4. Concerned offices submits document or data being requested (submission of documents or data may differ depending on the volume, availability, and complexity of the needed information)	none	10 days	Concerned Offices (e.g., MMG, HFPS, Legal, Actuary, etc.)
	2.5. Document and monitor request	none	1 hour	Planning Officer (Legislative Unit)
	2.6. Acknowlege receipt of documents/data from concerned offices	none	1 hour	Planning Officer (Legislative Unit)
	2.7. Review and assess submitted documents/data by concerned offices for completeness	none	2 hours	Planning Officer (Legislative Unit)

	2.8. Draft letter response to requesting party approved by the President and CEO	none	4 hours	Planning Officer (Legislative Unit)
	2.9. Review of letter response and ensure completeness of requested document or data	none	1 day	Planning Officer (Legislative Unit), Division Chief, Senior Manager (Corporate Planning Department)
	2.10. Route letter response attaching all pertinent documents for approval	none	1 hour	Administrative Staff
	2.11. Approval of letter response and by concerned offices	none	5 days	Concerned offices / Members of the Committee on Legislation
	2.11. Receive and document approved letter response	none	1 hour	Administrative Staff
3. Requesting party receives the requested document	3. Send requested document or data	none	1 hour	Legislative Liaison Officer
	TOTAL:	**None**	**20 days**	

4. PROCESSING OF FREEDOM OF INFORMATION (FOI) DATA REQUESTS (THROUGH EFOI PORTAL)

This process covers handling of external requests for records and data within the Corporation and ensure that all records/data releases by the Corporation shall be in compliance with the mandates of the Universal Health Care Act of 2019 (RA 11223), Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (RA 11032), Freedom of Information Order (EO No. 2 s.2016), Data Privacy Act of 2012 (RA10173), and the Department of Budget Management (DBM and Governance Commission for GOCCs' (GCG) Good Governance Requirements (e.g. Transparency Seal).

Office:	Corporate Action Center (CAC) / Corporate Planning Department - Knowledge Resource Unit
Classification:	Requests through eFOI Portal
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business
Who May Avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Formal Letter containing the following:	Freedom of Information Website: https://www.foi.gov.ph/requests?agency=PH
1. Date	
2. Full Name	
3. Office (if applicable; institution)	
4. Description of Data Being Requested	
5. Purpose of Request (e.g. use for data, etc.)	
6. Reference Period of Data Being Requested	
7. Data Needed	
8. Format (e.g. table format, print-out, digital, etc.)	
9. Other information that could help the concerned office that shall process the data (e.g. script parameters, etc.)	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit data request via eFOI Portal	Receive data request from requesting party via eFOI Portal	None	0	Corporate Action Center (CAC) Designate FOI Receiving Officer
	Receive data request from Corporate Action Center (CAC)	None	4 Hours	

	Validate request as to the completeness of parameters data being requested	None		
Provide necessary informations	If with clarifications, return request to the requesting party (i.e. data parameters, variables, etc.)	None		
	Checking if the requested information is available in PhilHealth website, if so, the requesting party will be informed and the link will be provided.	None		
Receive letter/email from this office	If the requested information is not in the custody of the Corporation and any of its offices, if so, the requesting party shall be advised accordingly	None		FOI Decision Maker/Planning Officer
Receive letter/email from this office	Receive data request from requesting party via eFOI Portal	None		FOI Decision Maker/Planning Officer
	Review and classify the request per internal guidelines (e.g. restricted, confidential, with Personally-Identifiable Information/PII, etc.)			
	Identify the source of the requested information (e.g. Sharepoint/PhilHealth Corporate Dashboard (PCD), Database)			
	Locate, retrieve, and/or extract the required information			
	Properly document, record, and monitor the request, including turn-around-time			
	If with Data Privacy Concerns, endorse the request to the Data Protection Officer (DPO) for evaluation.			
	If without any Data Privacy concerns, endorse the request to concerned offices (e.g. Task Force Informatics)	None	4 Hours	"Planning Officer (Knowledge Resource Unit)"
	Concerned office (e.g. Task Force Informatics, Sectors concerned) provides/extracts the data requested	None	13 Days	Data Analyst (Task Force Informatics/Office concerned)

	Provide proper information to requesting party if the request for data/information will require extension. These reasons may include but not limited to examination of voluminous records, the occurrence of fortuitous events, coincides with voluminous requests, or other analogous cases	None		Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	Should this be the case, provide proper information to requesting party of the extension, explaining the reasons for such, for fifteen (15)working days, but not exceed twenty (20)working days unless in exceptional circumstances warranting a longer period	None		Planning Officer (Knowledge Resource Unit)
	Upon receipt of data from processing / extracting office (e.g. Task Force Informatics, Sectors concerned, etc.), this office further formats the data to the specifications of the requesting party (e.g. table formats, etc.)	None		Planning Officer (Knowledge Resource Unit)
	Determine applicable fees based on internal pricing guidelines, if any:	None		Planning Officer (Knowledge Resource Unit)
	(For Government agencies, Policy-makers, Local government / sponsoring institutions, prospective PhilHealth Project / Program Donors/Sponsors and as directed by judicial courts)			***
	Readily available data published in the corporate websites (e.g. philhealth.gov.ph, Knowledge Management Portal) for public or external use shall be free of charge.	None		Planning Officer (Knowledge Resource Unit)
	For data that need to be customized in a manneror format that is not readily available, the Corporation shall charge a fee covering minimal charges	"Labor Cost (e.g. man-hours): Php75.00 per hour; Computer Time and Operating	4 Hours	"Planning Officer (Knowledge Resource Unit)"

		Costs: Php10.00 per hour; and Printing / Duplication / Reproduction Costs: Php2.00 per page"		
	Release of requests for databases (i.e. raw data) shall be subject to approval of Management	"Php0.0375 per kilobyte plus the cost of CDs or USB drives to be used"		Planning Officer (Knowledge Resource Unit)
	(For Research Organizations / Researchers / Students and Agencies with Jurisdiction over institutions and individuals)			***
	Published and readily available data/tables for public or external use shall be charged	"Minimum Processing Fee (for 1-page document print): Php25.00; Additional cost per table / page document print: Php5.00"		Planning Officer (Knowledge Resource Unit)
		"Labor Cost (per number of man-hours worked): Php 150.00 per hour; Computer Time and Operating		Planning Officer (Knowledge Resource Unit)

		Costs: Php 20.00 per hour; Printing / Duplication / Reproduction costs: Php 5.00 per page"		
	Release of requests for databases (i.e. raw data) shall be subject to approval of Management	"Php 0.075 per kilobyte plus the cost of CDs or USB drives to be used to be used."		Planning Officer (Knowledge Resource Unit)
	(Urgent requests will be entertained but shall be subject to higher rate)	(Rate: 10% more than the computed cost of the data request		Planning Officer (Knowledge Resource Unit)
	(Grant or Deny of the Request for Information)	None		***
	If denied: Write a response letter to the requesting party informing them of the denial of the request. The letter should indicate the grounds for denial and the circumstances on which the denial was based on. Route for appropriate approval If no notice was provided within fifteen (15) working days since the submission of the request, this would indicate that the request was denied	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receives letter/billing from this office of	If granted: Inform or notify the requesting party; including the amount of applicable fees, if any. This should comply with internal rules and procedures on payment of applicable fees	None	1 Hour	Planning Officer (Knowledge Resource Unit)

total amount to be paid (if any)				
Requesting party pays the determined amount with the Corporation's Cashier office	Processes the payment	None		Cashier Staff (Cashier office)
Receives official receipt from Cashier	Provides official receipt to requesting party	None	1 Hour	Cashier Staff (Cashier office)
Requesting party presents copy of official receipt to this office as proof of payment	Receives copy of the official receipt as confirmation	None		Planning Officer (Knowledge Resource Unit)
Requesting party receives the data requested.	Sends the requested data	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	TOTAL:	**(as applicable)**	**15 Days**	

5. PROCESSING OF HIGHLY TECHNICAL INFORMATION/DATA REQUESTS

Description of the Service: This process covers handling of external requests for records and data within the Corporation and ensure that all records/data releases by the Corporation shall be in compliance with the mandates of the Universal Health Care Act of 2019 (RA 11223), Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (RA 11032), Freedom of Information Order (EO No. 2 s.2016), Data Privacy Act of 2012 (RA10173), and the Department of Budget Management (DBM and Governance Commission for GOCCs' (GCG) Good Governance Requirements (e.g. Transparency Seal).

Office:	Corporate Planning Department - Knowledge Resource Unit
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business
Who May Avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Formal Letter containing the following:	Corporate Planning Department - Knowledge Resource Unit
1. Date	
2. Full Name	
3. Office (if applicable; institution)	
4. Description of Data Being Requested	
5. Purpose of Request (e.g. use for data, etc.)	
6. Reference Period of Data Being Requested	
7. Data Needed	
8. Format (e.g. table format, print-out, digital, etc.)	
9. Other information that could help the concerned office that shall process the data (e.g. script parameters, etc.)	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit letter request (hard copy or thru email) to the CorPlan	Receive letter from requesting party and forward to Knowledge Management Unit	None	1 Hour	Administrative Staff (Office of the Senior Manager / OSM)

Receive acknowledgement receipt from this office	Send acknowledgement receipt to requesting party	None	1 Hour	Administrative Staff (Office of the Senior Manager / OSM)
	Validate letter as to completeness of necessary details in order to properly process the request	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	If incomplete (e.g. unclear instructions, with questions for verification, etc.), inform or clarify details with the requesting party.	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	Validate if the requested information is available in PhilHealth website, if so, the requesting party will be informed and the link will be provided.	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	If the requested information is not in the custody of the Corporation and any of its offices, if so, the requesting party shall be advised accordingly	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	If the requested information is the same as a previous request which was already granted or denied, if so, proper information shall be provided to the requesting party to this effect.	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	Review and classify the request per internal guidelines (e.g. restricted, confidential, with Personally-Identifiable Information/PII, etc.)	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	Identify the source of the requested information (e.g. Sharepoint/PhilHealth Corporate Dashboard (PCD), Database)			
	Locate, retrieve, and/or extract the required information			
	Properly document, record, and monitor the request, including turn-around-time			

	If with Data Privacy Concerns, endorse the request to the Data Protection Officer (DPO) for evaluation.			
	If without any Data Privacy concerns, endorse the request to concerned offices (e.g. Task Force Informatics)			
	Concerned office (e.g. Task Force Informatics, Sectors concerned) provides/extracts the data requested	None	18 Days	Data Analyst (Task Force Informatics/Office concerned)
	Provide proper information to requesting party if the request for data/information will require extension. These reasons may include but not limited to examination of voluminous records, the occurrence of fortuitous events, coincides with voluminous requests, or other analogous cases	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	Should this be the case, provide proper information to requesting party of the extension, explaining the reasons for such, for fifteen (15)working days, but not exceed twenty (20)working days unless in exceptional circumstances warranting a longer period	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	Upon receipt of data from processing / extracting office (e.g. Task Force Informatics, Sectors concerned, etc.), this office further formats the data to the specifications of the requesting party (e.g. table formats, etc.)	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	Determine applicable fees based on internal pricing guidelines, if any:	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	(For Government agencies, Policy-makers, Local government / sponsoring institutions, prospective			***

	PhilHealth Project / Program Donors/Sponsors and as directed by judicial courts)			
	Readily available data published in the corporate websites (e.g. philhealth.gov.ph, Knowledge Management Portal) for public or external use shall be free of charge.	None		Planning Officer (Knowledge Resource Unit)
	For data that need to be customized in a manneror format that is not readily available, the Corporation shall charge a fee covering minimal charges	Labor Cost (e.g. man-hours): Php75.00 per hour; Computer Time and Operating Costs: Php10.00 per hour; and Printing / Duplication / Reproduction Costs: Php2.00 per page		Planning Officer (Knowledge Resource Unit)
	Release of requests for databases (i.e. raw data) shall be subject to approval of Management	Php0.0375 per kilobyte plus the cost of CDs or USB drives to be used		Planning Officer (Knowledge Resource Unit)
	(For Research Organizations / Researchers / Students and Agencies with Jurisdiction over institutions and individuals)			***
	Published and readily available data/tables for public or external use shall be charged	Minimum Processing Fee (for 1-page document print):		Planning Officer (Knowledge Resource Unit)

		Php25.00; Additional cost per table / page document print: Php5.00		
		Labor Cost (per number of man-hours worked): Php 150.00 per hour; Computer Time and Operating Costs: Php 20.00 per hour; Printing / Duplication / Reproduction costs: Php 5.00 per page		Planning Officer (Knowledge Resource Unit)
	Release of requests for databases (i.e. raw data) shall be subject to approval of Management	Php 0.075 per kilobyte plus the cost of CDs or USB drives to be used to be used.		Planning Officer (Knowledge Resource Unit)
	(Urgent requests will be entertained but shall be subject to higher rate)	(Rate: 10% more than the computed cost of the data request)		Planning Officer (Knowledge Resource Unit)
	(Grant or Deny of the Request for Information)	None	1 Hour	***

	If denied: Write a response letter to the requesting party informing them of the denial of the request. The letter should indicate the grounds for denial and the circumstances on which the denial was based on. Route for appropriate approval If no notice was provided within fifteen (15) working days since the submission of the request, this would indicate that the request was denied	None		Planning Officer (Knowledge Resource Unit)
Receives letter/billing from this office of total amount to be paid (if any)	If granted: Inform or notify the requesting party; including the amount of applicable fees, if any. This should comply with internal rules and procedures on payment of applicable fees	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Requesting party pays the determined amount with the Corporation's Cashier office	Processes the payment	None		Cashier Staff (Cashier office)
Receives official receipt from Cashier	Provides official receipt to requesting party	None	1 Hour	Cashier Staff (Cashier office)
Requesting party presents copy of official receipt to this office as proof of payment	Receives copy of the official receipt as confirmation	None	1 Hour	Planning Officer (Knowledge Resource Unit)

Requesting party receives the data requested.	Sends the requested data	None		Planning Officer (Knowledge Resource Unit)
	TOTAL:	**(as applicable)**	**20 Days**	

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6. PROCESSING OF RESEARCH/INFORMATION REQUESTS

Description of the Service: This process covers handling of internal/external requests for research full text copy intended for individual or institution study references.

Office:	Corporate Planning Department - Research and Special Studies Unit
Classification:	Complex
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business
Who May Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal Letter containing the following:	
1. Date	
2. Full Name	
3. Office (if applicable; institution)	
4. Description of Research Being Requested	
5. Purpose of Request (Student, Academic, etc.)	
6. Type of Request (PhilHealth STUDIES, Capstone, etc.)	
7. Particulars (Title of Study, Project Leader, etc.)	
8. Other information (Designation, signature, etc.)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request (hard copy or thru email) to the CorPlan	Receive letter from requesting party and forward to Knowledge Management Unit	None	1 Hour	Administrative Staff (Office of the Senior Manager / OSM)
Receive acknowledgement receipt from this office	Send acknowledgement receipt to requesting party	None	1 Hour	Administrative Staff (Office of the Senior Manager / OSM)
	Validate letter as to completeness of necessary details in order to properly process the request	None	1 Hour	Planning Officer (Knowledge Resource Unit)

Receive letter/email from this office	If incomplete (e.g. unclear instructions, with questions for verification, etc.), inform or clarify details with the requesting party.	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	Validate if the requested information is available in PhilHealth website, if so, the requesting party will be informed and the link will be provided.	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	Review and classify the request per internal guidelines (e.g. restricted, confidential, with Personally-Identifiable Information/PII, etc.)			
	Locate, retrieve, and/or extract the required information			
	Properly document, record, and monitor the request, including turn-around-time			
	If with Data Privacy Concerns, endorse the request to the Data Protection Officer (DPO) for evaluation.			
	If without any Data Privacy concerns, proceed with the processing of request	None	3 Hours	Planning Officer (Research Unit)
	Concerned office (e.g. Legal, Sectors concerned) reviews and provides approval of research copy as requested	None	5 Days	DPO or Sector concerned
	Provide proper information to requesting party if the requested study/information will require extension. These reasons may include clearance from proponent offices	None	1 Hour	
Receive letter/email from this office	Should this be the case, provide proper information to requesting party of the extension, explaining the reasons for such, for three (3)working days, but not exceed seven (7)working days unless in exceptional circumstances warranting a longer period	None	2 Hours	
	Upon receipt of approval, this office shall process the request (e.g. full tect copy, abstract, etc.)	None	4 Hours	Planning Officer (Research Unit)

Requesting party receives the data requested.	Sends the requested data	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	TOTAL:	**(as applicable)**	**7 Days**	

7. PROCESSING OF SIMPLE INFORMATION/DATA REQUESTS

This process covers handling of external requests for records and data within the Corporation and ensure that all records/data releases by the Corporation shall be in compliance with the mandates of the Universal Health Care Act of 2019 (RA 11223), Ease of Doing Business and Efficient Government Service Delivery Act of 2018 (RA 11032), Freedom of Information Order (EO No. 2 s.2016), Data Privacy Act of 2012 (RA10173), and the Department of Budget Management (DBM and Governance Commission for GOCCs' (GCG) Good Governance Requirements (e.g. Transparency Seal).

Office:	Corporate Planning Department - Knowledge Resource Unit
Classification:	Simple
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business
Who May Avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Formal Letter containing the following:	Corporate Planning Department - Knowledge Resource Unit
1. Date	
2. Full Name	
3. Office (if applicable; institution)	
4. Description of Data Being Requested	
5. Purpose of Request (e.g. use for data, etc.)	
6. Reference Period of Data Being Requested	
7. Data Needed	
8. Format (e.g. table format, print-out, digital, etc.)	
9. Other information that could help the concerned office that shall process the data (e.g. script parameters, etc.)	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit letter request (hard copy or thru email) to the CorPlan	Receive letter from requesting party and forward to Knowledge Management Unit	None	1 Hour	Administrative Staff (Office of the Senior Manager / OSM)

Receive acknowledgement receipt from this office	Send acknowledgement receipt to requesting party	None	1 Hour	Administrative Staff (Office of the Senior Manager / OSM)
	Validate letter as to completeness of necessary details in order to properly process the request	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	If incomplete (e.g. unclear instructions, with questions for verification, etc.), inform or clarify details with the requesting party.	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	Validate if the requested information is available in PhilHealth website, if so, the requesting party will be informed and the link will be provided.	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	If the requested information is not in the custody of the Corporation and any of its offices, if so, the requesting party shall be advised accordingly	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	If the requested information is the same as a previous request which was already granted or denied, if so, proper information shall be provided to the requesting party to this effect.	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	Review and classify the request per internal guidelines (e.g. restricted, confidential, with Personally-Identifiable Information/PII, etc.)			
	Identify the source of the requested information (e.g. Sharepoint/PhilHealth Corporate Dashboard (PCD), Database)			
	Locate, retrieve, and/or extract the required information			
	Properly document, record, and monitor the request, including turn-around-time	None	1 Hour	Planning Officer (Knowledge Resource Unit)

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	If with Data Privacy Concerns, endorse the request to the Data Protection Officer (DPO) for evaluation.			
	If without any Data Privacy concerns, endorse the request to concerned offices (e.g. Task Force Informatics)			
	Concerned office (e.g. Task Force Informatics, Sectors concerned) provides/extracts the data requested	None	1 Day	Data Analyst (Task Force Informatics/Office concerned)
	Provide proper information to requesting party if the request for data/information will require extension. These reasons may include but not limited to examination of voluminous records, the occurrence of fortuitous events, coincides with voluminous requests, or other analogous cases	None	1 Hour	
Receive letter/email from this office	Should this be the case, provide proper information to requesting party of the extension, explaining the reasons for such, for fifteen (15)working days, but not exceed twenty (20)working days unless in exceptional circumstances warranting a longer period	None	1 Hour	
	Upon receipt of data from processing / extracting office (e.g. Task Force Informatics, Sectors concerned, etc.), this office further formats the data to the specifications of the requesting party (e.g. table formats, etc.)	None	1 Hour	
	Determine applicable fees based on internal pricing guidelines, if any:	None	1 Hour	Planning Officer (Knowledge Resource Unit)

	(For Government agencies, Policy-makers, Local government / sponsoring institutions, prospective PhilHealth Project / Program Donors/Sponsors and as directed by judicial courts)			
	Readily available data published in the corporate websites (e.g. philhealth.gov.ph, Knowledge Management Portal) for public or external use shall be free of charge.	None		
	For data that need to be customized in a manneror format that is not readily available, the Corporation shall charge a fee covering minimal charges	Labor Cost (e.g. man-hours): Php75.00 per hour; Computer Time and Operating Costs: Php10.00 per hour; and Printing / Duplication / Reproduction Costs: Php2.00 per page		Planning Officer (Knowledge Resource Unit)
	Release of requests for databases (i.e. raw data) shall be subject to approval of Management	Php0.0375 per kilobyte plus the cost of CDs or USB drives to be used		Planning Officer (Knowledge Resource Unit)
	(For Research Organizations / Researchers / Students and Agencies with Jurisdiction over institutions and individuals)			***

	Published and readily available data/tables for public or external use shall be charged	Minimum Processing Fee (for 1-page document print): Php25.00; Additional cost per table / page document print: Php5.00		Planning Officer (Knowledge Resource Unit)
	For data need to be customized in a manner or format that is not readily available, the Corporation shall charge a fee covering minimal incidental charges	Labor Cost (per number of man-hours worked): Php 150.00 per hour; Computer Time and Operating Costs: Php 20.00 per hour; Printing / Duplication / Reproduction costs: Php 5.00 per page		Planning Officer (Knowledge Resource Unit)
	Release of requests for databases (i.e. raw data) shall be subject to approval of Management	Php 0.075 per kilobyte plus the cost of CDs or USB drives to be used to be used.		Planning Officer (Knowledge Resource Unit)

	(Urgent requests will be entertained but shall be subject to higher rate)	(Rate: 10% more than the computed cost of the data request)		Planning Officer (Knowledge Resource Unit)
	(Grant or Deny of the Request for Information)	None		***
	If denied: Write a response letter to the requesting party informing them of the denial of the request. The letter should indicate the grounds for denial and the circumstances on which the denial was based on. Route for appropriate approval If no notice was provided within fifteen (15) working days since the submission of the request, this would indicate that the request was denied	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receives letter/billing from this office of total amount to be paid (if any)	If granted: Inform or notify the requesting party; including the amount of applicable fees, if any. This should comply with internal rules and procedures on payment of applicable fees	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Requesting party pays the determined amount with the Corporation's Cashier office	Processes the payment	None		Cashier Staff (Cashier office)
Receives official receipt from Cashier	Provides official receipt to requesting party	None	1 Hour	Cashier Staff (Cashier office)
Requesting party presents copy of official receipt to this office as proof of payment	Receives copy of the official receipt as confirmation	None	1 Hour	Planning Officer (Knowledge Resource Unit)

Requesting party receives the data requested.	Sends the requested data	None		Planning Officer (Knowledge Resource Unit)
	TOTAL:	**(as applicable)**	**3 Days**	

8. PROVISION OF INPUT TO PROPOSED LEGISLATIVE MEASURES

Office:	Corporate Planning Department - Legislative Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Legislative Liaison Officers of other Government Agencies, Senate of the Philippines, House of Representatives			

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter from the requesting party (hard copy or via e-mail) 1.1. endorsed by the Office of the President and CEO 1.2. request from concerned party	Concerned government office/ department/ agency
2. Copy of the legislative measure requiring PhilHealth's input/opinion/position	Concerned government office/ department/ agency
3. Comments/recommendations from concerned PhilHealth office/s	Concerned PhilHealth office/s

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Letter request from the requesting party addressed to the Office of the President of PhilHealth stating action required and brief background on the request 1.1. endorsed by the President and CEO 1.2. request from concerned party	1.1. Acknowledge receipt of documents as endorsed by the office of the President and CEO 1.2. Acknowledge receipt of request from concerned party (through email or hard copy)	none	1 hour	Administrative Staff / Legislative Liaison Officer
2. Requesting party waits for the result of request	2. Evaluate the request including proposed legislative measure	none	1 hour	Planning Officer (Legislative Unit)
	2.1. Endorsement of documents to concerned offices requesting input on filed bills	none	30 mins	Planning Officer (Legislative Unit)

	2.2. Conduct research on related laws or policies affecting the Corporation and in relation with the proposed legislative measure	none	1 day	Planning Officer (Legislative Unit)
	2.3. Request data to TFI or KM, if necessary	none	1 hour	Planning Officer (Legislative Unit)
	2.4. Concerned offices submits input on proposed legislative measures [(submission of input may differ depending on the required input from concerned offices (e.g., legal opinon, etc.)]	none	5 days	Concerned Offices (e.g., MMG, HFPS, Legal, Actuary, etc.)
	2.5. TFI or KM provides requested data (submission of data request may differ depending on the complexity of needed data)	none	5 days	Concerned Office (TFI or Corporate Planning Department-Knowledge Management Unit)
	2.6. Acknowlege receipt of input from concerned office / TFI / KM	none	1 hour	Planning Officer (Legislative Unit)
	2.7. Clarify provided data from TFI / KM, if necessary	none	1 hours	Planning Officer (Legislative Unit)
	2.8. Assess, gather, and analyze all input/data and draft position paper	none	2 days	Planning Officer (Legislative Unit)
	2.9. Review and finalize draft position paper	none	1 day	Planning Officer (Legislative Unit), Division Chief, Senior Manager (Corporate Planning Department)
	2.10. Route position paper for review and approval of concerned offices	none	1 hour	Administrative Staff
	2.11. Approval of position paper by concerned offices and/or members of the Committee on Legislation	none	5 days	Concerned offices / Members of the Committee on Legislation

	2.11. Receive and document approved position paper	none	1 hour	Administrative Staff
3. Requesting party receives the requested document	3. Send requested data	none	30 mins	Legislative Liaison Officer
	TOTAL:	**None**	**20 days**	

OFFICE OF THE CORPORATE SECRETARY

1. ISSUANCE OF MINUTES OF MEETINGS

This is issued to the requesting party on a per request basis, subject to the provisions of Corporate Order No. 2020-0053, Data Privacy Act of 2012 and its IRR.

Office:	Office of the Corporate Secretary
Classification:	Simple
Type of Transaction:	G2G (internal)
Who May Avail:	PhilHealth Regional Offices, Local Health Insurance Offices and Departments/ Offices in the Central Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Document Reproduction Request Form stating the specific topic and purpose of requested document (1 original copy)	Office of the Corporate Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Accomplished Document Reproduction Request Form stating topic and purpose of requested document to the Office of the Corporate Secretary	1. Validate the appropriateness of the request	None	10 mins	Division Chief Clerk of Board Corporate Secretary

None	2. Photocopy the document		10 mins	Records Custodian
None	3.Release the requested document		10 mins	Records Custodian
TOTAL:		**None**	**30 mins**	

2. ISSUANCE OF PHILHEALTH BOARD RESOLUTIONS (PBRS)

This is issued to the requesting party on a per request basis, subject to the provisions of Corporate Order No. 2020-0053, Data Privacy Act of 2012 and its IRR.

Office:	Office of the Corporate Secretary
Classification:	Simple
Type of Transaction:	G2G (internal)
Who May Avail:	PhilHealth Regional Offices, Local Health Insurance Offices, Departments/ Offices in the Central Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Document Reproduction Request Form stating the specific topic and purpose of requested document (1 original copy)	Office of the Corporate Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Accomplished Document Reproduction Request Form stating topic and purpose of requested document to the Office of the Corporate Secretary	1. Validate the appropriateness of the request	None	10 minutes	Division Chief Clerk of Board Corporate Secretary

None	2.Photocopy the document		10 minutes	Records Custodian
None	3.Release the requested document		10 minutes	Records Custodian
	TOTAL:	**None**	**30 mins per PBR**	

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SECREATARIAT FOR BIDS AND AWARDS COMMITTEE

1. NEGOTIATED PROCUREMENT THRU LEASE OF PRIVATELY OWNED VENUE

Office:	Secretariat for the Bids and Awards Committees
Classification:	Complex
Type of Transaction:	G2B/G2G
Who May Avail:	Suppliers, Contractors, Consultant, End-Users/Cost Centers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Endorsement/Memo from End-user (original copy)	End-user
Purchase Request (PR) (3 original copies)	End-user
Approved Budget for the Contract (ABC) (2 original copies)	End-user
Abstract of Canvass with Quotation from at least one (1) venue responded in the RFQ	End-user
Proof of Invitation from atleast three (3) venues	End-user
Technical Specifications (GS) approved by the Sector Head (original copy)	End-user
Copy of Annual Procurement Plan (APP)	End-user
Copy of Project Procurement Management Plan (PPMP)	End-user
Copy of Details of Approved Budget	End-user
Certification that No Gov’t facility is available on the date of event	End-user
Certification of Non-Availability and No suitable training rooms from HRD and SHIA	End-user
Table Rating Factors of the Lowest/Single Calculated Quotation	End-user
Approved CPO	End-user
Updated Mayor’s/Business Permit	Lessor
PhilGeps Registered Number/Red Membership or Platinum Membership	Lessor
Income/Business Tax Return	Lessor
Proof of Payment for the updated PhilHealth Contribution (Six Months)	Lessor

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Received procurement documents from PPPTMT	Receive and check completeness of the procurement documents endorsed by PPPTMT.	None	1 day	SST Point Person
2. Review procurement documents	Review procurement documents and assigned to BAC-Secretariat to handle the project.	None	1 day	SST Head/BAC-Secretariat
3. Raffle Procurement Project to Bids and Awards Committee (BAC) and Technical Working Group (TWG)	Prepare and Issue Notice of Meeting to the assigned BAC members (representative) to conduct raffle face-to-face through videoconferencing to determine who will handle the procurement project	None	1 day	BAC Secretariat
4. Prepare Notice of Meeting	Prepare and Issue Notice of Meeting to assigned BAC for Pre-Procurement Conference to discuss the assigned procurement project/Documents from the Lease of Venue	None	1 day	BAC Secretariat
5. Pre-Procurement Conference	The assigned BAC shall undertake the negotiation with a technically, legally and financially capable supplier, contractor or consultant based on the Technical Specifications, Scope of Work or Terms of Reference prepared by the End-User. Upon successful negotiation, the BAC shall recommend the award of Contract to the HOPE	None	1day	BAC Secretariat/BAC
6. Prepare BAC Resolution	Draft BAC Resolution for review of BAC members	None	1 day	BAC Secretariat
7. Review of BAC Resolution	Emailed draft BAC Resolution for review of BAC members.	None	3 working days	BAC Members
8. Finalize BAC Resolution	Finalize BAC Resolution reviewed by BAC members	None	1 day	BAC Secretariat
9. Signature of BAC Resolution	Route BAC Resolution for signature of all BAC Members	None	2 days	BAC Members
10. Approval of BAC Resolution, Notice of Award and Notice to Proceed	Approval of BAC Resolution, NOA and NTP	None	3 days	Acting President and CEO
11. Endorse to End-User	Endorse approved BAC Resolution, NOA and NTP to End-User	None	1 day	BAC Secretariat
	TOTAL:	**None**	**16 days**	

2. NEGOTIATED PROCUREMENT THRU SCIENTIFIC, SCHOLARLY OR ARTISTIC WORK, EXCLUSIVE TECHNOLOGY AND MEDIA SERVICES

Office:	Secretariat for the Bids and Awards Committees
Classification:	Complex
Type of Transaction:	G2B/G2G
Who May Avail:	Suppliers, Contractors, Consultant, End-Users/Cost Centers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement/Memo from End-user (original copy)	End-user
Purchase Request (PR) (3 original copies)	End-user
Approved Budget for the Contract (ABC) (2 original copies)	End-user
Technical Specifications/Terms of Reference approved by the Sector Head (original copy)	End-user
Justification by the End-User on the selected service provider	End-user
Market Study	End-user
Copy of Annual Procurement Plan (APP)	End-user
Copy of Project Procurement Management Plan (PPMP)	End-user
Copy of Details of Approved Budget	End-user
Copy of Amended APP/PPPMP (if applicable)	End-user
Mayor's/Business Permit	Supplier/Consultant/Contractor
BIR Certificate of Registration (for Individual)	Supplier/Consultant/Contractor
PhilGeps Registered Number	Supplier/Consultant/Contractor
Income/Business Tax Return (for ABCs above 500K)	Supplier/Consultant/Contractor
PhilHealth Contribution (Updated for 6 (six) months)	Supplier/Consultant/Contractor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received procurement documents from PPPTMT	Receive and check completeness of the procurement documents endorsed by PPPTMT.	None	1 day	SST Point Person

2. Review procurement documents	Review procurement documents and assigned to BAC-Secretariat to handle the project.	None	1 day	SST Head/BAC-Secretariat
3. Raffle Procurement Project to Bids and Awards Committee (BAC) and Technical Working Group (TWG)	Prepare and Issue Notice of Meeting to the assigned BAC and TWG members (representative) to conduct raffle face-to-face through videoconferencing to determine who will handle the procurement project	None	1 day	BAC Secretariat
4. Prepare Notice of Meeting	Prepare and Issue Notice of Meeting to assigned BAC and TWG for Pre-Procurement Conference to discuss the assigned procurement project	None	1 day	BAC Secretariat
5. Pre-Procurement Conference	The assigned BAC shall undertake the negotiation with a technically, legally and financially capable supplier, contractor or consultant based on the Technical Specifications, Scope of Work or Terms of Reference prepared by the End-User. Upon successful negotiation, the BAC shall recommend the award of Contract to the HOPE	None	1day	BAC Secretariat/BAC
6. Prepare BAC Resolution	Draft BAC Resolution for review of BAC members	None	1 day	BAC Secretariat
7. Review of BAC Resolution	Emailed draft BAC Resolution for review of BAC members.	None	3 working days	BAC Members
8. Finalize BAC Resolution	Finalize BAC Resolution reviewed by BAC members	None	1 day	BAC Secretariat
9. Signature of BAC Resolution	Route BAC Resolution for signature of all BAC Members	None	2 days	BAC Members
10. Approval of BAC Resolution, Notice of Award and Notice to Proceed	Approval of BAC Resolution, NOA and NTP	None	3 days	Acting President and CEO
11. Endorse to End-User	Endorse approved BAC Resolution, NOA and NTP to End-User	None	1 day	BAC Secretariat
	TOTAL:	**None**	**16 days**	

3. PREPARATION AND FACILITATION OF SIGNING AND APPROVAL OF JOB ORDER (JO) CONTRACTS AND PURCHASE ORDER (PO) CONTRACTS FOR THE PROCESSING OF PURCHASE REQUESTS (PRS)

After the determination of the Single or Lowest Calculated and Responsive Quotation (for goods and infrastructure projects) or Single or Highest Rated and Responsive Proposal (for consulting services) as indicated in the Abstract of Quotation, the PhilHealth and the winning supplier/contractor/consultant will enter into contract for various Modes of Procurement. Job Orders (JOs) are contracts used for procurement of goods and services (e.g. repairs, maintenance, advertising and customization). Purchase Orders (POs) are contracts used for procurement of goods (e.g. supplies and equipment).

Office/Division:	Secretariat for the Bids and Awards Committees
Classification:	Highly Technical
Type of Transaction:	G2B- Government to Business Entity G2G- Government to Government
Who may avail:	Secretariat and Services Team (SST) , End users and Suppliers/Contractor/Consultant

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Direct Contracting (Section 50)	
Annual Procurement Plan or APP Amendment (1 photocopy)	PHIC Website
Project Procurement Management Plan [PPMP] (1 photocopy)	SBAC
Details of Approved Budget (1 photocopy)	End-user
Continuing Appropriations (if applicable) (1 photocopy)	Comptrollership Department
IT Procurement Clearance/Information System Strategic Plan (ISSP) (for IT procurement) (1 original or photocopy)	End-user
Approved Budget for the Contract [ABC] (1 original or photocopy)	End-user
Purchase Request [PR] (1 original)	End-user
Certification of Sole Distributorship from the manufacturer (1 original)	Supplier’s Manufacturer
Quotation from the identified supplier (1 original or photocopy)	Suppliers/Contractor
Justification from the End-user (1 original)	End-user
Mayor’s/Business Permit (1 certified true copy)	Suppliers/Contractor/Consultant
PhilGEPS Registration Number or PhilGEPS Certificate of Platinum Membership (1 certified true copy)	Suppliers/Contractor
Income/Business Tax Return (for ABCs above 500k) (1 photocopy)	Suppliers/Contractor

Proof of Payment of PhilHealth Contribution (1 certified true copy or photocopy)	Suppliers/Contractor
Shopping [Section 52.1 (b)]	
Annual Procurement Plan or APP Amendment (1 photocopy)	PHIC Website
Project Procurement Management Plan [PPMP] (1 photocopy)	SBAC
Details of Approved Budget (1 photocopy)	End-user
Continuing Appropriations (if applicable) (1 photocopy)	Comptrollership Department
IT Procurement Clearance/Information System Strategic Plan (ISSP) (for IT procurement) (1 original or photocopy)	End-user
Approved Budget for the Contract [ABC] (if applicable) (1 original or photocopy)	End-user
Purchase Request [PR] (1 original)	End-user
Certificate of Non-Availability of Stocks (CNAS) or Screenshot of non-availability or out of stock with date and time of accessed at Virtual Store (1 print-out or photocopy)	PS-PhilGEPS or PSDBM Virtual Store
Distribution List (for supplies) (1 original)	Secretariat Services Team (SST), PRID
Proof of posting of Request for Quotation (RFQ) at PhilGEPS, PHIC Website and conspicuous place reserve for the purpose [for ABCs 50K and above] (1 print-out or photocopy)	Secretariat Services Team (SST)
Abstract of Quotation with Quotations from at least three (3) Suppliers (2 original)	Secretariat Services Team (SST)
Mayor's/Business Permit (1 certified true copy or photocopy)	Supplier
PhilGEPS Registration Number or PhilGEPS Certificate of Platinum Membership (1 certified true copy)	Supplier
Proof of Payment of PhilHealth Contribution (1 certified true copy or photocopy)	Supplier
Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services (Section 53.6)	
Annual Procurement Plan or APP Amendment (1 photocopy)	PHIC Website
Project Procurement Management Plan [PPMP] (1 photocopy)	SBAC
Details of Approved Budget (1 photocopy)	End-user
Continuing Appropriations (if applicable) (1 photocopy)	Comptrollership Department
IT Procurement Clearance/Information System Strategic Plan (ISSP) (for IT procurement) (1 original or photocopy)	End-user
Approved Budget for the Contract [ABC] (1 original or photocopy)	End-user

Purchase Request [PR] (1 original)	End-user
Technical Specification for Goods and Services; Terms of Reference for Consulting Services; or Scope of Work for Infrastructure Projects (1 original)	End-user
Market Study (1 original)	End-user
Matrix/Abstract of Canvass (1 original)	End-user
Justification from the End-user (1original)	End-user
Quotations from suppliers (1 print-out or photocopy)	End-user
BAC Resolution (1 certified true copy)	Secretariat Services Team (SST)
Notice of Award (1 original)	Secretariat Services Team (SST)
Mayor's/Business Permit (1 certified true copy or photocopy)	Supplier
PhilGEPS Registration Number or PhilGEPS Certificate of Platinum Membership (1 certified true copy)	Supplier
Income/Business Tax Return (for ABCs above 500k) (1 photocopy)	Supplier
Proof of Payment of PhilHealth Contribution (1 certified true copy or photocopy)	Supplier
Professional License/Curriculum Vitae (for Consulting Services) (1 certified true copy or photocopy)	Consultant
Small Value Procurement (SVP) [Section 53.9]	
Annual Procurement Plan or APP Amendment (1 photocopy)	PHIC Website
Project Procurement Management Plan [PPMP] (1 photocopy)	SBAC
Details of Approved Budget (1 photocopy)	End-user
Continuing Appropriations (if applicable) (1 photocopy)	Comptrollership Department
IT Procurement Clearance/Information System Strategic Plan (ISSP) (for IT procurement) (1 original or photocopy)	End-user
Approved Budget for the Contract [ABC] (1 original or photocopy)	End-user
Purchase Request [PR] (1 original)	End-user
Matrix/Abstract of Canvass (1 original)	End-user
Technical Specification for Goods and Services; Terms of Reference for Consulting Services; or Scope of Work for Infrastructure Projects (1 original)	End-user
Matrix/Abstract of Canvass (1 original)	End-user

Quotations from suppliers (1 print-out or photocopy)	End-user
Distribution List (for supplies) (1 original)	Secretariat Services Team (SST), PRID
Distribution of Accountability Form (DAF) [for equipment] (1 original)	End-user
Certificate of Non-Availability of Stocks (CNAS) or Screenshot of non-availability or out of stock with date and time of accessed at Virtual Store (1 print-out or photocopy)	PS-PhilGEPS or PSDBM Virtual Store, Secretariat Services Team (SST)
Proof of posting of Request for Quotation (RFQ) at PhilGEPS, PHIC Website and conspicuous place reserve for the purpose [for ABCs 50K and above] (1 print-out or photocopy)	Secretariat Services Team (SST)
Abstract of Quotation with Quotations from at least three (3) Suppliers (2 original)	Secretariat Services Team (SST)
Mayor's/Business Permit (1 certified true copy or photocopy)	Supplier
PhilGEPS Registration Number or PhilGEPS Certificate of Platinum Membership (1 certified true copy)	Supplier
Proof of Payment of PhilHealth Contribution (1 certified true copy or photocopy)	Supplier
Request for Quotation (RFQ)	Supplier, Secretariat Services Team (SST)
Professional License/Curriculum Vitae (for Consulting Services) (1 certified true copy or photocopy)	End-user, Consultant
PCAB License (for Infrastructure) (1 certified true copy)	Contractor
Income/Business Tax Return (for ABCs above 500k) (1 photocopy)	Supplier
Omnibus Sworn Statement (for ABCs above P500K) (1 original or certified true copy)	Supplier/Contractor/Consultant
Performance Security (may be required depending on the nature of the project; required for Infrastructure projects) (1 original)	Supplier/Contractor/Consultant
Evaluation Report of Sample/Prototype from the End-user or Post-Qualification Report by the TWG (if applicable) (1 original)	Secretariat Services Team (SST), End-user, TWG
Sample Design (if applicable) (1 original)	End-user
Direct Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products (Section 53.14)	
Annual Procurement Plan or APP Amendment (1 photocopy)	PHIC Website
Project Procurement Management Plan [PPMP] (1 photocopy)	SBAC
Details of Approved Budget (1 photocopy)	End-user
Continuing Appropriations (if applicable) (1 photocopy)	Comptrollership Department
Approved Budget for the Contract [ABC] (1 original or photocopy)	End-user

Purchase Request [PR] (1 original)	End-user
BAC Resolution (1 certified true copy)	Secretariat Services Team (SST)
Notice of Award (1 original)	Secretariat Services Team (SST)
Technical Specification (1 original)	End-user
Market Study (1 original)	End-user
Matrix/Abstract of Canvass (1 original)	End-user
Distrinbution/ Allocation List (1 original)	End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Endorsed the signed and approved procurement documents (original and/or photocopy) to the Contract Management Team (CMT) for contract processing.	1. Accept the procurement documents and check for completeness.	None	5 minutes	*Administrative Officer III Office of the Secretariat for the Bids and Awards Committees*
2. Post the required Performance Security.	2. Check if posting of Performance Security (PS) is required.	None	1 day	*Administrative Officer III Office of the Secretariat for the Bids and Awards Committees*
	2.1 If required, request the supplier to post the prescribed amount and form of Performance Security (PS).			
	2.2 Received PS from the supplier and check form, amount and validity period.			
	2.3 If valid, Endorse original PS to Cash Division for safekeeping.			

3. Wait for the notification stating the availability of the JO/PO for signature via email and/or phone call from CMT personnel.	3. Prepare three (3) copies of Job Order (JO) Contract and/or Purchase Order (PO) Contract with attachments (annex, procurement documents, and documentary requirements) and facilitate the signing and approval.	None	2 days	*Administrative Officer III* *Office of the Secretariat for the Bids and Awards Committees*
	3.1 Review correctness and affix initial.		15 minutes	*Head* *Office of the Secretariat for the Bids and Awards Committees*
	3.2 Revised JO/PO if with corrections.		15 minutes	Administrative Officer III Office of the Secretariat for the Bids and Awards Committees
	3.3 Sign the initialed JO/PO.		2 minutes	*President and CEO* *Office of the President and CEO*
	3.4 Endorse the JO/PO with attachments to the Budget and Admin Section (BAS) of Comptrollership Department for signature and to certify availability of funds.		10 minutes	*Administrative Officer III* *Office of the Secretariat for the Bids and Awards Committees*
	3.5 Review, sign and certify the availability of funds of JO/PO.		5 days	*Senior Vice President* *Fund Management Sector*

	3.6 Endorse the JO/PO with attachments to the Disbursement Administrative Section (DAS) of Comptrollership Department for signature and to certify availability of funds.		10 minutes	*Division Chief Budget and Admin Section*
	3.7 Review, sign and certify the availability of funds of JO/PO.		5 days	*Senior Vice President Fund Management Sector*
	3.8 Forward the budget certified JO/PO with attachments to the authorized PHIC Representative for signature.		10 minutes	*Acting Division Chief Disbursement Administrative Section (DAS)*
	* Physical Resourses & Infratsructure Department (PRID) if the mode of procurement is Direct Contracting, Shopping, and SVP.			
	* Office of the President and Cheif Executive Officer (OPCEO) if the mode of procurement is Section 53.6 and 53.14.			
	3.9 Review, sign and approve the budget certified JO/PO.		7 days	
	* PRID			*President and CEO Office of the President and CEO*
	* OPCEO			*Board of Directors*
	4.0 Received the signed and approved JO/PO from the PRID or OPCEO.		2 minutes	
4. Sign and conforme the JO/PO. *Present authorization letter and photocopy of ID if the signatory is not the same person as the signatory in the submitted RFQ.	4. Notify the supplier/ contractor/ consultant of the availability of JO/PO for signature and acceptance	None	5 minutes	*Administrative Officer III Office of the Secretariat for the*

				Bids and Awards Committees
	4.1 Give one (1) copy of original signed JO/PO * on the day of signing of JO/PO		1 minute	
	4.2 Post the JO/PO with Approved Budget for the Contract (ABC) above fifty 50 thousand for transparency and compliance at PhilGEPS, PHIC Website and SBAC bulletin board		10 days	
5. Deliver the goods at 15th Floor, Room1501 and coordinate with the end-user of the JO/PO for implementation. * Make sure to comply with the delivery schedule and requirements to prevent imposition of liquidated damages due to delays.	5. Prepare two (2) sets of original or certified true copies (CTC) of procurement documents.	None	1 day	*Administrative Officer III* *Office of the Secretariat for the Bids and Awards Committees*
	5.1 Endorsed CTC of JO/PO and procurement documents to COA for post-audit compliance.		10 minutes	
	5.2 Endorsed original copy of JO/PO with CTC procurement documents to PRID or End-user for monitoring of delivery and acceptance.		10 minutes	
	5.3 File and scan JO/PO and procurement documents for records management.		30 minutes	
	TOTAL	**None**	**30 days, 1 hour, 50 minutes**	

Preparation and Facilitation of Signing and Approval of Job Order (JO) Contracts and Purchase Order (PO) Contracts for the Processing of Purchase Requests (PRs) is covered by the (a) 2016 Revised Implementing Rules and Regulation (RIRR) of R.A. 9184.

4. PREPARATION OF POLICIES ON PROCUREMENT PROCESSES

Office:	Secretariat for the Bids and Awards Committees			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who May Avail:	Cost Centers/End-Users in the Head Office and PhilHealth Regional Offices (PROs), Internal and External Auditors			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
None			None	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Drafting of Policy (original copy)	Drafts policies on procurement processes [i.e. SOPs/WIns/Process Flows re: conduct of the bidding process, conduct of the Alternative Modes/Methods of Procurement, Early Procurement Activities (EPA), preparation of Procurement Monitoring Report, preparation of Agency Procurement Compliance and Performance Indicators (APCPI), preparation of the Approved Budget for the Contract (ABC) Form, etc.]	None	14 Days	SBAC Staff/ Administrative Officer I
2. Review and comments (original submitted hard copy)	The drafted SOP/Wins/Process Flow for review/comments of the SBAC Supervisors	None	3 days	Head PPPTMT, Head SST and Head CMT
	Consolidate and incorporate comments of the SBAC Supervisors	None	1 day	SBAC Staff/ Administrative Officer I
	Provide softcopy of the drafted policies to the PRO counterparts for review and comments.	None	7 Days	PRO counterparts (SBAC in the PROs)
3. Consolidate comments from the PRO counterparts (original copy)	Consolidate and incorporate comments submitted by the PRO counterparts	None	3 Days	SBAC Staff/ Administrative Officer I

4. Assurance that the comments of the PRO counterparts where considered in the finalization of the policies	Deliberates the reviewed and revised policy	None	1 Day	SBAC and PRO counterparts
5. Final Review (original copy)	Final copy of the SOP/Wins/Process Flow for review/comments of the SBAC Head	None	3 Days	SBAC Head
	Incorporates the comments of the SBAC Head to the SOP/Wins/Process Flow, if any	None	1 Day	SBAC Staff
6. Clearance by the Gender and Development (GAD), if applicable	SOP/Wins/Process Flow routed to the GAD for clearance	None	1 Day	SBAC Staff GAD
7. Clearance by the Risk Management	SOP/Wins/Process Flow routed to the Risk Management for clearance	None	1 Day	SBAC Staff Risk Management
8. Clearance issued by GAD and Risk Management	Routing of the SOP/Wins/Process Flow cleared by GAD and RM to the consulted offices	None	1 Day	Consulted Offices: Office of the Sector/Group Head of SBAC All other concerned and support offices
9. Review of the SOP/Wins/Process Flow by all other concerned and support offices	Consolidation of the comments given by all other concerned and support offices	None	3 days	SBAC Staff
10. Determination if the policy needs to be subjected to a validation meeting	If the policy has no contending concerns and there are no notable comments from any of the concerned offices, attach the replies of the concerned offices with the final draft policy for approval and route for approval. Validation meeting is no longer necessary. If the policy has contending concerns and/or there are	None None	3 days 1 day	SBAC Staff Concerned offices SBAC Concerned Offices

The policy needs to be subjected to a validation meeting No consensus built by SBAC and the concerned office Issues which are not resolved at the level of the Execom	notable comments from any of the concerned offices. Call for a validation meeting and subject the policy validation with all the concerned offices. For issues with no consensus built, SBAC shall elevate issues to the ExeCom for resolution and secure copy of SADA and conduct another validation meeting SBAC elevates issues to the Board of Directors (BODs) for resolution and secure from the CorSec a copy of the certification of the resolution and conduct another validation meeting to feedback the concerned offices of the decision/instruction of the BODs	None None	1 day 1 day	SBAC Concerned Offices Execom SBAC CorSec BODs
11. Approval of the policy	SBAC finalizes the draft policy and route for approval	None	3 Days	SBAC Staff: SBAC Head Senior Social Insurance Specialist Administrative Officer III Administrative Officer I Clerk III
12. Facilitate issuance of policy (original copy)	Once policy is signed by the HOPE, facilitate the following; submission to Records for issuance of corresponding policy , scanning of policy, conversion into portable document format (PDF) and posting at the outlook for information dissemination.	None	1 Day	SBAC Staff: Senior Social Insurance Specialist Administrative Officer III Administrative Officer I Clerk III
Total		**None**	**49 days**	

5. PREPARATION OF REQUEST FOR QUOTATION (RFQ) AND ABSTRACT OF QUOTATION (AOQ) FOR THE PROCESS OF NEGOTIATED PROCUREMENT THRU SMALL VALUE PROCUREMENT

Office:	Secretariat for the Bids and Awards Committees			
Classification:	Complex			
Type of Transaction:	G2B/G2G			
Who May Avail:	Suppliers, End-Users/Cost Centers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Endorsement/Memo from End-user (original copy)		End-user		
Purchase Request (PR) (3 original copies)		End-user		
Approved Budget for the Contract (ABC) (2 original copies)		End-user		
Matrix of Pre-Canvass with attached Valid Quotations (original copy)		End-user		
Technical Specifications (original copy)		End-user		
Distribution List / Distribution of Accountability Form (for consolidated PRs/items) (original copy)		End-user		
Copy of Annual Procurement Plan (APP)		End-user		
Copy of Project Procurement Management Plan (PPMP)		End-user		
Copy of Details of Approved Budget		End-user		
Copy of Amended APP/PPPMP (if applicable)		End-user		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receiving of Procurement Documents from PPPTMT	Receive and check completeness of the procurement documents endorsed by PPPTMT.	None	1 day	SST Point Person
2. Assigned Canvasser for the Project	Assign a Canvasser to handle the project.	None	1 day	SST Head
3. Prepare Request for Quotation (RFQ)	Preparation of Request for Quotation (RFQ) for the project.	None	1 day	Assigned Canvasser
4. Review Request for Quotation (RFQ)	Review and approval the Request for Quotation.	None	1 day	SST Head

5. Post RFQ to PhilGEPS, PhilHealth Website and Conspicuous Place	If ABC 50K above, posting of RFQ to PhilGEPS, PhilHealth Website and Conspicuous Place. If ABC below 50K, posting of RFQ to PhilHealth Website and sending RFQ to prospective suppliers via email.	None	4 Calendar days	Assigned Canvasser
6. Post RFQ to PhilGeps, PhilHealth Website and Conspicuous Place	If ABC is below 50, posting of RFQ to PhilHealth Website and sending RFQ to prospective suppliers via email	None	3 Working Days	
7. Prepare of Abstract of Quotation (AOQ)	Preparation of AOQ once the posting ends and the Canvasser received at least 1 Quotation (for Small Value Procurement) and at least 3 Quotations (for Shopping).	None	1 day	Assigned Canvasser
8. Request Documentary Requirements to the winning Bidder/Supplier	Requests documentary requirements form the winning Bidder/Supplier via email. List of Primary Requirements: -Mayor's/Business Permit; -PhilGEPS Registration Number; -Notarized Omnibus Sworn Statement (above 50K ABC); -Business/Annual Income Tax Return (above 500K ABC); and -Proof of Updated PhilHealth Contribution.	None	3 days	Assigned Canvasser
9. Review Abstract of Quotation (AOQ)	Review and approval of AOQ and the attached documentary requirements.	None	1 day	SST Supervisor/Head, SBAC
10. Prepare Endorsement Letter to Contract Management Team (CMT)	Prepare endorsement letter and checklist of documents of the completed project. Review and approval of the endorsement letter. Endorsement of the approved AOQ and attachments to CMT for the preparation of Job Order/Purchase Order.	None	1 day	Assigned Canvasser SST Head Assigned Canvasser
	TOTAL	**None**	**17 days**	

6. PREPARATION OF REQUEST FOR QUOTATION (RFQ) FOR DIRECT CONTRACTING

Office:	Secretariat for the Bids and Awards Committees
Classification:	Simple
Type of Transaction:	G2B/G2G
Who May Avail:	Suppliers, Contractors, End-Users/Cost Centers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Endorsement/Memo from End-user (original copy)	End-user
Purchase Request (PR) (3 original copies)	End-user
Technical Specifications (original copy)	End-user
Distribution List (if applicable)	End-user
Copy of Annual Procurement Plan (APP)	End-user
Copy of Project Procurement Management Plan (PPMP)	End-user
Copy of Details of Approved Budget	End-user
Copy of Amended APP/PPPMP (if applicable)	End-user
Valid Quotation	End-user
Survey of the industry and determine the supply source	End-user
Justification of the necessity of an item that may only be procured through Direct Contracting and must able to prove that there is no suitable substitute in the market that can be obtained at more advantageous terms	End-user
Tax Clearance	End-user
Certification in either of the following conditions:	
Certification from the Supplier/Provider that the good of proprietary nature can only be obtained from the proprietary source (i.e when patents, trade secrets, and copyrights prohibits others from manufacturing the same item	Supplier

Certification from the Supplier/Provider of exclusive dealership which does not have sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government	Supplier
Certification from the End-User that the procurement of critical components from the specific suppliers is a conditions precedent to hold a contractor to guarantee its project performance in accordance to the provisions of its contract	End-user
Updated Mayor's/Business Permit	Supplier
PhilGeps Registered Number	Supplier
Income/Business Tax Return (for ABC above 500K)	Supplier
PhilHealth Contribution (Updated for 6 (six) months)	Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received Procurement Documents from PPPTMT	Receive and check completeness of the procurement documents endorsed by PPPTMT.	None	1 day	SST Point Person
2. Assigned Canvasser for the Procurement Project	Assign a Canvasser to handle the project.	None	1 day	SST Head
3. Prepare Request for Quotation (RFQ)	Preparation of Request for Quotation (RFQ) or pro-forma invoice together with the terms and conditions of sale for the project.	None	1 day	Assigned Canvasser
4. Review Request for Quotation (RFQ)	Review and approval of the Request for Quotation (RFQs).	None	1 day	SST Supervisor
5. Send Request for Quotation (RFQ)	Send RFQ to the identified direct Supplier thru email	None	1 day	Assigned Canvasser
6. Request Documentary Requirements to the Supplier	Requests submission of documentary requirements of the Supplier	None	3 working days	Assigned Canvasser
7.. Review Request for Quotation (RFQ)	Review and approval of RFQ submitted by the Supplier and the attached documentary requirements.	None	1 day	SST Supervisor/Head, SBAC

8.. Prepare Endorsement Letter to Contract Management Team (CMT)	Prepare endorsement letter and checklist of documents of the completed project. Review and approval of the endorsement letter. Endorsement of the approved AOQ and attachments to CMT for the preparation of Job Order/Purchase Order.	None	1 day	Assigned Canvasser SST Supervisor Assigned Canvasser
	TOTAL:	**None**	**10 days**	

7. RECEIVING OF PROCUREMENT DOCUMENTS

Office:	Secretariat for the Bids and Awards Committees			
Classification:	Simple			
Type of Transaction:	G2C/G2B/G2G			
Who May Avail:	Cost Centers/End-Users in the Head Office/ Suppliers			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
List of documentary requirements per Corporate Memorandum No. 2023-0010 dated 3 February 2023 and other pertinent Corporate Memorandum			Member / End-user, Comptrollership Department, Government Facility, HRD, SHIA, Lessor, Servicing Agency	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receipt and recording of procurement related documents	1. Checking the completeness of received documents. 2. Recording of received documents.	None	15 minutes	SBAC Staff/ Administrative Services Assistant C
2. Endorsement of received procurement documents.	1. Endorsement of received procurement documents to the concerned team or the Head of SBAC	None	15 minutes	SBAC Staff/ Administrative Services Assistant C
	TOTAL:		**None**	**30 minutes**

8. TRAINING

Office:	Secretariat for the Bids and Awards Committees			
Classification:	Simple			
Type of Transaction:	G2C/G2B/G2G			
Who May Avail:	BAC Members/TWG/ Member/End-Users/ Secretariats in the Head Office and Suppliers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Training Proposals; 2. Approved Procurement documents; 3. Payment Vouchers		Member / End-user, Comptrollership Department, Government Facility, HRD, SHIA, Lessor, Servicing Agency		
CLIENT STEPS (Internal/External)	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for the availability of the Resource Person	1. Preparation of invitation addressed to the concerned office. 2. Finalization of scheduled training	None	7 days	SBAC Staff/ Administrative Officer I
2. Preparation of procurement documents	1. Request quotations from at least three (3) lessors for the processing of the lease of venue; 2. Drafting of procurement documents; 3. Submission of procurement documents for BAC recommendation	None	3 days 14 days At least 30 calendar days from the date of activity	SBAC Staff/ Administrative Services Assistant C
4. Finalization of the training proper	1. Coordination with the participants 2. Coordination with the support services from other offices		7 days	
	TOTAL:	**None**	**31 days**	

INTERNAL AUDIT GROUP

EXTERNAL SERVICES

Volume 2

INTERNAL AUDIT GROUP

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INTERNAL AUDIT GROUP

1. REQUEST FOR COPIES OF INTERNAL AUDIT REPORTS AND/OR WORKING PAPERS

This facilitates the request for Internal Audit Report and/or working papers received from internal/external party

Office/Division	Internal Audit Group (IAG)			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail:	Auditees, Other Internal (e.g. Corporate Planning Department) and External Clients (Regulatory Agencies, Legislative Bodies, Investigating Bodies, etc.)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Written request to documents		Requesting Parties		
INTERNAL CLIENT STEPS	**INTERNAL AUDIT GROUP ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Requesting Party submit request to Internal Audit Group (IAG)	1.1 Receive the document request	None	5 Minutes	Administration Services Assistant (ASA) - C, office of the VP for IAG
	1.2 Verify the requested documents if it is under the custody of the IAG.	None	2 Hours	Vice-President (VP) of Internal Audit Group (IAG)
	1.3 Request authority from the PCEO for the relase of the requested documents	None	2 Hours	VP of Internal Audit Group (IAG)
	1.3.1 Endorse the request to IAG office econcerned upon receipt of approval from PCEO	None	30 Minutes	VP of Internal Audit Group (IAG)
	1.4 Release the document request to IAG office concerned	None	5 Minutes	ASA - C, office of the VP for IAG
	1.5 Receive the request and submit to Senior Manager/Head of IA office concerned	None	5 Minutes	ASA - C of IAG office concerned
	1.6 Direct the Chief Auditing Systems Specialist to facilitate the retrieval of the requested document	None	10 Minutes	Senior Manager

	1.7 Direct the records custodian to retrieve the requested document	None	10 Minutes	Chief Auditing Systems Specialist
	1.8 Retrieve the requested document and reproduce the documents	None	5 Working Days	ASA - C of IAG office concerned
	1.9 Prepare letter or memorandum reply submitting the requested documents to the requesting party	None	2 Hours	Chief Auditing Systems Specialist
	1.10 Review and sign the letter or memorandum reply.	None	1 Hour	Senior Manager
	1.11 Release the letter or memorandum reply and the requested documents to the requesting party.	None	15 Minutes	ASA - C of IAG office concerned
	If the requested documents are not in the custody of IAG.			
	1.12 Prepare the letter or memorandum reply informing the requesting party that the requested documents are not covered in the audit and not in the custody of IAG.	None	2 Hours	VP of Internal Audit Group (IAG)
	1.13 Release the letter or memorandum reply to the requesting party.	None	5 Minutes	ASA - C, office of the VP for IAG
	TOTAL	**None**	**5 Working Days, 10 Hours, 25 Minutes**	

INFORMATION MANAGEMENT SECTOR

EXTERNAL SERVICES

Volume 3

OFFICE OF THE SENIOR VICE-PRESIDENT AND CHIEF INFORMATION OFFICER
INFORMATION TECHNOLOGY MANAGEMENT DEPARTMENT
PROJECT MANAGEMENT OFFICE - PHILHEALTH IDENTITY MANAGEMENT SYSTEM

OFFICE OF THE SENIOR VICE-PRESIDENT AND CHIEF INFORMATION OFFICER

1. MANAGEMENT OF DOCUMENTS

Facilitates the processing of memorandum/letter/request/queries/issues and concerns of external clients

Office/Division	Office of Senior Vice-President and Chief Information Officer
Classification	Simple
Type of Transaction	G2G
Who may avail:	Other Government Agencies

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Receiving, releasing, and processing of documents.	1.1. Receive and acknowledge the memo/invitation/request thru email	none	1 minute	Clerk III/SIA-1
	1.2. Encoding and assigning of codes of documents to the DTS google sheet.	none	5 minutes per document	Clerk III
	1.3. Initial Review of documents		30 minutes	EA IV
	1.4. Forward to SVP-CIO's table for review		3 seconds	EA IV
	1.5. Document to be reviewed by the SVP-CIO		30 minutes	SVP-CIO
	1.6. For instruction of SVP-CIO		5 minutes	SVP-CIO
	1.7. Encode to the DTS Google Sheet the instruction/action on the documents		5 minutes per document	Clerk III
	1.8. Prepare outgoing of the documents thru DTS Google Sheet; if applicable		1 minute	Clerk III
	1.9. Route documents to the concerned office; if applicable		30 minutes	Clerk III

	1.10. Expect actions of the concerned office/s on the instructions of the SVP-CIO concerning the documents; if applicable			
	1.11. Provide response to the external client thru email after receiving actions from concerned office/s		1 minute	Clerk III/SIA-1
	TOTAL	**None**	**1 hour, 48 minutes, 3 seconds**	

INFORMATION TECHNOLOGY MANAGEMENT DEPARTMENT

1. CONDUCT OF QUALITY ASSURANCE TESTING

The service facilitates the quality assurance testing of system developed by PhiLhealth

Office/Division	IT Management Department - Project Management Team Information System Management			
Classification	Highly Technical			
Type of Transaction	G2G; G2B			
Who may avail:	Healthcare institutions, government agencies, other external partners			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request form		CLient		
Signed system requirement specification		ITMD-ISMD		
Signed Product Feature Specification				
System Acceptance Form Signed by Development Team				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Endorse completed application documents through IT Ticketing System	1.1. Receive system documentation of endorsed project for quality assurance testing	None	1 day	QA Lead Arthur M. Maramag
	1.2. Review completeness of the system documentation			
	1.3. For incomplete documentation, return to the development team and close the ticket advise to create new ticket compliance			
2. Assign endorsed application quality assurance personnel	2.1. Review/analyse application docuument		5 days	QA Lead Arthur M. Maramag
	2.2. Prepare test cases and scenarios			
	2.3. Prepare Test data			
	2.4. Conduct quality assurance testing			

	2.5. Prepare quality assurance checklist and screenshot			
	2.6. Update ticket for quality assurance result and closed ticket			
	2.7. If the application passed, the quality assurance sign software acceptance form. Else, return to the development team, with findings			
	TOTAL	**None**	**6 working days**	

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2. ESCALATION AND MONITORING

Escalation and monitoring of highly technical issues reported to concern Specialized Response Team{SRT}

Office/Division:	IT Management Department - IT Helpdesk			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Internal and External			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request through IT Service Management (ITSM} System, IT Support Ticketing System (OS Ticket) or through corporate email		IT Helpdesk		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
1. For the escalation of highly technical issues reported to concern Specialized Response Team (SRT}:	Received, evaluate and forward/reassigned the request ticket	No Fees Required	5 Minutes	ISA III
a) Receive the request filed through the IT Service Management or OS Ticketing System,				
b) Evaluate the request ticket,			5 minutes	
c) Forwarded/Re-assigned the request ticket.			5 minutes	
2. For monitoring the monitoring the status of reported highly technical	Monitor the status of request		15 Days	
issues: a) ITSM system will automatically send email notification to the requesting user, individual resolver and admin ticket Manager on the status of request ticket.				

b) OS Ticket will automatically notification to the PhilHealth IT support group,			1 Day	
c) Follow-up the status of the request ticket,			5 Days	
d) Add note to the request ticket, and			3 Minutes	
e) Closed the request ticket.			1 minute	
	TOTAL	**None**	**20 days**	

3. MANAGE REQUEST FOR DATA EDITING SERVICE

The service addresses the endorsed request for data editing to achieve correct information. The request will be addressed based on the submitted documentation including but not limited to incident reports, signed and approved data amendment forms and clearance from the respective Business Process Unit (BPU). Complete process is up to 10 days and is dependent on the proximity of requests

Office/Division:	IT Management Department - ITMD (Database Section)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government
Who May Avail:	Any PhilHealth Offices whether PRO Support Office, Branches, LHIO's, external office(gov't and private)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. One {1) Original Copy of Endorsement/ Memo of Approved Request from Business Process Unit (BPU) 2. One {1) Original Copy of JOROS/ One (1) issued ITSM	Business Process Unit/ Requesting Office/ IT Helpdesk
3. One {1) Original Copy of Fully accomplished Data Amendment Form 4. One (1) Original Copy of Incident Report and other supporting documents for the request	Business Process Unit/ Requesting Office/ IT Helpdesk

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSIN GTIME**	**PERSON RESPONSIBLE {Position Of Supervisor)**
1. Request for data editing/correction thru JOROS / ITSM	1.1 Receive of documents.	NONE	1 Hour	ITO II
	1.2 Log the document {Incoming)			
	1.3 Endorse document to Division Chief			
	1.4 Delegates/assign document to the concerned section or staff		2 Hours	ASM, ITMD
	1.5 Release document to the concerned section/staff.		1 Hour	ITO II

	1.6 Check existence of request in JOROS.		9 Days, 4 Hours	ITOI
	1.7 Review of the request.			
	1.8 Return request to the concerned office if submitted document is incomplete.			
	1.9 Coordinate with the Information System Management Division (ISMD) for the script to be used if scripts not available or request needs further evaluation/ checking.			
	1.10 Proceed with the data editing request if submitted document is complete.			
	1.11 Notify the concerned office once the request is completed /Tag the request as closed/accomplished in the JOROS.			
Repeat Process 1.7 to 1.9 until all request and documents is compiled and addressed				
	TOTAL	**NONE**	**10 DAYS**	

4. MANAGE REQUEST FOR DEACTIVATION OF DATABASE ACCOUNT

The service addresses the immediate deactivation of user accounts in response to leave of absence, suspension and prolonged leave. The access of the personnel is being deactivated momentarily while their suspension and leave of absence is still served. The service can be performed within 2 working days upon request.

Office/Division:	IT Management Department - ITMD (Database Section)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
Who May Avail:	Any PhilHealth Offices whether PRO Support Office, Branches, LHIO's, external office(gov't and private)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
One (1) Email request c/o IT Helpdesk (1 Electronic Copy) One (1) issued ITSM Work Order Ticket (1) One (1) Original Copy Clearance Form		IT Helpdesk		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
1. Request for Deactivation of Database Account	1.1 Check database account if deactivated in production database	None	2 days	ITOI
	1.2 Coordinate with IT Helpdesk for account not deactivated in production database			
	1.3 Deactivate account in other database.			
	TOTAL	**None**	**2 days per account**	

5. MANAGE REQUEST FOR DEVELOPMENT/REVISION OF ICT POLICY/SOP AS DIRECTED BY MANAGEMENT

The service facilitates the request for development/revision of ICT related policies/standard operating procedures compliant with the existing internal policies and 1

Office/Division:	IT Management Department - IT Helpdesk
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who May Avail:	Internal and External

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Any document indicating the instruction to prepare the ICT policy/SOP, such as, but not limited to Memorandum, email, Minutes of Meeting, NCPAR, and Risk Registry. Relevant issuances to serve as legal basis.	N/A

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
"Submit any document indicating the instruction for the development or revision of an ICT related policies/SOPs"	1. Conduct research/ survey/interviews/ brainstorming of ideas and information of the new policy/SOP to be developed/revised.	No Fees Required		ITO I
	2.Crafting of new ICT policy/SOP or revision of existing official ICT policy/SOP		20 days	ITO I
	3. Conduct risk assessment for proposed ICT policy/SOP	No Fees Required	7 days	SM
	4.Review of initial draft ICT policy/SOP by next higher	No Fees Required	7 days	DC IV
	5. Assessment of compliance to corporate issuance standards (for ICT policies only)	No Fees Required	3 days	SIO II

	6.Sending out of the initial draft for review by the concerned offices	No Fees Required	2 days	SIO II
	7. Revision of the draft ICT Policy/SOP based on initial review	No Fees Required	7 days	ITO I
	8. Revision of the draft ICT Policy/SOP based on final review	No Fees Required	7 days	ITO I
	9. Prepare the Gender and Development checklists	No Fees Required	2 days	SIO II
	10. Endorsement of the revised draft ICT policy/SOP for review by the concerned offices	No Fees Required	1 day	SM
	11. Endorse finalized ICT policy/SOP to concerned offices for document approval	No Fees Required	2 days	Admin/Clerk
	12. Endorsement to PRID-Records for numbering and publication upon approval of Request for Posting Slip	No Fees Required	1 day	Admin/Clerk
	TOTAL	**None**	**79 days**	

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6. MANAGE REQUEST FOR DOCUMENT REVIEW

The service addresses the endorsed issues, concerns and action needed as requested or described in the endorsed document. This service can be addressed in 5 working days depending on the evaluation of the endorsed concern and the number of offices who can comply with the stated inquiries.

Office/Division:	IT Management Department - ITMD {Database Section)			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
Who May Avail:	Any PhilHealth Client (external or internal)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. One (1) Original Copy of DRAR 2. One {1} Original Copy of Memo 3. And other attached documents for references/ as annexes		Any PhilHealth Client (external or internal)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
1. Request for Document Review/ Action address to ITRMD	1.1 Receive of documents. 1.2 Log the document {Incoming) 1.3 Endorse document to Division Chief	None	1 Hour	ITOII
	1.4 Delegates/assign document to the concerned section or staff		2 Hours	ASM
	1.5 Release document to the concerned section/staff.		1 Hour	ITO II
	1.6 Conduct review of document 1.7 Prepare memo response/ acknowledge receipt		3 Days, 7 Hours	ITO II
	1.8 Review of memo		2 Hours	ASM

	1.9 Approval of Memo		2 Hours	CIO/SVP
	1.10 Log the document		1 Hour	ITO II
	1.11 Release of Memo			
	TOTAL	**None**	**5 DAYS**	

7. MANAGE REQUEST FOR REPLICATION OF NEW TABLES

The service addresses the need for up-to-date data record in relation to the extraction and preparation of reports for PhilHealth EMO as basis for decision making. The service i: in relation to the production database updates in accordance to software update/enhance and development. The service can be performed within 7 working days and dependent on the proximity of the needed tables for updating.

Office/Division:	IT Management Department - ITMD {Database Section)
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business
Who May Avail:	Any PhilHealth Offices whether PRO Support Office, Branches, LHIO's,

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. One (1) Original Copy of Memo/ Service Request Form (SRF) 2. One {1} issued ITSM Work Order Ticket	TFI / IS Management Division

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
1. Request for replication of new tables	1.1 Receive of documents.	None	1 Hour	ITO II
	1.2 Log the document {Incoming)			
	1.3 Endorse document to Division Chief			
	1.4 Delegates/assign document to the concerned section or staff		2 Hours	ASM
	1.5 Release document to the concerned section/staff.		1 Hour	ITO II
	1.6 Identify the constraints		6 days and 4 hours	ITO I
	1.7. Coordinate with ISMD if constraint is not existing			
	1.8. Configure the replication			

	1.9. Perform initial loading of requested data for replication			
	1.10. Start the replication			
	1.11. Gather statistics			
	1.12. Notify the concerned office once the replication is completed			
Repeat Process 1.6 to 1.11 until all request and documents is compiled and addressed				
	TOTAL:	**None**	**7 days**	

8. MANAGE REQUEST FOR REVIEW OF ICT-RELATED DOCUMENTS (MOA, MOU, JMC, CPO, DPNS, /SSA, CBA, JAO, AND THE LIKES) FROM OTHER OFFICES OR OTHER GOVERNMENT AGENCIES

The service facilitates the request for review of /CT-related documents from other Phi/Health departments/offices and other government agencies.

Office/Division:	IT Management Department - ICT Planning, Policies and Standards Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Internal or External			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Draft document (MOA, MOU, JMC, CPO, DPNS, ISSA, CBA, JAO, and the likes) Instruction from Supervisor/Head		N/A		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
Submit ICT-related documents (MOA, MOU, JMC, CPO, DPNS, ISSA, CBA, JAO, and the likes for review to the IMS	1. Conduct initial review and draft response memo to provide comments, if any.	No Fees Required	15 days	ITO I
.	2. Endorse draft response memo for review and approval of next higher supervisor	No Fees Required	2 days	SM
	3. Endorse response memo to the proponent/requesting office	No Fees Required	1 day	Admin/Clerk
	TOTAL	**None**	**18 days**	

9. MANAGE REQUEST FOR UPLOADING OF EXTERNAL DATA

The service address the uploading of external data as requested for mapping and project implementation of clients whether external or internal. The service can be performed 14 days depending on the proximity and number of records for uploading. The service is performed with clearance and authorization from the BPU and the CIO.

Office/Division:	IT Management Department - ITMD (Database Section)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
Who May Avail:	Any PhilHealth Offices whether PRO Support Office, Branches, LHIO's, external office(gov't and private)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
One (1) Original Copy of Fully Accomplished Service Request Form (SRF) / Memo One (1) issued ITSM Work Order Ticket assigned to Database Group		Requesting Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
1. Request for uploading of external data	1.1 Receive of documents.	None	1 Hour	ITOII
	1.2 Log the document (Incoming)			
	1.3 Endorse document to Division Chief			
	1.4 Delegates/assign document to the concerned section or staff		2 Hours	ASM
	1.5 Release document to the concerned section/staff.		1 Hour	ITOII

	1.6 Validate the file format/structure		12 Days, 6 Hours	ITO I
	1.7 Return to the concerned office, if the file format/structure is incorrect			
	1.8 Upload data, if file format is correct			
	1.9 Notify the concerned office of all uploaded & invalid data			
	1.10 Prepare endorsement/reply memo			
	1.11 Review of memo		2 Hours	ASM
	1.12 Approval of memo		2 Hours	CIO/SVP
	1.13 Release memo		1 Hour	ITO II
	1.14 Give access on the uploaded data to the concerned office		1 Hour	ITO I
Repeat Process 1.6 to 1.9 until all request and documents is complied and addressed				
	TOTAL	**NONE**	**14 DAYS**	

10. MANAGEMENT OF USER ACCOUNTS

Manage the creation, updating, deactivation and password resetting of user accounts for Application/Systems, Network Accounts, Internet Accounts, Outlook, Email Accounts and Remote Access

Office/Division:	IT Management Department - IT Helpdesk
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	Internal and External

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Properly Filled-up, signed and approved 3AF/C 3AF Form for Application Account 2. One (1) Original Copy of Filled-up and signed NDA for **- A**	From IT Helpdesk or form stipulated in the Coporate Issuances
3. One (1) Photocopy of employee company ID	
4. One (1) Photocopy of Supervisors ID for COA Account Request. 5. One (1) Original Copy of Properly Filled-up, signed and approved DARF Form for Network, Internet, Outlook and Email Accounts. 6. One (1) Original Copy of Properly Filled-up, signed and approved Remote Access Request Form for Remote Access	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
1. Receive the request filed through the IT Service Management (ITSM) System,	Receive evaluate, process and closed the request ticket	None	2 minutes	ISA III
2. Evaluate the request for completeness, signed and approved.			4 minutes	
3. Process the request.			5 minutes	
4. Add note to the request ticket, and			3 minutes	

5. Closea tne request ticket.			1 minute	
	TOTAL	**None**	**15 minutes**	

11. PROCESSING OF ENGAGEMENT REQUEST

The service facilitate the registration of client engagement to the system passing the PhilHealth integration requirements

Office/Division	IT Management Department - Project management Information System Management (PMT-ISM)			
Classification	Highly Technical			
Type of Transaction	G2G; G2B			
Who may avail:	Healthcare institutions, government agencies, other external partners			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Engagement Forms		CLient		
Letter of Disengagement (if applicable)				
Request Cipher Key or PKI				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit Engagement form with documentary attached to the IT Ticketing system	1. Receive ticket engagement request including attachments	None	3 working days	Emma R. Ilagan Head, OSST
	2. Check completeness of documents and information			
	3. Coordinate with clients on any issues and concerns with their requests			
2. Submit documentary requirements as required for registration	4. Validate if client is accredited or has formal engagement with PhilHealth		3 working days	Emma R. Ilagan Head, OSST
	5. For clients without formal engagements, the client would need to submit formal engagement request			
	6. For client with existing engagement, the client would need to provide a copy of the received disengagement letter for their existing service provider			
	7. Register the client and indicate if they engage with a service provider for with in-house developed system			

3. Register the issued CK/PKI to the system	8. Generate CK/PKI		2 working days	Emma R. Ilagan Head, OSST
	9. Issue the CK/PKI to the client's authorized representatives email address in the submitted engagement form			
	10. Inform the client that CK/PKI has been sent to the email of the authorized representative through the IT ticketing system			
	11. Update the ticket as "Closed"			
	TOTAL	**None**	**8 working days**	

12. PROCESSING OF INITIAL SOFTWARE INTEGRAION ASSESSMENT REQUEST

The service is used to ensure that the requester's system complies with the funcational requirements reflected in the software validation test form (SSVTF) as validated by the PRO

Office/Division	PhilHealth Regional Office - IT Management Section
Classification	Highly Technical
Type of Transaction	G2G; G2B
Who may avail:	Healthcare institutions, government agencies, other external partners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
One copy of accomplished software certification application form (SCEF)	Forms downloadable in corporate website
	Accomplished form from client

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit application for software certification with attached documents using the IT Ticketing system	1.1.receive fully accomplished NDA, SCAF, and SCA 1.1. Check completion of supporting documents	None	3 working days	PRO IT Head
	1.2. Prepare and provided test data for the test if applicable			
	1.3. Set and coordinat schedule of software application test			
2. Conduct of the schedule software ceritification test	2.1. COnduct initial three (3) cycles of testing to ensure compliance to the system to the software validation test form (SSVTF)		5 working days	PRO IT Head
	2.2. Prepare, finalize and signed in the SSVTF			
	2.3. Prepare the software validation test form (SSVTF) reflecting the result validation conducted with an attached memo for formal endorsement to UPECS EMR for the stage 2 testing			

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	2.4. Close the ticket request for the conduct of an initial assessment			
	2.5. Submit ticket request with attachments for the conduct of final software compliance certification to IT Management Department wth collaboration of the requester upon passing the initial software assessment			
	TOTAL	**None**	**8 working days**	

13. PROCESSING OF REQUEST FOR SYSTEM INTEGRATION

The service schedule clients requesting for their system to integrate with PhilHealth using webservices or application programming interface (API)

Office/Division	IT Management Department - PMT-ISM			
Classification	Complex			
Type of Transaction	G2G; G2B			
Who may avail:	Healthcare institutions, government agencies, other external partners			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of intent		Client		
Request for system integration		IT Ticketing System		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Create a ticket request and submit letter of intent/interest for system integration using the IT ticketing system.	1.1.receive or encode ticket request for system integration	None	2 working days	Emma R. Ilagan, OSST Section Head
	1.2. Schedule for the conduct of integration orientation to discuss the integration and software validation testing process.			
	1.3. Notify the client on the orientation schedule			
2. Confirm schedule for the system integration	2.1.COnduct the process orientation to client representatives		5 working days	Nelson de Vera Chairman, UPECS-EMR Team
	2.2. Document the conducted orientation			
	2.3. Release the development kit (devkit) through the ticket			
	TOTAL	**None**	**7 working days**	

14. PROCESSING OF SOFTWARE COMPLIANCE CERTIFICATION REQUEST

The service ensures that the requester's system complies with the standard data transmission and integration request provided by the corporation.

Office/Division	IT Management Department - Project management Information System Management (PMT-ISM)
Classification	Highly Technical
Type of Transaction	G2G; G2B
Who may avail:	Healthcare institutions, government agencies, other external partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Ticket number of 1st stage software compliance certification request	IT Ticket system
Accomplished and signed software integration assessment report	
Accomplished software validation test for (SSVTF	
Encrypted PhilHealth data files	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit additional documents for the software certification request in the IT Ticketing system	1.1.receive ticket request and attached supporting documents	None	3 working days	Nelson S. de Vera Chairperson, UPECS-EMR Team
	1.2. Check completion of supporting document			
	1.3. if the request is for initial assessment, endorse to PRO IT section for the processing of the initial software integration assessment			
	1.4. If the request no longer need second pass software validation, proceed with 2.4 prepare the software certificate and/or notice of system compliance			
	1.5. Prepare and provide test data for the conduct of the software validation test if applicable			
	1.6. Set and coordinate schedule of the second stage software certification test, if applicable			

2. Conduct of the schedule software ceritification test	2.1. COnduct three (3) cycles of testing to ensure compliance to the system to the software validation test form (SSVTF)		5 working days	Nelson S. de Vera Chairperson, UPECS-EMR Team Arthur Manaramag, Head QA Team
	2.2. Prepare, finalize and signing of the SSVTF			
	2.3. Update the ticket as resolved pass/failed			
	2.4. Upload the copy of test result if failed or SSVTF if pass. PRO IT section update			
	2.5. Prepare the software certification and/or notice of system compliance application passing the software validation testing		12 working days	Nelson S. de Vera Chairperson, UPECS-EMR Team Arthur Manaramag, Head QA Team
	2.6. Route the software certificate and/or notice of system compliance to signatories			
	2.7. Submit/upload the signed software certificate and/or notice of system compliance to the ticket request			
	2.8. Update the ticket as closed			
	2.9. Prepare and submit request for update of the list of certified SP in the corporate website to corporate communication department			
	TOTAL	**None**	**20 working days**	

15. PROCESSING OF SOFTWARE DEVELOPMENT REQUEST

The service facilitates the software development for systems requested to IMS

Office/Division	IT Management Department - Project Management Team Information System Management
Classification	Highly Technical
Type of Transaction	G2G; G2B
Who may avail:	Healthcare institutions, government agencies, other external partners

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Updated signed sector project prioriity list	CLient
Prioritize product feature list	
Approve service request form (SRF)	Office of the SVP-Chief Informations Officer, Information Management Sector (IMS)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit an updated sector priority project list and proritize product feature list	1.1. Prepare and release of notice of meeting for the conduct of spirit planning for the project in the priority project list	None	1 day	Manuel Manlangit Head Development Team Seneca Balchez, Head SA Team
	1.2. Conduct the spirit planning and feature refinement seesion			
2. Attend the Spirit Planning	2.1. Prepare minute sof meeting and route for signature of attendees		5 days	Systems Analyst and Design Section
	2.2. Prepare system requirements specification (SRS)			
	2.3. Prepapre product features specifications and endorse for approval			

	2.4. Prepapre quality assurance requirements			
	2.5. Submit the SRS to the client for approval			
3. Review, approve and submit SRS to ITMD and/or other required documents and participating in the daily stand up meeting	3.1. Receive the signed of SRS and product backlog specification		10 days	Development Section Head Frontend Development Unit Head Backend Development Unit Head
	3.2. Conduct Product design			
	3.3. Prepare development environment			
	3.4. Develop the front-end application			
	3.5. Develop the back-end application			
	3.6. Schedule and prepare stand up meetings for progress reporting			
	3.7. Prepare minutes of meeting or route to signatories for signing		4 days	Development Section Head Frontend Development Unit Head Backend Development Unit Head
	3.8. Prepare and submit request for provisioning of the test environment to IT resource management division of the IT management department			
	TOTAL	**None**	**20 working days**	

16. RECEIVING OF SOFTWARE DEVELOPMENT REQUEST

The service introduces how request will be validated and received

Office/Division	IT Management Department - IT Helpdesk
Classification	Complex
Type of Transaction	G2G; G2B
Who may avail:	Healthcare institutions, government agencies, other external partners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Updated signed sector project priority list	CLient
Accomplished and signed service request form (SRF)	
PhilHealth Circular, policy, general guideliness, standards, and other issuances related to the request	
Standard operating procedures (SOP)	
Business user requirements for terms of reference	
Blank with sample data of forms, slips and reports to be recorded or proceed by the system	
Accomplished and signed risk assessment certificate (RAC)	
Accomplished and signed IT work clearance	ITMD-IPPSD

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit service request form and supporting documents to the IT Ticketing system	1.1. Receive ticket request for software development or enhancement	None	3 working days	Oscar Gambala Head IT Helpdesk
	1.2. Review completeness of supporting document			
	1.3. For incomplete document, update the ticket to reflect incomplete document/informaton inform the client to create a new ticket and close the ticket			
	1.4. For unsigned SRF, endorse to OSVP-IMS for approval			
	1.5. Sign/approve SRF and return the signed document to the IT Helpdesk		3 days	OSVP-IMS

	1.6. Completely signed request, endorse to the concerned development team		1 day	Oscar Gambala Head IT Helpdesk
	TOTAL	**None**	**7 working days**	

17. SUPPORT MANAGEMENT SERVICE

The service involves the processing or resolution of incidence, complainant, inquiries, and issues reported by internal and external user of PhilHealth systems

Office/Division	IT Management Department - Project Management Team Information System Management
Classification	Highly Technical
Type of Transaction	G2G; G2B
Who may avail:	External or Internal Users of PhilHealth

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Detailed description of incidence, complaints, inquiries, and issues (1) original copy	PhilHealth System users
Screenshot of incidence, complains, inquiries, and issues (1) original copy	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
External User: 1. Create a ticket indicating the detailed description and screenshot of incidence, complaints, inquiries, and issues via the PhilHealth ticket system URL	1.1. Acknowledge receipt of the incidence complains inquiries and issues	None	3 days	Nelson de Vera Chairperson UPECS-EMR
	1.2. Endorse the incidence complains, inquiries, and issues to the concerned scrum team and request for additional information or document from client			
	1.3. Evaluate the incidence complaints, inquiries, and issues		1-3 days (simple) 4-7 days (moderate) 8-20 days (complex)	Nelson de Vera Chairperson UPECS-EMR
	1.4. Provide feedback to the UPECS-EMR team or escalate issues to concerned office		1 day	Jocelyn Pablo OIC DC-ISMD
	1.5. Update the ticket as closed or resolves			

Internal User: 1. Email the detailed description and screenshots of incidence, complaints, inquiries, and issues to IT Helpdesk Unit	1.1. Acknowledge receipt of the incidence complaints inquiries and issues		1 day	Oscar Gambala Head IT Helpdesk
	1.2. Endorse the incidence complains, inquiries, and issues to the concerned office/team			
	1.3. Evaluate the incidence complaints, inquiries, and issues		1-3 days (simple) 4-7 days (moderate) 8-20 days (complex)	Jocelyn Pablo OIC DC-ISMD
	1.4. Provide feedback or resolution to the concerned office		1 day	
	1.5. Update the ticket as closed or resolves			
	TOTAL	**None**	**External: 5-7 days (Simple) 8-11 days (moderate) 12-24 days (complex) Internal: 3-5 days (Simple) 6-9 days (moderate) 10-22 days (complex)**	

PROJECT MANAGEMENT OFFICE – PHILHEALTH IDENTITY MANAGEMENT SYSTEM

1. FACILITATION OF IT RELATED CONCERNS FROM OTHER PHILIPPINE GOVERNMENT AGENCIES OR EXTERNAL STAKEHOLDERS

Collaborate with external agencies (Government Non-government) the request received fro Projects within the sector. Inter-organizational collaboration such as to: mutually achieve goals, share information, resources, and responsibilities, as well as make joint decision and solve problems.

Office/Division	PMO-PIMS
Classification	Simple
Type of Transaction	G2G; G2B
Who may avail:	External Agencies/External Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter (1 Original Copy or digital copy)	Requesting Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit Request Letter	1.1. Receive and identify request		5 minutes	SIA I
	1.2. Evaluate and process the request letter		20 minutes	Head, PMO-PIMS
	1.3. Provide Further Instructions		20 minutes	Head, PMO-PIMS
	1.4. Coordinate with other PhilHealth Offices involve		2-3 days	SIA I, SSIS
	Prepare response letter		45 minutes	SIA I, SSIS
2. Receive Response Letter		None	1 day	SIA I
	Total:	**None**	**2-3 days and 90 minutes**	

CORPORATE AFFAIRS GROUP

EXTERNAL SERVICES

Volume 4

CORPORATE ACTION CENTER
CORPORATE MARKETING DEPARTMENT
SOCIAL HEALTH INSURANCE ACADEMY

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CORPORATE ACTION CENTER

1. HANDLING OF COMPLEX CLIENT QUERIES AND FEEDBACK THRU EMAIL

Complex queries or feedback from external clients received by Corporate Action Center via email (actioncenter@philhealth.gov.ph), for endorsement by CAC to antoher office for Level 2 resolution

Office/Division	Corporate Action Center (CAC)			
Classification	Complex			
Type of Transaction	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government agency			
Who may avail:	All external clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		Corporate Action Center channel: actioncenter@philhealth.gov.ph		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send simple email to actioncenter@philhealth.gov.ph	1.1 Sort and distribute 80 valid emails to agents	None	3 working days	Email Team Lead (Monitoring Officer Designate
none	1.2 Read email and check available information for database look-up			Email Agent (Action Officer Designate)
None	1.3 View client's profile using Customer Service Management System (CSMS) and assess information needs of client (including other aspects of participation in the National Healh Insurance Program)			
2. Receive final response	2.1 Respond to email using spiel based on available information. Note:			

	Response may be as follows: -Final response (if information/document provided is sufficient to make a response) -Request for client to provide additional information/documents Contact information of CAC for follow-up is provided.			
None	2.2 Encode transaction in CSMS/tally sheet.			
	2.3 Escalate complex transaction to Team Leader for resolution of other office.			
	2.4 Coordinate and endorse to responsible office thru CSMS, and record in CAC Log Sheet			Email Team Leader (Monitoring Officer Designate)
3. Provide requested information	3. Request aclient for additional information/documents required for processing, if applicable. **Note:** Includes at least 3 correct information validated against client's database recored for information security purposes, if applicable		4 working days	Other office (Action Officer Designate of Concerned Office)
4. Receive services and/or final response	4.1 Conduct review and approval process and provide services as may be related to the client's concern, in accordance with existing corporate policies and procedures. **Note:** These may also inclde appropriate redress for non-conforming services i.e. re-work, correction of errors, correction of other affected processes or services, and giving of apology to the client.			
	4.2 Communicate final response to client **Note:** For services that have long processing time (i.e. claims, employer billing, claim appeal, etc.), current status			

	may just be provided as final response, provided that contact information for follow-up is duly communicated.			
	TOTAL	**None**	**7 working days**	

Note: TAT of 3 days includes cycle time. It is based on current capacity with outsourced provider to manage regular volume of emails, with quota set at 80 per agent per day. As allowed under EODB Law, TAT extension of additional 3 working days may be applied for simple transactions, provided that, client is informed prior to deadline.

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2. HANDLING OF COMPLEX CLIENT QUERIES AND FEEDBACK LODGED TO GOVERNMENT CHANNELS

Queries or feedback from external clients lodged to Government Channels, i.e. 8888, CSC-CCB and ARTA (with online system), for direct resolution by CAC without pre-approved spiels and requiring review and approval process

Office/Division	Corporate Action Center (CAC)			
Classification	Complex			
Type of Transaction	G2C- Government to Citizen, G2B- Government to Business Entity, G2G-Government to Government agency			
Who may avail:	All external clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		**Anti-Red Tape Authority(ARTA):** complaints@arta.gov.ph 8-478-5093 **Presidential Complaint Center (PCC)** **8888** **Contact Center ng Bayan (CCB):** email@contactcenterngbayan.gov.ph 0908-881-6565		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1.1 Client sends complex query/feedback thru Government Channel 1.2 Government Channel endorses feedback/transaction to CAC	1.1 Receive endorsement from Government Channel	None	3 working days (Initial action must be done within 72 hours)+D290	CAC Technical Point Person
	1.2 Read client's concern and check available contact information.			

2. Provide requested information	2.1 Contact client thru phone or text (if available), ask/clarify concern and request for name and PIN and other required information as necessary.			
	2.2 Record initial action in Government Channel's online system and upload documentation. Contact information of CAC for follow-up is provided			
	2.3 View client's profile using Customer Service Management System (CSMS) and assess information needs of client (including other aspects of participation in the National Health Insurance Program.)			
	2.4 Prepare response basond on available information. Note: Response may be as follows: Contact information of CAC for follow-up is provided.		4 working days	
	2.5 Review draft response			CAC Head
	2.6 Revise draft respones as necessary			CAC Technical Point Person
	2.7 Approve finalized response			CAC Head
3. Receive final response letter	3.1 Release response to client via email (if availabe)			CAC Technical Point Person
	3.2 Record resolution of transaction and upload documentation in Government Channel's online system.			
	3.3 Close the transaction ticket in CSMS			
	TOTAL	**None**	**7 working days**	

3. HANDLING OF COMPLEX CLIENT QUERIES AND FEEBACK THRU CALLBACK CHANNEL

Complex queries or feedback from external clients via Callback Channel 0917-898-7442

Office/Division	Corporate Action Center (CAC)
Classification	Complex
Type of Transaction	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government agency
Who may avail:	All external clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Corporate Action Center Callback Channel: 0917-898-7442

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send the following simple text message to 0917-898-7442 "PHIC callback [space] Mobile No. or Metro Manila Landline [space] details of simple concern".	1. Retrieve requests for callback from SMS System and endorse to Callback Team Leader.	None		Receiving staff
2. Wait for callback within 3 days	2. Sort and distribute a minimum of 80 valid queries to each assigned agent per day.		3 working days	Call Channel Team Leader (Monitoring Officer Designate)
3. Receive Call from agent.	3. Call the client and use the standard opening spiel.			Call Agent (Action Officer Designate)
4. Give consent on use of personal data in order to proceed with query	4. Secure consent on use of personal data in the transaction and for quality assurance purposes.			
5. Provide requested information	5.1 Ask/clarify client's concern as necessary and request for name and PIN and other required information.			

	5.2 View client's profile using Customer Service Management System (CSMS) and assess information needs of client (including other aspects of participation in the National Health Insurance Program.)			
6. Answer security questions	6. Perform information security protocol, if involving sensitive personal information			
7. Receive response	7.1 Provide response to the query or feedback including other relevant information using spiels			
	7.2 Provide contact details and transaction reference number for follow-up			
	7.3 Encode transaction in CSMS/Logsheet and close directly resolved transaction.			
	7.4 Escalate complex transaction to Team Leader for level 2 resolution of other office.			
	7.5 Coordinate and endorse transaction to reponsible office thru CSMS, and recoird in CAC Logsheet			Call Channel Team Leader (Monitoring Officer Designate)
8. Provide requested information	8. Request client for additional information/documents required for processing, if lacking Note: Includes at least 3 correct information validated against client's database records for information security purposes, if applicable.		4 days	Other office (Action Officer Designate of Concerned Office)
9. Receive services and/or final response	9.1 Conduct review and approval process and provide services as may be realted to the client's concern, in accordance with existing corporate policies and procedures. Note: This may include appropriate redress for non-confirming services i.e. re-work, correction of errors giving of apology to the client, correction of other affected processes or services.			

	9.2 Communicate final response to client Note: For services that have long processing time (i.e. claims, employer billing, claim appeal, etc.), current status may just be provided as final response, provided that contact information for follow-up is duly communicated.			
	TOTAL	**None**	**7 working days**	

Note: TAT is based on CAC capacity with outsourced provider to manage regular volume of requests for callback, with quota set at 80 queries per agent per day. Callback requests are deemed expired after 72 hours. As allowed under EODB Law, TAT extension of additional 3 working days may be applied for simple transactions, provided that, client is informed prior to deadline.

4. HANDLING OF COMPLEX CLIENT QUERIES AND FEEDBACK VIA CAC WALK-IN COUNTER

Complex queries or feedback from external clients via CAC Walk-In Counter

Office/Division	Corporate Action Center (CAC)			
Classification	Complex			
Type of Transaction	G2C- Government to Citizen, G2B- Government to Business Entity, G2G-Government to Government agency			
Who may avail:	All external clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		**CAC Walk-in Counter** Room 706, CityState Center, 709 Shae Boulevard, Oranbo, Pasig City		
Core processes on membership, collection, benefit availment and accreditation are not availlable at CAC.				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit simple query/feedback at CAC Walk-in Counter	1. Respond with standard opening spiel	None	8 minutes	Walk-In Agent (Action Officer Designate)
2. Give consent on use of perosnal data in order to proceed with query	2. Secure consent on use of peronal data in the transaction and for quality assurance purposes			
3. Provide requested information	3.1 Ask/clarify client's concern as necessary and request for name and PIN and other required information.			
	3.2 View client's profile using Customer Service Management System (CSMS) and assess information needs of client (including			

	other aspects of participation in the National Health Insurance Program.)			
4. Answer security questions	4. Perform information security protocol, if involving sensitive personal information			
5. Receive final response and information materials	5.1 Provide response to the query or feedback including other relevant information using spiels			
	5.2 Provide contact details and transaction reference number for follow-up			
	5.3 Encode transaction in CSMS and log sheet and close directly resolved transaction.			
	5.4 Coordinate complex transaction with concerned office, as necessary, and **provide advance copy of letter and attachments**		2.9 working days	Walk-in Agent (Action Officer Designate)
	5.5 Prepare endorsement memorandum to responsible office, using spiel and based on available information.			
	5.6 Review draft endorsement			CAC Head
	5.7 Revise draft endorsment as necesssary			Walk-in Agent (Action Officer Designate)
	5.8 Sign finalized document			CAC head
	5.9 Release endorsement memo to responsible office via official email and via CSMS			Walk-in Agent (Action Officer Designate)
6. Provide requested information	6. Request client for additional information/documents required for processing, if applicable. Note: Includes at least 3 correct information validated against client's database records for information security purposes, if applicable.		4 Working days	Other office (Action Officer Designate of Other Office)
7. Receive services and/or final response	7.1 Conduct review and approval process and provide services as may be related to the client's concern, in accordance with existing coporate policies and procedures.			

	Note: These may also include appropriate redress for non-conforming services i.e. re-work, correction of erros. correction of other afected processes or services, and giving of apology to the client.			
	7.2 Communicate final response to client Note: For services that have long processing time (i.e. claims, employer billing, claim appeal, etc.) current status may just be provided as final response, provided that contact information for follow-up is duly communicated.			
	TOTAL	**None**	**7 working days**	

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5. HANDLING OF COMPLEX CLIENT QUERIES AND FEEDBACK VIA LETTER

Complex queries or feedback from external clients via letter (including letters from Presidential Complaint Center and other government channels) for level 1 resolution by CAC with review and approval process.

Office/Division	Corporate Action Center (CAC)			
Classification	Complex			
Type of Transaction	G2C- Government to Citizen, G2B- Government to Business Entity, G2G-Government to Government agency			
Who may avail:	All external clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		Thru letter sent to:		
		Philippine Health Insurance Corporation Head Office CityState Center, 709 Shaw Boulevard Oranbo, Pasig City **Presidential Complaint Center** pcc@malacanang.gov.ph (letter)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send query/feedback via ltter to PhilHealth Head Office or lodged to PCC	1. Sort and distribute letters to agents	None	4 Working days	Letter Channel Team Leader (Monitoring Office Designate)
	1.1 Read letter and check available contact information			Letter Channel Team Agent (Action Officer Designate)

2. Provide requested information	2.1 Contact client thru phone, text, or email (if available), ask/clarify concern and request for name and PIN and other required information as necessary			
	1.2 View client's profileusing Customer Service Management System (CSMS) and assess information needs of client (including othe aspects of participation in the National Health Insurance Program.) 2.			
3, Receive initial response	3.1 Resolve concern through phone, text or email, if possible			
None	3.2 Prepare response letter using spiel and based on available information. **Note:** Response may be as follows: -Documentation of the resolution (if outrighly resolved via phone) -Final response (if information/document provided is sufficient to make a response) -Request for client to provide additional information/documents (if client was not able to provide requested information or was not contacted in Step 3). Contact information of CAC for follow-up is provided.			
	3.3 Review draft response letter and provide comments, if any.			CAC Head
	3.4 Revise draft response letter, if with comments			Letter Channel Team Agent (Action Officer Designate)
	3.5 Sign finalized response letter			CAC Head

3. Receive final response letter	4. Release response letter to client via email (if available) or thru PhilHealth Mailing Section			Releasing staff
	TOTAL	**None**	**7 working days**	

6. HANDLING OF COMPLEX CLIENT QUERIES AND FEEDBACK VIA SOCIAL MEDIA

Queries or feedback from external clients received by Corporate Action Center via "PhilHealth official" Facebook page, for endosement by CAC and for Level 2 resolution of another office involving provision of core services (i.e. membership, collection, claims. accreditation, etc) with review process.

Office/Division	Corporate Action Center (CAC)			
Classification	Complex			
Type of Transaction	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government agency			
Who may avail:	All external clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		Corporate Action Center channel actioncenter@philhealth.gov.ph		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send simple email to actioncenter@philhealth.gov.ph	1.1 Sort and distribute 80 valid emails to agents	None	3 working days	Social Media Agent (Action Officer Designate)
none	1.2 Read email and check available information for database look-up			
None	1.3 View client's profile using Customer Service Management System (CSMS) and assess information needs of client (including other aspects of participation in the National Healh Insurance Program)			
2. Receive final response	2.1 Respond to email using spiel based on available information. Note: Response may be as follows:			

	-Final response (if information/document provided is sufficient to make a response) -Request for client to provide additional information/documents Contact information of CAC for follow-up is provided.			
None	2.2 Encode transaction in CSMS/tally sheet.			
	2.3 Escalate complex transaction to Team Leader for resolution of other office.			
	2.4 Coordinate and endorse to responsible office thru CSMS, and record in CAC Log Sheet			
3. Provide requested information	3. Request aclient for additional information/documents required for processing, if applicable. **Note:** Includes at least 3 correct information validated against client's database recored for information security purposes, if applicable			
4. Receive services and/or final response	4.1 Conduct review and approval process and provide services as may be related to the client's concern, in accordance with existing corporate policies and procedures. **Note:** These may also inclde appropriate redress for non-conforming services i.e. re-work, correction of errors, correction of other affected processes or services, and giving of apology to the client.			
	4.2 Communicate final response to client **Note:** For services that have long processing time (i.e. claims, employer billing, claim appeal, etc.), current status may just be provided as final response, provided that contact information for follow-up is duly communicated.			
	4.3 Review draft response letter			

	4.4 Revise draft response letter			
	4.5 Sign final respone			
5. Receive final response letter	5. Release response letter to client			
	5.2 Provide contact details and transaction reference number for follow-up			
	5.3Provide closing spiel			
	5.4 Encode transaction in CSMS/Tallysheet and close directly resolved transaction.			
6. Provide requested information	6. Request client for additional information/documents required for processing, if applicable. **Note:** Includes at least 3 correct information validated against client's database records for information security purposes, if applicable,			Social Media Team Leader (Monitoring Officer Designate)
7. Receive services and/or final responses	7.1 Conduct review and approval processes and provide services as may be related to the client's concern, in accordance with existing corporate policies and procedures. **Note:** These may also include appropriate redress for non-conforming services i.e. re-work, correction of errors, correction of other affected processes or services, and giving of apology to the client.		4 working days	Other office (Action Officer Designate of Concerned Office)
	7.2 Communicate final response to client **Note:** For services that have long processing time (i.e. claims, employer billing, claim appeal, etc.), current status may just be provided that contact information for follow-up is duly communicated			
	TOTAL	**None**	**7 working days**	

7. HANDLING OF HIGHLY TECHNICAL CLIENT QUERIES AND FEEDBACK VIA CAC WALK-IN COUNTER

Highly technical queries or feedback from external clients vai CAC Walk-in Counter

Office/Division	Corporate Action Center (CAC)			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Citizen, G2B- Government to Business Entity, G2G-Government to Government agency			
Who may avail:	All external clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
For complaints against non-remitting employers: -"Salaysay" or affidavit (available at CAC) - Payslip and proof of non-payment		**CAC Walk-in Counter** Room 706, CityState Center, 709 Shae Boulevard, Oranbo, Pasig City		
For all othe complaints and queries: NONE Core processes on membership,collection, benefit availment and accreditation are not available at CAC.				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit simple query/feedback at CAC Walk-in Counter	1. Respond with standard opening spiel	None	8 minutes	Walk-In Agent (Action Officer Designate)
2. Give consent on use of perosnal data in order to proceed with query	2. Secure consent on use of peronal data in the transaction and for quality assurance purposes			
3. Provide requested information	3.1 Ask/clarify client's concern as necessary and request for name and PIN and other required information.			

	4. View client's profile using CSMS and assess information needs of client (including other aspects of participation in the National Health Insurance Program)			
4. Answer security questions	5. Perform information security protocol, if involving sensitive personal information			
5. Accomplish forms and attach supporting documents	6. Require to accomplush forms and submit supporting documents as applicable (based on requirements per process as posted in www.philhealth.gov.ph)			
6. Receive acknowledgement and initial response	7. Provide acknowledgement and initial response to the query or feedback including other relevant information using spiels			
	8. Provide contact details and transaction reference number for follow-up			
None	9. Encode transaction in CSMS		2.9 working days	Walk-In Agent (Action Officer Designate)
	10. coordinate thecnical transaction with concerned office, as necessary, and **provide advance copy of letter and attachments**			
	11. Prepare endorsement memorandum to responsible office, using spiel and based on available information.			
	12. Review draft endorsement			CAC Head
	13. Revise draft endorsement as necessary			Walk-in Agent (Action Officer Designate)
	14. Sign finalized endorsement letter			CAC Head
	15. Release endorsement memo to responsible office via official email and via CSMS			Email Team
7. Provide requested information	16. Request client for additional information/documents required for processing, if applicable. Note: Includes at least 3 correct information validated against		8 working days	Other Office (Action Officer Designate of Other Office)

	client's database records for information security purposes, if applicable			
8. Receiev services and/or final response	17. Conduct technical/management review and approval and provide services as may be related to the client's concern, in accordance with existing corporate policies and procedures Note: These may also include appropriate redress for non-conforming services i.e. re-work, correction of errors, correction of other affected processes or services, and giving of apology to the client.			
None	18. Prepare final response letter to client using spiel and based on available information. Note: For services that have long processing time (i.e. claims, employer billing, claim appeal, etc.) current status may just be provided as final response, provided that contact information for follow-up is duly communicated.		5 working days	Other office (Action Officer Designate of Other Office)
None	19. Review draft response letter		4 working days	
	20. Revise draft response letter as necessary			
	21. Sign final response			
6. Receive final response letter	22. Release respones letter to client via email (if available) or thru PhilHealth Mailing System.			
	TOTAL	**None**	**20 working days**	

8. HANDLING OF HIGHLY TECHNICAL CLIENT AND FEEDBACK VIA LETTER

Highly technical queries or feedback from external clients via letter, for endorsement by CAC and for Level 2 resolution of another office involving provision of core services (i.e. membership, collection, claims, accreditation, etc.) with review and management approval process.

Office/Division	Corporate Action Center (CAC)
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizen, G2B- Government to Business Entity, G2G-Government to Government agency
Who may avail:	All external clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	Thru letter sent to **Philippine Health Insurance Corporation Head Office** CityState Center, 709 Shaw Boulevard Oranbo, Pasig City **Presidential Complaint Center** pcc@malacanang.gov.ph (letter)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send highly technical query/feedback via letter to PhilHealth Head Office	1. Assign letters to agents	None	3 working days	Letter Channel Team Leader (Monitoring Officer Designate)
	2. Read letter and check available contact information			Letter Channel Team Agent (Action Officer Designate)
2. Provide requested information	3. Contact client thru phone or text (if available), ask/clarify concern and request for name and PIN and other information/document, if lacking.			

	4. View client's progile using Customer Service Management System (CSMS) and assess information needs of client (including other aspects of participation in the National Health Insurance Program.)			
	5. Coordinate technical transaction with concerned office, as necessary, and provide advance copy of letter and attachments			
	6. Encode transaction in CSMS and Long sheet			
	7. Prepare acknowledgment letter to client and endorsement memorandum to responsible office, using spiel and based on available information. Contact Information of CAC for follow-up is provided.			
	8. Review draft response letter and endorsement		3 working days	CAC Head
	9. Revise draft response and endorsement as necessary			Letter Channel Team Agent (Action Officer Designate)
	10. Sign finalized response and endorsement letter			CAC Head
3. Receive acknowledgment and initial response leter	11. Release acknowledgement and initial response letter to client via email (if available) or thru PhilHealth Mailing Section and endorsement			Email Team or Releasing Staff
	12. Release endorsement memo to responsible office via official email and via CSMS; encode in log sheet			Email Channel TL and Letter Channel Agent
4. Provide requested information	13. Request client for additional information/documents required for processing, if applicable. Note: Includes at least 3 correct information validated against client's database records for information security purposes, if applicable			17 working days
5. Receive services, if applicable	14. Conduct technical review/approval process and provide services as may be related to the client's concern, in accorandce			

	with existing corporate policies and procedures. Note: These may also include appropriate redress for non-conforming services i.e. re-work, correction of errors, correction of other affected services, and giving apology to the client.			
	15. Prepare final response letter to client using spiel and based on available information. Note: For servuces that have long processing time (i.e. claims, employer billing, claim appel, etc.). Current status may just be provided as final response, provided that the contact information for follow-up is duly communicated.			Action Officer Designate of Concerned Office
	17. Revise draft response letter as necessary			Action Officer Designate of Concerned Office
	18. Sign final response			Head of Other Office
6. Receive final response letter	19. Release response letter to client via email (if available)			Release of staff
	TOTAL	**None**	**20 working days**	

9. HANDLING OF HIGHLY TECHNICAL CLIENT QUERIES AND FEEDBACK LODGED TO GOVERNMENT CHANNELS

Highly technical queries or feedback from external clients lodged to Government Channels, i.e. 8888, CSC-CCB and ARTA (with online system), for endorsement by CAC and for level 2 reolution of other office requiring review and approval process and provision of simple core services (i.e. membership, collection, claims, accreditation, etc.)

Office/Division	Corporate Action Center (CAC)
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizen, G2B- Government to Business Entity, G2G-Government to Government agency
Who may avail:	All external clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	**Anti-Red Tape Authority(ARTA):** complaints@arta.gov.ph 8-478-5093 **Presidential Complaint Center (PCC)** **8888** **Contact Center ng Bayan (CCB):** email@contactcenterngbayan.gov.ph 0908-881-6565

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1.1 Client sends complex query/feedback thru Government Channel 1.2 Government Channel endorses feedback/transaction to CAC	1.1 Receive endorsement from Government Channel	None	3 working days (Initial action must be done within 72 hours)+D290	CAC Technical Point Person

	1.2 Read client's concern and check available contact information.			
2. Provide requested information	2.1 Contact client thru phone or text (if available), ask/clarify concern and request for name and PIN and other required information as necessary.			
	2.2 Record initial action in Government Channel's online system and upload documentation. Contact information of CAC for follow-up is provided			
	2.3 View client's profile using Customer Service Management System (CSMS) and assess information needs of client (including other aspects of participation in the National Health Insurance Program.)			
	2.4 Coordinate and endorse complex transaction with concerned office via email for documentation.			
	2.5 Encode transaction and initial actions in Government Channel's online system and in CSMS and log sheet.			
3. Provide requested information	3. Request client for additional information/documents required for processing, if applicable. Note: Includes at least 3 correct information validated against client's database records for information security purposes, if applicable.		8 working days	Other Office (Action Officer Designate of Concerned Office)
4. Receive services and/or final response	4.1 Conduct review and approval process and provide services as may be related to the clients concern, in accordance with existing corporate policies and procedures. Note: These may also include appropriate redress for non-conforming services i.e. re-work, correction of errors, correction of other affected processes or services, and giving of apology to the client.			

	4.2 Prepare final response letter to client using spiel and based on available information. Note: For services that have long processing time (i.e. claims, employer billing, claim appeal, etc.), current status may just be provided as final response, provided that contact information for follow-up is duly communication.		3 working days	
	4.3 Record status of transaction in CSMS and endorse to CAC Technical Point Person for closure		3 working days	
	4.4 Review draft response letter			
	4.5 Sign final response			
6. Receive final response letter	6.1 Release response letter to client via email (if available) or thru PhilHealth Mailing Section.			
	6.2 Record status of transaction in CSMS and endorse to CAC Technical Point Person for closure		3 working days	
	6.3 Record resolution of transaction and upload documentation in Government Channel's online system. Contact information of CAC for follow-up is provided.			
	6.4 Close the transaction ticket in CSMS			
	TOTAL	**None**	**20 working days**	

10. HANDLING OF HIGHLY TECHNICAL CLIENT QUERIES AND FEEBACK THRU CALLBACK CHANNEL

Technical queries or feedback from external clients via Callback Channel 0917-898-7442

Office/Division	Corporate Action Center (CAC)
Classification	Highly Technical
Type of Transaction	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government agency
Who may avail:	All external clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	Corporate Action Center Callback Channel: 0917-898-7442

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send the following highly technical text message to 0917-898-7442 "PHIC callback [space] Mobile No. or Metro Manila Landline [space] details of simple concern".	1. Retrieve requests for callback from SMS System and endorse to Callback Team Leader.	NONE	3 working days	Receiving staff
2. Wait for callback within 3 days	2. Sort and distribute a minimum of 80 valid queries to each assigned agent per day.			Call Channel Team Leader (Monitoring Officer Designate)
3. Receive Call from agent.	3. Call the client and use the standard opening spiel.			Call Agent (Action Officer Designate)
4. Give consent on use of personal data in order to proceed with query	4. Secure consent on use of personal data in the transaction and for quality assurance purposes.			
5. Provide requested information	5. Ask/clarify client's concern as necessary and request for name and PIN and other required information			

None	5.1 View client's profile using Customer Service Management System (CSMS) and assess information needs of client (including other aspects of participation in the National Health Insurance Program.)			
6. Answer security questions	6. Perform information security protocol, if involving sensitive personal information			
7. Receive response	7.1 Provide response to the query or feedback including other relevant information using spiels			
	7.2 Provide contact details and transaction reference number for follow-up			
	7.3 Encode transaction in CSMS/Logsheet and close directly resolved transaction.			
	7.4 Escalate complex transaction to Team Leader for level 2 resolution of other office.			
	7.5 Coordinate and endorse transaction to reponsible office thru CSMS, and recoird in CAC Logsheet			Call Channel Team Leader (Monitoring Officer Designate)
8. Provide requested information	8. Request client for additional information/documents required for processing, if lacking Note: Includes at least 3 correct information validated against client's database records for information security purposes, if applicable.		17 working days	Other office (Action Officer Designate of Concerned Office)
9. Receive services and/or final response	9.1 Conduct review and approval process and provide services as may be realted to the client's concern, in accordance with existing corporate policies and procedures. Note: This may include appropriate redress for non-confirming services i.e. re-work, correction of errors giving of apology to the client, correction of other affected processes or services.			

	9.2 Communicate final response to client Note: For services that have long processing time (i.e. claims, employer billing, claim appeal, etc.), current status may just be provided as final response, provided that contact information for follow-up is duly communicated.			
	TOTAL	**None**	**20 working days**	

Note: TAT is based on CAC capacity with outsourced provider to manage regular volume of requests for callback, with quota set at 80 queries per agent per day. Callback requests are deemed expired after 72 hours. As allowed under EODB Law, TAT extension of additional 3 working days may be ap=plied for simple transactions, provided that, client is informed prior to deadline.

11. HANDLING OF HIGHLY TECHNICAL CLIENT QUERIES AND FEEDBACK VIA EMAIL

Queries or feedback from external clients received by Corporate Action Center via email (actioncenter@philhealth.gov.ph). These transactions are for endorsement by CAC and for Level 2 resolution of another office involving provision of core services (i.e. membership, collection, claims, accreditation, etc.) and/or review and management approval process.

Office/Division	Corporate Action Center (CAC)			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government agency			
Who may avail:	All external clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		Corporate Action Center channel: actioncenter@philhealth.gov.ph		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send simple email to actioncenter@philhealth.gov.ph	1.1 Sort and distribute 80 valid emails to agents	None	3 working days	Email Team Lead (Monitoring Officer Designate
none	1.2 Read email and check available information for database look-up			Email Agent (Action Officer Designate)
None	1.3 View client's profile using Customer Service Management System (CSMS) and assess information needs of client (including other aspects of participation in the National Healh Insurance Program)			
2. Receive final response	2.1 Respond to email using spiel based on available information. Note:			

	Response may be as follows: -Final response (if information/document provided is sufficient to make a response) -Request for client to provide additional information/documents Contact information of CAC for follow-up is provided.			
None	2.2 Encode transaction in CSMS/tally sheet.			
	2.3 Escalate complex transaction to Team Leader for resolution of other office.			
	2.4 Coordinate and endorse to responsible office thru CSMS, and record in CAC Log Sheet			Email Team Leader (Monitoring Officer Designate)
3. Provide requested information	3. Request aclient for additional information/documents required for processing, if applicable. **Note:** Includes at least 3 correct information validated against client's database recored for information security purposes, if applicable		17 working days	Other office (Action Officer Designate of Concerned Office)
4. Receive services and/or final response	4.1 Conduct review and approval process and provide services as may be related to the client's concern, in accordance with existing corporate policies and procedures. **Note:** These may also inclde appropriate redress for non-conforming services i.e. re-work, correction of errors, correction of other affected processes or services, and giving of apology to the client.			
	4.2 Communicate final response to client **Note:** For services that have long processing time (i.e. claims, employer billing, claim appeal, etc.), current status			

	may just be provided as final response, provided that contact information for follow-up is duly communicated.			
	4.3 Review draft response letter			
	4.4 Revise draft response letter			
	4.5 Sign final respone			
5. Receive final response letter	5. Release response letter to client			
	TOTAL	**None**	**20 working days**	

Note: TAT of 3 days for endorsments include cycle time. It is based on current capacity with outsourced provider to manage regular volume of emails, with quota set at 80 per agent per day. As allowed under EODB Law, TAT extension of additional 7working days may be applied for complex transactions, provided tat, client is indformed prior to deadline

12. HANDLING OF HIGHLY TECHNICAL CLIENT QUERIES AND FEEDBACK VIA SOCIAL MEDIA

Queries or feedback from external clients received by Corporate Action Center via "PhilHealth official" Facebook page, for endosement by CAC and for Level 2 resolution of another office involving provision of core services (i.e. membership, collection, claims. accreditation, etc) with review and management approval process.

Office/Division	Corporate Action Center (CAC)			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Citizen, G2B- Government to Business Entity, G2G-Government to Government agency			
Who may avail:	All external clietns			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		Corporate Action Center channels: "PhilHealthOfficial Facebook page"		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send simple email to actioncenter@philhealth.gov.ph	1.1 Sort and distribute 80 valid emails to agents	None	3 working days	Social Media Agent (Action Officer Designate)
none	1.2 Read email and check available information for database look-up			
None	1.3 View client's profile using Customer Service Management System (CSMS) and assess information needs of client (including other aspects of participation in the National Heallh Insurance Program)			
2. Receive final response	2.1 Respond to email using spiel based on available information. Note: Response may be as follows:			

	-Final response (if information/document provided is sufficient to make a response) -Request for client to provide additional information/documents Contact information of CAC for follow-up is provided.			
None	2.2 Encode transaction in CSMS/tally sheet.			
	2.3 Escalate complex transaction to Team Leader for resolution of other office.			
	2.4 Coordinate and endorse to responsible office thru CSMS, and record in CAC Log Sheet			
3. Provide requested information	3. Request aclient for additional information/documents required for processing, if applicable. **Note:** Includes at least 3 correct information validated against client's database recored for information security purposes, if applicable			
4. Receive services and/or final response	4.1 Conduct review and approval process and provide services as may be related to the client's concern, in accordance with existing corporate policies and procedures. **Note:** These may also inclde appropriate redress for non-conforming services i.e. re-work, correction of errors, correction of other affected processes or services, and giving of apology to the client.			
	4.2 Communicate final response to client **Note:** For services that have long processing time (i.e. claims, employer billing, claim appeal, etc.), current status may just be provided as final response, provided that contact information for follow-up is duly communicated.			
	4.3 Review draft response letter			

	4.4 Revise draft response letter			
	4.5 Sign final respone			
5. Receive final response letter	5. Release response letter to client			
	5.2 Provide contact details and transaction reference number for follow-up			
	5.3Provide closing spiel			
	5.4 Encode transaction in CSMS/Tallysheet and close directly resolved transaction.			
6. Provide requested information	6. Request client for additional information/documents required for processing, if applicable. **Note:** Includes at least 3 correct information validated against client's database records for information security purposes, if applicable,		17 working days	Social Media Team Leader (Monitoring Officer Designate)
7. Receive services and/or final responses	7.1 Conduct review and approval processes and provide services as may be related to the client's concern, in accordance with existing corporate policies and procedures. **Note:** These may also include appropriate redress for non-conforming services i.e. re-work, correction of errors, correction of other affected processes or services, and giving of apology to the client.			Other office (Action Officer Designate of Concerned Office)
	7.2 Communicate final response to client **Note:** For services that have long processing time (i.e. claims, employer billing, claim appeal, etc.), current status may just be provided that contact information for follow-up is duly communicated			
None	7.3 Review of draft response letter			
None	7.4 Revise draft response letter as necessary			

None	7.5 Sign final response			
8. Receive final response letter	8. Release response letter to client			
	TOTAL	**None**	**20 working days**	

13. HANDLING OF SIMPLE CLIENT QUERIES AND FEEBACK LODGED TO GOVERNMENT CHANNELS (LEVEL 1- FOR DIRECT RESOLUTION OF CAC)

Simple queries or feedback from external client lodged to Government Channels i.e. 8888, CSC-CCB and ARTA (with online system), for direct resolution by CAC using pre-approved spiels and not requiring reviwe and approval process.

Office/Division	Corporate Action Center (CAC)			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen, G2B- Government to Business Entity, G2G-Government to Government agency			
Who may avail:	All external clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		**Anti-Red Tape Authority(ARTA):** complaints@arta.gov.ph 8-478-5093 **Presidential Complaint Center (PCC)** **8888** **Contact Center ng Bayan (CCB):** email@contactcenterngbayan.gov.ph 0908-881-6565		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1.1 Client sends query/feedback thru Government Channel 1.2 Government Channel endorses feedback/transaction to CAC	1.1 Receive endorsement from Government Channel	None	3 working days	CAC Technical Point Person
	1.2 Read client's concern and check available contact information.			

2. Provide requested information	2.1 Contact client thru phone or text (if available), ask/clarify concern and request for name and PIN and other required information as necessary.			
	2.2 Record initial action in Government Channel's online system and upload documentation. Contact information of CAC for follow-up is provided			
	2.3 View client's profile using Customer Service Management System (CSMS) and assess information needs of client (including other aspects of participation in the National Health Insurance Program.)			
3. Receive final response	3.1 Immediately resolve simple concern through text or email for documentation.			
	3.2 Record resolution of transaction in Government Channel's online system and upload documentation. Contact information of CAC for follow-up is provided.			
	3.3 Record transaction in CSMS and close directly resolved transaction.			
	TOTAL	**None**	**3 working days**	

14. HANDLING OF SIMPLE CLIENT QUERIES AND FEEDBACK THRU CALLBACK CHANNEL

Simple queries or feedback from external clients via Callback Channel 0917-898-7442

Office/Division	Corporate Action Center (CAC)
Classification	Simple queries or feedback from external clients via Callback Channel 0917-898-7442
Type of Transaction	G2C- Government to Citizen, G2B- Government to Business Entity, G2G-Government to Government agency
Who may avail:	All external Clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	Corporate Action Center Callback Channel: 0917-898-7442

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send the following simple text message to 0917-898-7442 "PHIC callback [space] Mobile No. or Metro Manila Landline [space] details of simple concern".	1. Retrieve requests for callback from SMS System and endorse to Callback Team Leader.	None	3 working days	Receiving staff
2. Wait for callback within 3 days	2. Sort and distribute a minimum of 80 valid queries to each assigned agent per day.			Call Channel Team Leader (Monitoring Officer Designate)
3. Receive Call from agent.	3. Call the client and use the standard opening spiel.			Call Agent (Action Officer Designate)
4. Give consent on use of personal data in order to proceed with query	4. Secure consent on use of personal data in the transaction and for quality assurance purposes.			
5. Provide requested information	5.1 Ask/clarify client's concern as necessary and request for name and PIN and other required information.			

	5.2 View client's profile using Customer Service Management System (CSMS) and assess information needs of client (including other aspects of participation in the National Health Insurance Program.)			
6. Answer security questions	6. Perform information security protocol, if involving sensitive personal information			
7. Receive response	7.1 Provide response to the query or feedback including other relevant information using spiels			
	7.2 Provide contact details and transaction reference number for follow-up			
	7.3 Encode transaction in CSMS/Logsheet and close directly resolved transaction.			
	7.4 Escalate complex transaction to Team Leader for level 2 resolution of other office.			
	7.5 Coordinate and endorse transaction to responsible office thru CSMS, and record in CAC Logsheet			Call Channel Team Leader (Monitoring Officer Designate)
	TOTAL	**None**	**3 working days**	

Note: TAT is based on CAC capacity with outsourced provider to manage regular volume of requests for callback, with quota set at 80 queries per agent per day. Callback requests are deemed expired after 72 hours. As allowed under EODB Law, TAT extension of additional 3 working days may be applied for simple transactions, provided that, client is informed prior to deadline.

15. HANDLING OF SIMPLE CLIENT QUERIES AND FEEBACK THRU EMAIL

Simple ministerial queries or feedback from external clients via actioncenter@philhealth.gov.ph for direct resolution of CAC.

Office/Division	Corporate Action Center (CAC)			
Classification	SIMPLE			
Type of Transaction	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government agency			
Who may avail:	All external clients			
Note: TAT is based on CAC capacity with outsourced provider to manage regular volume of requests for callback, with quota set at 80 queries per agent per day. Callback requests are deemed expired after 72 hours. As allowed under EODB Law, TAT extension of additional 3 working days may be ap=plied for simple transactions, provided that, client is informed prior to deadline.				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		Corporate Action Center		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send simple email to actioncenter@philhealth.gov.ph	1.1 Sort and distribute 80 valid emails to agents	None	3 working days	Email Team Leader (Monitoring Officer Designate)
None	1.2 Read email and check available information for database look-up			Email Agent (Action Officer Designate)
None	1.3 View client's profile using Customer Service Management System (CSMS) and assess information needs of client (including aspects of participation in the National Health Insurance Program.)			
2. Receive final response	2.1 Respond to email using spiel based on available information. Note: Response may be as follows:			

	-Final response (if information/documents provided is sufficient to make a response) -Request for client to provide additional information/documents Contact information of CAC for follow-up is provided.			
	2.2 Encode transactions in CSMS/Tally sheet and close directly resolved transaction.			
	Total:	**None**	**3 working days**	

Note: TAT is based on CAC capacity with outsourced provider to manage regular volume of requests for callback, with quota set at 80 queries per agent per day. Callback requests are deemed expired after 72 hours. As allowed under EODB Law, TAT extension of additional 3 working days may be ap=plied for simple transactions, provided that, client is informed prior to deadline.

16. HANDLING OF SIMPLE CLIENT QUERIES AND FEEDBACK IVA CAC WALK-IN COUNTER

Simple queries or feedback from external clients via CAC Walk-in Counter

Office/Division	Corporate Action Center (CAC)
Classification	Simple
Type of Transaction	G2C- Government to Citizen, G2B- Government to Business Entity, G2G-Government to Government agency
Who may avail:	All external clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	**CAC Walk-in Counter** Room 706, CityState Center, 709 Shae Boulevard, Oranbo, Pasig City
Core processes on membership, collection, benefit availment and accreditation are not availlable at CAC.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit simple query/feedback at CAC Walk-in Counter	1. Respond with standard opening spiel	None	8 minutes	Walk-In Agent (Action Officer Designate)
2. Give consent on use of perosnal data in order to proceed with query	2. Secure consent on use of peronal data in the transaction and for quality assurance purposes			
3. Provide requested information	3.1 Ask/clarify client's concern as necessary and request for name and PIN and other required information.			
	3.2 View client's profile using Customer Service Management System (CSMS) and assess information needs of client			

	(including other aspects of participation in the National Health Insurance Program.)			
4. Answer security questions	4. Perform information security protocol, if involving sensitive personal information			
5. Receive final response and information materials	5.1 Provide response to the query or feedback including other relevant information using spiels			
	5.2 Provide contact details and transaction reference number for follow-up			
	5.3 Encode transaction in CSMS and log sheet and close directly resolved transaction.			
	TOTAL	**None**	**8 minutes**	

17. HANDLING OF SIMPLE CLIENT QUERIES AND FEEDBACK VIA SOCIAL MEDIA

Simple and ministerial queries or feedabck from external clients via 'PhilHealthOfficial" Facebook page for direct resolution by CAC.

Office/Division	Corporate Action Center (CAC)			
Classification	Highly Technical			
Type of Transaction	G2C-Government to Citizen, G2B-Government to Business Entity, G2G-Government to Government agency			
Who may avail:	All external clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		Corporate Action Center channel "PhilHealthOfficial Facebook page "		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send simple email to actioncenter@philhealth.gov.ph	1.1 Sort and distribute 80 valid emails to agents	None	3 working days	Social Media Agent (Action Officer Designate)
none	1.2 Read email and check available information for database look-up			
None	1.3 View client's profile using Customer Service Management System (CSMS) and assess information needs of client (including other aspects of participation in the National Healh Insurance Program)			
2. Receive final response	2.1 Respond to email using spiel based on available information. Note: Response may be as follows: -Final response (if information/document provided is sufficient to make a response)			

	-Request for client to provide additional information/documents Contact information of CAC for follow-up is provided.			
None	2.2 Encode transaction in CSMS/tally sheet.			
	2.3 Escalate complex transaction to Team Leader for resolution of other office.			
	2.4 Coordinate and endorse to responsible office thru CSMS, and record in CAC Log Sheet			
3. Provide requested information	3. Request aclient for additional information/documents required for processing, if applicable. **Note:** Includes at least 3 correct information validated against client's database recored for information security purposes, if applicable			
4. Receive services and/or final response	4.1 Conduct review and approval process and provide services as may be related to the client's concern, in accordance with existing corporate policies and procedures. **Note:** These may also inclde appropriate redress for non-conforming services i.e. re-work, correction of errors, correction of other affected processes or services, and giving of apology to the client.			
	4.2 Communicate final response to client **Note:** For services that have long processing time (i.e. claims, employer billing, claim appeal, etc.), current status may just be provided as final response, provided that contact information for follow-up is duly communicated.			
	4.3 Review draft response letter			
	4.4 Revise draft response letter			
	4.5 Sign final respone			

5. Receive final response letter	5. Release response letter to client			
	5.2 Provide contact details and transaction reference number for follow-up			
	5.3Provide closing spiel			
	5.4 Encode transaction in CSMS/Tallysheet and close directly resolved transaction.			
	TOTAL	**None**	**3 working days**	

CORPORATE MARKETING DEPARTMENT

1. REQUEST FOR SPONSORSHIP OF EXTERNAL EVENT

Request made by an external party for the sponsorship of an event in exchange for promotions/media mileage for PhilHealth

Office/Division	COPORATE MARKETING DEPARTMENT (CorMar)
Classification	Highly Technical
Type of Transaction	All (G2G, G2B, G2C)
Who may avail:	Business entities or other government organizations

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Sponsorship proposal	Proposing entity
2. Company/Proponent Profile including nature of request such as target audience, sponsorship package/office, and media value	
3. BIR Form 2303 (Certificate of Registration)	
4. Sample Official Receipt (OR)	
5. Event Sponsorship Review (ESR)	CorMar
6. Letter of Approval	
7. Originally signed QLnotarized Sponsorship Agreement	
8. Billing Statement	Proposing entity
9. Certificate of Availability of Funds (CAF)	CorMar
10. Survey Forms	
11. After-Event Report	
12. Copy of posting/advertising/display during event	Proposing entity
13. Sponsorship Certification	CorMar
14. Budget Utilization Request (BUR)	
15. BIR Forms 2306/2307	
16. Other documentary requirements per CO No. 2020-0019	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

				(Position of Supervisor)
1. Send letter request for sponsorship proposal to CorMar together with Company Profile and if applicable, Copy of BIR Form 2303 and Sample OR	1.1 Receive request from requesting office	None	1 day	Critical Support Team (CST)
	1.2 Encode in the Document Tracking System (DTS)			
	1.3. Endorse to Events Mangement Team (EMT)			
	1.4 Evaluate proposal based on criteria		2 days	Events Management Team (EMT) Budget Officer Designate (BOD)
	1.5 Prepare Event Sponsorship Review (ESR)			
	1.6 Endorse ESR to VP-CAG for approval a. Approved: Proceed to No. 2.1 b. Disapproved: Send regret letter		3 days	
2. Receive approval or regret letter	2.1 Prepare letter of approval and Sponsorship Agreement			
3. Sign the Sponsorship Agreement	3.1 Sign and/or notarize sponsorship Agreement		3 days	
4. Receive documents and materials/services	4.1 Provide copy of agreement and materials/services			
	4.2 Prepare Certificate of Availability of Funds (CAF) for processing of Comptrollership Department (if applicable)			Budget Officer Designate
5. Conduct event	5.1 Set-up materials as per agreed media values		1 day	EMT
6. Deliver/provide agreed media values per approved schedule	6.1 Check and monitor compliance as per agreed deliverables and to PhilHealth branding standards			
	6.2 Document event			

7. Send Billing Statement and other document of deliverables	7.1 Prepare After Event Report together with documentation, event paraphernalia, and summary of survey results		5 days	EMT
	7.2 Review report and approve		2 days	SM - CorMar; VP - CAG
	7.3 Prepare Budget Utilization Request (BUR) and print Disbursement Voucher (DV); attach BIR Forms 2306-2307 and submit to Comptrollership Department for payment processing (if applicable)		3 days	BOD; Procurement Officer Designate
	TOTAL	**None**	**20 days**	

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SOCIAL HEALTH INSURANCE ACADEMY

1. CONDUCT OF CERTIFICATE COURSE ON ICD-10 TRAINING

Request made by a group of private individuals or healthcare providers (HCPS) to attend the conduct of the Certificate Course on ICD-10 Coding

Office/Division	Social Health Insurance Academy (SHIA)			
Classification	Highly Technical			
Type of Transaction	G2C – Government to External			
Who may avail:	Healthcare Providers staff or any private individual			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Certificate Course on ICD-10 Checklist		Social Health Insurance Academy (SHIA)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Inquire via phone call or email on the schedule of ICD-10 training	1. Receive request and took down notes of the name, email address, phone numbers and affiliation of the caller/individual	None	3 Minutes	ICD-10 secretariat
	2. Discuss with the ICD-10 team the possibility of conducting the training. a. Check SHIA calendar of activities b. See if with available ICD-10 speakers c. Discuss the possible venue/date		2 Days	ICD-10 Team and SHIA SM
	3. Once a minimum number of participants is reached, and availability of speakers are confirmed, the ICD-10 registration forms are sent to the participants.		1 Day	ICD-10 secretariat

2. Fill-out Registration Form and send back to SHIA	4. Follow up with all the participants/received filled-out registration forms		1 Day	ICD-10 secretariat
NONE	5. Prepare Corporate Personnel Order (CPO) and other documentary requirements.		1 Day	Training Specialist-IV and ICD-10 secretariat
NONE	6. Follow-up signing of the CPO and start to work on the hotel quotations/catering. Make sure to count the 14 days (if with lease of venue) or 7 days (if catering services only) for submission to SBAC.		5 days	ICD-10 secretariat
NONE	7. Prepare presentation materials, participants kits, ICD-10 books, etc. (based on checklist)		2 Days	Training Specialist-IV and ICD-10 secretariat
3. Attend the ICD-10 Coding, pay the course fee	8. Receive course payment and issue O.R.	P10,000 (includes training fee, meals for 5 days, training materials, and certificates)	5 Days (actual conduct of the course)	ICD-10 Team and Speakers
	9. Conduct the Certificate Course on ICD-10 Coding			
	TOTAL	**None**	**2 days**	

OPERATIONS SECTOR

EXTERNAL SERVICES

Volume 5

OFFICE OF THE EXECUTIVE VICE-PRESIDENT AND CHIEF OPERATING OFFICER

OFFICE OF THE EXECUTIVE VICE-PRESIDENT AND CHIEF OPERATING OFFICER

1. HANDLING OF ENDORSED DOCUMENTS

This covers the handling of documents received from internal and external clients.

Office/Division	Office of the Executive Vice President and Chief Operating Officer			
Classification	Complex			
Type of Transaction	G2C-Governmeny to Citizen, G2B- Government to Business, G2G - Government to Government			
Who may avail:	PhilHealth Employees, Other Government Agencies and Public			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit the document/s to the Office of the EVP and COO through personal delivery or mail/courier/ email.	1.1 Receive and review the document/s for completeness and accuracy	None	10 minutes	Clerk III
	1.2 Stamp received the duplicate/receiving copy and return to the client	None	5 minutes	Clerk III
	1.3 Proceed to the assignment of document tracking number and encode details in the Receiving Monitoring Sheet	None	15 minutes	Clerk III
	1.4 Prepare a routing slip addressed to the Technical Staff, requesting their review and endorsement of the documents	None	10 minutes	Clerk III
	1.5.Receive the document/s from the Clerk III	None	15 minutes	Technical Staff

	1.5.1 If there are any discrepancies, prepare transmittal slip to the concerned department/unit for further action	None		Technical Staff
	1.5.2 If there are no discrepancies, endorse the documents to the Executive Assistant with a brief report for their review	None	1 day	Technical Staff
	1.6 Receive the endorsed document/s from the Technical Staff	None	10 minutes	Executive Assistant
	1.7 Review the document for compliance with existing policies and procedures. If any changes are needed, inform the Clerk III and Technical Staff.	None	1 - 2 days	Executive Assistant
	1.8 Submit the document/s to the EVP and COO for approval and/or instruction	None	1 day	Executive Assistant
	1.9 Forward the documents to the Executive Assistant, once approved or with instruction	None	1 day	Executive Vice President and COO
	1.10 Review the return documents and forward the them to the Clerk III for routing the concerned department/unit.	None	1 day	Executive Assistant
	1.11 Scan the document/s for record keeping	None	30 minutes	Clerk III
	1.12 Route the physical document/s to the concerned recipient.	None	1 hour	Clerk III
2. Received the approved or with instruction document	2. Record the document in the Outgoing Monitoring Sheet.	None	30 minutes	Clerk III
	TOTAL	**None**	**6 days, 3 hours and 5 minutes**	

PhilHealth
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LEGAL SECTOR

EXTERNAL SERVICES

Volume 6

FACT FINDING AND INVESTIGATION DEPARTMENT
INTERNAL LEGAL DEPARTMENT
PROSECUTION DEPARTMENT

FACT-FINDING, INVESTIGATION, AND ENFORCEMENT DEPARTMENT

1. ISSUANCE OF CERTIFICATE OF ONGOING/PENDING INVESTIGATION, AND ENFORCEMENT DEPARTMENT

Issuance of Certification is on a per request basis

Office/Division	FACT-FINDING, INVESTIGATION, AND ENFORCEMENT DEPARTMENT			
Classification	COMPLEX			
Type of Transaction	G2G-GOVERNMENT TO GOVERNMENT			
Who may avail:	Accreditation Committee- PRO and Accreditation Department			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter Request (Single Transition)		Accreditation Office/Committee Proposal		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
Forward Letter request to FFIED	1.1 Receipt and recording of the request in the department's transaction recording system	None	1 day	Administrative Personnel
	1.2 Evaluate the request			Administrative Personnel
	1.3 Endorse to appropriate Section to facilitate request			Department Manger
	1.4 Administrative Personnel to look into the database		1 hour	Administrative Personnel
	1.5 Prepare the certification letter		7 days (depending on the complexity of the request)	Administrative Personnel
	1.6 Seek approval from Department Manager		3 hours	Administrative Personnel
	1.7 Endorse to requesting office			Administrative Personnel
	TOTAL	**None**	**8 days, 4 hours**	

INTERNAL LEGAL DEPARTMENT

1. CONTRACT REVIEW

Render contract review on all contracts or agreements to be entered into by the corporation to ensure that the provisions in the contract are consistent with the law and applicable rules, equitable and not prejudicial to the corporation.

Office/Division	Internal Legal Departement (ILD)			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government.			
Who may avail:	PhilHealth Regional Offices(PROS), Departments, Offices, Private Parties			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Memorandum requesting for Contract Review (1 original copy)		Requesting office		
Final draft contract/ agreement/ document/ subject for review (original copy or photocopy) (1 copy)				
Certification of Complete Staff Work (CSW)-(1 original copy)				
Certification of Risk Assessment (if necessary)-(1 original copy)				
Other pertinent documents (if necessary)-(original copy or photocopy) (1 copy)				
If originated from PROs, initial evaluation & recommendation from PRO Legal Office (1 original copy)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Endorse the request including all the necessary documents to ILD	1.1 Receipt of indorsement of the request including all the necessary documents to the Internal Legal Department (ILD)	None	1 working day	Receiving Clerk/ Legal Assistant from OSVP-LS Receiving Clerk / Legal Assistant - ILD
	1.2 Evaluate and assign the request for contract review/opinion Atty IV./V		2 working days	Senior Manager , ILD
	1.3 Conduct research on the laws and regulations pertinent to the contract to be reviewed			Atty. IV/V/ Legal Researcher-ILD

	1.4 Draft contract review/issue legal certification		10 working days	Atty. IV/V/ Legal Researcher-ILD
	1.5 Approve/Modify the draft contract review		6 working days	Senior Manager , ILD
	1.6 Recommend for approval by the SVP-LS			
	1.7 Indorse to OSVP-LS		1 working day	Legal Assistant-ILD
	TOTAL	**None**	**20 working days**	

PROSECUTION DEPARTMENT

1. CERTIFICATION ON PENDING/ONGOING ADMINISTRATIVE COMPLAINTS AGAINST HEALTH CARE PROVIDERS (HCPS) AND MEMBERS

Issue certification on the statues of the administrative complaints filed by the ffied and by the 17 Philhealth regional offices

Office/Division	PROSECUTION DEPARTMENT
Classification	HIGHLY TECHNICAL
Type of Transaction	G2B/G2G
Who may avail:	PhilHealth Head Office Departments, Regional Offices and other government entities such as NBI, COA, and Concerned Institutional and professional health care providers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
If External Clients, Letter Request approved and endorsed by the OPCEO	Requesting Office
If Internal Clients, Letter Request approved by the Head of the Department	
If emailed Requests, should be approved and endorsed by the Department for Internal Requests	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit/Endorse the duly approved Letter request to eh Receiving staff/Personnel	1.1 Stamp "received" with date	None	1 working day	Head of the Department/OIC
	1.2 Refer the request to the Head of the Department for approval	None	1 working day	Head of the Department/OIC
	1.3 Instruct the Admin staff/personnel to validate/check and prepare the certification	None	1-7 working days (depending on the the frequency or nature of request	Special Investigator IV
	1.4 Prepare the Certification	None	1 working day	Head of the Department/OIC

	1.5 Sign the Certification		1 working day	Head of the Department/OIC
	1.6 Endorse the signed Certification for sending/mailing		1 working day	Head of the Department/OIC
	1.7 Send the Certification to the requesting office either by personal service, email or mail		2 working days	Attorney V
	TOTAL	**None**	**14 working days**	

MEMBER MANAGEMENT GROUP

EXTERNAL SERVICES

Volume 7

MEMBER MANAGEMENT GROUP
SPECIAL PROGRAM DEPARTMENT

MEMBER MANAGEMENT GROUP

1. ADJUSTMENT, CORRECTION AND DELETION OF PREMIUM CONTRIBUTION (WALK-IN AND THROUGH E-MAIL)

This service allows for the adjustment, correction and deletion of premium contributions (as necessary).

Office/Division	Member Management Group - (Special Programs Department)
Classification	Complex
Type of Transaction	G2G– Government to Government; G2B- Government to Business Entity
Who may avail:	Migrant Workers, Filipinos Living Abroad and Filipinos with Dual Citizenship

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Walk-in Original copy of duly accomplished Data Amendment Request Form (DARF) Photocopy of official receipt or any proof of premium payment Photocopy of at least 1 valid photo-bearing ID of the member (original ID needs to be presented) Additional requirements if through a representative: Original copy of authorization letter issued by the member Photocopy of at least 1 valid photo-bearing ID of the representative (original ID needs to be presented) and the member	DARF can be secured from any PhilHealth office or requested through ofp@philhealth.gov.ph.
Through e-mail Scanned copy of duly accomplished Data Amendment Request Form (DARF) Scanned copy of official receipt or any proof of premium payment Scanned copy of at least 1 valid photo-bearing ID of the member Additional requirements if through a representative: Scanned copy of authorization letter issued by the member Scanned copy of at least 1 valid photo-bearing ID of the representative and the member	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit the required documents to the assigned staff (for walk-in) or email the same to ofp@philhealth.gov.ph (through e-mail).	1.1 Receive the required documents from the member/representative (for walk-in) or print the required documents (through e-mail).	None	1 day per DARF (Walk-in) 3 days per DARF (Through e-mail; but still depends on the number of e-mails received)	Social Insurance Assistant I or any authorized staff of the Special Programs Department
	1.2 Evaluate and review the received documents from other offices such as PhilHealth Regional Offices or ACAs.	None		
	1.3 Print the required documents from other offices such as PhilHealth Regional Offices or ACAs.	None		
2. Receives the Reply / Resolutions / Clarifications / Recommendations.	2.1. Check for the completeness of documents and correctness of data.	None		
	2.2. Process adjustment, correction or deletion of premium contribution.	None		
	2.3. Inform the member/representative that request has already processed and the amended data can be verified through the PhilHealth Member Portal.	None		
	2.4. If the request has been received from other offices, endorse the amended data back to the requesting office.	None		
	TOTAL	**None**	**1 day per DARF for walk-in** **3 days per DARF for e-mail**	

2. AMENDMENT OF MEMBER DATA RECORD (WALK-IN AND THROUGH E-MAIL)

This service allows members to update, amend, or correct their information and membership category.

Office/Division	Member Management Group - Special Program Department
Classification	Simple
Type of Transaction	G2G– Government to Government; G2C- Government to Citizen G2B- Government to Business Entity
Who may avail:	Concerned Internal / External CLIENTS of the Member Management Group: e.g., Members; Employers; Hospitals; or Other Government Agencie

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
To add dependents or correct data of dependent	
Walk-in Original copy of duly accomplished PhilHealth Member Registration Form (PMRF) Photocopy of at least 1 valid photo-bearing ID of the member (original ID needs to be presented) Spouse: Photocopy of Marriage Contract/Certificate Children: Photocopy of Birth Certificate or proof of adoption or guardianship Parents: Photocopy of Birth Certificate of member AND Photocopy of ANY of the following: Birth Certificate of parent, Senior Citizen's ID issued by the Office of Senior Citizen Affairs (OSCA), or any valid ID indicating the date of birth of parent. Additional requirements if through a representative: Original copy of authorization letter issued by the member Photocopy of at least 1 valid photo-bearing ID of the representative (original ID needs to be presented)	PMRF and ER2 can be secured from any PhilHealth office, downloaded from the PhilHealth website, or requested through ofp@philhealth.gov.ph.
Through e-mail	
Scanned copy of duly accomplished PhilHealth Member Registration Form (PMRF) Selfie of the member holding a valid ID	

Scanned copy of at least 1 valid photo-bearing ID of the member Spouse: Scanned copy of Marriage Contract/Certificate Children: Scanned copy of Birth Certificate or proof of adoption or guardianship Parents: Scanned copy of Birth Certificates of parent and member Additional requirements if through a representative: Scanned copy of authorization letter issued by the member Scanned copy of at least 1 valid photo-bearing ID of the representative and the member	
To update or correct civil status	
Walk-in Original copy of duly accomplished PhilHealth Member Registration Form (PMRF) Photocopy of at least 1 valid photo-bearing ID of the member (original ID needs to be presented) Photocopy of Marriage Contract/Certificate Photocopy of Death Certificate of spouse Photocopy of Certificate of No Marriage Record (CENOMAR) Photocopy of legal documents as proof of Annulment of Marriage, Legal Separation or Declaration of Absolute Nullity of Marriage Additional requirements if through a representative: Original copy of authorization letter issued by the member Photocopy of at least 1 valid photo-bearing ID of the representative (original ID needs to be presented) Through e-mail Scanned copy of duly accomplished PhilHealth Member Registration Form (PMRF) Selfie of the member holding a valid ID Scanned copy of at least 1 valid photo-bearing ID of the member Scanned copy of Marriage Contract/Certificate	

Scanned copy of Death Certificate of spouse Scanned copy of Certificate of No Marriage Record (CENOMAR) Scanned copy of legal documents as proof of Annulment of Marriage, Legal Separation or Declaration of Absolute Nullity of Marriage Additional requirements if through a representative: Scanned copy of authorization letter issued by the member Scanned copy of at least 1 valid photo-bearing ID of the representative and the member	
To update membership category to Overseas Filipino Workers/Migrant Workers	
Walk-in Original copy of duly accomplished PhilHealth Member Registration Form (PMRF) Photocopy of at least 1 valid photo-bearing ID of the member (original ID needs to be presented) Land-based OFW: Photocopy of any of the following as proof of being an active OFW: Valid Overseas Employment Certificate (OEC) or E-receipt Valid Working Visa/ Re-entry Permit Valid Job Employment Contract Valid workers' Identification (ID) Card issued by the host country (i.e. Hong Kong ID, Iqama of Saudi, Permesso d' Soggiorno and Carta d' Identita of Italy) Any other equivalent document that will prove that the member is an active OFW, subject to the approval of authorized PhilHealth officer. Sea-based OFW: Original copy of PhilHealth Report of Employee-Members (ER2) duly accomplished by current employer/manning agency Additional requirements if through a representative: Original copy of authorization letter issued by the member Photocopy of at least 1 valid photo-bearing ID of the representative (original ID needs to be presented)	

Through e-mail Scanned copy of duly accomplished PhilHealth Member Registration Form (PMRF) Selfie of the member holding a valid ID Scanned copy of at least 1 valid photo-bearing ID of the member Land-based OFW: Scanned copy of any of the following as proof of being an active OFW: Valid Overseas Employment Certificate (OEC) or E-receipt Valid Working Visa/ Re-entry Permit Valid Job Employment Contract Valid workers' Identification (ID) Card issued by the host country (i.e. Hong Kong ID, Iqama of Saudi, Permesso d' Soggiorno and Carta d' Identita of Italy) Any other equivalent document that will prove that the member is an active OFW, subject to the approval of authorized PhilHealth officer. Sea-based OFW: Scanned copy of PhilHealth Report of Employee-Members (ER2) duly accomplished by current employer/manning agency Additional requirements if through a representative: Scanned copy of authorization letter issued by the member Scanned copy of at least 1 valid photo-bearing ID of the representative and the member	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1.1 Submit the required documents to the assigned staff (for walk-in) or email the same to ofp@philhealth.gov.ph (through e-mail).	1.1 Receive the required documents from the member/representative (for walk-in) or print the required documents (through e-mail).	None	10 minutes per PMRF (Walk-in) 3 days (Through e-mail;	Social Insurance Assistant I or any authorized staff of the

1.2 Check the Member Data Record (MDR) and verify if all data are correct.	1.2 Check for the completeness of documents and correctness of data.		but still depends on the number of e-mails received)	Special Programs Department
	1.3 Process the updating, amendment, or correction of member information and membership category, as requested.			
	1.4 Issue updated Member Data Record (MDR) (walk-in) or send an updated MDR to the member's email address (through e-mail).			
	TOTAL	**None**	**10 minutes per PMRF (Walk-in)** **3 days (Through e-mail; but still depends on the number of e-mails received)**	

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3. ENROLMENT PROCEDURES (WALK-IN AND THROUGH E-MAIL)

This service allows for the initial registration and enrolment to the National Health Insurance Program.

Office/Division	Member Management Group - (Special Programs Department)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail:	Migrant Workers, Filipinos Living Abroad and Filipinos with Dual Citizenship

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Walk-in Original copy of duly accomplished PhilHealth Member Registration Form (PMRF) Photocopy of Birth/Baptismal Certificate with registry number or any valid government issued Identification Card (ID) with date of birth such as, but not limited to (original document needs to be presented): Passport Driver's License Professional Regulations Commission (PRC) ID Integrated Bar of the Philippines (IBP) ID National Bureau of Investigation (NBI) Clearance Police Clearance Postal ID Voter's ID GSIS e-Card or SSS UMID Card Senior Citizen ID OWWA ID OFW ID TIN ID DSWD ID Government Office and Government Owned & Controlled Corporation (GOCC) ID, e.g. AFP ID, HDMF ID	PMRF and ER2 can be secured from any PhilHealth office, downloaded from the PhilHealth website, or requested through ofp@philhealth.gov.ph.

Company IDs issued by private entities or institutions registered with or supervised or regulated either by the Bangko Sentral ng Pilipinas (BSP), Securities and Exchange Commission (SEC) or Insurance Commission (IC) Photocopy of any of the following as proof of being an active OFW: Land-based OFW Valid Overseas Employment Certificate (OEC) or E-receipt Valid Working Visa/ Re-entry Permit Valid Job Employment Contract Valid workers' Identification (ID) Card issued by the host country (i.e. Hong Kong ID, Iqama of Saudi, Permesso d' Soggiorno and Carta d' Identita of Italy) Any other equivalent document that will prove that the member is an active OFW, subject to the approval of authorized PhilHealth officer. Sea-based OFW PhilHealth Report of Employee-Members (ER2) duly accomplished by current employer/manning agency Photocopy of any of the following as proof of income, subject to PhilHealth validation: Land-based OFW Valid Overseas Employment Certificate (OEC) or E-receipt Valid Job Employment Contract Valid Overseas Employment Offer Letter Certificate of Employment with Income Payslip (current) Other document PhilHealth may deem acceptable Filipinos with Dual Citizenship and other Filipinos living abroad Income Tax Return Duly notarized affivadit of income declaration	

Other acceptable proof of income, subject to PhilHealth validation Additional requirements if through a representative: Original copy of authorization letter issued by the member Photocopy of at least 1 valid photo-bearing ID of the representative (original ID needs to be presented)	
Through e-mail Scanned copy of duly accomplished PhilHealth Member Registration Form (PMRF) Scanned copy of Birth/Baptismal Certificate with registry number or any valid government issued Identification Card (ID) with date of birth such as, but not limited to (registrant needs to also send a photo/selfie of himself/herself holding the valid ID): Passport Driver’s License Professional Regulations Commission (PRC) ID Integrated Bar of the Philippines (IBP) ID National Bureau of Investigation (NBI) Clearance Police Clearance Postal ID Voter’s ID GSIS e-Card or SSS UMID Card Senior Citizen ID OWWA ID OFW ID TIN ID	

DSWD ID Government Office and Government Owned & Controlled Corporation (GOCC) ID, e.g. AFP ID, HDMF ID Company IDs issued by private entities or institutions registered with or supervised or regulated either by the Bangko Sentral ng Pilipinas (BSP), Securities and Exchange Commission (SEC) or Insurance Commission (IC) Scanned copy of any of the following as proof of being an active OFW: Land-based OFW Valid Overseas Employment Certificate (OEC) or E-receipt Valid Working Visa/ Re-entry Permit Valid Job Employment Contract Valid workers' Identification (ID) Card issued by the host country (i.e. Hong Kong ID, Iqama of Saudi, Permesso d' Soggiorno and Carta d' Identita of Italy) Any other equivalent document that will prove that the member is an active OFW, subject to the approval of authorized PhilHealth officer. Sea-based OFW PhilHealth Report of Employee-Members (ER2) duly accomplished by current employer/manning agency Scanned copy of any of the following as proof of income, subject to PhilHealth validation: Land-based OFW Valid Overseas Employment Certificate (OEC) or E-receipt Valid Job Employment Contract Valid Overseas Employment Offer Letter Certificate of Employment with Income Payslip (current) Other document PhilHealth may deem acceptable	

Filipinos with Dual Citizenship and other Filipinos living abroad
Income Tax Return
Duly notarized affivadit of income declaration
Other acceptable proof of income, subject to PhilHealth validation

Additional requirements if through a representative:
Scanned copy of authorization letter issued by the member
Scanned copy of at least 1 valid photo-bearing ID of the representative and the member

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1.1 Submit the required documents to the assigned staff (for walk-in) or email the same to ofp@philhealth.gov.ph (through e-mail).	1.1 Receive the required documents from the member/representative (for walk-in) or print the required documents (through e-mail).	Registration does not require a service fee. Contributions based on premium schedule shall be paid in any PhilHealth office or accredited collecting agent.	10 minutes per PMRF (Walk-in) 3 days (Through e-mail; but still depends on the number of e-mails received)	Social Insurance Assistant I or any authorized staff of the Special Programs Department
1.2 Check the Member Data Record (MDR) and PhilHealth Identification Card (PIC) and verify if all data are correct.	1.2 Check for the completeness of documents and correctness of data.			
1.3 Pay the required premium contributions in any PhilHealth office or accredited collecting agent and keep the official receipt.	1.3 Check database if registrant is indeed not yet a member: If not yet a member, register accordingly. If already a member, inform the member and proceed with updating the membership category, as applicable.			

	1.4 Issue updated Member Data Record (MDR) and PhilHealth Identification Card (PIC) (walk-in) or send an updated MDR to the member's email address (through e-mail).			
	2.2. Process adjustment, correction or deletion of premium contribution.			
	1.5 Advise member on the contributions pursuant to the premium schedule and ask to pay the premium contributions at the nearest PhilHealth office or accredited collecting agent.			
	TOTAL	**Registration does not require a service fee.** **Contributions based on premium schedule shall be paid in any PhilHealth office or accredited collecting agent.**	**10 minutes per PMRF (Walk-in)** **3 days (Through e-mail; but still depends on the number of e-mails received)**	

4. HANDLING OF INQUIRIES: GUIDELINES ON MEMBERSHIP, CONTRIBUTION AND BENEFIT AVAILMENT AND CLAIMS CONCERNS

This service responds to member inquiries on the following, but not limited to: Membership, Contribution, Benefit Availment and Claims

Office/Division	Member Management Group-Special Programs Department			
Classification	Simple			
Type of Transaction	G2G– Government to Government; G2C- Government to Citizen G2B- Government to Business Entity			
Who may avail:	Concerned Internal / External CLIENTS of the Member Management Group: e.g., Members; Employers; Hospitals; or Other Government Agencie			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Original copy of Transaction Slip (walk-in)		Special Programs Department		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1.1 Submit the required documents to the assigned staff (for walk-in) or email the same to ofp@philhealth.gov.ph (through e-mail).	1.1 Receive the required documents from the member/representative (for walk-in) or print the required documents (through e-mail).	None	10 minutes per PMRF (Walk-in) 3 days (Through e-mail; but still depends on the number of e-mails received)	Social Insurance Assistant I or any authorized staff of the Special Programs Department
1.2 Check the Member Data Record (MDR) and verify if all data are correct.	1.2 Check for the completeness of documents and correctness of data.			
	1.3 Process the updating, amendment, or correction of member information and membership category, as requested.			
	1.4 Issue updated Member Data Record (MDR) (walk-in) or send an updated MDR to the member's email address (through e-mail).			
	TOTAL	**None**	**10 minutes per PMRF (Walk-in)**	

			3 days (Through e-mail; but still depends on the number of e-mails received)	

5. *HANDLING OF INQUIRIES: POLICY GUIDELINES ON MEMBERSHIP, CONTRIBUTION AND BENEFIT AVAILMENT AND CLAIMS CONCERNS*

This service provides for the official Reply / Resolutions / Clarifications / Recommendations regarding inquiries pertaining to policies and guidelines concerning Membership, Contribution, and Benefit Availment.

Office/Division	Member Management Group - All Departments			
Classification	Complex			
Type of Transaction	G2G– Government to Government; G2B- Government to Business Entity G2C- Government to Citizen			
Who may avail:	Concerned Internal / External CLIENTS of the Member Management Group: e.g., Members; Employers; Hospitals; or Other Government Agencies			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Copy of documents for evaluation (Letter, Memo, Issuances and/or policies, reports and other correspondences.		Concerned offices (internal and external clients)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Endorsement of documents to the OVP-MMG for appropriate action	1.1. Receives and logs the documents containing the inquiry.	None	1 working day	Social Insurance Assistant I; Executive Assistant; OVP, MMG
	1.2. Evaluate to whom the inquiry will be endorsed for appropriate action by the concerned Segment.	None		
	1.3. Endorse to concerned Segment.	None		
	1.4. Concerned Segment receives and logs the endorsed document.	None		
	1.5. Assignment to concerned Segment head/staff for appropriate action.	None		

	1.6. Segment head/staff performs CSW and prepares draft reply memos and/or recommendations.	None	5 working days	Social Insurance Assistant / Officer / Specialist of the concerned Segment
	1.7. Endorse back to the OVP-MMG for approval of the reply memos / recommendations by the Vice President.	None		
	1.8. Review and approval by the Vice President	None	1 working day	Social Insurance Assistant I; Executive Assistant; Vice President of the OVP, MMG
2. Receives the Reply / Resolutions / Clarifications / Recommendations.	1.9. Once signed off by the Vice President, immediate endorsement to concerned stakeholders	None		
	TOTAL	**None**	**7 working days**	

6. ISSUANCE OF MEMBER DATA RECORD (WALK-IN AND THROUGH E-MAIL)

This service allows clients to request for a copy of their Member Data Record.

Office/Division	Member Management Group-Special Programs Department	
Classification	Simple	
Type of Transaction	G2C- Government to Citizen G2B- Government to Business Entity	
Who may avail:	Migrant Workers, Filipinos Living Abroad and Filipinos with Dual Citizenship	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Walk-in Original copy of Transaction Slip Photocopy of at least 1 valid photo-bearing ID of the member (original ID needs to be presented) Additional requirements if through a representative: Original copy of authorization letter issued by the member Photocopy of at least 1 valid photo-bearing ID of the representative (original ID needs to be presented)		Special Programs Department
Through e-mail Scanned copy of at least 1 valid photo-bearing ID of the member (member needs to also send a photo/selfie of himself/herself holding the ID) Member needs to provide the following information: Last Name, First Name, Middle Name Date of Birth Place of Birth Address Additional requirements if through a representative:		

Scanned copy of authorization letter issued by the member Scanned copy of at least 1 valid photo-bearing ID of the representative	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1.1 Submit the requirements to the assigned staff (for walk-in) or email the same to ofp@philhealth.gov.ph (through e-mail).	1.1 Receive the requirements from the member/representative (for walk-in and through e-mail).	None	5 minutes (Walk-in) 3 days (Through e-mail; but still depends on the number of e-mails received)	Social Insurance Assistant I or any authorized staff of the Special Programs Department
1.2 Check the Member Data Record (MDR) and verify if all data are correct.	1.2 Check for the completeness of documents and correctness of data.			
	1.3 Check database			
	1.4 Issue Member Data Record (MDR) (walk-in) or send MDR to the member's email address (through e-mail).			
	TOTAL	**None**	**5 minutes (Walk-in)** **3 days (Through e-mail; but still depends on the number of e-mails received)**	

7. ISSUANCE OF PHILHEALTH ID (WALK-IN)

This service allows clients to request for a copy of their PhilHealth IDs.

Office/Division	Member Management Group-Special Programs Department			
Classification	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may avail:	Migrant Workers, Filipinos Living Abroad and Filipinos with Dual Citizenship			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Original copy of Transaction Slip Photocopy of at least 1 valid photo-bearing ID of the member (original ID needs to be presented) Additional requirements if through a representative: Original copy of authorization letter issued by the member Photocopy of at least 1 valid photo-bearing ID of the representative (original ID needs to be presented)		Special Programs Department		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1.1 Fill-up Transaction Slip and write personal information.	1.1. Receive Transaction Slip and check database.	None	2 minutes	Social Insurance Assistant I or any authorized staff of the Special Programs Department
1.2 Receive PhilHealth Identification Card (PIC) and verify if all data are correct.	1.2. Issue PhilHealth Identification Card (PIC).		3 minutes	
	TOTAL	**None**	**5 minutes**	

8. PIN VERIFICATION (WALK-IN AND THROUGH E-MAIL)

This service allows the verification of PhilHealth Identification Number.

Office/Division	Member Management Group-Special Programs Department
Classification	Simple
Type of Transaction	G2C- Government to Citizen
Who may avail:	Migrant Workers, Filipinos Living Abroad and Filipinos with Dual Citizenship

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Walk-in Original copy of Transaction Slip Photocopy of at least 1 valid photo-bearing ID of the member (original ID needs to be presented) Additional requirements if through a representative: Original copy of authorization letter issued by the member Photocopy of at least 1 valid photo-bearing ID of the representative (original ID needs to be presented)	Special Programs Department
Through e-mail Scanned copy of at least 1 valid photo-bearing ID of the member (member needs to also send a photo/selfie of himself/herself holding the ID) Member needs to provide the following information: Last Name, First Name, Middle Name Date of Birth Place of Birth Address Additional requirements if through a representative: Scanned copy of authorization letter issued by the member Scanned copy of at least 1 valid photo-bearing ID of the representative	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1.1 Submit the requirements to the assigned staff (for walk-in) or email the same to ofp@philhealth.gov.ph (through e-mail).	1.1 Receive the requirements from the member/ representative (for walk-in and through e-mail).	None	5 minutes (Walk-in) 3 days (Through e-mail; but still depends on the number of e-mails received)	Social Insurance Assistant I or any authorized staff of the Special Programs Department
1.2 Receive the PhilHealth Identification Number (PIN).	1.2 Check for the completeness of documents and correctness of data.			
	1.3 Check database			
	1.4 Issue PhilHealth Identification Number (PIN) (walk-in) or send PIN to the member's email address (through e-mail).			
	TOTAL	**None**	**5 minutes (Walk-in)** **3 days (Through e-mail; but still depends on the number of e-mails received)**	

9. RECEIVING AND ENDORSEMENT OF CLAIMS FOR OVERSEAS CONFINEMENTS (THROUGH E-MAIL)

This service allows the receipt and facilitation of the filing of claims for overseas confinements.

Office/Division	Member Management Group-Special Programs Department
Classification	Complex
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity
Who may avail:	Migrant Workers, Filipinos Living Abroad and Filipinos with Dual Citizenship

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Scanned copy of the following (each page should be "Certified True Copy"; all should be written/translated in English): Duly accomplished PhilHealth Claim Form 1 (CF1) Official receipts of PhilHealth premium contributions Statement of Account (SOA) or its equivalent Official receipt/s or any proof of payment of hospital bills and professional fees Medical Certificate/ Medical Abstract/ Operative record (if with operation) from the attending physician as to the final diagnosis, period of confinement and services rendered	Special Programs Department

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1.1 Submit the requirements to the assigned staff (for walk-in) or email the same to ofp@philhealth.gov.ph (through e-mail).	1.1 Receive the requirements from the member/ representative (for walk-in and through e-mail).	None	5 minutes (Walk-in)	Social Insurance Assistant I or any authorized staff of the Special Programs Department

1.2 Receive the PhilHealth Identification Number (PIN).	1.2 Check for the completeness of documents and correctness of data.		3 days (Through e-mail; but still depends on the number of e-mails received)	
	1.3 Check database			
	1.4 Issue PhilHealth Identification Number (PIN) (walk-in) or send PIN to the member's email address (through e-mail).			
	TOTAL	**None**	**5 minutes (Walk-in)** **3 days (Through e-mail; but still depends on the number of e-mails received)**	

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10. REQUEST FOR MARKETING COLLATERALS

The service allows stakeholders to request marketing collaterals through the Special Programs Department.

Office/Division	Member Management Group-Special Programs Department			
Classification	Complex			
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request letter (original and/or via email); or		Requesting stakeholder		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit Request letter to Administrative Receiving Officer	1.1 Receive and stamp the date of receipt on the letter and forward the same to the Senior Manager	None	1 day	Administrative Receiving Staff Office of the Senior Manager
	1.2 Endorse the request to the concerned SPD staff	None	1 day	Senior Manager
	1.3 Assess the received request and determine specific marketing collateral required	None	1 day	SIO I
	1.4 If required collateral is available in SPD, prepare the same as requested.	None	1 day	SIA I
	1.5 If not available, draft formal request addressed to the Corporate Marketing Department and wait issuance of the requested collaterals	None	1 day	SIA I
	1.6 Release requested collaterals to concerned stakeholder.	None	1 day	SIA I
2. Receive marketing collaterals requested	2.1 Request stakeholder to sign receiving copy	None	1 day	SIA I
If marketing collaterals requested are not readily available/ for development.				

1. Submit Request letter to Administrative Receiving Officer	1.1. Receive and stamp the date of receipt on the letter and forward the same to the Senior Manager	None	1 day	Administrative Receiving Staff Office of the Senior Manager
	1.2. Endorse the request to the concerned SPD staff	None	1 day	Senior Manager
	1.3 Assess the received request and determine specific marketing collateral required	None	1 day	SIO I
	1.4. Draft a formal request addressed to the Corporate Marketing Department for the development of the marketing collaterals.	None	1 day	SIA I
	1.5. Provide inputs or Approve the design and/or content of collateral.	None	5 days	SIO I
	1.6. Release requested collaterals to concerned stakeholder.	None	1 day	SIA I
3. Receive marketing collaterals requested	2.1 Request stakeholder to sign receiving copy	None	1 day	SIA I
	TOTAL	**None**	**7 working days**	**If marketing collaterals requested are readily available.**
			11 working days	**If marketing collaterals requested are not readily available/ for development.**

SPECIAL PROGRAM DEPARTMENT

1. REQUEST FOR PRE-DEPARTURE ORIENTATION SEMINAR (PDOS)

The service allows the PDOS provider to initiate a request for an orientation session for the migrant workers.

Office/Division	Member Management Group-Special Programs Department			
Classification	Complex			
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity			
Who may avail:	All OWWA Accredited PDOS Center Providers for Landbased and Seabased and Private Recruitment Agencies			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter stating its purpose(original and/or email)		Requesting stakeholder		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit Request letter to Administrative Receiving Officer	1.1. Receive and stamp the date of receipt on the letter and forward the same to the Senior Manager	None	3 working days	Administrative Receiving Officer, Office of the Senior Manager
1.2 Receive the PhilHealth Identification Number (PIN).	1.2. Assess the receive request	None		Senior Manager
	1.3. Provide further instruction	None		Senior Manager
	1.4. Approve the request and assign staff who will conduct the orientation	None		Senior Manager, Social Insurance Assistant I or any authorized staff of the Special Programs Department
2. Requesting party receives a response to their request.	2.1. Notify the requesting party on the status of the request. 2.1.1. If approved, set the date, venue and name of staff through Internal Memorandum. 2.1.2. If disapproved, endorse the letter as	None	3 working days	Social Insurance Assistant I or any authorized staff of the Special Programs Department

	attachment to a signed memo for PRO to facilitate the conduct of PDOS			
	TOTAL	**None**	**6 working days**	**Approved PDOs**
			6 working days	**Endorsed PDOs**

2. CONDUCT OF LOCAL ENGAGEMENTS

The service allows stakeholders to request PhilHeath attendance and participation to local engagements.

Office/Division	Member Management Group-Special Programs Department			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Invitation or Request Letter (original and/or email; if request initiated by stakeholders)		Requesting stakeholder		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit Invitation, Request letter, or Acceptance Letter to Administrative Receiving Officer	1.1 Receive and stamp the date of receipt on the invitation, request letter, or acceptance letter and forward the same to the Senior Manager	None	1 day	Administrative Receiving Staff Office of the Senior Manager
	1.2 Assess the invitation or request letter	None	1 day	Senior Manager
	1.2.1 If Senior Manager disapproves the invitation, draft regret letter	None	2 days	SIO I
	1.2.2 If Senior Manager approves the invitation, draft confirmation letter	None	2 days	SIO I
	1.3 Conduct preliminary coordination with stakeholder	None	2 days	SIO I
	1.4 Prepare draft CPO, project proposal and budgetary requirements	None	15 day	SIO I
	1.5 Prepare and request for Cash Advance	None	5 days	SIO I
2. Request details of flights and hotel accommodations, as applicable	2.1 Book flights and hotel accommodations and forward the details to concerned stakeholder	None	1 day	SIO I

	2.2 Conduct pre-engagement orientation	None	1 day	Senior Manager Segment Head SIO III SIO I
3. Request participation to courtesy call / onsite meeting with stakeholders, as applicable	3.1 Attend courtesy call or initial meeting	None	1 day	Concerned SPD staff and PhilHealth delegation
	3.2 Conduct local engagement	None	1 day (or as requested)	Concerned SPD staff and PhilHealth delegation
	TOTAL	**None**	**30 working days**	**If approved**
			4 working days	**If disappoved**

3. CONDUCT OF OVERSEAS SERVICE MISSIONS

The service allows stakeholders to request the conduct of overseas service missions.

Office/Division	Member Management Group-Special Programs Department
Classification	Highly Technical
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity
Who may avail:	All Embassies, Consulate Generals, Migrant Workers Office, Filipino Communities and Organized Groups Abroad

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Invitation or Request Letter (original and/or email; if request initiated by stakeholders) Acceptance Letter (original and/or email; if request initiated by PhilHealth)	Requesting stakeholder

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit Invitation, Request letter, or Acceptance Letter to Administrative Receiving Officer	1.1 Receive and stamp the date of receipt on the invitation, request letter, or acceptance letter and forward the same to the Senior Manager	None	1 day	Administrative Receiving Staff Office of the Senior Manager
	1.2 Assess the invitation, request letter, or acceptance letter	None	1 day	Senior Manager
	1.3 Forward the invitation, request letter, or acceptance letter to the Office of the President and CEO (OPCEO) for instructions	None	1 day	SIO I
	1.3.1 If OPCEO disapproves the invitation, draft regret letter	None	15 days	SIO I
	1.3.2 If OPCEO approves the invitation, draft confirmation letter	None	15 days	SIO I

	1.4 Conduct preliminary meetings with stakeholder	None	1 day	Senior Manager Segment Head SIO III SIO I
	1.5 Prepare draft CPO, project proposal and budgetary requirements		15 days	SIO I
	1.6 Request documentary requirements: Service Record, Certificate of No Pending Case, etc.		7 days	SIO I
	1.7 Prepare travel documents: official passports and/ visa, as applicable.		21 days	SIO I
	1.8 Prepare and request for Cash Advance		5 days	SIO I
2. Request details of flights and hotel accommodations	2.1 Book flights and hotel accommodations and forward the details to concerned stakeholder	None	1 day	SIO I
	2.2 Conduct pre-mission orientation	None	1 day	Senior Manager Segment Head SIO III SIO I
3. Request participation to courtesy call with Ambassador, Consulate General, and Labor Attache, or initial meeting with Leaders of FilCom/Organized Groups	3.1 Attend courtesy call or initial meeting	None	1 day	Concerned SPD staff and PhilHealth delegation
	3.2 Conduct mission proper	None	1 day (or as requested)	Concerned SPD staff and PhilHealth delegation
	3.3 Draft thank you letter	None	1 day	SIO I
	TOTAL	**None**	**72 working days**	**If approved**

4. NEW PROJECTS ASSIGNED TO THE SPECIAL PROGRAMS DEPARTMENT

This service allows the planning, implementation/execution, monitoring and review of new projects/plans and initiatives assigned to the Special Programs Department.

Office/Division	Member Management Group-Special Programs Department			
Classification	Highly Technical			
Type of Transaction	G2C- Government to Citizen; G2B- Government to Business Entity			
Who may avail:	Stakeholders, Board/ Management and other concerned offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Request letter (original and/or via email); or		Requesting stakeholder		
2. Instructions from the Board/ Management through PhilHealth Board Resolution (PBR) and/or Summary of Agreements, Directives and Action Points (SADA)		Requesting stakeholder or other offices concerned		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Receive instructions from the Board or EXECOM on new projects.	1.1 Receive and stamp the date of receipt on the letter/instructions and forward the same to the Senior Manager	None	1 day	Administrative Receiving Staff
	1.2. Identify the project's objectives and define the scope and the deliverables for its completion.	None	2 days	Senior Manager Segment Head
	1.3. Assign to the operating unit concerned.	None	1 day	Segment Head
	1.4. Conduct a risk assessment on the project.	None	3 days	SIO III & team
	1.5. Identify all critical tasks and include all of the tasks, deadlines and alternate plans on identified risks.	None	1 day	SIO III & team
	1.6. Translate and consolidate all gathered information into a Project Proposal.	None	1 day	SIO III & team
	1.7. Allocate and Seek approval on the budget for the completion of the project.	None	1 day	SIO III & team

	1.8. Execute activities as planned (subject to the agreed project implementation plan).	None	7 days	SIO III & team
	1.9. Prepare reports and documentation.	None	2 days	SIO III & team
	1.10. Conduct regular meetings to assess the progress of the project and resolve gaps, as necessary.	None	1 day	SIO III & team
	1.11. Define project's attainable success indicators for monitoring progress.	None	1 day	SIO III & team
2. Request for status of the project assigned.	2.1 Monitor project performance against identified success indicators.	None	1 day	SIO III & team
	2.2 Review and update the project plan and make adjustments, as necessary.	None	2 days	Segment Head
	2.3 Validate reports and documentation provided by using identified monitoring tools	None	1 day	Segment Head
	2.4 Cascade the results of the project with the management of the stakeholders involved.	None	1 day	Senior Manager Segment Head
	2.5 Conduct a review of the implementation of the project and conclusively end the project, if necessary.	None	4 days	SIO III & team
	TOTAL	**None**	**30 working days**	
Subject to the agreed project implementation plan.				

FUND MANAGEMENT SECTOR

EXTERNAL SERVICES

Volume 8

OFFICE OF THE SENIOR VICE-PRESIDENT - FUND MANAGEMENT SECTOR

OFFICE OF THE SENIOR VICE-PRESIDENT – FUND MANAGEMENT SECTOR

1. REVIEW OF DOCUMENTS

This covers the review of policies and guidelines from Internal Clients (processing of one (1) Corporate Order/Circular/SOP)

Office/Division	Office of the Fund Management Sector			
Classification	Complex			
Type of Transaction	G2G - Government Employee or another Government Agencies			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Admin Staff/Messenger of Business Process Office or another Government Agencies	1.1 Check the nature and document completeness	None	S minutes	EA IV
	1.2 Stamp received the transmital and return to the admin staff		**1 minute**	EA IV
	1.3 Encode in the CDMS		**minutes**	EA IV
	1.4 Assign reference number for easy monitoring		1 minute	EA IV
	1.5 Forward to Executive Assistant for initial Review		1 minute	EA IV
	1.6 Initial Review of the documents and forward to SVP for instructions		10 minutes	SVP
	1.7 Review documents and provide instructions		10 minutes	coo
	1.8 Encode instructions in the CDMS, reproduce the document and forward to Comptro /Treasury/ FC IV for review		15 minutes	EA IV

	1.9 Review the policy and forward comments, if any, to OSVP- FMS. If no comments inform Clerk Ill FMS		54.S hours	EA IV
	2.0 Receive comments, stamp receive the transmittal and return to admin staff		**2 minutes**	EA IV
	2.1 Encode in the CDMS and forward to SIA I for consolidation		**2 minutes**	EAIV
	2.2 Receive and consolidate comments		1 hour	FC Ill
	2.3 Review consolidated comments and forward to SVP for aooroval		30 minutes	SVP
	2.4 Final review and sign memo if with comments and/or make necessary remarks on the documents. Sign DRAR if no comments on the policy		30 minutes	coo
	2.5 Encode in the CDMS and reproduce the document for file copy before forwarding to the requesting/originating office		7 minutes	EAIV
	2.6 Forward the documents to the originating office		**7 minutes**	EAIV
	TOTAL	**None**	**7 Days**	

HEALTH FINANCE POLICY SECTOR

EXTERNAL SERVICES

Volume 9

OFFICE OF THE SENIOR VICE-PRESIDENT - HEALTH FINANCE POLICY SECTOR
PHILHEALTH CARES MANAGEMENT OFFICE
PHILHEALTH MAKASAKIT CENTER

OFFICE OF THE SENIOR VICE-PRESIDENT – HEALTH FINANCE POLICY SECTOR

1. INQUIRIES FROM INTERNAL/EXTERNAL STAKEHOLDERS THRU EMAIL/MAIL

Action on Inquiries received by the office through email

Office:	Office of the Senior Vice President			
Classification:	Complex			
Type of Transaction:	G2G			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		NONE		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Send inquiry thru email/mail	Receive mail/email inquiry	none	2 minutes	CLERK III OSVP HFPS
	Encoding of document to database	none	30 minutes to 2 hours	Clerk III osvp HFPS
	Initial review of document	none	1 day	Social Insurance Assistant I or Executive Assistant IV osvp hfps
	Document to be reviewed by the SVP	none	1 day	Senior Vice President osvp hfps
	Route to concerned staff/office for action	none	1 hour	Clerk III osvp hfps
	Prepare the response to inquiry	none	3 days	SIA I/EA IV/Office under HFPS

	If with correction return to the concerned personnel for revision, if approved proceed to next step	none	1 hour	clerk III osvp hfps
	For approval and signature of the SVP	none	1 day	Senior Vice President osvp HFPS
	Response shall be emailed/mailed to client	none	1 day	Clerk III osvp hfps
2. Send acknowledgment receipt	Expect acknowledgement of receipt of client	none		
	TOTAL		**7 days**	

PHILHEALTH CARES MANAGEMENT OFFICE

1. CONDUCT OF PHILHEALTH PATIENT EXIT SURVEY

Conduct of PhilHealth Patient Exit Survey

Office:	PhilHealth CARES			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who May Avail:	Clients who availed PhilHealth Benefits			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Client Identification/ information		Client		
Statement of Account (1 original copy)		None		
Proof of Payment (1 Original copy)		None		
PPES Tool (1 original copy)		P-CARES/ SMD		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Client is for discharge.	1. P-CARES seeks permission to conduct PPES	None	1- 2 minutes	P-CARES (PhilHealth Customer Assistance, Relations and Empowerment Staff)/ SIA I
2. Verbalize the willingness to participate in the survey and signs the informed consent	2. Ask client to sign informed consent and conduct the survey proper.	None	5-10 minutes	P-CARES (PhilHealth Customer Assistance, Relations and Empowerment Staff)/ SIA I
	TOTAL:	None	**6-12 minutes**	

2. CUSTOMER ASSISTANCE

Customer Assistance (Check Member's Eligibility, Issue pertinent forms)

Office:	PhilHealth CARES
Classification:	Simple
Type of Transaction:	G2C-Government to Client
Who May Avail:	Clients within the Hospital

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Client Identification/ information	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log sheet	1. Give the log sheet to the client	None	1- 2 minutes	P-CARES (PhilHealth Customer Assistance, Relations and Empowerment Staff)/ SIA I
2 Verbalize the nature of inquiry.	2. Analyze the nature of client's inquiry	None	1-5 minutes	P-CARES (PhilHealth Customer Assistance, Relations and Empowerment Staff)/ SIA I
3. Provide necessary supporting documents or information in relation to the inquiry (Government Issued Valid ID, Birth certificate, SOA, IEC Materials, BPN, etc)	3. Answer the client or refer to responsible office.	None	1 minute- 5 mins	P-CARES (PhilHealth Customer Assistance, Relations and Empowerment Staff)/ SIA I
	TOTAL	None	**3-12 minutes**	

3. RESPONDING TO SIMPLE INQUIRIES THRU E-MAIL/MAIL/SOCIAL MEDIA

Responding to the inquiries of field-deployed P-CARES on budget utilization, policy clarification, interpretation and implementation

Office/Division	PhilHealth CARES Management Office			
Classification	Simple			
Type of Transaction	G2G, G2C, G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send messages/inquiry through phone or social media.	1.1. Receive messages/inquiry through phone or social media.	None	3 Minutes	Technical Staff in charge in concerned Area
	1.2. Evaluate Inquiry	None	3 Minutes	Technical Staff in charge in concerned Area
	1.3. Forward Inquiry to the concern PCMO staff or office/department	None	10 Minutes	Technical Staff in charge in concerned Area
2. Receiving of Documents	2.1. Stamp "Received"on the receiving copy. Indicate the dates when the documents were receive and affix signature.	None	3 minutes	Receiving Clerk
	2.2. Encode the documents in the tracking system.	None	3 minutes	Receiving Clerk
	2.3. Assign inquiry to concerned Technical Staff	None	10 minutes	Head
	2.4. Review the documents and make necessary comments.	None	30 minutes	Technical Staff
	2.5. Encode the processed document for record purposes.	None	10 minutes	Technical Staff
	2.6. Secure the signature of the staff from the receiving office as proof of receipt and ensure that the date of receipt is indicated.	None	10 minutes	Clerk

	TOTAL	**None**	**1 hour and 12 minutes**	

PHILHEALTH MALASAKIT CENTER

1. PHILHEALTH- MALASAKIT CENTER CUSTOMER ASSISTANCE

Check Member's Eligibility and Issue pertinent forms

Office:	PhilHealth Malasakit Center			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who May Avail:	Clients within the Malasakit Centers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Client Identification/ information		Client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Sign in the Client Log sheet	1. Give the log sheet to the client	None	1- 2 minutes	P-Malasakit Personnel
2. Verbalize the nature of inquiry.	2. Analyze the nature of client's inquiry	None	1-5 minutes	P-Malasakit Personnel
3. Provide necessary supporting documents or information in relation to the inquiry (Government Issued Valid ID, Birth certificate, SOA, IEC Materials, BPN, etc)	3. Answer the client or refer to partner offices	None	1 minute- 5 mins	P-Malasakit Personnel
TOTAL:			**3-12 minutes**	

QUALITY ASSURANCE GROUP

EXTERNAL SERVICES

Volume 10

OFFICE OF THE VICE-PRESIDENT - QUALITY ASSURANCE GROUP
ACCREDITATION DEPARTMENT
QUALITY ASSURANCE GROUP - MILLENNIUM DEVELOPMENT GOALS
QUALITY ASSURANCE GROUP - PRIMARY CARE BENEFIT

OFFICE OF THE VICE-PRESIDENT – QUALITY ASSURANCE GROUP

1. RESPONDING TO SIMPLE INQUIRIES

Responding to simple inquiries from internal/ external stakeholders through email/ walk-in that can be addressed immediately

Office/Division	Office of the Vice President - Quality Assurance Group			
Classification	Simple			
Type of Transaction	G2C, G2G, G2B			
Who may avail:	Health Care Providers, Government Agencies, LGUs, Members and other partners			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send inquiry thru email/ walk-in	1.1 Receive inquiry	None	10 minutes	VP
	1.2 Encoding of document in the document database	None	10 minutes	EA III
	1.3 Review and forward document to VP	None	30 minutes	VP
	1.4 Review of document and assign to concerned staff/unit	None	1 hour	
	1.5 Encoding of instruction in the document database and route to concerned staff	None	10 minutes	EA III
	1.6 Prepare the response to inquiry	None	1 day	VP
	1.7 Route for approval of VP	None	10 minutes	EA III
	1.8 Review and approval of draft response	None	2 hours	
	1.9 Revise the draft response, as needed.	None	4 hours	VP
	1.10 Route for approval of the final response.	None	10 minutes	EA III
	1.11 Review and approval of the final response	None	2 hours	
	1.12 Encoding in the document database	None	10 minutes	EA III

	1.13 Email/route the signed response to the concerned office together with link for client staisfaction questionnaire	None	10 minutes	VP
2. Send acknowledgment receipt and accomplish client satisfaction questionnaire	Acknowledgement of the receipt from the client.	None	10 minutes	
	TOTAL	**None**	**2 days 2 hours and 50 minutes**	

ACCREDITATION DEPARTMENT

1. RESPONDING TO HIGHLY-TECHNICAL INQUIRIES FROM STAKEHOLDERS THRU EMAIL/MAIL

This is specific to highly-technical inquiries that would require collaboration with other offices and/or stakeholders and internal meetings of the Department. This may also include requests for accreditation profiles of numerous health care providers that has no existing profiles drafted yet

Office/Division	Accreditation Department
Classification	Highly Technical
Type of Transaction	G2G, G2C, G2B
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send inquiry thru email/ mail.	1.1. Receive inquiry thru email/ mail.	None	10 minutes	OSM - Receiving Clerk
	1.2. Assign inquiry to concerned staff.	None	10 minutes	OSM - SM
	1.3. Route inquiry to concerned staff	None	10 minutes	OSM - Secretary
	1.4. Coordinate with the other offices/ personnel/ stakeholders in relation to the inquiry.	None	3 days	APRDD/ACRD - Technical Staff
	1.5. Conduct meeting/s in relation to the inquiry	None	2 days	OSM/APRDD/ACRD - SM, Divisions Chiefs, Technical Staff
	1.6. Prepare the response to the inquiry.	None	3 day	APRDD/ACRD - Technical Staff
	1.7. Route draft response for approval of the Division Chief.	None	10 minutes	APRDD/ ACRD - Clerk/ Technical Staff
	1.8. Revise the draft response, as needed.	None	1 day	APRDD/ ACRD - Clerk/ Technical Staff
	1.9. Initial approval of the draft response.	None	10 minutes	APRDD/ ACRD - Division Chief

	1.10. Route the response to OSM for final approval.	None	10 minutes	OSM - Secretary
	1.11. Revise the draft response as needed.	None	1 day	APRDD/ ACRD - Clerk/ Technical Staff
	1.12. Final approval of the draft response.	None	10 minutes	OSM - SM
	1.13. Email/ Mail the signed response to the client.	None	10 minutes	OSM - Releasing Clerk
2. Reply to acknowledge receipt of the response.	2.1. Expect the acknowledgement of the receipt from the client.	None	10 minutes	OSM - Receving Clerk
	TOTAL	**None**	**10 days, 1 hours & 30 minutes**	

2. RESPONDING TO COMPLEX INQUIRIES FROM STAKEHOLDERS THRU EMAIL/MAIL

This is specific to complex inquiries that would require collaboration with other offices and/or stakeholders.

Office/Division	Accreditation Department			
Classification	Complex			
Type of Transaction	G2G, G2C, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send inquiry thru email/ mail.	1.1. Receive inquiry thru email/ mail.	None	10 minutes	OSM - Receiving Clerk
	1.2. Assign inquiry to concerned staff.	None	10 minutes	OSM - SM
	1.3. Route inquiry to concerned staff	None	10 minutes	OSM - Secretary
	1.4. Coordinate with the other offices/ personnel/ stakeholders in relation to the inquiry.	None	3 days	APRDD/ACRD - Technical Staff
	1.5. Prepare the response to the inquiry.	None	1 day	APRDD/ACRD - Technical Staff
	1.6. Route draft response for approval of the Division Chief.	None	10 minutes	APRDD/ ACRD - Clerk/ Technical Staff
	1.7. Revise the draft response, as needed.	None	1 hour	APRDD/ ACRD - Clerk/ Technical Staff
	1.8. Initial approval of the draft response.	None	10 minutes	APRDD/ ACRD - Division Chief
	1.9. Route the response to OSM for final approval.	None	10 minutes	OSM - Secretary
	1.10. Revise the draft response as needed.	None	1 hour	APRDD/ ACRD - Clerk/ Technical Staff
	1.11. Final approval of the draft response.	None	10 minutes	OSM - SM
	1.12. Email/ Mail the signed response to the client.	None	10 minutes	OSM - Releasing Clerk

2. Reply to acknowledge receipt of the response.	2.1. Expect the acknowledgement of the receipt from the client.	None	10 minutes	OSM - Receving Clerk
	TOTAL	**None**	**4 days, 3 hours & 30 minutes**	

3. RESPONDING TO SIMPLE INQUIRIES FROM STAKEHOLDERS THRU EMAIL/MAIL

This is specific to simple inquiries that can be addressed immediately, i.e., status of accreditation or status of the appeal or motion for reconsideration received for deliberation.

Office/Division	Accreditation Department
Classification	Simple
Type of Transaction	G2G, G2C, G2B
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	None

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send inquiry thru email/ mail.	1.1. Receive inquiry thru email/ mail.	None	10 minutes	OSM - Receiving Clerk
	1.2. Assign inquiry to concerned staff.	None	10 minutes	OSM - SM
	1.3. Route inquiry to concerned staff	None	10 minutes	OSM - Secretary
	1.4. Prepare the response to the inquiry.	None	30 minutes	APRDD/ACRD - Technical Staff
	1.5. Route draft response for approval of the Division Chief.	None	10 minutes	APRDD/ ACRD - Clerk/ Technical Staff
	1.6. Revise the draft response, as needed.	None	30 minutes	APRDD/ ACRD - Clerk/ Technical Staff
	1.7. Initial approval of the draft response.	None	10 minutes	APRDD/ ACRD - Division Chief
	1.8. Route the response to OSM for final approval.	None	10 minutes	OSM - Secretary
	1.9. Revise the draft response as needed.	None	30 minutes	APRDD/ ACRD - Clerk/ Technical Staff
	1.10. Final approval of the draft response.	None	10 minutes	OSM - SM
	1.11. Email/ Mail the signed response to the client.	None	10 minutes	OSM - Releasing Clerk

2. Reply to acknowledge receipt of the response.	2.1. Expect the acknowledgement of the receipt from the client.	None	10 minutes	OSM - Receiving Clerk
	TOTAL	**None**	**3 hours**	

PhilHealth
Your Partner in Health

QUALITY ASSURANCE GROUP – MILENNIUM DEVELOPMENT GOALS

1. RESPONDING TO HIGHLY-TECHNICAL INQUIRIES FROM STAKEHOLDERS THRU EMAIL/ENDORSEMENT FROM OTHER OFFICES

This is specific to highly-technical inquiries that would require collaboration with other offices and/or stakeholders and internal meetings of the Office.

Office/Division	Quality Assurance Group - MDG Team
Classification	Highly Technical (20 days)
Type of Transaction	G2G, G2C, G2B
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	None

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send inquiry thru email/endorsement (hardcopy) from other offices.	1.1. Receive inquiry thru email/ hardcopy from other offices.	None	10 minutes	Team Head
	1.2. Route inquiry and received instructions from the Team Head	None	30 minutes	Team Head
	1.3. Analyze the inquiry	None	1 day	Team Head
	1.4. Conduct Research	None	3 days	QAG VP
	1.5. Refer to or consult other offices for inputs (a highly technical inquiry would need consultation with other concerned offices within the HFPS, within PhilHealth or even external from PhilHealth)	None	4 days	QAG VP
	1.6. Conduct a meeting with the other offices/ personnel/ stakeholders in relation to the inquiry	None	3 days	QAG VP
	1.7. Prepare Minutes of Meeting (MOM) / Consolidate inputs of other offices and external stakeholders.	None	1 day	Team Head

	1.8. Prepare the draft response to the inquiry.	None	2 days	Team Head
	1.9. Route/email draft response for approval of the team head	None	10 minutes	Team Head
	1.10. Revise the draft response, as needed.	None	4 hours	OVP - QAG
	1.11. Route the draft response to other concerned offices for comments	None	1 day	Team Head
	1.12. Route the draft response to QAG VP for approval.	None	4 hours	Team Head
	1.13. Review the draft response	None	4 hours	HFPS
	1.14. Revise the draft response as needed.	None	2 hours	OVP - QAG
	1.15. Route for approval of the final response.	None	10 minutes	Team Head
	1.16. Review and approval of the final response	None	4 hours	HFPS
	1.17. Received final and signed response from OVP-QAG	None	10 minutes	Team Head
	1.18. Email/route the signed response to the concerned office together with link for client staisfaction questionnaire	None	15 minutes	Team Head
2. Send acknowledgment receipt and accomplish client satisfaction questionnaire	2.1. Acknowledgement of the receipt from the client.	None	1 day	Team Head
	TOTAL	**None**	**18 days 3 hours 42 minutes**	

2. RESPONDING TO COMPLEX INQUIRIES FROM STAKEHOLDERS THRU EMAIL/ENDORSEMENT FROM OTHER OFFICES

This is specific to simple inquiries that can be addressed by MDG Benefits team.

Office/Division	Quality Assurance Group - MDG Team			
Classification	Complex (7 days)			
Type of Transaction	G2G, G2C, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send inquiry thru email/hardcopy from other offices.	1.1. Receive inquiry thru email/ hardcopy from other offices.	None	10 minutes	Team Head
	1.2. Route inquiry and received instructions from the Team Head	None	30 minutes	Team Head
	1.3 Analyze the inquiry		1 day	QAG VP
	1.4. Conduct Research (no referral to other offices)		1 day	QAG VP
	1.5. Prepare the daft response to the inquiry.	None	2 days	Team Head
	1.6. Route/email draft response for approval of the team head	None	15 minutes	Team Head
	1.7. Review the draft response	None	4 hours	QAG VP
	1.8. Revise the draft response, as needed.	None	2 hours	QAG VP
	1.9. Route the response to QAG VP for final approval.	None	10 minutes	Team Head
	1.10. Review the draft response	None	4 hours	HFPS
	1.11. Revise the draft response as needed.	None	2 hours	Team Head
	1.12. Route for approval of the final response.	None	10 minutes	Team Head

	1.13. Review and approval of the final response	None	4 hours	HFPS
	1.14. Received final and signed response from OVP-QAG	None	10 minutes	Team Head
	1.15. Email/route the signed response to the concerned office together with link for client satisfaction questionnaire	None	2 hours	Team Head
2. Send acknowledgment receipt and accomplish client satisfaction questionnaire	2.1. Acknowledgement of the receipt from the client.	None	4 hours	Team Head
	TOTAL	**None**	**6 days 7 hours 42 minutes**	

QUALITY ASSURANCE GROUP – PRIMARY CARE BENEFIT

1. RESPONDING TO HIGHLY-TECHNICAL INQUIRIES FROM STAKEHOLDERS THRU EMAIL/ENDORSEMENT FROM OTHER OFFICES

This is specific to highly-technical inquiries that would require collaboration with other offices and/or stakeholders and internal meetings of the Office.

	Quality Assurance Group - PCB Team
Classification	Highly Technical
Type of Transaction	G2G, G2C, G2B
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send inquiry thru email/endorsement (hardcopy) from other offices.	1.1. Receive inquiry thru email/ hardcopy from other offices.	None	10 minutes	Team Head
	1.2. Assign inquiry to concerned staff.	None	10 minutes	Team Head
	1.3. Route inquiry to concerned staff	None	10 minutes	Team Head
	1.4. Initial discussion within the team regarding the inquiry	None	2 days	Team Head
	1.5. Coordinate with the other offices/personnel/stakeholders for their availability.	None	20 minutes	Team Head
	1.6. Prepare Notice of Meeting (NOM).	None	10 minutes	Team Head
	1.7. Conduct a meeting with the other offices/ personnel/ stakeholders in relation to the inquiry	None	8 days	Team Head
	1.8. Prepare Minutes of Meeting (MOM).	None	4 days	Team Head
	1.9. Prepare the response to the inquiry.	None	3 days	Team Head

	1.10. Route draft response for approval of the Team Head.	None	10 minutes	Team Head
	1.11 Review/ approval of the draft response	None	4 hours	QAG VP
	1.12. Revise the draft response, as needed.	None	1 hour	Team Head
	1.13 Route the response to QAG VP for review/approval.	None	10 minutes	Team Head
	1.14. Review/approval of the draft response.	None	4 hours	
	1.15. Revise the draft response, as needed.	None	30 minutes	Team Head
	1.16. Route the final response to QAG VP for review/approval.	None	10 minutes	Team Head
	1.17. Review and approval of the final response	None	4 hours	
	1.18. Email/route the signed response to the concerned office together with link for client staisfaction questionnaire	None	10 minutes	Team Head
	1.19. Encoding of received documents	None	30 minutes	Team Head
2. Send acknowledgment receipt and accomplish client satisfaction questionnaire	2.1. Acknowledgement of the receipt from the client.	None	10 minutes	Team Head
	TOTAL	**None**	**18 days,7 hours and 40 minutes**	

2. RESPONDING TO COMPLEX INQUIRIES FROM STAKEHOLDERS THRU EMAIL/ENDORSEMENT FROM OTHER OFFICES

This is specific to complex inquiries that would require collaboration with other offices and/or stakeholders.

Office/Division	Quality Assurance Group - PCB Team
Classification	Complex
Type of Transaction	G2G, G2C, G2B
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send inquiry thru email/endorsement (hardcopy) from other offices.	1.1. Receive inquiry thru email/ hardcopy from other offices.	None	10 minutes	Team Head
	1.2. Assign inquiry to concerned staff.	None	10 minutes	Team Head
	1.3. Route inquiry to concerned staff	None	10 minutes	Team Head
	1.4. Initial discussion within the team regarding the inquiry	None	4 hours	Team Head
	1.5. Coordinate with the other offices/personnel/stakeholders for their availability.	None	10 minutes	Team Head
	1.6. Prepare Notice of Meeting (NOM).	None	10 minutes	Team Head
	1.7. Conduct meeting with the other offices/ personnel/ stakeholders in relation to the inquiry	None	1 day	Team Head
	1.8. Prepare Minutes of Meeting (MOM).	None	2 days	Team Head
	1.9. Prepare the response to the inquiry.	None	1 day	Team Head
	1.10. Route draft response for approval of the Team Head.	None	10 minutes	Team Head
	1.11. Review the draft response	None	4 hours	QAG VP
	1.12. Revise the draft response, as needed.	None	30 minutes	Team Head

	1.13 Route the response to QAG VP for review/approval.	None	10 minutes	Team Head
	1.14. Review/approval of the draft response.	None	4 hours	
	1.15. Revise the draft response, as needed.	None	30 minutes	Team Head
	1.16. Review and approval of the final response	None	4 hours	
	1.17. Email/route the signed response to the concerned office together with link for client staisfaction questionnaire	None	10 minutes	Team Head
	1.18. Encoding of received documents	None	30 minutes	Team Head
2. Send acknowledgment receipt and accomplish client satisfaction questionnaire	2.1. Acknowledgement of the receipt from the client.	None	10 minutes	Team Head
	TOTAL	**None**	**6 days and 3 hours**	

3. RESPONDING TO SIMPLE INQUIRIES FROM STAKEHOLDERS THRU EMAIL/ENDORSEMENT FROM OTHER OFFICES

This is specific to simple inquiries that can be addressed immediately, like simple queries in the Konsulta implementation.

Office/Division	Quality Assurance Group - PCB Team
Classification	Simple
Type of Transaction	G2G, G2C, G2B
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send inquiry thru email/endorsement (hardcopy) from other offices.	1.1. Receive inquiry thru email/ hardcopy from other offices.	None	10 minutes	Team Head
	1.2. Assign inquiry to concerned staff.	None	10 minutes	Team Head
	1.3. Route inquiry to concerned staff	None	10 minutes	Team Head
	1.4. Discussion within the team regarding the inquiry	None	3 hours	Team Head
	1.5. Prepare the response to the inquiry.	None	2 hours	Team Head
	1.6. Route draft response for approval of the Team Head.	None	10 minutes	Team Head
	1.7. Review the draft response	None	2 hours	QAG VP
	1.8. Revise the draft response, as needed.	None	30 minutes	Team Head
	1.9. Route the response to QAG VP for review/approval.	None	10 minutes	Team Head
	1.10. Review/approval of the draft response.	None	4 hours	
	1.11. Revise the draft response, as needed.	None	30 minutes	Team Head
	1.12. Review and approval of the final response	None	4 hours	

	1.13. Email/route the signed response to the concerned office together with link for client staisfaction questionnaire	None	10 minutes	Team Head
	1.14. Encoding of received documents	None	30 minutes	Team Head
2. Send acknowledgment receipt and accomplish client satisfaction questionnaire	2.1. Acknowledgement of the receipt from the client.	None	10 minutes	Team Head
	TOTAL	**None**	**2 days , 1 hour and 40 minutes**	

REGIONAL OFFICE

EXTERNAL SERVICES

Volume 11

LOCAL HEALTH INSURANCE OFFICE
BUSINESS CENTER
EXPRESS OFFICE

LOCAL HEALTH INSURANCE OFFICE

1. ENROLLMENT OF MEMBERS with 5 and below PhilHealth Member Registration Forms (PMRFs)

Processing of membership transactions with 5 and below PMRFs for the issuance of Member Data Record (MDR) and PhilHealth Identification Card (PIC)

Office/Division:	Local Health Insurance Offices
Classification:	Simple
Type of Transaction:	G2G - Government to Government; G2B - Government to Business; G2C - Government to Citizen
Who may avail:	All Filipinos and Foreign Nationals

Checklist of Requirements:	**Where to Secure:**
PhilHealth Forms: PhilHealth Member Registration Form (PMRF)	Public Assistance and Complaint's Desk (PACD)
All Individual Members *(except for Kasambahay and Foreign National and Family Driver)* 1. Duly accomplished PhilHealth Member Registration Form (PMRF) duly signed by the Member (1 original copy)	PhilHealth Website (www.philhealth.gov.ph/downloads) or in any PhilHealth Local Insurance Office (LHIO)
Employed (Private or Government), Migrant Worker (Sea-based), and Family Driver 1. Report of Employee-Member (ER-2) duly signed by the Head of the Agency/Authorized Representative (2 original copies)	
Kasambahay 1. Kasambahay Unified Registration Form (KURF) duly signed by the Member (1 original copy) 2. Household Employment Unified Report Form 2 (HEUR2) duly signed by the Household Employer (2 original copies)	

Foreign National 1. PMRF for Foreign Nationals (1 original copy)	
Documentary Requirements: <u>General Requirement for ALL Members</u> 1. Birth Certificate/Baptismal Certificate/Valid ID (1 photocopy) 2. Birth Certificate with registry number from LCR/PSA; Baptismal Certificate with registry number (1 original copy) In the absence of valid document/ID, 2.1. Notarized Affidavit of two (2) disinterested persons attesting to the date of birth (1 original copy)	Philippine Statistics Authority (PSA)/Local Civil Registrar (LCR) Notary Public Employer
<u>Employed Members (employee-client)</u> 1. Valid ID of the authorized signatory (photo and signature bearing) (1 photocopy)	
<u>Professional Practitioner, Self-Earning Individual (Sole Proprietor), Migrant Worker (Land-based) and Persons with Dual Citizenship</u> 1. Income Tax Return/Employment Contract/Financial Statement/Proof of Income (1 photocopy) If unable to present proof of income, 1.1. Duly accomplished PMRF with monthly income indicated (1 original copy) <u>Lifetime Member</u>	Bureau of Internal Revenue (BIR)/Employer/Agency PhilHealth LHIO/Website

1. Retirement Certification/General Order/Special Order/ Retirement Voucher (1 photocopy)	Previous Employer Government Service Insurance System (GSIS)/ Social Insurance System (SSS)/Armed Forces of the Philippines (AFP)/Philippine National Police (PNP)/Bureau of Jail Management and Penology (BJMP)/Bureau of Fire Protection (BFP)
<u>Foreign National (Philippine Retirement Authority Foreign Retiree)</u> 1. Special Resident Retiree's Visa (SRRV) (1 photocopy)	Philippine Retirement Authority
<u>Foreign National (without Formal Contract as an employee)</u> 1. Alien Certificate of Registration I-Card (ACR I-Card) (1 photocopy)	Bureau of Immigration
<u>Listahanan and 4Ps/MCCT member</u> 1. Certificate of Active Membership with 4Ps ID (1 photocopy) If unable to present Certificate of Active Membership, 1.1. City/Municipal Link Certification (1 original copy)	City/Municipal Links of Department of Social Welfare and Development (DSWD)

<u>Senior Citizen</u> 1. Office of the Senior Citizens Affairs (OSCA) ID (1 photocopy) 2. Valid government issued ID with date of birth If unable to present Senior Citizen ID, 2.1. Birth Certificate (1 original copy)	Office for the Senior Citizens' Affairs (OSCA) Philippine Statistics Authority (PSA)
<u>Person with Disability (PWD)</u> 1. PWD Card (must be registered under the Department of Health's Philippine Registry of PWD/DOH-PRPWD) (1 photocopy)	Persons with Disability Affairs Office (PDAO) / City/Municipal Social Welfare Development Office (C/MSWDO) of Local Government Units (LGUs)
<u>Point-of-Service Financially Incapable (POS-FI) / Financially Incapable (FI)</u> 1. Certificate of Financially Incapable/Financial Assessment issued by Medical Social Worker or City/ Municipal Social Welfare Officer (1 original copy)	Medical Social Worker of Hospitals /C/MSWDO of Local Government Units (LGUs)
<u>Dependent Spouse</u> 1. Marriage Certificate/Contract with Registry Number (1 photocopy) If marriage took place abroad,	PSA/Local Civil Registry (LCR)

1.1. Marriage Certificate “Received” by the Philippine Embassy/Consular Office exercising jurisdiction over the place of marriage (1 photocopy), or	Philippine Embassy/Consular Office in the country where the marriage took place/PSA
1.2. Marriage Contract duly issued by the PSA indicating that such marriage has been registered thereat (1 photocopy)	PSA/LCR/Church of Baptism
If a Muslim spouse,	
1.1. Affidavit of Marriage issued by the National Commission on Muslim Filipinos passed through Shari’a Court (MUST BE registered/authenticated in the PSA) (1 photocopy)	
<u>Dependent Children (Unmarried and unemployed, legitimate, illegitimate children below 21 years old)</u>	
1. Birth Certificate/Baptismal Certificate with Registry Number (1 photocopy)	PSA/LCR
<u>Dependent Children (Legally adopted children below 21 years old)</u>	
1. Court Decree of Adoption (1 photocopy)	Trial Court where the adoption proceedings took place
<u>Dependent Children (Stepchildren below 21 years old)</u>	
1. Marriage Certificate with Registry Number between the biological parents and stepmother/stepfather (1 photocopy) 2. Birth Certificates with Registry Number of the stepchildren (1 photocopy)	PSA/LCR
<u>Dependent Mentally or Physically Disabled Children who are 21 years old or above</u>	
1. Birth Certificate with Registry Number (1 photocopy)	

2. Medical Certificate issued by the Attending Physician stating and describing the extent of disability as diagnosed in the past 6 months and when the disability was acquired (1 original copy) <u>Dependent Foster Children as defined in RA 10165 (Foster Care Act of 2012)</u> 1. Birth Certificate with Registry Number/Foundling Certificate/Child Profile (1 photocopy) 2. Foster Family Care License and Foster Placement Authority (FPA) (1 photocopy) <u>Dependent Parents below 60 years old but with permanent disability (IRR Sec. 3 or RA 10606)</u> 1. Medical Certificate issued by the Attending Physician stating and describing the extent of disability as diagnosed in the past 6 months and when the disability was acquired (1 original copy) 2. Birth Certificate of Member (1 photocopy)	PSA/LCR Attending Physician PSA/DSWD FPA Attending physician PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing number and wait for the number to be called.	1.1. Issue queuing number and advise client to proceed to designated counter when the number is called.	None	1 hour and 1 minute	PACD
2. Submit duly accomplished PhilHealth forms and	2.2. Receive and screen forms and documentary requirements	None	4 minutes	Frontline Officer
	2.3. Verify records in the database		32 minutes	

corresponding documentary requirements	For Lifetime Members, 2.3.1 Print PhilHealth Certificate of Premium Payment (CPP)			
	2.4. Encode the data entries		10 minutes	
	2.5. Print the MDR and PIC		2 minutes	
3. Receive/Acknowledge receipt the MDR and PIC	3.1. Release MDR and PIC	None	1 minute	Frontline Officer
	TOTAL	**None**	**1 hour and 50 minutes***	

** The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number*

2. ENROLLMENT OF MEMBERS with 6 and above PhilHealth Member Registration Forms (PMRFs)*

Processing of membership transactions with 6 and above PhilHealth Member Registration Forms (PMRFs) for the issuance of Member Data Record (MDR) and PhilHealth Identification Card (PIC)

Office/Division:	Local Health Insurance Offices	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government; G2B - Government to Business; G2C - Government to Citizen	
Who may avail:	All Filipinos and Foreign Nationals	
Checklist of Requirements:		**Where to Secure:**
PhilHealth Forms: PhilHealth Member Registration Form (PMRF)		Public Assistance and Complaint's Desk (PACD) PhilHealth Website (www.philhealth.gov.ph/downloads) or in any PhilHealth Local Insurance Office (LHIO)
For all Members 1. Duly accomplished PhilHealth Member Registration Form (PMRF) (1 original copy)		
For Employed (Private or Government) and Migrant Worker (Sea-based) Members 1. Report of Employee-Member (ER-2) duly signed by the Head of the Agency/Authorized Representative (2 original copies)		
Documentary Requirements: For ALL Members 1. Birth Certificate/Any valid Government-issued ID with DOB/Notarized Affidavit of 2 disinterested persons attesting to the date of birth (1 photocopy)		Philippine Statistics Authority (PSA)/Local Civil Registrar (LCR)/Government ID-issuing Agency/Notary Public

Senior Citizen 1. Office of the Senior Citizens Affairs (OSCA) ID / Any valid Government-issued ID with Date of Birth/Notarized Affidavit of 2 disinterested persons attesting to the date of birth (1 photocopy) 2. Transmittal List Financially Incapable (FI) 1. Certificate of Financial Assessment (1 original copy) 2. Transmittal List Group Enrolment Program (GEP) 1. Letter of Intent/Memorandum of Agreement/Non-Disclosure Agreement (1 original copy) 2. Certified List	Office of the Senior Citizen Affairs (OSCA)/Government ID-issuing Agency/Notary Public OSCA of Local Government Units (LGUs) Medical Social Worker of Hospitals/City/Municipal Social Welfare Officer (MSWDO) of Local Government Units (LGUs) LGUs GEP Partner
Dependent Spouse 1. Marriage Certificate/Contract with Registry Number (1 photocopy)	Philippine Statistics Authority (PSA)/Local Civil Registry (LCR)
Dependent Spouse (for Marriage which took place abroad) 1. Marriage Certificate stamped “Received” by the Philippine Embassy or Consular Office exercising jurisdiction over the place of marriage or copy of the Marriage	Philippine Embassy / Consular Office in the country where the marriage took place / PSA

Contract duly issued by the PSA indicating that such marriage has been registered thereat (1 photocopy)	
Dependent Muslim Spouse 1. Affidavit of Marriage issued by the National Commission on Muslim Filipinos which passed through Shari'a Court and must be registered/authenticated in the PSA (1 photocopy)	PSA
Dependent Children (Unmarried and unemployed, legitimate, illegitimate children below 21 years old) 1. Birth Certificate / Baptismal Certificate with Registry Number (1 photocopy) or, 2. Notarized Affidavit of 2 disinterested persons attesting to the date of birth (1 original copy)	PSA/LCR/Church where the baptism took place
Dependent Children (Legally adopted children below 21 years old) 1. Court Decree of Adoption (1 photocopy)	Trial Court where the adoption proceedings took place
Dependent Children (Stepchildren below 21 years old) 1. Marriage Certificate with Registry Number between the biological parents and stepmother/stepfather (1 photocopy) 2. Birth Certificates with Registry Number of the Stepchildren (1 photocopy)	PSA/LCR PSA/LCR
Dependent Mentally or Physically Disabled Children who are 21 years old or above 1. Birth Certificate with Registry Number (1 photocopy)	PSA/LCR

2. Medical Certificate issued by the Attending Physician stating and describing the extent of disability as diagnosed in the past 6 months and when the disability was acquired (1 original copy)	Attending Physician
Dependent Foster Children as defined in RA 10165 (Foster Care Act of 2012) 1. Birth Certificate with Registry Number / Foundling Certificate / Child Profile (1 photocopy) 2. Foster Family Care License and Foster Placement Authority (FPA) (1 photocopy)	PSA / DSWD FPA
Dependent Parents below 60 years old but with permanent disability (IRR Sec. 3 or RA 10606) 1. Medical Certificate issued by the Attending Physician stating and describing the extent of disability as diagnosed in the past 6 months and when the disability was acquired (1 original copy) 2. Birth Certificate of Member (1 photocopy)	Attending Physician PSA

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing number and wait for the number to be called.	1.1 Issue queuing number and advise client to proceed to designated counter when the number is called.	None	1 hour and 1 minute	PACD
2. Submit duly accomplished PhilHealth forms and	2.1 Receive forms and documentary requirements	None	5 minutes	

corresponding documentary requirements	2.2 Cross match actual forms versus transmittal list		1 hour	Frontline Officer
	2.3 Endorse forms and documentary requirements for backroom processing		10 minutes	
	2.4 Screen forms and documents as to completeness and accuracy		1 hour	Backroom Officer
	2.5 Encode the data entries		2 days	
	2.6 Print the MDR and PIC		2 hours	
	2.7 Endorse MDR and PIC for frontline releasing		10 minutes	
3. Validate the accuracy of encoded data in the MDR and PIC	3.1 Endorse for checking	None	30 minutes	Frontline Officer
4. Receive/Acknowledge receipt the MDR and PIC	4.1 Release MDR and PIC	None	4 minutes	Frontline Officer
	TOTAL	**None**	**2 days and 6 hours****	

**This process is qualified to multi-stage process*

*** The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number*

3. *ENROLLMENT/REGISTRATION OF EMPLOYERS*

Processing of employer registration in the private and government sectors.

Office/Division:	Local Health Insurance Offices
Classification:	Simple
Type of Transaction:	G2G - Government to Government; G2B - Government to Business; G2C – Government to Citizen
Who may avail:	All Private Employers and Government Agencies

Checklist of Requirements:	**Where to Secure:**
PhilHealth Forms:	
All Private Employers and Government Agencies 1. Duly accomplished Employer Data Record (ER1) (1 original copy)	Public Assistance and Complaint's Desk (PACD) PhilHealth Website (www.philhealth.gov.ph/downloads) or in any PhilHealth Local Insurance Office (LHIO)
Kasambahay Employer 1. Duly accomplished Household Employer Unified Registration Form (HEUR1) (1 original copy)	
Documentary Requirements:	
General Requirements: 1. Bureau of Internal Revenue (BIR) Form No. 2303 (Tax Registration) (1 photocopy) 2. Valid ID of authorized signatory (1 photocopy)	BIR Government ID-issuing Agency
For Single Proprietorship	

1. Department of Trade and Industry (DTI) Registration (1 photocopy)	DTI
For Partnerships, Corporations, Foundations, and Other Non-Profit Organizations 1. Securities and Exchange Commission (SEC) Registration (1 photocopy)	SEC
For Cooperatives 1. Cooperative Development Authority (CDA) Registration (1 photocopy)	CDA
For Backyard Industries/Ventures and Micro-Business Enterprises 1. Barangay Certification and/or Mayor's Permit (1 photocopy)	Barangay/Municipal/City Hall

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing number and wait for the number to be called.	1. Issue queuing number and advise client to proceed to designated counter when the number is called.	None	1 hour and 1 minute	PACD
2. Submit duly accomplished PhilHealth forms and corresponding documentary requirements	2.1 Receive and screen forms and documentary requirements	None	4 minutes	Frontline Officer
	2.2 Verify records in the database		2 minutes	
	2.3 Encode the data entries		10 minutes	
	2.4 Print the Employer Data Record (EDR) and Certificate of Registration (COR)		2 minutes	
3. Acknowledge receipt of processed documents	3.1 Release EDR and COR	None	1 minute	Frontline Officer

	TOTAL	**None**	**1 hour and 20 minutes***	

**The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number*

4. UPDATING/AMENDMENT OF EMPLOYER DATA

Editing of employer data in the private and government sectors.

Office/Division:	Local Health Insurance Offices	
Classification:	Simple	
Type of Transaction:	G2G - Government to Government; G2B - Government to Business; G2C – Government to Citizen	
Who may avail:	All Private Employers and Government Agencies	
Checklist of Requirements:		**Where to Secure:**
PhilHealth Forms:		
All Private Employers and Government Agencies 1. Duly accomplished Employer Data Amendment Form (ER3) (1 original copy)		Public Assistance and Complaint's Desk (PACD) PhilHealth Website (www.philhealth.gov.ph/downloads) or in any PhilHealth Local Insurance Office (LHIO)
Documentary Requirements:		
<u>General Requirements:</u> 1. Valid ID of authorized signatory (1 photocopy)		Government ID-issuing Agency
For Correction/Change of Business Name/Legal Personality 1. Certificate of Filing of Business Name with the Department of Trade and Industry (DTI) or Articles of Partnership/Incorporation (1 photocopy)		DTI or Securities and Exchange Commission (SEC)
For Temporary Suspension of Operation due to:		
Bankruptcy		

1. Financial Statement or Income Tax Return (ITR) for the year showing non-operation/no earnings or Board Resolution (1 photocopy)	Employer or BIR
Separation of Employee/s 1. Report on the Separation of the Last Employee/s (1 photocopy)	Employer
Fire/Demolition/Flood/Earthquake/ Declared Calamities/Such Other Analogous Circumstances 1. Certification from the Fire Department of the City/ Municipality or Certification from the concerned City/Municipality (1 photocopy)	Bureau of Fire (BOF) or Municipal/City Hall
Strike 1. Notice of Strike duly licensed by Department of Labor and Employment (DOLE) (1 photocopy)	DOLE
For Termination/Dissolution for:	
Single Proprietorship 1. Approved Application for Business Retirement by the City/Municipal Treasurer's Office (C/MTO) (1 photocopy) 2. Certification of Non-Operational of Business from the C/MTO / BIR (1 photocopy)	C/MTO C/MTO / BIR
Partnership or Corporation 1. Deed of Dissolution approved by the SEC or Certification of Non-Operational of Business from SEC/BIR or Minutes of Meeting certified by the Corporate Secretary (1 photocopy)	SEC/BIR/Employer
Cooperatives 1. Certificate/Order of Dissolution/Cancellation issued by the Cooperative Development Authority (CDA) or Minutes of the Meeting duly certified by the Secretary or Certification of Non-Operational of Business from CDA/BIR (1 photocopy)	CDA/BIR/Employer

Death of Owner 1. Death Certificate (1 photocopy)	Philippine Statistics Authority (PSA)/Local Civil Registry (LCR)
For Merger/Consolidation 1. Deed of Merger/Merger Agreement duly certified by SEC (1 photocopy) 2. Memorandum of Agreement (MOA) filed with SEC (1 photocopy)	SEC SEC
For Change of Ownership due to:	
Sale 1. Deed of Sale/Transfer/Assignment signed by both Parties or Certification from the Registry of Deeds (RD) (1 photocopy)	Employer/RD
Death of Managing Owner (Family Business) 1. Death Certificate of the Managing Owner and Waiver from the other legal heirs (1 photocopy)	PSA/LCR/Concerned Party
For Resumption of Operations 1. Notice of Resumption of Operation from the Employer (1 photocopy) 2. List of Employees (1 original copy)	Employer Employer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing number and wait for the number to be called.	1.1 Issue queuing number and advise client to proceed to designated counter when the number is called.	None	1 hour and 1 minute	PACD
2. Submit duly accomplished PhilHealth forms and	2.1 Receive and screen forms and documentary requirements	None	4 minutes	Frontline Officer
	2.2 Verify records in the database		2 minutes	

Corresponding documentary requirements	2.3 Encode the data entries		10 minutes	
	2.4 Print the Employer Data Record (EDR) and Certificate of Registration (COR)		2 minutes	
3. Acknowledge receipt of processed documents	1.1 Release EDR and COR	None	1 minute	Frontline Officer
	TOTAL	**None**	**1 hour and 20 minutes***	

**The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number*

5. KONSULTA REGISTRATION

Registration of PhilHealth members to Accredited Konsulta Provider

Office/Division	Local Health Insurance Offices (LHIO)			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business, G2G - Government to Government			
Who may avail:	All members			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
PhilHealth Forms PhilHealth Konsulta Registration Form (PKRF) (1 original copy)		Konsulta Accredited Facility PhilHealth LHIO		
Documentary Requirements None				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get queuing number at the PACD and wait for the number to be called	1.1 Issue queuing number and advise client to proceed to designated counter when the number is called		1 hour*	Public Assistance and Complaint Desk (PACD) Officer
2. Submit duly accomplished PKRF	1.1 Received and screen properly accomplished PKRF.	None	2 minutes	Frontline Officer
	1.2 Encode in Updated Primary Care Module (UPCM) /Customer Service Management System (CSMS)		3 minutes	

2. Receive Konsulta Registration Confirmation Receipt	2.1 Issue Konsulta Registration Confirmation Receipt		2 minutes	
	TOTAL	**None**	**1 hour and 7 minutes**	

**The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number*

6. CHECK RELEASING TO MEMBERS

Releasing of Benefit Payment Check/s to Members for those who were NOT able to avail of automatic deduction

Office/Division	Local Health Insurance Offices (LHIOs)
Classification	Simple
Type of Transaction	G2C - Government to Citizen
Who may avail:	All members who were NOT able to avail of automatic deduction

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
PhilHealth Forms None	
Documentary Requirements 1. Valid ID* of the Member (1 photocopy) If thru a representative, 1.1. Valid ID with signature of the authorized representative (1 photocopy) 1.2. Authorization letter signed by the Member (1 original copy) 1.3. Valid ID of the Member (1 photocopy)	Any Government Agency issuing valid ID Authorized Representative Member Member

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Get queuing number at the PACD and wait for the number to be called	1.1 Issue queuing number and advise client to proceed to designated counter when the number is called	None	1 hour and 1 minute**	Public Assistance and Complaint Desk (PACD) Officer
2. Present valid ID/s and/or authorization letter once number is called at the Check Releasing	2.1 Validate ID/s and/or authorization letter presented		2 minutes	Disbursing Officer
3. Acknowledge receipt of Check/s by affixing signature in the logbook	3.1 Release the Check/s to the client		2 minutes	
	TOTAL	**None**	**1 hour and 5 minutes****	

**Valid IDs refers to any government issued with signature and photo-bearing IDs.*

***The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number.*

7. CHECK RELEASING TO HEALTH FACILITIES (HFs)

Releasing of Benefit Payment Check/s to Health Care Institutions (HCIs)

Office/Division	Local Health Insurance Offices (LHIOs)	
Classification	Simple	
Type of Transaction	G2G - Government to Government; G2B - Government to Business	
Who may avail:	All Health Care Institutions (HCIs) NOT enrolled in the Auto-Credit Payment Scheme (ACPS)	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
PhilHealth Forms		
Documentary Requirements 1. Valid ID* of the HCI-Authorized Check Claimant (1 photocopy) If thru a representative, 1.1. Valid ID with signature of the authorized representative (1 photocopy) 1.2. Authorization letter signed by the HCI-Authorized Check Claimant (1 original copy) 1.3. Valid ID of the HCI-Authorized Check Claimant (1 photocopy) 2. Official Receipt/s		Any Government Agency issuing valid ID Authorized Representative HCI-Authorized Check-Claimant HCI-Authorized Check-Claimant

	HCI			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get queuing number at the PACD and wait for the number to be called	1.1 Issue queuing number and advise client to proceed to designated counter when the number is called	None	1 hour and 1 minute**	Public Assistance and Complaint Desk (PACD) Officer
2. Present valid ID/s and/or authorization letter once number is called at the Check Releasing	2.1 Validate ID/s and/or authorization letter presented		2 minutes	Disbursing Officer
3. Acknowledge receipt of Check/s by affixing signature in the logbook	3.1 Release the Check/s to the client		4 minutes	
4. Issue Official Receipt	4.1 Receive the Official Receipt/s and file		1 minute	
	TOTAL	**None**	**1 hour and 8 minutes****	

**Valid IDs refers to any government issued with signature and photo-bearing IDs.*

***The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number.*

****The time indicated corresponds to the time required to process one (1) check.*

8. RECEIVING OF DIRECTLY-FILED CLAIMS*

Receiving of Directly-Filed Claim/s by the Member or their Representative

Office/Division	Local Health Insurance Offices (LHIOs)	
Classification	Simple	
Type of Transaction	G2C - Government to Citizen	
Who may avail:	All PhilHealth Members who were NOT able to avail of the automatic deduction	

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Documentary Requirements	
1. Properly filled-out Acknowledgement Receipt Form (1 original copy)	Public Assistance and Complaint Desk
2. Properly filled-out PhilHealth Claim Form 1, 2, 3, & 4 and Claims Signature Form (CF1, CF2, CF3, CF4, CSF), as applicable (1 original copy)	PhilHealth Website (www.philhealth.gov.ph/downloads) or in any PhilHealth Local Health Insurance Office (LHIO)
3. Hospital and Doctor's Waiver (1 original copy) and	Health Care Institute (HCI)
4. Official Receipt/s showing full payment (1 original copy)	HCI
5. Official Receipts or Authenticated Photocopies** of the same by PhilHealth staff (original copies seen) for medicines bought outside the hospital or laboratory tests performed outside the hospital during confinement (1 original copy)	HCI, Pharmacy
6. Anesthesia, Surgical or Operative Record, as applicable (1 photocopy)	HCI
7. Hospital Statement of Account (SOA) duly signed by the hospital clerk or representative of the patient (1 photocopy)	HCI
8. For facilities with portal, Properly filled-out PhilHealth Benefit Eligibility Form (PBEF) (1 original copy)	HCI
	HCI

9. For confinements abroad, Medical Certificate or Clinical Abstract indicating final diagnosis of patient, confinement period and services rendered written legibly and translated in English (1 photocopy) 10. Member’s Valid ID (1 photocopy) 11. For newborn and mother claim, Certified True Copy of Birth Certificate of Newborn (CTC’ed by the Health Care Facility) (1 original copy) If thru a representative, 1.1. Valid ID with signature of the authorized representative (1 photocopy) 1.2. Authorization letter signed by the Member (1 original copy) 1.3. Valid ID of the Member (1 photocopy)	HCI HCI Abroad Member Member Authorized Representative Member Member

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing number at the PACD and wait for the number to be called	1.1 Issue queuing number and advise client to proceed to designated counter when the number is called	None	1 hour ***	PACD Officer
2. Submit duly accomplished acknowledgement receipt form and PhilHealth Claims form with supporting documents	2.1. Receive and screen claims documents as to completeness of documentary requirements (non-medical) If documents have deficiency/ies, 2.1.1 Return the same and advise the client accordingly If documents are complete; 2.1.2 Stamp “received” in the acknowledgement receipt form and give the client a receiving copy		6 minutes	Frontline Officer/Claims Receiving Officer Designate
3. Receive acknowledgement receipt or claim with deficiency	3.1 Log the Claims received in the logbook and let the member or representative signed for acknowledgement		1 minute	
	3.2 Advise client to receive Benefit Payment Notice (BPN) within 60 days		1 minute	
	TOTAL	**None**	**1 hour and 10 minutes**	

**Receiving of Directly-Filed Claims is qualified for multi-stage processing.*

***Authenticated photocopies are allowed in cases where original Official Receipts (ORs) are required by HMOs; or any legal purpose it may serve by and submitted.*

****The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number*

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application forms and other documentary requirements with properly filled-out payment slip once queuing number is called.	1.1. Receive application and other documentary requirements and payment slip.	None	1 hour and 5 minutes*	LHIO Frontline Officer
	1.2. Screen application and other documentary requirements as to completeness of requirements		5 minutes	
	1.3. Write down the HCI data in the receiving logbook		2 minutes	
2. If the application is not complete, get the receiving copy of the application, receive deficiency letter and explanation on the content of the letter and sign under "disposition" column in the receiving logbook.	If the application is not complete, 1.1. Return the application to the HCI, furnish a Deficiency Letter, explain the content of the deficiency letter and ask HCI representative to sign under "disposition" column in the receiving logbook. If complete,		10 minutes	

	1.2. Stamp complete the file copy and the receiving copy (PDR and the 1st page of the other requirements).			
2. Receive stamped complete of all the requirements.	2.1. Release the receiving copy of the PDR and other requirements to the HProf/representative	None	2 minutes	
Total		**None**	**1 hour and 24 minutes**	

**The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time start upon receipt of the queue number.*

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9. RECEIVING OF APPLICATION FOR ACCREDITATION OF HEALTH FACILITIES (HFs)

Receiving of application for accreditation filed by Health Facilities (HFs) in the Philippines.

Office/Division	Local Health Insurance Offices	
Classification	Simple	
Type of Transaction	G2G - Government to Government ; G2B - Government to Business; G2C - Government to Citizen	
Who may avail:	All HFs applying for Initial Accreditation	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
PhilHealth Forms: 1. Provider Data Record (PDR) (1 original copy) 2. Performance Commitment (PC) (1 original copy) 3. Payment Slip or Order of Payment (1 original copy) 4. Statement of Intent (SOI), (1 original copy) if applicable		Public Assistance and Complaint's Desk (PACD), PhilHealth Website (www.philhealth.gov.ph/downloads) or in any PhilHealth Regional Office (PRO) or Local Insurance Office (LHIO)
General Requirements 1. Provider Data Record (PDR) (1 original copy) 2. Performance Commitment (PC rev. 3 – Aug. 2018) with the HF's letterhead, and signed at each page (1 original copy) 3. *Applicable if the Initial Application is submitted on the 4th Quarter of the current Calendar Year*: Statement of Intent (SOI), indicating whether Option 1 (start of accreditation validity is on the current year) or Option 2 (start of the accreditation validity is on January 1 of the next year) is preferred (1 original copy) 4. Location Map (visual illustration of location/address) ((1 original copy/soft copy thru flashdrive)		PACD, PhilHealth website, or PhilHealth LHIO/ PRO PACD, PhilHealth website, or PhilHealth LHIO/ PRO PACD, PhilHealth website, or PhilHealth LHIO/ PRO

	Facility
Specific Requirements in Addition to the General Requirements: **II. Hospitals (Level 3, 2, or 1), Infirmaries, Ambulatory Surgical Clinics (ASCs) & Freestanding Dialysis Clinics (FDCs)** **1.** Updated DOH License-to-Operate (LTO) (1 original copy) **2.** Official Receipt for Payment of Accreditation Fee 2.1. L3 – P10,000.00 2.2. L2 – P8,000.00 2.3. L1 – P5,000.00 2.4. Infirmary – P3,000.00 2.5. ASC – P5,000.00 2.6. FDC – P5,000.00 **3.** *Applicable for Hospitals & Infirmaries only:* Certificate of Good Standing (CGS) from the Philippine Hospital Association (1 original copy)	DOH PhilHealth Cashier, upon payment

4. Memorandum of Agreement (MOA), Memorandum of Understanding (MOU) and/or other contracts entered into by the hospital/infirmary with relevance to reimbursement of claims (e.g. hemodialysis, ARSP, etc.), for outsourced services. (1 original copy)	PHA
5. Photographs of the major areas in the facility (in .jpeg format) saved in a flash drive, completely labeled with name of the HF and date taken	Facility
6. *Applicable for L1 Hospitals, Infirmaries, ASCs, & FDCs only:* Licenses-to-Operate (LTOs), Clearance to Operate, Certificate, or other proof of operation issued by the DOH or other pertinent government agencies if applicable, covering a period of three (3) years as proof of three (3) years of operation, (1 original copy)	
OR any of the following:	Facility
6.1. Proof that the managing health care professional (namely Medical Director, Administrator, or the Chief of Hospital) has at least three (3) years of working experience in a similar, analogous or at least the same level of facility it is applying for accreditation. (1 original copy) NOTE: If the managing health care professional leaves the accredited HF within the initial year of accreditation, the accreditation shall be withdrawn effective on the date of vacancy.	DOH or other pertinent government agencies

6.1.1. For Government HFs: Service Record of the managing health care professional (1 original copy) 6.1.2. For Private HFs (1 original copy): 6.1.2.1. If corporation, Certification from the Board, or 6.1.2.2. If single-proprietorship, Certification from the facility owner. 6.2. Certificate of completion of a Master's degree in Hospital Administration (MHA) or other related degrees of the managing health care professional (1 original copy); 6.3. Certification from the Local Chief Executive (LCE) attesting that the accredited HF cannot adequately or fully service its population, **OR** Certification from the PRO attesting that the service capability is not currently available in the LGU (1 original copy); 6.4. Proof that the HF is an extension or branch of a HF that has been accredited for at least two (2) years: 6.4.1. Proof of two (2) years accreditation of the main HF branch (1 original copy), or 6.4.2. **Any** of the following proofs of ownership or acquisition of the extension or branch such as, but not limited to (1 original copy): 6.4.2.1. Board Resolution; 6.4.2.2. Secretary's Certificate; 6.4.2.3. For corporations, Securities and Exchange Commission (SEC) Registration;	Facility

6.4.2.4. For cooperatives, Cooperative Development Authority (CDA); or 6.4.2.5. For private HFs, Certificate from Department of Trade and Industry (DTI). **7.** PhilHealth-Accredited Medical Director/Chief of Clinic/Hospital **OR** Application for PhilHealth accreditation of the managing health care professional if not yet accredited (1 original copy) **8.** *Applicable for Hospitals, Infirmaries & MCPs intending to provide COVID-19 Home Isolation Benefit Package (CHIBP):* Letter of Intent to provide CHIBP (1 original copy)	Managing Health Care Professional LGU **OR** PRO Facility Facility

	Facility Facility SEC CDA DTI Facility OR PACD, PhilHealth website, or PhilHealth LHIO/ PRO Facility
II. Maternity Care Package Provider (MCPs) 1. Valid and updated DOH License-to-Operate (LTO) as a Birthing Home (1 original copy)	 DOH

2. Official Receipt for Payment of Accreditation Fee: P1,500 3. Updated Certificate as Newborn Screening Facility (1 photocopy) 4. Updated Certificate as Newborn Hearing Screening Facility **OR** Memorandum of Agreement (MOA) with a certified facility (1 photocopy) 5. Photographs of the major areas in the facility (in .jpeg format) saved in a flash drive, completely labeled with name of the HF and date taken 6. PhilHealth-Accredited Clinic Head/ Facility Head/ Service Provider **OR** Application for PhilHealth accreditation of the Clinic Head/ Facility Head/ Service Provider if not yet accredited (1 original copy) 7. *Applicable if MCP intends to provide CHIBP:* Letter of Intent to provide CHIBP. (1 original copy) **NOTE:** HF shall undergo Pre-Accreditation Survey (PAS).	PhilHealth Cashier, upon payment DOH DOH or Facility Facility Facility OR PACD, PhilHealth website, or PhilHealth LHIO/ PRO Facility
III. Anti-Tuberculosis Directly-Observed Treatment Short-course (TB DOTS) Package Providers	

1. Updated DOH-PhilCat Certificate (1 original copy), if available. **NOTE:** Non-PhilCat certified HFs shall undergo Pre-Accreditation Survey (PAS) 2. Official Receipt for Payment of Accreditation Fee: P1,000 3. Photographs of the major areas in the facility (in .jpeg format) saved in a flash drive, completely labeled with name of the HF and date taken 4. PhilHealth-Accredited Clinic Physician **OR** Application for PhilHealth accreditation of the Clinic Physician if not yet accredited (1 original copy)	DOH PhilHealth Cashier, upon payment Facility Facility OR PACD, PhilHealth website, or PhilHealth LHIO/ PRO
IV. Animal Bite Benefit Package Providers (ABPPs) 1. DOH Certificate of Recognition as an Animal Bite Treatment Center or Animal Bite Center (1 original copy) 2. Official Receipt for Payment of Accreditation Fee: P1,000	DOH PhilHealth Cashier, upon payment

V. Stand-alone Outpatient HIV/AIDS Treatment (OHAT) Package Providers 1. Certification from DOH as an HIV/AIDS Treatment Hub, Satellite Treatment Hub, or Primary Care Facility (1 original copy), **OR** Latest DOH Department Memorandum on the list of recognized facilities (1 photocopy) 2. Official Receipt for Payment of Accreditation Fee: P1,000 3. Photographs of the major areas in the facility (in .jpeg format) saved in a flash drive, completely labeled with name of the HF and date taken 4. PhilHealth-Accredited Clinic Physician **OR** Application for PhilHealth accreditation of the Clinic Physician if not yet accredited (1 original copy)	DOH PhilHealth Cashier, upon payment Facility Facility OR PACD, PhilHealth website, or PhilHealth LHIO/ PRO
VI. Free-standing Family Planning (FP) Clinics 1. Valid DOH Certificate of Compliance as Free-standing Family Planning (FP) Clinics (1 original copy)	DOH

2. Official Receipt for Payment of Accreditation Fee: P1,500	PhilHealth Cashier, upon payment
3. Photographs of the major areas in the facility (in .jpeg format) saved in a flash drive, completely labeled with name of the HF and date taken	Facility
4. Proof of proficiency on FP and/or Training Certificates of service provider 1 original copy), as applicable: 4.1. Physician: 4.1.1. Training on Non-Scalpel Vasectomy 4.1.2. Training on Subdermal Implant Insertion and Removal 4.2. Midwives: 4.2.1. Family Planning Competency-Based Training Level 2 (FPCBT2) 4.2.2. Training on Subdermal Implant Insertion and Removal 4.3. Nurses 4.3.1. Family Planning Competency-Based Training Level 2 (FPCBT2) 4.3.2. Training on Subdermal Implant Insertion and Removal	Service Provider
5. PhilHealth-Accredited Clinic Service Provider **OR** Application for PhilHealth accreditation of the Service Provider if not yet accredited (1 original copy)	Facility OR PACD, PhilHealth website, or PhilHealth LHIO/ PRO

VII. Outpatient Malaria Package (OMP) Providers **1.** DOH Certificate of an employed personnel with a Microscopist's Training in the Diagnosis of Malaria (1 original copy)	DOH
VIII. Free-standing or Government DOH-licensed or DOH-certified Drug Abuse Treatment and Rehabilitation Centers (DATRCs) 1. Updated DOH License/ Certification as a DARTC (1 original copy) 2. Signed Memorandum of Agreement (MOA) with referral hospital for mandatory and diagnostic services and management of co-morbidities (1 original copy)	DOH Facility
IX. Konsulta Package Providers (KPPs) **A. Licensed KPPs** 1. Updated DOH License-to-Operate as a Primary Care Facility (1 original copy) 2. Official Receipt for Payment of Accreditation Fee of P2,000.00 3. *Applicable if licensed KPP is with Memorandum of Understanding (MOU) with partner service providers:* Certification of Service Delivery Support (SDS) for the following referred services and applicable DOH/FDA licenses (1 original copy):	DOH PhilHealth Cashier, upon payment

3.1. Laboratory (Secondary Level) & Diagnostic Services/ X-ray (Level 1) 3.2. Pharmacy/ Drug outlet **B. Non-licensed Stand-alone KPPs** 1. *Applicable for Private KPPs*: Certified True Copy of Business/ Mayor's Permit or Updated Professional Tax Receipt (to follow if not yet available upon application) (1 original copy) 2. Official Receipt for Payment of Accreditation Fee of P2,000.00 3. Certification of Service Delivery Support (SDS) for the following referred services and applicable DOH/FDA licenses (1 original copy): 3.3. Laboratory (Secondary Level) & Diagnostic Services/ X-ray (Level 1) 3.4. Pharmacy/ Drug outlet 4. Fully-accomplished Self-Assessment Tool (SAT) (1 original copy) 5. Non-disclosure agreement (NDA) signed by staff in the facility handling patients' data (1 original copy) **NOTE:** Non-licensed HFs shall undergo Pre-Accreditation Survey (PAS).	DOH/FDA Partner Laboratory and diagnostic service Partner pharmacy/drug outlet LGU PhilHealth Cashier, upon payment DOH/FDA Partner Laboratory and diagnostic service

	Partner pharmacy/drug outlet PACD, PhilHealth website, or PhilHealth LHIO/ PRO PACD, PhilHealth website, or PhilHealth LHIO/ PRO
X. Community Isolation Units (CIUs) 1. DOH Certification or inclusion in the list of DOH certified CIUs from Center for Health Development (CHD) (1 original copy)	DOH CHD
XI. SARS-CoV-2 Testing Lab using RT-PCR **A. Currently PhilHealth-accredited facilities** 1.1. DOH license as SARS-CoV-2 Testing Laboratory **B. Stand-alone testing laboratories** 1. DOH license as SARS-CoV-2 Testing Laboratory **OR** inclusion in the list of DOH certified/licensed SARS-CoV-2 or laboratory	DOH DOH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application forms and other documentary requirements with	1.1 Receive application and other documentary requirements and payment slip.	None	1 hour and 5 minutes*	LHIO Frontline Officer

properly filled-out payment slip once queuing number is called.	1.2 Screen application and other documentary requirements as to completeness of requirements		5 minutes	
	1.3 Write down the HCI data in the receiving logbook		2 minutes	
2. If the application is not complete, get the receiving copy of the application, receive deficiency letter and explanation on the content of the letter and sign under "disposition" column in the receiving logbook	If the application is not complete, 2.1 Return the application to the HCI, furnish a Deficiency Letter, explain the content of the deficiency letter and ask HCI representative to sign under "disposition" column in the receiving logbook If complete, 2.2 Stamp complete the file copy and the receiving copy (PDR and the 1st page of the other requirements) 2.2.1. Provide corresponding amount for accreditation fee 2.2.2. Direct client to the cashier for payment		15 minutes	
3. Proceed to Cashier for payment	3.1 Receive payment		5 minutes	Collecting Officer
4. Provide copy of proof of payment to the counter	4.1 Release the receiving copy of the PDR and other requirements to the HCI representative		2 minutes	Frontline Officer
TOTAL		**None**	**1 hour and 30 minutes**	

**The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time start upon receipt of the queue number.*

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10. RECEIVING OF APPLICATION FOR RE-ACCREDITATION OF HEALTH FACILITIES (HFs)

Receiving of application for accreditation filed by Health Facilities (HFs) in the Philippines.

Office/Division	Local Health Insurance Offices	
Classification	Simple	
Type of Transaction	G2G - Government to Government ; G2B - Government to Business; G2C - Government to Citizen	
Who may avail:	All HFs applying for Re-Accreditation	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
PhilHealth Forms: 5. Provider Data Record (PDR) (1 original copy) 6. Performance Commitment (PC) (1 original copy) 7. Payment Slip or Order of Payment (1 original copy) 8. Statement of Intent (SOI) (1 original copy), if applicable		Public Assistance and Complaint's Desk (PACD), PhilHealth Website (www.philhealth.gov.ph/downloads) or in any PhilHealth Regional Office (PRO) or Local Insurance Office (LHIO)
General Requirements 1. Provider Data Record (PDR) (1 original copy) 2. Performance Commitment (PC rev. 3 – Aug. 2018) with the HF's letterhead, and signed at each page (1 original copy) 3. *Applicable if the Initial Application is submitted on the 4th Quarter of the current Calendar Year*: Statement of Intent (SOI), indicating whether Option 1 (start of accreditation validity is on the current year) or Option 2 (start of the accreditation validity is on January 1 of the next year) is preferred (1 original copy)		PACD, PhilHealth website, or PhilHealth LHIO/ PRO PACD, PhilHealth website, or PhilHealth LHIO/ PRO PACD, PhilHealth website, or PhilHealth LHIO/ PRO

Specific Requirements in Addition to the General Requirements, per Type of Re-accreditation Application: **A. RE-ACCREDITATION DUE TO (1) LAPSE IN ACCREDITATION, SUBSEQUENT APPLICATION WAS DENIED, (2) FAILURE TO SUBMIT APPLICATION WITHIN THE PRESCRIBED PERIOD, (3) CONTINUOUS ACCREDITATION WAS WITHDRAWN, (4) RESUMPTION OF OPERATION AFTER CLOSURE OR CESSATION OF OPERATION, (5) UPGRADING OF FACILITY LEVEL OR CATEGORY, OR (6) TRANSFER OF LOCATION** **NOTE:** If the re-accreditation application is due to **(6) TRANSFER OF LOCATION**, this shall be submitted within ninety (90) calendar days from actual transfer of location. **I. Hospitals (L1, L2 or L3) & Infirmaries** 1. Updated DOH License-to-Operate (LTO) as a Hospital (Level 3, 2, or 1 or an Infirmary) (1 original copy) 2. Official Receipt for Payment of Accreditation Fee 2.1. Level 3 – P10,000.00 2.2. Level 2 – P8,000.00 2.3. Level 1 – P5,000.00 2.4. Infirmary – P3,000.00 3. Certificate of Good Standing (CGS) from the Philippine Hospital Association (PHA) (1 original copy)	DOH

4. Memorandum of Agreement (MOA), Memorandum of Understanding (MOU) and/or other contracts entered into by the hospital/infirmary with relevance to reimbursement of claims (e.g. hemodialysis, ARSP, etc.), for outsourced services. (1 original copy) 5. Photographs of the major areas in the facility (in .jpeg format) saved in a flash drive if there are improvements/ renovation undertaken 6. PhilHealth-Accredited Medical Director/ Chief of Hospital, OR Application for PhilHealth Accreditation of the Medical Director/ Chief of Hospital if not yet accredited (1 original copy) 7. Applicable only if re-accreditation is due to (6) TRANSFER OF LOCATION: Updated Location Map (1 original copy/soft copy thru flashdrive)	PhilHealth Cashier, upon payment PHA Facility Facility Facility OR PACD, PhilHealth Website, or PhilHealth LHIO/PRO

	Facility
II. Ambulatory Surgical Clinics (ASCs) & Freestanding Dialysis Clinics (FDCs) 3. Updated DOH License-to-Operate as an ASC or an FDC (1 original copy) 4. Official Receipt for Payment of Accreditation Fee 2.1. ASC- P5,000.00 2.2. FDC- P5,000.00 5. Photographs of the major areas in the facility (in .jpeg format) saved in a flash drive if there are improvements/ renovation undertaken 6. PhilHealth-Accredited Medical Director/ Chief of Hospital, OR Application for PhilHealth Accreditation of the Medical Director/ Chief of Hospital if not yet accredited (1 original copy) 7. Applicable only if re-accreditation is due to (6) TRANSFER OF LOCATION: Updated Location Map	DOH PhilHealth Cashier, upon payment Facility Facility OR PACD, PhilHealth Website, or PhilHealth LHIO/PRO Facility
III. Konsulta Package Providers (KPPs), Maternity Care Providers (MCPs), Anti-Tuberculosis Directly-Observed Treatment Short-course (TB DOTS) Package Providers, Animal Bite Benefit Package Provider (ABPPs), Standalone Outpatient HIV-AIDS Treatment Package Providers (OHAT), Freestanding Family Planning (FPs) Clinics,	

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Community Isolation Units (CIUs), SARS-CoV2 Testing Laboratory (COVID LABs), Outpatient Malaria Package Providers (OMP) & Drug Abuse Treatment and Rehabilitation Center (DATRC) 1. Updated DO LTO/PhilCAT Certification (1 original copy) 2. Official Receipt for Payment of Accreditation Fee 2.1. KPP- P2,000.00 2.2. MCP- P1,500.00 2.3. TB DOTS- P1,000.00 2.4. ABPP- P1,000.00 2.5. OHAT- P1,000.00 2.6. FP- P1,500.00 2.7. CIU- N/A 2.8. COVID LAB- N/A 2.9. OMP- N/A 2.10. DATRC- N/A 3. Photographs of the major areas in the facility (in .jpeg format) saved in a flash drive if there are improvements/ renovation undertaken 4. Applicable for KPPs, MCPs, & TB DOTS only: PhilHealth-Accredited Managing Health Care Provider, OR Application for PhilHealth Accreditation of the Managing Health Care Provider if not yet accredited (1 original copy) 5. Applicable only if re-accreditation is due to (6) TRANSFER OF LOCATION: Updated Location Map (1 original copy/soft copy thru flashdrive)	DOH PhilHealth Cahier, upon payment

	Facility Facility OR PAC, PhilHealth Website, or PhilHealth LHIO/PRO Facility
B. RE-ACCREDITATION DUE TO (1) ACQUISITION OF ADDITIONAL SERVICE CAPABILITY, OR (2) CHANGE IN CLASSIFICATION OF HEALTH FACILITY I. **Hospitals (L1, L2 or L3), Infirmaries, Ambulatory Surgical Clinics (ASCs), & Freestanding Dialysis Clinics (FDCs)** 1. Updated DOH LTO (1 original copy) 2. Official Receipt for Payment of Accreditation Fee 2.1. Level 1- P5,000.00 2.2. Level 2- P8,000.00 2.3. Level 3- P10,000.00 2.4. Infirmary- P3,000.00 2.5. ASC- P5,000.00 2.6. FDC- P5,000.00 3. Photographs of the major areas in the facility (in .jpeg format) saved in a flash drive if there are improvements/ renovation undertaken	DOH PhilHealth Cashier, upon payment

	Facility
II. Konsulta Package Providers (KPPs), Maternity Care Providers (MCPs), Anti-Tuberculosis Directly-Observed Treatment Short-course (TB DOTS) Package Providers, Animal Bite Benefit Package Provider (ABPPs) Standalone Outpatient HIV-AIDS Treatment (OHAT) Package Providers, & Freestanding Family Planning (FP) Clinics 1. DOH Certification/ Certificate of Training (1 original copy) 2. Photographs of the major areas in the facility (in .jpeg format) saved in a flash drive if there are improvements/ renovation undertaken	DOH Facility
C. RE-ACCREDITATION DUE TO CHANGE IN OWNERSHIP **I. Hospitals (L1, L2 or L3), Infirmaries, Ambulatory Surgical Clinics (ASCs), Freestanding Dialysis Clinics (FDCs), Konsulta Package Providers (KPP), Maternity Care Providers (MCPs), Anti-Tuberculosis Directly-Observed Treatment Short-course (TB DOTS) Package Providers, Animal Bite Benefit Package Providers (ABPPs), Standalone Outpatient HIV-AIDS Treatment (OHAT) Package Providers, Community Isolation Units (CIUs), SARS-CoV2 Testing Laboratory (COVID LABs), Outpatient Malaria Package Providers (OMPs), & Drug Abuse Treatment and Rehabilitation Center (DATRC)** 1. Updated DOH LTO/ Certification (1 original copy) 2. Official Receipt for Payment of Accreditation Fee 2.1. Level 3- P10,000.00 2.2. Level 2- P8,000.00 2.3. Level 1- P5,000.00 2.4. Infirmary- P3,000.00	

2.5. ASC- P5,000.00 2.6. FDC- P5,000.00 2.7. Konsulta- P2,000.00 2.8. MCP- P1,500.00 2.9. TB DOTS- P1,000.00 2.10. ABPP- P1,000.00 2.11. OHAT- P1,000.00 2.12. CIU- N/A 2.13. COVID LAB- N/A 2.14. OMP- N/A 2.15. DATRC- N/A 3. Any of the following as proof of change in ownership: 3.1. For Private HFs (1 original copy): 3.1.1. Securities and Exchange Commission (SEC) Registration including Articles of Incorporation, 3.1.2. Deed of Sale, 3.1.3. Cooperation Development Authority (CDA) 3.1.4. Department of Trade and Industry (DTI) Certificate 3.2. For Government HFs (1 photocopy): 3.2.1. Provincial to Municipal – Usufruct agreement between the province and municipality 3.2.2. Local to National – corresponding Republic Act	DOH PhilHealth Cashier, upon payment

	SEC Facility CDA DTI LGU, Facility LGU, Facility			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit application forms and other documentary requirements with properly filled-out	1.1 Receive application and other documentary requirements and payment slip.	**Applicable fees are illustrated below	1 hour and 5 minutes*	LHIO Frontline Officer
	1.2 Screen application and other documentary requirements as to completeness of requirements		5 minutes	

payment slip once queuing number is called.	1.3 Write down the HCI data in the receiving logbook		2 minutes	
2. If the application is not complete, get the receiving copy of the application, receive deficiency letter and explanation on the content of the letter and sign under “disposition” column in the receiving logbook	If the application is not complete, 2.1 Return the application to the HCI, furnish a Deficiency Letter, explain the content of the deficiency letter and ask HCI representative to sign under “disposition” column in the receiving logbook If complete, 2.2 Stamp complete the file copy and the receiving copy (PDR and the 1st page of the other requirements) 2.2.1 Provide corresponding amount for accreditation 2.2.2 Direct Client to the cashier for payment		15 minutes	
3. Proceed to Cashier for payment	3.2 Receive payment		5 minutes	Collecting Officer
4. Provide copy of proof of payment to the counter	4.2 Release the receiving copy of the PDR and other requirements to the HCI representative		2 minutes	Frontline Officer
TOTAL		**None**	**1 hour and 30 minutes**	

**The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time start upon receipt of the queue number.*

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Schedule of Application Fees for Institutional Health Care Providers

INSTITUTIONS	INITIAL & REACCREDITATION * PRIVATE/ GOVERNMENT	RENEWAL		RE-ACCREDITATION **	
		BEFORE THE PRESCRIBED FILING PERIOD (WITH 10% INCENTIVES)	PRESCRIBED FILING PERIOD	APPLICATIONS FILED AFTER THE PRESCRIBED FILING PERIOD **(additional fee)**	
				31 – 90 days prior to expiration	1 – 30 days prior to expiration
Level I Hospitals	P 3,000.00	P 1,800.00	P 2,000.00	P 4,000.00	P 8,000.00
Level II Hospitals	P 5,000.00	P 3,600.00	P 4,000.00	P 8,000.00	P 16,000.00
Level III Hospitals	P 8,000.00	P 7,200.00	P 8,000.00	P 16,000.00	P 32,000.00
Level IV Hospitals (*with training programs*)	P 10,000.00	P 9,000.00	P 10,000.00	P 20,000.00	P40,000.00
Ambulatory Surgical Centers (ASCs)	P 5,000.00	P 3,600.00	P 4,000.00	P 8,000.00	P 16,000.00
Free Standing Dialysis Centers (FSDCs)	P 5,000.00	P 4,500.00	P 5,000.00	P 10,000.00	P 20,000.00
OPB Providers	P 1,000.00 ***	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
TB-DOTS Provider	P 1,000.00	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
Non-Hospital Maternity Care Providers	P 1,500.00	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
3-in-1 Providers	P 1,000.00 ***	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
OPB and DOTS Providers	P 1,000.00 ***	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
OPB and MCP Providers	P 1,500.00 ***	P 1,350.00	P 1,500.00	P 3,000.00	P 6,000.00
MCP and DOTS Providers	P 1,500.00	P 1,350.00	P 1,500.00	P 3,000.00	P 6,000.00

* Applications filed after the validity of their accreditation
** Applications filed after the prescribed filing period but within the validity period
*** Only applicable to government facilities

11. RECEIVING OF APPLICATION FOR RENEWAL/CONTINUOUS ACCREDITATION OF HEALTH FACILITIES (HFs)

Receiving of application for accreditation filed by Health Facilities (HFs) in the Philippines.

Office/Division	Local Health Insurance Offices
Classification	Simple
Type of Transaction	G2G - Government to Government ; G2B - Government to Business; G2C - Government to Citizen
Who may avail:	All HFs applying for Renewal/Continuous Accreditation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PhilHealth Forms: 9. Provider Data Record (PDR) (1 original copy) 10. Performance Commitment (PC) (1 original copy) 11. Payment Slip or Order of Payment (1 original copy)	Public Assistance and Complaint's Desk (PACD), PhilHealth Website (www.philhealth.gov.ph/downloads) or in any PhilHealth Regional Office (PRO) or Local Insurance Office (LHIO)
General Requirements 1. Provider Data Record (PDR) (1 original copy) 2. Performance Commitment (PC rev. 3 – Aug. 2018) with the HF's letterhead and signed at each page. (1 original copy)	PACD, PhilHealth website, or PhilHealth LHIO/ PRO PACD, PhilHealth website, or PhilHealth LHIO/ PRO
Specific Requirements in Addition to the General Requirements: **I. Hospitals (Level 3, 2, or 1), Infirmaries** 1. Updated DOH License-to-Operate (LTO) as a Hospital (Level 3, 2, or 1) or an Infirmary (1 original copy) 2. Official Receipt for Payment of Accreditation Fee 2.1. Level 3 – P10,000.00 2.2. Level 2 – P8,000.00	DOH

2.3. Level 1 – P5,000.00 2.4. Infirmaries – P3,000.00 3. Certificate of Good Standing (CGS) from the Philippine Hospital Association (PHA) (1 original copy) 4. Memorandum of Agreement (MOA), Memorandum of Understanding (MOU), and/or other contracts entered into by the hospital/infirmary for outsourced services with relevance to reimbursement of claims (e.g. hemodialysis, ARSP, etc.), for outsourced services (1 original copy) 5. Latest audited financial statement, shall be submitted on or before June 30 of the current year (1 original copy) 6. If HF provides COVID-19 Home Isolation Benefit Package (CHIBP), Letter of Intent (LOI) to continue providing the same (1 original copy) 7. PhilHealth-accredited Medical Director/ Chief of Hospital, **OR** Application for PhilHealth Accreditation of the Medical Director/ Chief of Hospital if not yet accredited (1 original copy)	PhilHealth Cashier, upon payment PHA Facility Facility PACD, PhilHealth website, or PhilHealth LHIO/ PRO Facility **OR** PACD, PhilHealth website, or PhilHealth LHIO/ PRO

II. Hospital Extension Facilities (HEFs) 1. Updated DOH License-to-Operate (LTO) as a HEF (1 original copy) 2. Official Receipt for Payment of Accreditation Fee 1.1. HEF of Level 3 Hospital – P10,000.00 1.2. HEF of Level 3 Hospital – P8,000.00 1.3. HEF of Level 3 Hospital – P5,000.00	DOH PhilHealth Cashier, upon payment
III. Ambulatory Surgical Clinics (ASCs) & Free-standing Dialysis Clinics (FDCs) 1. Updated DOH License-to-Operate (LTO) as an ASC or an FDC (1 original copy) 2. Official Receipt for Payment of Accreditation Fee of P5,000.00 3. Latest audited financial statement, shall be submitted on or before June 30 of the current year (1 original copy) 4. If the ASC provides COVID-19 Home Isolation Benefit Package (CHIBP), Letter of Intent (LOI) to continue providing the same (1 original copy) 5. PhilHealth-accredited managing health care professional, **OR** Application for PhilHealth accreditation of the managing health care professional if not yet accredited (1 original copy)	DOH PhilHealth Cashier, upon payment Facility PACD, PhilHealth website, or PhilHealth LHIO/ PRO Facility **OR** PACD, PhilHealth website, or PhilHealth LHIO/ PRO
IV. Maternity Care Package Providers (MCPs) 1. Updated DOH License-to-Operate (LTO) as a Birthing Home (1 original copy) 2. Official Receipt for Payment of Accreditation Fee of P5,000.00 3. Latest audited financial statement, shall be submitted on or before June 30 of the current year (1 original copy) 4. Updated DOH Certificate as a Newborn Screening Facility (1 original copy)	DOH PhilHealth Cashier, upon payment

5. Updated DOH Certificate as a Newborn Hearing Screening Facility, **OR** Memorandum of Agreement (MOA) with a Certified Facility for outsourced service (1 original copy) 6. If the MCP provides COVID-19 Home Isolation Benefit Package (CHIBP), Letter of Intent (LOI) to continue providing the same (1 original copy) 7. PhilHealth-accredited managing health care professional, **OR** Application for PhilHealth accreditation of the managing health care professional if not yet accredited (1 original copy)	Facility DOH DOH **OR** Facility PACD, PhilHealth website, or PhilHealth LHIO/ PRO Facility **OR** PACD, PhilHealth website, or PhilHealth LHIO/ PRO
V. Outpatient HIV-AIDS Treatment (OHAT) Hubs 1. Stand-alone OHAT Hubs 1.1. DOH Certification as Treatment Hub/ Satellite Treatment Hub/ Primary HIV Care Facility, **OR** latest DOH Department Memorandum on the list of recognized facilities (1 original copy) 1.2. Official Receipt for Payment of Accreditation Fee of P1,000.00 1.3. For private stand-alone OHAT hubs, latest audited financial statement, shall be submitted on or before June 30 of the current year (1 original copy) 1.4. PhilHealth-accredited health care professional/ physician, **OR** Application for PhilHealth accreditation of the health care professional/ physician if not yet accredited (1 original copy) 2. Facility-Based OHAT Hubs	DOH PhilHealth Cashier, upon payment Facility

2.1. DOH Certification as Treatment Hub/ Satellite Treatment Hub/ Primary HIV Care Facility, OR latest DOH Department Memorandum on the list of recognized facilities (1 original copy) 2.2. PhilHealth-accredited health care professional/ physician, OR Application for PhilHealth accreditation of the health care professional/ physician if not yet accredited (1 original copy)	Facility **OR** PACD, PhilHealth website, or PhilHealth LHIO/ PRO DOH Facility **OR** PACD, PhilHealth website, or PhilHealth LHIO/ PRO
VI. Freestanding Family Planning (FP) Clinics 1. Valid DOH Certification of Compliance as a Freestanding FP Clinic (1 original copy) 2. Official Receipt for Payment of Accreditation Fee of P1,500.00 3. Latest audited financial statement, shall be submitted on or before June 30 of the current year (1 original copy) 4. Accredited health care professional, **OR** Application for PhilHealth accreditation of the health care professional if not yet accredited (1 original copy)	PhilHealth Cashier, upon payment DOH Facility Facility **OR** PACD, PhilHealth website, or PhilHealth LHIO/ PRO
VII. Anti-Tuberculosis Directly-Observed Treatment Short-course (TB DOTS) Package Providers 1. Updated DOH – PhilCAT Certification, if available (1 original copy)	

2. Official Receipt for Payment of Accreditation Fee of P1,000.00 3. Latest audited financial statement, shall be submitted on or before June 30 of the current year (1 original copy) 4. Accredited health care professional, **OR** Application for PhilHealth accreditation of the health care professional if not yet accredited (1 original copy)	DOH PhilHealth Cashier, upon payment Facility Facility **OR** PACD, PhilHealth website, or PhilHealth LHIO/ PRO
VIII. Animal Bite Benefit Package Providers (ABPPs) 1. Updated DOH Certificate of Recognition as an Animal Bite Treatment Center (ABTC) or Animal Bite Center (ABC) (1 original copy) 2. Official Receipt for Payment of Accreditation Fee of P1,000.00 3. For private ABPPs, latest audited financial statement, shall be submitted on or before June 30 of the current year (1 original copy)	DOH PhilHealth Cashier, upon payment Facility
IX. Konsulta Package Providers (KPPs) 1. Licensed KPPs 1.1. Updated DOH License-to-Operate as a Primary Care Facility (1 original copy) 1.2. Official Receipt for Payment of Accreditation Fee of P2,000.00 2. Non-licensed Stand-alone KPPs 2.1. For private KPP - Certified True Copy of Business/ Mayor's Permit or Updated Professional Tax Receipt (to follow if not yet available upon application) (1 original copy) 2.2. Official Receipt for Payment of Accreditation Fee of P2,000.00	DOH PhilHealth Cashier, upon payment LGU or Facility

	PhilHealth Cashier, upon payment
X. Drug Abuse Treatment and Rehabilitation Centers (DATRCs) 1. Updated DOH Certificate as a drug abuse treatment and rehabilitation center (1 original copy)	DOH
XI. Outpatient Malaria Package (OMP) Provider 3. DOH Certificate of an employed personnel with a Microscopist's Training in the Diagnosis of Malaria (1 original copy)	DOH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application forms and other documentary requirements with properly filled-out payment slip once queuing number is called.	1.1 Receive application and other documentary requirements and payment slip.	***Applicable fees are illustrated below*	1 hour and 5 minutes*	LHIO Frontline Officer
	1.2 Screen application and other documentary requirements as to completeness of requirements		5 minutes	
	1.3 Write down the HCI data in the receiving logbook		2 minutes	

2. If the application is not complete, get the receiving copy of the application, receive deficiency letter and explanation on the content of the letter and sign under “disposition” column in the receiving logbook	If the application is not complete, 2.1 Return the application to the HCI, furnish a Deficiency Letter, explain the content of the deficiency letter and ask HCI representative to sign under “disposition” column in the receiving logbook If complete, 2.2 Stamp complete the file copy and the receiving copy (PDR and the 1st page of the other requirements) 2.2.1 Provide corresponding amount for accreditation 2.2.2 Direct Client to the cashier for payment		15 minutes	
3. Proceed to Cashier for payment	3.1 Receive payment		5 minutes	Collecting Officer
4. Provide copy of proof of payment to the counter	4.1 Release the receiving copy of the PDR and other requirements to the HCI representative		2 minutes	Frontline Officer
TOTAL		**None**	**1 hour and 30 minutes**	

**The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time start upon receipt of the queue number.*

Schedule of Application Fees for Institutional Health Care Providers

INSTITUTIONS	INITIAL & REACCREDITATION * PRIVATE/ GOVERNMENT	RENEWAL		RE-ACCREDITATION **	
		BEFORE THE PRESCRIBED FILING PERIOD (WITH 10% INCENTIVES)	PRESCRIBED FILING PERIOD	APPLICATIONS FILED AFTER THE PRESCRIBED FILING PERIOD **(additional fee)**	
				31 – 90 days prior to expiration	1 – 30 days prior to expiration
Level I Hospitals	P 3,000.00	P 1,800.00	P 2,000.00	P 4,000.00	P 8,000.00
Level II Hospitals	P 5,000.00	P 3,600.00	P 4,000.00	P 8,000.00	P 16,000.00
Level III Hospitals	P 8,000.00	P 7,200.00	P 8,000.00	P 16,000.00	P 32,000.00
Level IV Hospitals (*with training programs*)	P 10,000.00	P 9,000.00	P 10,000.00	P 20,000.00	P40,000.00
Ambulatory Surgical Centers (ASCs)	P 5,000.00	P 3,600.00	P 4,000.00	P 8,000.00	P 16,000.00
Free Standing Dialysis Centers (FSDCs)	P 5,000.00	P 4,500.00	P 5,000.00	P 10,000.00	P 20,000.00
OPB Providers	P 1,000.00 ***	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
TB-DOTS Provider	P 1,000.00	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
Non-Hospital Maternity Care Providers	P 1,500.00	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
3-in-1 Providers	P 1,000.00 ***	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
OPB and DOTS Providers	P 1,000.00 ***	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
OPB and MCP Providers	P 1,500.00 ***	P 1,350.00	P 1,500.00	P 3,000.00	P 6,000.00
MCP and DOTS Providers	P 1,500.00	P 1,350.00	P 1,500.00	P 3,000.00	P 6,000.00

**

* Applications filed after the validity of their accreditation
** Applications filed after the prescribed filing period but within the validity period
*** Only applicable to government facilities

12. RECEIVING OF APPLICATION FOR ACCREDITATION OF HEALTHCARE PROFESSIONALS (HCProfs)

Receiving of application for accreditation filed by Health Care Professionals (HCProfs) in the Philippines.

Office/Division	Local Health Insurance Offices
Classification	Simple
Type of Transaction	G2G - Government to Government ; G2B - Government to Business; G2C - Government to Citizen
Who may avail:	**All HCProfs applying for Initial Accreditation, Renewal of Accreditation or Re-accreditation**

Checklist of Requirements	**Where to Secure**
PhilHealth Forms: 12. Provider Data Record (PDR) (1 original copy) 13. Performance Commitment (PC) (1 original copy)	Public Assistance and Complaint's Desk (PACD), PhilHealth Website (www.philhealth.gov.ph/downloads) or in any PhilHealth Local Insurance Office (LHIO) or PhilHealth Regional Offices (PROs)
General Requirements: 2. Provider Data Record (PDR) (1 original copy) 3. Performance Commitment (PC) (1 original copy) 4. Updated Professional Regulation Commission (PRC) License (1 original copy) 5. Two (2) pieces, 1 x 1 Photo (1 original copy) 6. Proof of Updated PhilHealth Premium Contribution during the month of application (1 original copy)	PACD, PhilHealth website, or PhilHealth LHIO/ PRO PACD, PhilHealth website, or PhilHealth LHIO/ PRO PRC HCProf PhilHealth LHIO/ PRO OR Employer

Specific Requirements in Addition to the General Requirements:	
XII. INITIAL ACCREDITATION **A. Physicians** **A.1. General Practitioner (GP)**	
Certificate of Good Standing (CGS) from Philippine Medical Association (PMA) or its Local Component Society (1 original copy)	PMA or its Local Component Society
A.2. GP with Training (GPT)	
1. CGS from PMA or its Local Component Society (1 original copy) 2. Certificate of Completed Residency Training (1 original copy)	PMA or its Local Component Society
A.3. Medical Specialist (MS)	DOH-recognized Training Hospital/ Facility
1. CGS from PMA or its Local Component Society (1 original copy) 2. CGS from Specialty Society/ Subspecialty Society (1 original copy) 3. Specialty Board Certificate (1 original copy)	PMA or its Local Component Society
NOTE: For physicians who are emeritus members of PMA or their Specialty Societies, the physician should provide proof of emeritus standing from the society (1 photocopy)	Specialty Society/ Subspecialty Society

B. Dentists – no additional requirements	Specialty Society
C. Midwives **C.1. Maternity Care Package (MCP) and Newborn Care Package (NCP) Provider** Any of the following evidences of competency on the expanded functions of midwives (not required for graduated from School Year 1995 and onwards) should be submitted during their initial application as Maternity Care Package (MCP) and Newborn Care Package (NCP) Providers. 1. Certificate of Training from a program accredited by the Continuing Professional Education (CPE) Council of the Board of the PRC (1 original copy); 2. Training Certificate from a DOH-recognized training program (1 original copy); or 3. Certificate of Apprenticeship from one or more years with a PhilHealth-accredited Obstetrician-Gynecologists or an accredited midwife done in an accredited facility (1 original copy)	PMA or Specialty Society
C.2. Family Planning (FP) Services	PRC-recognized Training Facility

Any of the following documents should be submitted if the HCProf will provide the corresponding family planning (FP) services:
 	
1. IUD Insertion
  a. Certificate on Family Planning Competency Based Training Level 2 (FPCBT2) / Comprehensive Family Planning Course (1 original copy), or
  b. Post-Partum Training Course (1 original copy)
2. Post-partum IUD Insertion
  a. Post-Partum IUD Training Course (1 original copy)
3. Subdermal Contraceptive Implant Package
  b. Certificate of Training on Subdermal Implant Insertion and Removal (1 original copy)
	DOH-recognized Training Hospital/ Facility
	
	DOH-recognized Training Hospital/ Facility

D. Nurses **C.1. Maternity Care Package (MCP) and Newborn Care Package (NCP) Provider** Any of the following evidences of competency on the expanded functions of midwives (not required for graduated from School Year 1995 and onwards) should be submitted during their initial application as Maternity Care Package (MCP) and Newborn Care Package (NCP) Providers. 1. Certificate of Training on the Basic Emergency Obstetric and Newborn Care (BemONC) for nurses from a DOH-recognized training center for BEmONC skills (1 original copy), or	DOH-recognized Training Hospital/ Facility

2. Certificate of work experience for at least two (2) years in the labor and delivery room of at least a Level 1 hospital (1 original copy)	DOH-recognized Training Hospital/ Facility DOH-recognized Training Hospital/ Facility
C.2. Family Planning (FP) Services Any of the following documents should be submitted if the HCProf will provide the corresponding family planning (FP) services: 1. IUD Insertion a. Certificate on Family Planning Competency Based Training Level 2 (FPCBT2) / Comprehensive Family Planning Course, or b. Post-Partum Training Course. 2. Post-partum IUD Insertion a. Post-Partum IUD Training Course 3. Subdermal Contraceptive Implant Package b. Certificate of Training on Subdermal Implant Insertion and Removal.	DOH-recognized Training Hospital/ Facility
XIII. RENEWAL OF ACCREDITATION AND RE-ACCREDITATION DUE TO GAP IN ACCREDITATION	

A. Physicians **A.1. General Practitioner (GP)** CGS from PMA or its Local Component Society (1 original copy) **A.2. GP with Training (GPT)** CGS from PMA or its Local Component Society (1 original copy) **A.3. Medical Specialist (MS)** 1. CGS from PMA or its Local Component Society (1 original copy) 2. CGS from Specialty Society/ Subspecialty Society (1 original copy) **NOTE:** For physicians who are emeritus members of PMA or their Specialty Societies, the physician should provide proof of emeritus standing from the society. **B. Dentists** – no additional requirements	DOH-recognized Training Hospital/ Facility DOH-recognized Training Hospital/ Facility DOH-recognized Training Hospital/ Facility

C. Midwives – no additional requirements **D. Nurses** – no additional requirements	DOH-recognized Training Hospital/ Facility
	DOH-recognized Training Hospital/ Facility
XIV. RE-ACCREDITATION DUE TO UPGRADE IN CLASSIFICATION OF THE PHYSICIAN (GP TO GPT OR GP/GPT TO MS)	
A. GP to GPT 1. CGS from PMA or its Local Component Society (1 original copy) 2. Certificate of Completed Residency Training (1 original copy)	
B. GP/GPT to MS 1. CGS from PMA or its Local Component Society (1 original copy) 2. Certificate of Completed Residency Training (1 original copy) 3. Specialty Board Certificate (1 original copy)	PMA or its Local Component Society
NOTE: For physicians who are emeritus members of PMA or their Specialty Societies, the physician should provide proof of emeritus standing from the society (1 photocopy)	PMA or its Local Component Society

XV. RE-ACCREDITATION DUE TO ADDITIONAL SERVICE CAPABILITY OF NURSES AND MIDWIVES PROVIDING FAMILY PLANNING (FP) SERVICES Any of the following documents should be submitted if the midwife or nurse will provide the corresponding family planning (FP) services: 2. IUD Insertion a. Certificate on Family Planning Competency Based Training Level 2 (FPCBT2) / Comprehensive Family Planning Course (1 original copy), or b. Post-Partum Training Course (1 original copy) 3. Post-partum IUD Insertion a. Post-Partum IUD Training Course (1 original copy) 4. Subdermal Contraceptive Implant Package Certificate of Training on Subdermal Implant Insertion and Removal (1 original copy)	PMA or its Local Component Society Specialty/ Subspecialty Society PMA or Specialty Society

	PMA or its Local Component Society DOH-recognized Training Hospital/ Facility DOH-recognized Training Hospital/ Facility DOH-recognized Training Hospital/ Facility Specialty Society PMA or Specialty Society

	DOH-recognized Training Hospital/ Facility DOH-recognized Training Hospital/ Facility DOH-recognized Training Hospital/ Facility

		DOH-recognized Training Hospital/ Facility		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished application form for accreditation and other documentary requirements to the frontline officer once the number is called.	1.1. Receive application, and other documentary requirements.	None	1 hour and 10 minutes*	Frontline Officer
	1.2. Screen received documents as to completeness of requirements.			
	1.3. Write down the Health Care Professional's data in the receiving logbook.			
	If the application is not complete, 1.4. Return the application to the client furnish Deficiency Letter, and explain content of said letter. 1.5. Ask client to sign under "disposition" column in the receiving logbook.			
	If the application is complete, 1.6. Stamp complete the file copy and receiving copy of the application and the 1st		10 minutes	

	page of the other requirements.			
2. Receive stamped "complete" application documents.				
	TOTAL	**None**	**1 hour and 10 minutes**	

**The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time start upon receipt of the queue number.*

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13. PAYMENT OF PREMIUM CONTRIBUTION – DIRECT CONTRIBUTOR

Acceptance of premium payment from Direct Contributors

Office/Division	Local Health Insurance Office	
Classification	Simple	
Type of Transaction	G2C - Government to Citizen; G2B - Government to Business; G2G Government to Government	
Who may avail:	All Direct Contributor	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
PhilHealth Forms: For all direct contributors (EXCEPT Electronic Premium Remittance System (EPRS) users and Employers and Group Enrollment Program members) a. Self-Earning Individuals b. Non-EPRS User Employers located in Geographically Isolated and Disadvantaged Areas (GIDAS) or in Areas where there are Accredited Collecting Agents (ACAs) but no available Internet Service Provider (ISP) c. Migrant workers d. Kasambahay e. Foreign Nationals / Philippine Retirement Authority (PRA) Foreign Retiree f. Employers with arrearages		

1. PhilHealth Premium Payment Slip (PPPS) (1 original copy)	Public Assistance and Complaint's Desk (PACD) PhilHealth Website (www.philhealth.gov.ph/downloads) or in any PhilHealth Local Insurance Office (LHIO)
Documentary Requirements: 1. Statement of Premium Accounts (SPA) (1 original copy) a. Self-Earning Individuals b. Kasambahay c. Group enrollment Program (GEP) d. Electronic Premium Remittance System (EPRS) user Employers e. Billing Statement for employers with arrearages 2. Certificate of Exemption (for EPRS and Non EPRS User) (1 original copy)	PhilHealth Collection SectionPhilHealth website www.philhealth.gov.ph Member Portal Employer PhilHealth Collection Section Employer PhilHealth Collection Section PhilHealth Collection Section

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queueing number at the PACD and wait for the number to be called	1.1. Issue queuing number and advice client to proceed to designated counter when the number is called		1 hour*	LHIO - Public Assistance and Complaint Desk (PACD)
2. Present the SPA and Cash/Manager's Check/Cashier's Check/PhilHealth Premium Payment Slip (PPPS)	2.1. Receive SPA /PPPS 2.2. Review the check payment as to the correctness of information and amount 2.3. Accept payment and Issue PhilHealth Official Receipt	**refer to the schedule of premium rate below.	10 minutes	LHIO Cashier
3. Receive PhilHealth Official Receipt (POR)	3.1 Issue POR to Client		1 minute	
	TOTAL	***A*s computed based on the Premium rate for CY 2022****	**1 hour and 11 minutes**	

** The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number.*

***Schedule of Premium Rate*

A. Premium Contribution Table for Direct Contributors.

Effective the applicable month upon effectivity of the Implementing Rules and Regulations (IRR) of the UHC Act, the monthly premium contributions shall be in accordance with the premium rates and monthly income/basic salary floor and ceiling prescribed in the said Act, as follows:

Year	Monthly Basic Salary	Premium Rate	Monthly Premium
2019	₱10,000.00	2.75%	₱275.00
	₱10,000.01 to ₱49,999.99		₱275.00 to ₱1,375.00
	₱50,000.00		₱1,375.00
2020	₱10,000.00	3.00%	₱300.00
	₱10,000.01 to ₱59,999.99		₱300.00 to ₱1,800.00
	₱60,000.00		₱1,800.00
2021	₱10,000.00	3.50%	₱350.00
	₱10,000.01 to ₱69,999.99		₱350.00 to ₱2,450.00
	₱70,000.00		₱2,450.00
2022	₱10,000.00	4.00%	₱400.00
	₱10,000.01 to ₱79,999.99		₱400.00 to ₱3,200.00
	₱80,000.00		₱3,200.00
2023	₱10,000.00	4.50%	₱450.00
	₱10,000.01 to ₱89,999.99		₱450.00 to ₱4,050.00
	₱90,000.00		₱4,050.00
2024 to 2025	₱10,000.00	5.00%	₱500.00
	₱10,000.01 to ₱99,999.99		₱500.00 to ₱5,000.00
	₱100,000.00		₱5,000.00

14. PAYMENT FOR ACCREDITATION OF HEALTH CARE FACILITIES

Acceptance of Accreditation fee from Health Care Institutions

Office/Division	Local Health Insurance Office			
Classification	Simple			
Type of Transaction	G2G - Government to Government; G2B - Government to Business			
Who may avail:	All Health Care Institutions			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
PhilHealth Forms: Premium Payment Slip (PPPS) (1 original copy)		LHIO - Public Assistance and Complaint Desk (PACD) or PhilHealth Website (www.philhealth.gov.ph/downloads)		
Documentary Requirements: Not applicable				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get queueing number at the PACD and wait for the number to be called	1. Issue queuing number and advice client to proceed to designated counter when the number is called		1 hour*	LHIO - Public Assistance and Complaint Desk (PACD)

2. Pay corresponding fee for HCI accreditation	1. Receive payment for accreditation of the HCI	**refer to the schedule of application fees of Healthcare Institution below.	5 minutes	LHIO Cashier
3. Receive PhilHealth Official Receipt (POR)	1. Issue POR to Client			
	TOTAL	*****As computed based on the schedule of application fee***	**1 hour and 5 minutes**	

** The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number.*
***Schedule of Premium Rate*

Schedule of Application Fees for Institutional Health Care Providers

INSTITUTIONS	INITIAL & REACCREDITATION * PRIVATE/ GOVERNMENT	RENEWAL		RE-ACCREDITATION **	
		BEFORE THE PRESCRIBED FILING PERIOD (WITH 10% INCENTIVES)	PRESCRIBED FILING PERIOD	APPLICATIONS FILED AFTER THE PRESCRIBED FILING PERIOD **(additional fee)**	
				31 – 90 days prior to expiration	1 – 30 days prior to expiration
Level I Hospitals	P 3,000.00	P 1,800.00	P 2,000.00	P 4,000.00	P 8,000.00
Level II Hospitals	P 5,000.00	P 3,600.00	P 4,000.00	P 8,000.00	P 16,000.00
Level III Hospitals	P 8,000.00	P 7,200.00	P 8,000.00	P 16,000.00	P 32,000.00
Level IV Hospitals (*with training programs*)	P 10,000.00	P 9,000.00	P 10,000.00	P 20,000.00	P40,000.00
Ambulatory Surgical Centers (ASCs)	P 5,000.00	P 3,600.00	P 4,000.00	P 8,000.00	P 16,000.00
Free Standing Dialysis Centers (FSDCs)	P 5,000.00	P 4,500.00	P 5,000.00	P 10,000.00	P 20,000.00
OPB Providers	P 1,000.00 ***	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
TB-DOTS Provider	P 1,000.00	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
Non-Hospital Maternity Care Providers	P 1,500.00	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
3-in-1 Providers	P 1,000.00 ***	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
OPB and DOTS Providers	P 1,000.00 ***	P 900.00	P 1,000.00	P 2,000.00	P 4,000.00
OPB and MCP Providers	P 1,500.00 ***	P 1,350.00	P 1,500.00	P 3,000.00	P 6,000.00
MCP and DOTS Providers	P 1,500.00	P 1,350.00	P 1,500.00	P 3,000.00	P 6,000.00

* Applications filed after the validity of their accreditation
** Applications filed after the prescribed filing period but within the validity period
*** Only applicable to government facilities

15. ADJUSTMENT / CORRECTION OF PAYMENT INFORMATION IN THE DATABASE USING THE TREASURY DATA EDITING MODULE (TDEM)

Adjustment / Correction of Payment Information In The Database Using The Treasury Data Editing Module (TDEM)

Office/Division	Local Health Insurance Office
Classification	Simple
Type of Transaction	G2G - Government to Government; G2B- Government to Business; G2c- Government to Citizen
Who may avail:	All Direct Contributor

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
PhilHealth Forms: Data Amendment Request Form (DARF) (1 original copy)	LHIO - Public Assistance and Complaint Desk (PACD) or PhilHealth Website (www.philhealth.gov.ph/downloads)
Documentary Requirements: 1. PhilHealth Official Receipts (POR) or PhilHealth Agent Receipts (PAR) or Authorized Collecting Agents Receipts (1 original copy) 2. Valid ID* with signature of the employer's authorized signatory (1 original; 1 photocopy) In the absence of authorized signatory, 2.1. Authorization letter from the authorized signatory (1 original copy) 2.2. Authorized signatory and authorized representative (1 original; 1 photocopy)	Over The Counter Collection System (OTCCS) PhilHealth, Accredited Collecting Banks, Bayad Centers Member

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing number at the PACD and wait for the queuing number to be called.	1.1 Issue queuing number and advice client to proceed to designated counter when the number is called		1 hour*	LHIO - Public Assistance and Complaint Desk (PACD)
2. Submit duly accomplished forms and documentary requirements to the Frontline	1.1 Receive and screen submitted documents	None	3 minutes**	Frontline Officer
	1.2 Conduct necessary validation and verification through PMAIS and Treasury databases		11 minutes**	
	1.3 Upon approval of request, edit or adjust payment information in the collection database using the Treasury Data Editing Module (TDEM)		15 minutes**	
3. Receive and acknowledge receipt of Certificate of Premium Contribution (CPP)	3.1 Release the CPP			Frontline Officer
	TOTAL	**None**	**1 hours and 30 minutes***	

** The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number.*

*** The time indicated corresponds to the time required to process one (1) transaction.*

16. RECEIVING OF EMPLOYER'S REQUEST FOR REFUND

Processing of employer's request for refund of double payment or overpayment

Office/Division	Local Health Insurance Office	
Classification	Highly Technical Transaction	
Type of Transaction	G2G - Government to Government; G2B- Government to Business; G2c- Government to Citizen	
Who may avail:	Employer	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
PhilHealth Forms: One (1) Data Amendment Request Form (DARF) (1 original copy)		LHIO - Public Assistance and Complaint Desk (PACD) or PhilHealth Website (www.philhealth.gov.ph/downloads)
Documentary Requirements: General requirements whether payment is made thru ACAs/OTCCS 1. One (1) Photocopy of Payroll applied for refund (1 photocopy) 2. One (1) Photocopy of Business permit or any equivalent documents indicating the date of operation (1 photocopy) For payments made thru Accredited Collecting Agents (ACAs) 1. Request Letter from Employer (1 original copy) 2. Validated PhilHealth Agent's Receipt (PAR) (1 original copy)		Employer

3. Statement of Premium Account (SPA)/Transaction Monitoring History (1 original copy)	Employer
<u>For payments made thru Over-the-Counter Collection System (OTCCS)</u> 1. Request Letter from Employer (1 original copy) 2. PhilHealth Official Receipts made thru the Over-the-Counter Collection System (OTCCS) at LHIO (1 photocopy)	Employer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing number at the PACD and wait for the queuing number to be called.	1.1 Issue queuing number and advice client to proceed to designated counter when the number is called	None	60 minutes	LHIO: Public Assistance and Complaint Desk (PACD)
2. Submit request letter and supporting documents	2.1 Receive and screen submitted documents 2.2 Advise client to wait for notification within 20 days	None	30 minutes	LHIO Staff
	TOTAL	**None**	**1 hour and 30 minutes***	

** The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number.*

17. RECEIVING OF EMPLOYER REQUESTS TO COMPROMISE, WAIVER OR RELEASE, IN WHOLE OR IN PART, INTERESTS AND/OR SURCHARGES AND PAYMENT OF PREMIUM ARREARS THROUGH INSTALLMENT ARRANGEMENTS

Handling of employer's request for waiver of interest on missed/late contribution payment and/or the settlement of past due premiums or arrearages and their applicable interests/surcharges through installment arrangement.

Office/Division	Local Health Insurance Office (LHIO)
Classification	Simple
Type of Transaction	G2G - Government to Government; G2B- Government to Business; G2c- Government to Citizen
Who may avail:	Employer

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
PhilHealth Forms	
None	
Documentary Requirements	
Duly signed Letter of request from the employer clearly stating the reason for the request and other relevant documents to support the request (1 original copy)	Employer
Statement of Premium Account (SPA) (1 photocopy)	Employer
Employer Profile to be accomplished by PhilHealth Accounts Officer (1 photocopy)	PhilHealth LHIO/Collection Section
Valid ID with signature of the employer's authorized signatory (1 original; 1 photocopy)	Any Government agency issuing ID
In the absence of authorized signatory.	

1. Authorization Letter from the authorized signatory (1 original copy) 2. Valid IDs of both authorized signatory and authorized representative (1 original; 1 photocopy)	Employer Any Government agency issuing ID

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing number at the PACD and wait for the queuing number to be called.	1.1 Issue queuing number and advice client to proceed to designated counter when the number is called		1 hour	
2. Submit request letter	2.1 Receive and screen the completeness of documents submitted against the checklist provided for the purpose. 2.2 Advise client to wait for notification within 20 days.	None	15 minutes	LHIO Staff
	TOTAL	**None**	**1 hour and 15 minutes***	

** The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number.*

18. PROCESSING OF REQUEST OF EXEMPTION FROM EPRS ONLINE PAYMENT FACILITY*

Employers request for exemption in using PhilHealth's EPRS Online Payment Facility for reasons acceptable to the Corporation.

Office/Division	LHIO - COLLECTION SECTION			
Classification	Simple			
Type of Transaction	G2G - Government to Government; G2B- Government to Business; G2c- Government to Citizen			
Who may avail:	All employers from Private and Government Institutions (Direct Contributors)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
PhilHealth Forms				
Not applicable				
Documentary Requirements				
1. One (1) original request letter (1 original copy) (1 original copy) 2. One (1) original copy of valid ID of employer/authorized representative 3. Proof of employee count Preliminary Employees Premium Remittance Lists (PEPRL) (1 photocopy) 4. Duly received online banking application (1 original copy, if applicable)		Employer Employer Employer Bank		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Get queueing number at the PACD and wait for the number to be called	1.1 Issue queuing number and advice client to proceed to designated counter when the number is called	None		LHIO: Public Assistance and

				Complaint Desk (PACD)
2. Submit request letter	2.1 Receive request letter 2.2 Stamp 'received' the receiving copy of Employer 2.3 Advise client to wait for the Certificate of Exemption (COEx) thru email	None	1 hour and 30 minutes	LHIO Staff (PAIMS)
	TOTAL	**None**	**1 hour and 30 minutes****	

** Qualified for Multi-Staging Process*

*** The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number.*

19. SETTLEMENT OF ARREARS (DELINQUENT EMPLOYERS WITH PENDING BILLING STATEMENT/NOTICE TO COMPLY WITH 1ST BILLING STATEMENT)

Office/Division	COLLECTION SECTION / P-AIMS
Classification	Simple
Type of Transaction	G2G - Government to Government; G2B- Government to Business
Who may avail:	Employers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Issued Billing Statement (1 photocopy)	Copy of the Billing Statement Statement/Notice to Comply with 1st Billing Statement is served and explained to the employer by the P-AIMS/Accounts Officer
Generated Statement of Premium Account (SPA) for Billed Periods (For Non-Remittance of Premium Contributions) (1 original copy)	Generated from the Electronic Premium Remittance System (EPRS)
Computation of Interest Sheet for Billed Periods (1 photocopy)	Issued by the designated P-AIMS/Accounts Officer
Payment Slip (Signed by the P-AIMS) (1 original copy)	Issued by the designated P-AIMS/Accounts Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client coordinates with designated P-AIMS/Accounts Officer	1.1. Receive and screen submitted documents.	Total amount for settlement is	5 minutes	P-AIMS/Accounts Officer

	1.2. Validate the submitted documents vis-à-vis issued billing statement, PAIMS, and Treasury Database for adjustments to the billed amount as needed.	indicated in the Statement of Premium Account(for non-remittance)and/or computation of interest sheet (for under-remittances)	25 minutes	P-AIMS/Accounts Officer
If there are NO changes to the billed amount, 2. The client shall submit a copy of the generated Statement of Premium Account (SPA)	2.1. Issue the payment slip.		2 minutes	P-AIMS/Accounts Officer
If the total billed amount is OUTDATED, 3. The client shall submit payroll copies for re-computation of arrears				
4. Process payment based on the issued payment slip.	4.1. Refer the client to the LHIO-Cashier for receipt and processing of payments.	Total amount for settlement is indicated in the Statement of Premium Account(for non-remittance) and/or computation of	3 minutes	P-AIMS/Accounts Officer

		interest sheet (for under-remittances)		
	TOTAL	**See above**	**35 Minutes**	

20. SETTLEMENT OF ARREARS (DELINQUENT EMPLOYERS WITH CASE FOLDER ENDORSED TO LEGAL UNIT)

Settlement of Arrears (Delinquent Employers with Case Folder Endorsed To Legal Unit)

Office/Division	COLLECTION SECTION / P-AIMS/Legal Unit
Classification	Simple
Type of Transaction	G2G - Government to Government; G2B- Government to Business
Who may avail:	Employers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Final Demand Letter (1 photocopy)	Copy of the Final Demand Letter is served and explained to the employer by personnel from Legal Unit
Issued Billing Statement (1 photocopy)	Copy of the Billing Statement Statement/Notice to Comply with 1st Billing Statement is served and explained to the employer by the P-AIMS/Accounts Officer
Generated Statement of Premium Account (SPA) for Billed Periods (For Non-Remittance of Premium Contributions)	Generated from the Electronic Premium Remittance System (EPRS)
Copy of the Computation of Interest Sheet for Billed Periods	Issued by the designated P-AIMS/Accounts Officer
Payment Slip (Signed by the P-AIMS)	Issued by the designated P-AIMS/Accounts Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Client coordinates with Legal Unit as to the settlement of arrears.	2.1. Discuss the precedents and require the client to submit the necessary documents for validation by the P-AIMS/ Accounts Officer		10 minutes	Legal Unit
2. Client coordinates with designated P-AIMS/Accounts Officer: If there are NO changes to the billed amount, the client shall submit a copy of the generated Statement of Premium Account (SPA) If the total billed amount is OUTDATED, the client shall submit payroll copies for re-computation of arrears	2.1. Receive and screen submitted documents		5 minutes	P-AIMS/Accounts Officer
	2.2. Validate the submitted documents vis-à-vis issued billing statement, PMAIS, and Treasury Database for adjustments to the billed amount as needed.		25 minutes	P-AIMS/Accounts Officer
	2.3. Inform Legal Unit of the final amount for settlement based on the validation of submitted documents		5 minutes	P-AIMS/Accounts Officer
	2.4. Issue the payment slip		2 minutes	P-AIMS/Accounts Officer

3. Receive issued payment slip.	3.1. Refer the client to the LHIO-Cashier for receipt and processing of payments.	Total amount for settlement is indicated in the Statement of Premium Account (for non-remittance) and/or computation of interest sheet (for under-remittances)	3 minutes	P-AIMS/Accounts Officer
	TOTAL	**See above**	**47 minutes**	

21. PROCESSING OF INQUIRY OF WALK IN CLIENTS

Local Health Insurance Offices shall provide services to walk-in clients

Office/Division	Local Health Insurance Offices - Membership			
Classification	Simple			
Type of Transaction	G2G - Government to Government; G2B - Government to Business; G2C- Government to Citizen			
Who may avail:	All walk-in clients			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
PhilHealth Forms **None**				
Documentary Requirements **1.** Valid signature and photo bearing identification card/s (ID/s) of the member, if client is the member **2.** If the process is thru a representative, Authorization Letter from the member (original) and valid signature and photo bearing ID of the member and the representative (photocopy)		Any Government Agency issuing valid ID Member, Any Government Agency issuing valid ID		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Inquire to the Public Assistance and Complaints Desk (PACD) Officer	1.1 Answer the inquiry If the inquiry leads to another process/es, advise the client accordingly.	None	10 minutes	Public Assistance and Complaints Desk (PACD) Officer
	TOTAL	**None**	**10 minutes**	

22. REQUEST FOR RECORDS

Local Health Insurance Offices shall provide services to walk-in clients

Office/Division	Local Health Insurance Offices (LHIO)
Classification	Simple
Type of Transaction	G2G - Government to Government; G2B - Government to Business; G2C- Government to Citizen
Who may avail:	All walk-in clients

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
PhilHealth Forms	
1. Request Slip for Certification of Benefits for Dialysis, Contributions, Employer Data Record (EDR) are also considered as "Records"	PhilHealth LHIO
2. Request letter for other type of documents	Requesting Party
Documentary Requirements	
1. One (1) photocopy of Valid signature and photo bearing ID of the member if client is the member (1 photocopy)	Any Government Agency issuing valid ID
2. If the process is thru a representative, Authorization Letter from the member (original) and valid signature and photo bearing ID of the member and the representative, (1 photocopy)	Current Employer, Any Government Agency issuing valid ID

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Get queuing number at the PACD and wait for the number to be called	1.1 Issue queuing number and advise client to proceed to designated counter when the number is called		1 hour*	Public Assistance and Complaints Desk (PACD) Officer
2. Submit duly accomplished request slip/request letter with document requirement/s to the frontline officer	2.1 Receive and screen properly filled-out request form/letter and documentary requirement/s	None	3 minutes	Frontline Officer
	2.2 Process request of the client		10 minutes	
3. Acknowledge receipt of the requested record/s	3.1 Release record/s and require client to acknowledge receipt of the same		2 minutes	
	TOTAL	**None**	**1 hour and 15 minutes**	

**The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number*

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23. UPDATING OF MEMBER DATA RECORDS (MDR) THROUGH ONLINE METHODS

Local Health Insurance Offices shall provide convenience and protect the interest of all clients while aligning our processes to the mandate of contactless transactions.

Office/Division	Local Health Insurance Offices - Membership	
Classification	Simple	
Type of Transaction	G2G - Government to Government; G2B - Government to Business; G2C- Government to Citizen	
Who may avail:	All members	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
PhilHealth Forms PhilHealth Member Registration Form (PMRF)		Public Assistance and Complaint's Desk (PACD) PhilHealth Website (www.philhealth.gov.ph/downloads) or in any PhilHealth Local Insurance Office (LHIO)
Documentary Requirements 1. Birth Certificate, Marriage Contract 2. Baptismal Certificate 3. Affidavit of Two Disinterested Persons, 4. Senior Citizen's ID 5. Medical Certificate stating the extent of disability and the date when the disability was acquired 6. Certificate from Municipal Social Welfare and Development Office (MSWDO) as Foster Parent/guardian		Philippine Statistics Authority, Local Civil Registrar Religious Institution where the baptism took place Law Firms, Public Attorney's Office (PAO) Office of the Senior Citizen's Affair (OSCA) Attending Physician Municipal Social Welfare and Development Office (MSWDO)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send requests to official email address of the Local Health Insurance Office (LHIO)	1.1 Check all emails for updating of member's record	None	3 working days	LHIO - backroom personnel
	1.2 Download and assess the veracity and completeness of the received documents			
	1.2.1 If incomplete, notify client of deficiencies			
	1.2.2 If complete, process the request 1.2.3 Advise client to register thru PhilHealth member portal to view updated MDR			
	TOTAL	**None**	**3 working days**	

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24. UPDATING OF MEMBER DATA RECORDS (MDR) AND DECLARATION OF DEPENDENTS

Editing of data records in the membership database for the purpose of updating member's record and declaring dependents

Office/Division	Local Health Insurance Offices - Membership	
Classification	Simple	
Type of Transaction	G2G - Government to Government; G2B - Government to Business; G2C- Government to Citizen	
Who may avail:	All existing PhilHealth members	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
PhilHealth Forms PhilHealth Member Registration Form (PMRF)		Public Assistance and Complaint's Desk (PACD) PhilHealth Website (www.philhealth.gov.ph/downloads) or in any PhilHealth Local Insurance Office (LHIO)
Documentary Requirements 1. Declaration of Children 2.1 Legitimate or illegitimate children below 21 year-old 2.2 Birth Certificate with registry number or Baptismal Certificate reflecting the name of the member as parent 2.3 For births which took place abroad, Birth Certificate Stamped "received" by the Philippine embassy or Consular office exercising jurisdiction over the place of birth		PSA, LCR or Religious Institutions where the baptismal took place Philippine Embassy; or Consular Office in the country where the child was born

2.4 Adopted children below 21 years old: Court Decree/Resolution of Adoption or Birth Certificate of the adopted children in which adoption is annotated thereto 2.5 Stepchildren below 21 years-old: Marriage Certificate (with registry number) between biological parents and stepfather/stepmother and Birth Certificate/s (with registry number) of the stepchildren 2.6 Mentally or physically disabled children who are 21 years old and above: Birth Certificate; Original Medical Certificate issued by the attending physician within the past 6 months stating and describing the extent of disability 2.7 Foster Child: Foster Placement Authority from Department of Social Welfare and Development Office/s (DSWDO/s) 2. Dependent parents (60 years old and above) 3.1 Birth Certificate of Member and/or Marriage Contract 3.2 Senior Citizen ID 3. Dependent parents below 60 years old with permanent disability 4.1 Birth Certificate of Member and/or Marriage Contract 4.2 Medical Certificate of parent indicating the extent of disability issued within 6 months	Trial court who heard the adoption proceedings PSA PSA / LCR Any licensed physician in the Philippines Department of Social Welfare and Development Offices (DSWDO/s) PSA / LCR Office of the Senior Citizen's Affair (OSCA) PSA / LCR Any licensed physician in the Philippines

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get queuing number at the PACD and wait for the number to be called	1.1 Issue queuing number and advise client to proceed to designated counter when the number is called	None	1 minute	Public Assistance and Complaints Desk (PACD) Officer
2. Present duly accomplished PMRF and documentary requirements.	2.1 Receive and screen duly accomplished PMRF with documentary requirement/s as to completeness.	None	1 minute	PACD Officer
	2.2 If complete, issue queuing number		1 hour*	
	2.3 If incomplete, advise client of deficiencies		1 minute	
3. Submit PMRF and documentary requirements to frontline counter once queuing number is called	3.1 Update the member's record and/or dependent records	None	3 minutes	Frontline Personnel
4. Receive PhilHealth Identification Card (PIC) and/or MDR	4.1 Print and issue Philhealth Identification Card (PIC) and/or MDR	None	1 minute	
	TOTAL	**None**	**1 hour and 7 minutes**	

**The time indicated includes the waiting time of the transacting client and shall depend on the number on queue. Waiting time starts upon securing the queue number.*

25. PUBLIC ASSISTANCE SERVICES

Provision of initial assistance to all walk-in clients of the Local Health Insurance Office for the purpose of establishing order and direction to the transacting public

<table>
<tr><td>Office/Division</td><td colspan="4">Local Health Insurance Office</td></tr>
<tr><td>Classification</td><td colspan="4">Simple</td></tr>
<tr><td>Type of Transaction</td><td colspan="4">G2G - Government to Government; G2B - Government to Business; G2C- Government to Citizen</td></tr>
<tr><td>Who may avail:</td><td colspan="4">All walk-in clients of the Local Health Insurance Office</td></tr>
<tr><td colspan="2">CHECKLIST OF REQUIREMENTS</td><td colspan="3">WHERE TO SECURE</td></tr>
<tr><td colspan="2">Valid signature and photo bearing ID of the member, if client is the member (1 photocopy)</td><td colspan="3"></td></tr>
<tr><td colspan="2">Authorization Letter from the member (original) and Valid Signature and photo bearing ID of the member and the representative, if the process is thru a representative (1 photocopy)</td><td colspan="3"></td></tr>
<tr><td>CLIENT STEPS</td><td>AGENCY ACTION</td><td>FEES TO BE PAID</td><td>PROCESSING TIME</td><td>PERSON RESPONSIBLE</td></tr>
<tr><td>Secure information and appropriate PhilHealth Forms, fill-out the forms and ask for initial direction</td><td>Provide appropriate forms and information.</td><td rowspan="2">None
None</td><td rowspan="2">Maximum of 10 minutes per client</td><td rowspan="2">Public Assistance Staff - LHIO</td></tr>
<tr><td>Get a queuing number and wait for the number to be called</td><td>Give queuing number and direct the client to the appropriate frontline counter or area in the LHIO.</td></tr>
</table>

TOTAL		**None**	**10 minutes**	

26. APPROVAL OF REQUEST FOR ORIENTATION

The Local Health Insurance Offices shall approve or facilitate approval of request for orientation by stakeholders.

Office/Division	Local Health Insurance Offices - Support Services			
Classification	Simple or Complex			
Type of Transaction	G2G - Government to Government; G2B - Government to Business; G2C- Government to Citizen			
Who may avail:	All members			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter (original)		Requesting stakeholder		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
If the request can be handled by the LHIO (A)				
1. Submit letter request to the LHIO Admin Designate	1. Receive and stamp the date of receipt on the request letter and forward the same to the Chief Social Insurance Officer (CSIO)	None	2 working days	LHIO Admin Designate
	2. Assess the receive request, if it can be handled by the LHIO staff or not			LHIO Head
	3. Approve the request and assign staff who will conduct the orientation			LHIO Head
	4. Notify the requesting party that the request had been approve and set the date, and/or venue and platform of the orientation.			Designated LHIO staff who will conduct the orientation.

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	TOTAL	**None**	**2 working days**	
If the request cannot be handled by the LHIO due to technicality (B)				
1. Submit letter request to the LHIO Admin Designate	1.1 Receive and stamp the date of receipt on the request letter and forward the same to the Chief Social Insurance Officer (CSIO)		2 working days	
	1.2 Assess the receive request, if it can be handled by the LHIO staff or not			
	1.3 Transmit the request letter to FOD		1 working day	LHIO Admin Designate
	1.4 Receive the endorsed request letter, assess the request and transmit the same to the concerned Unit in the PRO			FOD
	1.5 Seek approval of the conduct of orientation		2 working days	Concerned Unit
	1.6 Approve the conduct of orientation			Division Chief/RVP
	1.7 Notify the requesting party that the request had been approve and set the date, and/or venue and platform of the orientation.			Concerned Unit
	TOTAL	**None**	**5 working days**	

27. APPROVAL/DENIAL OF STAKEHOLDER'S REQUESTS BY THE REGIONAL VICE-PRESIDENTS

Processing of uncommon request by stakeholders and the nature of the request can only be decided by the Regional Vice President.

Office/Division	Local Health Insurance Offices - Support Services
Classification	Complex
Type of Transaction	G2G - Government to Government; G2B - Government to Business; G2C- Government to Citizen
Who may avail:	All stakeholders

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter (original)	
Valid signature and photo bearing ID of the member, if client is the member (1 photocopy)	
Authorization Letter from the member (original) and Valid Signature and photo bearing ID of the member and the representative, if the process is thru a representative (1 photocopy)	
Applicable supporting documents	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit letter request to the PRO/LHIO Staff	1. Receive and stamp the date of receipt on the letter request and endorse to concerned units	None	1 - 4 working days	PRO/LHIO Head/Staff
	2. Assess and verify the received documents and draft			Concerned Unit

	recommendations for approval/denial of the RVP through the division chiefs.			
	3. Approval or denial of the request by the Regional Vice President		2 working days	Regional Vice President
	4. Send to the requesting stakeholder the document containing the decision made on the request, be it an approval of denial.		1 working day	ORVP Staff
	TOTAL	**None**	**4 working days**	

28. GENERATION OF AUTHORIZATION TRANSACTION CODE (ATC)

Generation Of Authorization Transaction Code (ATC)

Office / Division	Local Health Insurance Offices			
Classification	Simple			
Type of Transaction	G2C - Government to Citizens			
Who may avail	All members			
CHECKLIST OF REQUIREMENTS		**None**		
Request for Authorization Transaction Code (RATC)		PhilHealth Office		
Valid signature and photo bearing ID of the member, if client is the member (1 photocopy)				
Authorization Letter from the member (original) and Valid Signature and photo bearing ID of the member and the representative, if the process is thru a representative (1 photocopy)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a properly filled-out RATC to any PhilHealth Office	1. Receive the accomplished RATC from the member	None	1 to 3 working days	LHIO Staff/ PCARES
	2. Screen completeness of information in the application form			
	3. Encode the preferred schedule date in the appointment module of the UPCM and iCARES			

	4. Confirms the successful generation of Authorization Transaction Code (ATC)			
	5. If printer is available, generate and print the ATC			
	6. If camera is available, request the beneficiary to take a digital image of the QR code through camera			
	7. If no available printer or camera, write down the code and sign the RATC			
	8. Release the ATC to the client			
	9. File the RATC			
	TOTAL	**None**	**3 working days**	

29. PROCESSING OF INQUIRY OR COMPLAINT RECEIVED THROUGH EMAIL BY THE PHILHEALTH REGIONAL OFFICE

Responding to the inquiries or complaints of stakeholders received through online channels.

Office/Division	Public Affairs Unit			
Classification	G2G; G2B; G2C;			
Type of Transaction	Simple			
Who may avail:	All stakeholders			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Receive inquiry of complaint				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Sends inquiry or complaint through online channels (email, social media accounts, etc.)	Acknowledge receipt of the inquiry or complaint and inform the client that it will be acted immediately	None	1 to 4 working days	Units in-charge of monitoring email and other online platforms used by the PRO
	Evaluate inquiry or complaint receive and identify responsible unit to act on the concern of the client			
	Endorse the inquiry or complaint to the concerned unit			
	Coordinate with the client if the resolution of the inquiry or complaint requires additional documents or facts			Concerned Unit

	If the inquiry can be answered or the complaint can be resolve based solely on the email receive, answer the inquiry or informed the client of the actions taken on the complaint immediately.			
	TOTAL	**None**	**4 working days**	

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PHILHEALTH BUSINESS CENTER

1. MEMBERSHIP REGISTRATION AND ISSUANCE OF MDR AND PIN

Registration of individuals belonging to the Informal Sector and Land based Migrant Worker Category at the POEA Operations Satellite Office.

Office/Division:	POEA-OFP Operations Satellite Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business
Who may avail:	All individuals belonging to the Informal Sector and Land Based Migrant Worker category

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
PhilHealth Membership Registration Form duly signed by the Member	
Applicable supporting documents	
Valid signature and photo bearing ID of the member, if client is the member (1 photocopy)	
Authorization Letter from the member (original) and Valid Signature and photo bearing ID of the member and the representative, if the process is thru a representative (1 photocopy)	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit duly accomplished PMRF and supporting documents	1. Receive and screen duly accomplished PMRF with supporting documents and payment slip;	None	10 minutes	Frontline Officer - POEA-OFP Operations Satellite Office

and payment slip once the number is called.	2. Encode/assign/update member's data;			
	3. Endorse payment slip to the assigned Payment Processor/ Collecting Officer and advise client to proceed to the Payment Processor/Cashier's window and return after payment has been made;			
2. Proceed to the Cashier's window once number is called, tender payment (premium contribution) and receive Official Receipt.	4. Encode payment slip and assign number		5 minutes	
	5. Receive payment, issue OR and advice client/member to proceed to Frontline Officer to get PhilHealth Identification Card (PIC) / Member Data Record (MDR)	based on monthly income, subject to ceiling		
3. Proceed to Frontline Officer and receive PhilHealth Identification Card and MDR	6. Print and release PIC and MDR to the Client/Member		5 minutes	
	TOTAL:	**None**	**20 minutes**	

2. MEMBERSHIP REGISTRATION AND ISSUANCE OF MDR AND PIN (FOREIGN NATIONALS)

Membership Registration and Issuance Of MDR And PIN (Foreign Nationals)

Office/Division:	POEA-OFP Operations Satellite Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen; G2B - Government to Business
Who may avail:	All Foreign Nationals willing and qualified to become a member of the National Health Insurance Program

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
PhilHealth Membership Registration Form (PMRF) duly signed by the Member	PhilHealth website
PRA Identification Card, or Special Resident Retiree's Visa (SRRV), or Alien Certificate of Registration (ACR I-card)	Member
Applicable supporting documents	Member
Valid signature and photo bearing ID of the member, if client is the member (1 photocopy)	Member
Authorization Letter from the member (original) and Valid Signature and photo bearing ID of the member and the representative, if the process is thru a representative (1 photocopy)	Member

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit duly accomplished PMRF, PRA Identification Card or Special	Receive and screen duly accomplished PMRF with	None	10 minutes	

Resident Retiree's Visa (SRRV) , Alien Certificate of Registration Identity Card (ACR I-Card) and supporting documents once the number is called	supporting documents and payment slip;			Frontline Officer - POEA-OFP Operations Satellite Office
	Encode/assign/update member's data;			
	Endorse payment slip to the assigned Payment Processor/ Collecting Officer and advise client to proceed to the Payment Processor/Cashier's window and return after payment has been made;			
2. Proceed to the Cashier's window once the number is called tender payment (premium contribution) and receive Official Receipt.	Encode payment slip and assign number		5 minutes	
	Receive payment, issue OR and advice client/member to proceed to Frontline Officer to get PhilHealth Identification Card (PIC) / Member Data Record (MDR)	17,000/annual 15,000/annual for PRA Foreign Retirees		
	Print and release PIC and MDR to the Client/Member		5 minutes	
3. Proceed to Frontline Officer and receive PhilHealth Identification Card and MDR				

TOTAL:	**17,000/annual 15,000/annual for PRA Foreign Retirees**	**20 minutes**	

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PHILHEALTH EXPRESS OFFICE

1. MEMBER REGISTRATION, UPDATING OF RECORDS AND ISSUANCE OF MEMBER DATA RECORD AND PHILHEALTH IDENTIFICATION CARD IN PHILHEALTH EXPRESS

Registration of new members, updating of member's data records and generation of IDs and MDRs.

Office	PhilHealth Expresses
Classification	Simple
Type of Transaction	G2G - Government to Government ; G2B - Government to Business; G2C - Government to Citizen
Who may avail:	All existing and prospective members

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Principal Member	
PhilHealth Member Registration Form (PMRF) (1 original copy) duly signed by the Member	PhilHealth Counter
Birth Certificate (1 photocopy) or 2 signature bearing Valid IDs (1 photocopy of each ID)	Philippine Statistics Authority
Barangay Certificate for First Time Job Seekers	Concerned Barangay
Declaration of Dependents	
PhilHealth Member Registration Form (PMRF) (1 original copy) duly signed by the Member	PhilHealth Counter
Birth Certificate of child with registry number (1 photocopy)	Philippine Statistics Authority
Marriage Contract with registry number (1 photocopy) for dependent spouse	Philippine Statistics Authority

Proof of relationship to the member for dependent parent and proof that the parent is already 60 years of age or proof of permanent disability, if applicable (1 photocopy each)	Philippine Statistics Authority Any licensed physician
Senior Citizen Registrant	
PhilHealth Member Registration Form (PMRF) (1 original copy) duly signed by the Member	PhilHealth Counter
OSCA - Senior Citizen ID or 2 Valid IDs with birthdate or Birth Certificate (1 photocopy)	Office of the Senior Citizens Affairs
Authorization Letter from the member (original) and 2 Valid signature and photo bearing ID of the member and the representative, if the process is thru a representative (1 photocopy of each ID)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Membership Registration and updating of records				
Fill up the PhilHealth Member Registration Form (PMRF)	Give queuing number and PMRF to client	None	5 minutes per PMRF	Frontline Officer – PhilHealth Express

Submit the filled-up PMRF and the supporting documents to the Frontline Counter when number is called	Receive and assess completeness of the receive documents If the receive document is not complete, return the same and advise clients accordingly			
	If complete, process receive documents			
	Print ID and MDR and request client to check the printed information for accuracy purposes			
Check the details of the information in the ID or Member Data Record (MDR)	If the client finds an error, correct the error and reprint ID and/or MDR			
	Release ID and MDR to the client			
Receive ID and MDR				
	TOTAL	**None**	**5 minutes per PMRF**	

2. REQUEST FOR COPY OF PHILHEALTH IDENTIFICATION CARDS (PIC) AND MEMBER DATA RECORDS (MDR) IN PHILHEALTH EXPRESS

Issuance of existing PICs and MDRs by the PhilHealth Expresses

Office	PhilHealth Expresses
Classification	Simple
Type of Transaction	G2G - Government to Government ; G2B - Government to Business; G2C - Government to Citizen
Who may avail:	All existing and prospective members

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Valid signature and photo bearing ID of the member, if client is the member (1 photocopy)	
Authorization Letter from the member (original) and Valid signature and photo bearing ID of the member and the representative, if the process is thru a representative (1 photocopy)	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Fill-up Request Form	Give queuing number and the Request Form to client	None	5 minutes	Frontline Officer - Philhealth Express
Submit the filled-up Request Form to the Frontline Officer when number is called	Receive the filled-up Request Form and print the PIC and/or MDR	None	5 minutes	
	Release the PIC and/or MDR to the client	None		
Received the PIC and/or MDR		None	5 minutes	

	TOTAL	**None**	**15 minutes**	

CENTRAL OFFICE

INTERNAL SERVICES

PhilHealth
Your Partner in Health

OFFICE OF THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

INTERNAL SERVICES

Volume 12

OFFICE OF THE PRESIDENT AND CHIEF EXECUTIVE OFFICER
CORPORATE PLANNING DEPARTMENT
OFFICE OF THE CORPORATE SECRETARY
ORGANIZATION AND SYSTEMS DEVELOPMENT OFFICE
SECRETARIAT FOR BIDS AND AWARDS COMMITTEE

PhilHealth
Your Partner in Health

OFFICE OF THE PRESIDENT AND CHIEF EXECUTIVE OFFICER

1. CORPORATE LEGAL SERVICES

Review of documents prior to approval of the President and CEO (Legal Documents, MOA and Contracts

Office/Division	Office of the Corporate Legal Counsel
Classification	HIGHLY TECHNICAL
Type of Transaction	G2G- Government to Government
Who may avail:	Office of the President and CEO

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
Admin Staff of Office of the President and CEO endorses the Legal Documents, MOA and Contracts to the Office of the Corporate Legal Counsel Receiving Staff	1.1. Receives the document and stamps received on the transmittal file copy and return toAdmin Staff of Office of the President	None	5 minutes	Admin staff of Office of the Corporate Legal Counsel
	1.2 Legal document is encoded in the document tracking and scanned		5 minutes	Admin staff of Office of the Corporate Legal Counsel
	1.3 Prints out Routing Slip and refers the documents to Technical Executive Assistant for evaluation and review		5 minutes	Admin/Receiving Staff of Office of the Corporate Legal Counsel
	1.4. Technical Executive Assistant evaluates and reviews the egal documents and prepares the draft letter or memo reply, comment or instruction to be referred to		3 days (depending on complexing of Legal Document, MOA and Contracts	Technical Executive Assistant, Office of the Corporate Legal Counsel

	Corporate Legal Counsel for final evaluation, review and signature			
	1.5. Technical Executive Assitant endorses the draft reply, comment or instruction together with +e Legal documents to the Corporate Legal Counsel		1 hour	Technical Executive Assistant, Office of the Corporate Legal Counsel
	1.6. Corporate Legal Counsel reviews submitted draft reply, comment or instruction prepared by thJ I Technical Executive Assistant on the Legal Documents		6 days (depending on complexing of Legal Document, MOA and Contracts)	Corporate Legal Counsel, Office of the Corporate Legal Counsel
	1.7 Once approved, Corporate Legal Counsel recommends and signs the legal documents to be endorsed to the Office of the President and CEO.		1 day	Corporate Legal Counsel, Office of the Corporate Legal Counsel
	1.8 Admin Staff shall record the recommendation in the document tracking and scan the file before routing back to Office of the President		15 minutes	Admin staff of Office of the Corporate Legal Counsel
	TOTAL	**None**	**10 days, 1 hour and 30 minutes**	

2. MANAGEMENT OF DOCUMENTS

This covers the receipt of incoming documents from Internal and External Clients

Office/Division	Office of the President and CEO			
Classification	Simple			
Type of Transaction	G2G- Government to Government, G2C- Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Cover Letter or Memo of Request				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Admin staff/Messenger of other Government or Private Entities Offices submits letters or documents.	1.1 Check the nature of the document and completeness	None	3 minutes	Receiving Officer, Office of the President
	1.2 Stamp received on the transmittal page and return to the admin staff	None	2 minutes	Receiving Officer, Office of the President
	1.3 Encode in the documents tracking	None	5 minutes	Receiving Officer, Office of the President
	1.4 Assign refernce number, segregate, print routing slip and forward for scanning	None	5 minutes	Receiving Officer, Office of the President
	1.5 Scan documents and forwards to concerned OP Staff for review	None	15 minutes	Receiving Officer/Admin Staff, Office of the President
	TOTAL	**None**	**30 minutes**	

3. REVIEW OF DOCUMENTS – SIMPLE

This covers the transmitting and review of incoming documents from Internal and External Clients

Office/Division	Office of the President and CEO			
Classification	Simple			
Type of Transaction	G2G- Government to Government, G2C- Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Cover Letter or Memo of Request				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. OP Staff receives document from Admin Staff		None	5 minutes	Admin staff, Executive Assistant, Office of the President
	1.1. OP Staff evaluates the completeness of the document and its attachments	None	1 hour	Executive Assistant, Office of the President
	1.2 If incomplete, OP Staff endorses the document back to the originating unit with instruction in the1 internal routing slip for completion	None	1 hour	Executive Assistant, Office of the President
	1.2.a Admin Staff records in document tracking and scans the document to be routed back to originatirg unit/ office	None	1 hour	Admin/receiving staff, Office of the President
	1.3 If complete, endorsed to Head Executive Assistant or concerned unit or office for appropriate aron	None	1 hour	Head Executive Assistant, Office of the President/Unit or Office Concerned
	TOTAL	**None**	**4 hours and 5 minutes**	

4. REVIEW OF DOCUMENTS – COMPLEX

This covers the transmitting and review of incoming documents from Internal and External Clients

Office/Division	Office of the President and CEO			
Classification	Complex			
Type of Transaction	G2G- Government to Government, G2C- Government to Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Cover Letter or Memo of Request				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
	1. OP Staff receives document from admin staff	None	5 minutes	Admin staff, Executive Assistant, Office of the President
	2. OP Staff evaluates the completeness of the document and its attachments		6 days (depending on complexity of request)	Executive Assistant, Office of the President
	3. If complete, endorse to Head Executive Assistant or concerned unit or office for appropriate action		1 hour	Head Executive Assistant, Office of the President/Unit or Office Concerned
	3.1. Admin Staff records in document tracking and scans the document to be routed back to originatiing unit/office.		1hour	Admin/receiving staff, Office of the President
	TOTAL	**None**	**6 days 1 hour and 5 minutes**	

CORPORATE PLANNING DEPARTMENT

1. OFFICE PERFORMANCE SCORECARD (OPS) VALIDATION

The Corporate Planning Department - Performance Management Unit conducts onsite validation of Office Level Scorecard of all offices in the Central Office annually to validate year end performance vis-à-vis Corporate Thrusts and Corporate Scorecard (GCG) and identify how to possibly address challenges that hamper the achievement of each success measure/targets.

Individual reports/ copies of Office Level Scorecard and other corporate performance -related reports are also being safekeep by the unit. As part of the "new normal" and as PMU exercises environmental responsibility, the unit issues documents in a secure electronic format via e-mail. It will not provide printed documents unless extremely necessary.

Office:	Corporate Planning Department - Performance Management Unit (PMU)
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government Agency
Who May Avail:	ALL Offices within PhilHealth

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Posted Corporate Order re: Office Level Scorecard	Records and Library Section- Physical Resourceas and Infrastructure Department / Concerned Offices
2. Posted Corporate Order re: Strategic Performance and Management System	
3. Posted Memoranda on Performance Rating	
4. Initial Office Performance Scorecard	PhilHealth Offices in the Central Office, Area Offices and OCOO

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1.Submission of Initial Office Performance Scorecard (OPS) by the respective offices in the Central Office, Area Offices and OCOO thru the google drive link provided as per CorPlan Memorandum	1. Automatic google acknowledgement receipt/response to be sent to concerned office supon their submission	None	1 Day	Administrative staff (CorPlan Office of the Senior Manager)

1.1 Receive an acknowledgement receipt of the request	1.1 Administrative Staff of the concerned Offices to acknowledge receipt of the request.	None	1 Day	Administrative staff of concerned offices
none	2. PMU staff to review data/report and provide written validation report through the "SPMS OPS Validation Form" signed by the PMU staff, PMU head and pmu Division Chief to concerned offices (review of the initial OPS shall be carefully done going through each perspectives and measures including each target, weight, possible scenarios, resultant scores, initial rating and supporting documents)	None	6 Days	Planning Officer or Staff of the CorPlan - Performance Management Unit (PMU)
3. Acknowledgement of Concerned Offices	3. Concerned offices to consolidate data/reports and incorporate comments and or suggestion of CorPlan	None	5 days	Technical Staff of Concerned Offices
4. Submit copy of Revised Office Level Scorecard to CorPlan thru the google drive link as provided	4. An auto response/acknowledgement shall be sent to concerned office upon their submission (For cases whrein OPS was emailed to CorPlan-OSM: Administrative Staff of the Office of the Senior Manager of CorPlan to acknowledge receipt then forward to PMU staff thru email)	None	1 Day	Administrative Staff of CorPlan
none	5. PMU staff to review again the revised OPS and ensure that comments given in the initial validation were already reflected in the revised OPS. PMU staff to provide written validation report through a CorPlan Memorandun signed by SM-CorPlan re: Final OPS Validation to concerned offices (review of the revised OPS shall be carefully done going through each perspectives and measures including each target, weight, possible scenarios, resultant scores, initial rating and supporting documents)	None	5 Days	Planning Officer or Staff of the CorPlan - Performance Management Unit (PMU)
none	5.1 PMU staff to send validation report of the revised OPS with recommendation for approval of the next higher supervisor of the concerned office. (This memo shall be signed by the SM-CorPlan)	none	1 Day	Planning Officer or Staff of the CorPlan - Performance Management Unit (PMU)

	TOTAL:	None	20 Days	

2. PROCESSING OF REQUESTS IN RELATION TO THE EXECUTIVE COMMITTEE

This process covers handling of internal requests through the ExeCom Members and Concerned PhilHealth Offices, following provisions of Corporate Order No. 2020-0038.

Office:	Corporate Planning Department - ExeCom and OSM Support Unit
Classification:	Complex
Type of Transaction:	G2G - Government to Government
Who May Avail:	PhilHealth Offices, PhilHealth Board, internal and inter-agency committees and other concerned government agencies through the ExeCom Members or ExeCom presenters/reource persons.

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Office Memorandum or formal request letter with the complete title/topic, date of ExeCom presentation and discussion, signature of the Office or Sector Head	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit or Email letter request to the CorPlan	Receive letter or acknowledge email on the request for data/information	None	1 Hour	Administrative Staff (Office of the Senior Manager / OSM)
	Check files for the documents/ information being requested	None	3 Hours	ExeCom and OSM Support Unit
	Coordinate and discuss with the concerned offices the extent of their requests	None	1 day	ExeCom and OSM Support Unit
	Prepare the requested data:	***	***	***
	For the requests for SADA and/or short transcriptions	None	1 Day	ExeCom and OSM Support Unit
	Long transcriptions, Minutes of Meetings, or audit-related requests covering several topics/concerns and meetings	None	4 Days	ExeCom and OSM Support Unit
	Prepare and Release Memorandum together with the requested data/information	None	4 Hours	ExeCom and OSM Support Unit
	TOTAL:	**None**	**7 days**	

3. PROCESSING OF RESEARCH/INFORMATION REQUESTS

Description of the Service: This process covers handling of internal/external requests for research full text copy intended for individual or institution study references.

Office:	Corporate Planning Department - Research and Special Studies Unit
Classification:	Complex
Type of Transaction:	G2G - Government to Government; G2C - Government to Citizen; G2B - Government to Business
Who May Avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal Letter containing the following:	
1. Date	
2. Full Name	
3. Office (if applicable; institution)	
4. Description of Research Being Requested	
5. Purpose of Request (Student, Academic, etc.)	
6. Type of Request (PhilHealth STUDIES, Capstone, etc.)	
7. Particulars (Title of Study, Project Leader, etc.)	
8. Other information (Designation, signature, etc.)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request (hard copy or thru email) to the CorPlan	Receive letter from requesting party and forward to Knowledge Management Unit	None	1 Hour	Administrative Staff (Office of the Senior Manager / OSM)
Receive acknowledgement receipt from this office	Send acknowledgement receipt to requesting party	None	1 Hour	Administrative Staff (Office of the Senior Manager / OSM)
	Validate letter as to completeness of necessary details in order to properly process the request	None	1 Hour	Planning Officer (Knowledge Resource Unit)

Receive letter/email from this office	If incomplete (e.g. unclear instructions, with questions for verification, etc.), inform or clarify details with the requesting party.	None	1 Hour	Planning Officer (Knowledge Resource Unit)
Receive letter/email from this office	Validate if the requested information is available in PhilHealth website, if so, the requesting party will be informed and the link will be provided.	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	Review and classify the request per internal guidelines (e.g. restricted, confidential, with Personally-Identifiable Information/PII, etc.)			
	Locate, retrieve, and/or extract the required information			
	Properly document, record, and monitor the request, including turn-around-time			
	If with Data Privacy Concerns, endorse the request to the Data Protection Officer (DPO) for evaluation.			
	If without any Data Privacy concerns, proceed with the processing of request	None	3 Hours	Planning Officer (Research Unit)
	Concerned office (e.g. Legal, Sectors concerned) reviews and provides approval of research copy as requested	None	5 Days	DPO or Sector concerned
	Provide proper information to requesting party if the requested study/information will require extension. These reasons may include clearance from proponent offices	None	1 Hour	
Receive letter/email from this office	Should this be the case, provide proper information to requesting party of the extension, explaining the reasons for such, for three (3)working days, but not exceed seven (7)working days unless in exceptional circumstances warranting a longer period	None	2 Hours	
	Upon receipt of approval, this office shall process the request (e.g. full tect copy, abstract, etc.)	None	4 Hours	Planning Officer (Research Unit)

Requesting party receives the data requested.	Sends the requested data	None	1 Hour	Planning Officer (Knowledge Resource Unit)
	TOTAL:	**(as applicable)**	**7 Days**	

4. REQUESTS FOR INCLUSION IN THE AGENDA OF THE EXECUTIVE COMMITTEE (EXECOM) MEETING

This process covers handling of requests for inclusion in the Agenda of the ExeCom meeting following provisions of Corporate Order No. 2020-0038.

<table>
<tr><td>Office:</td><td colspan="4">Corporate Planning Department - ExeCom and OSM Support Unit</td></tr>
<tr><td>Classification:</td><td colspan="4">Simple</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">G2G - Government to Government</td></tr>
<tr><td>Who May Avail:</td><td colspan="4">PhilHealth Offices, PhilHealth Board, internal and inter-agency committees and other concerned government agencies through the ExeCom Members or ExeCom presenters/reource persons.</td></tr>
<tr><td colspan="2">CHECKLIST OF REQUIREMENTS</td><td colspan="3">WHERE TO SECURE</td></tr>
<tr><td colspan="2">Agenda Request Form</td><td colspan="3" rowspan="3">Proforma attached to CO 2020-0038; ExeCom Secretariat</td></tr>
<tr><td colspan="2">Presentation Materials</td></tr>
<tr><td colspan="2">Briefer/Narrative, Draft Policy (if applicable)</td></tr>
<tr><td>CLIENT STEPS</td><td>AGENCY ACTION</td><td>FEES TO BE PAID</td><td>PROCESSING TIME</td><td>PERSON RESPONSIBLE</td></tr>
<tr><td>Submit properly filled out and signed Agenda Request Form (at least five working days prior to the ExeCom Meeting)</td><td>Receive or acknowledge (if emailed) the submitted Agenda Request Form and the required attachments</td><td>None</td><td>1 Hour</td><td>Administrative Staff (Office of the Senior Manager / OSM)</td></tr>
<tr><td></td><td>Check the submitted form and the attached documents</td><td>None</td><td>1 Hour</td><td>ExeCom and OSM Support Unit</td></tr>
<tr><td></td><td>Coordinate/email the concerned offices for any concerns that the ExeCom might need: budgetary implications, risks involved, timelines, etc.</td><td>None</td><td>2 Hours</td><td>ExeCom and OSM Support Unit</td></tr>
<tr><td>Comply with the requirements of teh ExeCom as discussed with the ExeCom Secretariat (at least 3 days prior to the ExeCom meeting)</td><td>Receive the adjusted documents (briefer, presentation materials, policy) and the supporting documents</td><td>None</td><td>2 days</td><td>ExeCom and OSM Support Unit</td></tr>
</table>

	Inform the proponent office of the inclusion of their item in the Agenda	None	2 Hours	ExeCom and OSM Support Unit
	Discuss agenda inclusions with the OCOO and OPCEO, and prepare the Notice of Meeting	None	2 Hours	ExeCom and OSM Support Unit
	TOTAL:	**None**	**3 days**	

5. REQUEST FOR INCLUSION OF CORPORATE ACTIVITIES TO THE CORPORATE CALENDAR

Description of the Service: This refers to the request of the offices for inclusion of their respective corporate activities to the online corporate calendar per Corporate Order No. 2021-0060 re Planning, Coordinating and Scheduling of Corporate Activities in the Corporate Calendar (Revision 1)

Office:	Corporate Planning Department
Classification:	complex (7 days)
Type of Transaction:	G2G (Internal)
Who May Avail:	All Offices/ employees

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
OS: Linux, Windows, Mac, Android, etc.	Requesting Party
Internet Connection	Requesting Party

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
	1.1 Releasing of CorPlan Memorandum requiring all offices to plan their corporate activities based on the Corporate Priority Activities	None	1 hour	Planing Officer/ Planning Officer III/ Senior Manager
Offices: Submit their priority calendar of activities	1.2 Receive Request for inclusion of Corporate Activities (from Priority Offices) (Corporate Secretary, HFPS, MMG, OP, Corplan and OCOO) and endorse to Planning Unit	None	1 hour	Administrative Assistant/Clerk/ -CorPlan
Core Offices encodes Priority Activities to Corporate Calendar	1.3 Monitor the encoding of respective offices while encodes their corporate activities using onlice corporate calendar system.	none	1 day	Planning Assistant II/Planning Officer II
Client send email requesting to fix the system	1.4 If Offices experience problem with the system: CorPlan assist the clients to fix the system (for simple)	none	1 hour	Planning Assistant II/ Planning Officer II
	1.5 If Offices experience problem requiring Technical Assistance: CorPlan endorse the problem	none	1 hour	Planning Assistant II/ Planning Officer II

All other offices encodes their respective Corporate Activities	1.6 Release Memo requiring all other Offices (support offices) to encode their respective Corporate Calendar Activities	none	2 hours	Planning Officer II/Unit Head
	1.7 Evaluate online the Corporate Activities encoded by Offices	none	2 days	Planning Assistant/Planning Officer II/ Planning Officer II
Clients view the evaluated Corporate Calendar	1.8 Recommend approval to the EVP and COO thru a memorandum (approval Online and Hard Copy)	none	1 hour	Planning Officer III/ Unit Head/Division Chief/Senio Manager
	1.7 Endorse to the OCOO for approval	none	1 hour	Administrative Assistant/Clerk/ -CorPlan
	"--end--"			
Processing of Approved/Disapproved Corporate Activities:	2.1 Received approved/disapproved Corpoarte Activities	none	1 hour	Administrative Assistant/Clerk/ -CorPlan
	2.2 Review the approved Corporate Activities then print	none	2 hours	Planning Assistant II/ Planning Officer II
	2.3 If disapproved: Informed the concern offices thru memo	none	2 hours	Planning Officer II/ Planning Officer III/ Senior Manager
	2.4 If approved: proceed to release: Printed copy endorsed and cascaded thru outlook	none	2 hour	Planning Assistant II
	2.5 Forwarded to Recrods (PRID) for posting	none	1 hour	Administrative Assistant/Clerk/ -CorPlan
	"--end--"			
Request for Change of date of activities to the Corporate Calendar	3.1 Receive Request for reschedule of activities	none	2 hours	Administrative Assistant assigned to the Office of the Manager CorPlan
	3.2 Endorse the Request to Planning Unit	none	1 hour	Administrative Assistant assigned to the Office of the Manager CorPlan

	3.2 Received the endorse request by Planning Unit	none	1 hour	Planning Assistant II
	3.3 Review and check the availability of slots to the Online Corporate Calendar using the OCC system installed	none	1 hour	Planning Assistant II/Planning Officer II
	3.3 Upon checking if the slot still available, the Planning Assistant recommend approval by clicking on the systems "evaluated and recommend for approval" to the system	none	1 hour	Planning Assistant/Planning Officer (Planning Unit)
	3.4 Forward to the Office of the Chief Operating Officer for approval	none	1 hour	Administrative Assistant assigned to the Office of the Manager CorPlan
	TOTAL:	**None**	**7 days**	

6. REVIEW OF DRAFT POLICIES (CORPORATE ORDER AND PHILHEALTH CIRCULAR)

*Description of the Service: This process covers review and assessment of draft corporate policies to ensure its compliance to existing rules and protocols, as
well as its congruence to corporate plans and targets, and existing issuances.*

<table>
<tr><td>Office:</td><td colspan="4">Corporate Planning Department - Policy Management Unit</td></tr>
<tr><td>Classification:</td><td colspan="4">Highly Technical</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">G2G - Government to Government</td></tr>
<tr><td>Who May Avail:</td><td colspan="4">All offices within the Corporation</td></tr>
<tr><td colspan="2">CHECKLIST OF REQUIREMENTS</td><td colspan="3">WHERE TO SECURE</td></tr>
<tr><td colspan="2">1. Check the submitted draft policies as to completenesss of submission
SOP-01-01-001</td><td colspan="3">Corporate Planning Department
Policy Management Unit</td></tr>
<tr><td>CLIENT STEPS</td><td>AGENCY ACTION</td><td>FEES TO BE PAID</td><td>PROCESSING TIME</td><td>PERSON RESPONSIBLE</td></tr>
<tr><td>1. Submit Complete Staff Work (CSW) draft
policy documents

Note: Only policy issuances are subjected for
review (Corporate Order and PhilHealth Circular)</td><td>1. Check the submitted draft policies as to completenesss
of submission

1,1. CSW Requirements:
1.1.1. Draft policy is consistent with policy form and style
1.1.2. Consistent with the prescribed standard sections of
the policy issuance (Rationale, Objectives, Scope, Definition
of Terms, Policy Statements, Date of Effectivity for new policies.
For revised policies, section on Repealing Clause is required,
and other relvant sections as applicable)</td><td>N/A</td><td>1 day to 2 days* depending on volume of submission
of draft policies</td><td>Receiving Personnel
Office of the Senior Manager

Note: Only complete documents shall be received and processed.</td></tr>
</table>

	1.1.3. Accomplished policy forms A to E 1.1.4. Submission of Gender and Development (GAD) and Risk Assessment Certificates			
2. Criteria for review 2.1. Anchored on Policy Agenda/Corporate Priorities/ Directives 2.2. Appropriate use of policy issuance (PhilHealth Circular - for external stakeholders; Corporate Order - for internal stakeholders) 2.3. Adherence to policy content, format and style standards 2.4. With supporting documents to support the Rationale of the policy (i.e. PhilHealth Board Resolutions, among others)	2.Review draft policies with CSW for review approval of Head of Policy Management, Unit level	N/A	5 days	Policy Management Unit Personnel
	2.1. Review draft policies with CSW with recommendation for review approval of Division Chief	N/A	5 days	Head, Policy Management Unit
	2.2. Review draft policies with CSW with recommendation for review approval of Senior Manager	N/A	5 days	Division Chief (managing the Unit)
	2.3. Review draft policies with CSW with recommendation for review approval of EVP-COO of PhilHealth	N/A	5 days	Senior Manager Corporate Planning Department
	TOTAL:	**None**	**20 days**	

OFFICE OF THE CORPORATE SECRETARY

1. ISSUANCE OF MINUTES OF MEETINGS

This is issued to the requesting party on a per request basis, subject to the provisions of Corporate Order No. 2020-0053, Data Privacy Act of 2012 and its IRR.

Office:	Office of the Corporate Secretary			
Classification:	Simple			
Type of Transaction:	G2G (internal)			
Who May Avail:	PhilHealth Regional Offices, Local Health Insurance Offices and Departments/ Offices in the Central Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Document Reproduction Request Form stating the specific topic and purpose of requested document (1 original copy)		Office of the Corporate Secretary		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit the Accomplished Document Reproduction Request Form stating topic and purpose of requested document to the Office of the Corporate Secretary	1. Validate the appropriateness of the request	None	10 mins	Division Chief Clerk of Board Corporate Secretary
None	2. Photocopy the document		10 mins	Records Custodian

None	3.Release the requested document		10 mins	Records Custodian
TOTAL:		**None**	**30 mins**	

2. ISSUANCE OF BOARD AND COMMITTEE DIRECTIVES

This is issued to the requesting party on a per request basis, subject to the Provisions of Corporate Order No. 2020-0053, Data Privacy Act of 2012 and its IRR.

<table>
<tr><td>Office:</td><td colspan="4">Office of the Corporate Secretary</td></tr>
<tr><td>Classification:</td><td colspan="4">Simple</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">G2G (internal)</td></tr>
<tr><td>Who May Avail:</td><td colspan="4">PhilHealth Regional Offices, Local Health Insurance Offices, and Departments/ Offices in the Central Office</td></tr>
<tr><td colspan="2">CHECKLIST OF REQUIREMENTS</td><td colspan="3">WHERE TO SECURE</td></tr>
<tr><td colspan="2">Accomplished Document Reproduction Request Form stating the specific topic and purpose of requested document (1 original copy)</td><td colspan="3">Office of the Corporate Secretary</td></tr>
<tr><td>CLIENT STEPS</td><td>AGENCY ACTION</td><td>FEES TO BE PAID</td><td>PROCESSING TIME</td><td>PERSON RESPONSIBLE</td></tr>
<tr><td rowspan="3">Submit the Accomplished Document Reproduction Request Form stating topic and purpose of requested document to the Office of the Corporate Secretary</td><td>1. Validate the appropriateness of the request</td><td rowspan="3">None</td><td>10 mins</td><td>Division Chief
Clerk of Board
Corporate Secretary</td></tr>
<tr><td>2. Photocopy the document</td><td>10 mins</td><td>Records Custodian</td></tr>
<tr><td>3. Release the requested document</td><td>10 mins</td><td>Records Custodian</td></tr>
<tr><td colspan="2">TOTAL:</td><td>None</td><td>30 mins</td><td></td></tr>
</table>

3. ISSUANCE OF PHILHEALTH BOARD RESOLUTIONS (PBRS)

This is issued to the requesting party on a per request basis, subject to the provisions of Corporate Order No. 2020-0053, Data Privacy Act of 2012 and its IRR.

Office:	Office of the Corporate Secretary
Classification:	Simple
Type of Transaction:	G2G (internal)
Who May Avail:	PhilHealth Regional Offices, Local Health Insurance Offices, Departments/ Offices in the Central Office
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Document Reproduction Request Form stating the specific topic and purpose of requested document (1 original copy)	Office of the Corporate Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Accomplished Document Reproduction Request Form stating topic and purpose of requested document to the Office of the Corporate Secretary	1. Validate the appropriateness of the request	None	10 minutes	Division Chief Clerk of Board Corporate Secretary
None	2.Photocopy the document		10 minutes	Records Custodian

None	3.Release the requested document		10 minutes	Records Custodian
	TOTAL:	**None**	**30 mins per PBR**	

4. ISSUANCE OF SECRETARY'S CERTIFICATE

This is issued to the requesting party on a per request basis, subject to the provisions of Corporate Order No. 2020-0053, Data Privacy Act of 2012 and its IRR

Office:	Office of the Corporate Secretary
Classification:	Simple
Type of Transaction:	G2G (internal)
Who May Avail:	PhilHealth Regional Offices, Local Health Insurance Offices, and Departments/ Offices in the Central Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Document Reproduction Request Form stating the specific topic and purpose of requested document (1 original copy)	Office of the Corporate Secretary

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the Accomplished Document Reproduction Request Form stating topic and purpose of requested document to the Office of the Corporate Secretary	1. Validate the appropriateness of the request	None	15 mins	Division Chief Clerk of Board Corporate Secretary
None	2. Retrieve the original PBR for reference.		10 mins	Records Custodian

None	3. Prepare the Secretary's certificate		15 mins	Records Custodian
None	4. Sign the Secretary's Certificate		10 mins	Corporate Secretary
None	5. Release the notarized Certificate with the OCS retaining one (1) original copy		10 mins	Records Custodian
	TOTAL:	**None**	**1 hour**	

PhilHealth
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ORGANIZATION AND SYSTEMS DEVELOPMENT OFFICE

1. PROCEDURAL DOCUMENT REVIEW

Review of procedural documentations of office processes, law, regulations and corporate policy implementation such as Standard Operating Procedures (SOP) and Work Instructions (WINs) in conformity to the implementation of the Corporation's Quality Management System (QMS) certified under ISO 9001:2015 Standards.

Office:	Organization and Systems Development Office
Classification:	Highly Technical
Type of Transaction:	G2G
Who May Avail:	All PhilHealth Program Offices (Proponent)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Signed Request for Review of Procedural Document (memorandum) endorsed by the Head of Organizational Unit (1 Copy)	To be provided by the Proponent Office
Document Routing Slip (Original Copy)	To be provided by the Proponent Office
Document Review and Approval Request Form (DRAR) signed by head of the proponent office (Original Copy)	To be provided by the Proponent Office
Risk Assessment Certification issued by the PMT-Risk (Original Copy)	To be provided by PMT-Risk Office
Legal Opinion issued by the Internal Legal Department (Optional) (Original Copy)	To be provided by Internal Legal Department
Draft of the Procedural Document (SOP or WINs) with corresponding watermark (Original or Photocopy)	To be provided by the Proponent Office
Editable electronic copy of the draft of the Procedural Document (SOP or WINs) to be sent to the official Microsoft Outlook email address of OSDO	To be provided by the Proponent Office
Annexes (required forms or documentary information that will be used in the implementation)	To be provided by the Proponent Office
References (law, regulation, corporate policy and documentations where the Procedural Document is based)	To be provided by the Proponent Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Submit required documents for initial assessment and verification	1.1. Receipt of documents and electronic copy of the draft procedure documents that are to be subjected for review. 1.2. Record of document details in the Document Tracking System 1.3. Endorse documents to Supervising Management Specialist.	None	30 minutes	Clerk III/Administration Services Assistant C (ASA C) - OSDO Business Process Improvement Team
None	2.1. Receipt of endorsed documents 2.2. Evaluation of endorsed documents 2.3. Assignment to Management Specialist II for review	None	1 working day	Supervising Management Specialist - OSDO Business Process Improvement Team
	3.1. Review of the procedure documents vis-à-vis the conformity to the established Quality Management System requirements of the Corporation and compliance to existing laws, rules, corporate policy, etc. which may include provision of comments and suggestions on the subject matter. 3.2. Submission of review and comments provided to the Supervising Management Specialist with indication of the date of completion in the Document Routing Slip.	None	17 working days	Management Specialist II - OSDO Business Process Improvement Team
	4.1. Receipt of the reviewed procedural document. 4.2. Review of the output of the Management Specialist II. 4.2.1 Endorses to the Clerk III/Administration Services Assistant C (ASA C) the reviewed and concurred output of the reviewing Management Specialist II. 4.2.2 Returns to the reviewing Management Specialist II for incorporation of corrections, additional comments and suggestions, if there are any.	None	1 working day	Supervising Management Specialist - OSDO Business Process Improvement Team

	5.1 Receipt of reviewed procedural documents with recommendation for approval from the Supervising Management Specialist	None	1 minute	Clerk/ Administration Services Assistant C (ASA C) - OSDO Business Process Improvement Team
	5.2 Endorsement of reviewed procedural documents to the Department Manager for approval	None	1 minute	1 minute
None	6.1 Review and approval of the reviewed procedure document	None	2 days	Department Manager OSDO
	6,2 Release of approved reviewed procedure documents to Clerk / Administration Services Assistant (ASA C)	None	1 minute	Department Manager OSDO
	7.1. Receipt of reviewed procedure document and attachments			
None	7.2. Record of document details in the Document Tracking System.			
2. Receipt of approved reviewed procedure documents	7.3. Release of documents to the proponent office.	None	30 minutes	Clerk/ Administration Services Assistant C (ASA C)
	TOTAL:	**None**	**20 days**	

2. STAFFING ASSESSMENT

Determining the changes in the number of positions needed in the targeted positions/jobs in the future. The staffing assessment requires carefully thinking about the numbers of staff needed to fulfill the current and future workforce needs. In projecting the staffing needs for the future - the assessment should be based on realistic projections.

Office:	Organization and Systems Development Office
Classification:	Highly Technical
Type of Transaction:	G2G
Who May Avail:	Heads of Organizational Units (Departments/Offices/Sectors)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1 original or photocopy of the following: Request for Staffing Assessment (memorandum) endorsed by the Head of Organizational Unit that provides the following information: 1) Considerations in future staffing needs: a) Policy change/new initiative - new program initiatives or "reforms" may have significant staffing implications; b) Mandated Regulatory Changes - work requirements that change as a result of laws, rules and regulations; c) Planned growth/expansion - The demand for services can changes as a result of population shifts, unemployment rates, or any other social issued that the demand for human services; and d) Other factors affecting staffing - Any number of other factors may change staffing requirements. Technological innovations may reduce the number of employees needed to do the same amount of work. Staffing ratios may change as a result of available resources and shifting priorities. It is important to identify the effectivity date of the aforementioned considerations as well as whether these considerations are firm (final/approved) or projected (awaiting approval/in the pipeline). 2) Likely impact of workload (e.g. increase/decrease in tasks, volume/quantity, response time). 3) Anticipated changes in staffing (increase/decrease in full-time equivalents (FTEs)) and projected effectivity date. 4) Competency requirements for the positions/jobs.	N/A

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Forwards Request for Staffing Assessment, complete with the supporting documents.	1. Receives Request for Staffing Assessment, including the supporting documents.	None	10 mins	Administrative staff, OSDO
None	2. Evaluates request, and prepares action and release documents.	None	10 working days	Technical staff, OD Team
None	3. Reviews action and release documents, and endorses to Senior Manager for approval of the recommendation.	None	5 working days	OD Team Lead
None	4. Reviews action and release documents, and approves/disapproves the recommendation.	None	5 working days	Senior Manager, OSDO
None	5. Forwards action and release documents to the concerned/requesting organizational unit.	None	Within the day the action and release document were signed by the Senior Manager	Administrative staff, OSDO
	TOTAL:	**NONE**	**20 working days**	

PhilHealth
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SECRETARIAT FOR BIDS AND AWARDS COMMITTEE

1. NEGOTIATED PROCUREMENT THRU LEASE OF PRIVATELY OWNED VENUE

Office:	Secretariat for the Bids and Awards Committees			
Classification:	Complex			
Type of Transaction:	G2B/G2G			
Who May Avail:	Suppliers, Contractors, Consultant, End-Users/Cost Centers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Endorsement/Memo from End-user (original copy)		End-user		
Purchase Request (PR) (3 original copies)		End-user		
Approved Budget for the Contract (ABC) (2 original copies)		End-user		
Abstract of Canvass with Quotation from at least one (1) venue responded in the RFQ		End-user		
Proof of Invitation from atleast three (3) venues		End-user		
Technical Specifications (GS) approved by the Sector Head (original copy)		End-user		
Copy of Annual Procurement Plan (APP)		End-user		
Copy of Project Procurement Management Plan (PPMP)		End-user		
Copy of Details of Approved Budget		End-user		
Certification that No Gov't facility is available on the date of event		End-user		
Certification of Non-Availability and No suitable training rooms from HRD and SHIA		End-user		
Table Rating Factors of the Lowest/Single Calculated Quotation		End-user		
Approved CPO		End-user		
Updated Mayor's/Business Permit		Lessor		
PhilGeps Registered Number/Red Membership or Platinum Membership		Lessor		
Income/Business Tax Return		Lessor		
Proof of Payment for the updated PhilHealth Contribution (Six Months)		Lessor		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Received procurement documents from PPPTMT	Receive and check completeness of the procurement documents endorsed by PPPTMT.	None	1 day	SST Point Person
2. Review procurement documents	Review procurement documents and assigned to BAC-Secretariat to handle the project.	None	1 day	SST Head/BAC-Secretariat
3. Raffle Procurement Project to Bids and Awards Committee (BAC) and Technical Working Group (TWG)	Prepare and Issue Notice of Meeting to the assigned BAC members (representative) to conduct raffle face-to-face through videoconferencing to determine who will handle the procurement project	None	1 day	BAC Secretariat
4. Prepare Notice of Meeting	Prepare and Issue Notice of Meeting to assigned BAC for Pre-Procurement Conference to discuss the assigned procurement project/Documents from the Lease of Venue	None	1 day	BAC Secretariat
5. Pre-Procurement Conference	The assigned BAC shall undertake the negotiation with a technically, legally and financially capable supplier, contractor or consultant based on the Technical Specifications, Scope of Work or Terms of Reference prepared by the End-User. Upon successful negotiation, the BAC shall recommend the award of Contract to the HOPE	None	1day	BAC Secretariat/BAC
6. Prepare BAC Resolution	Draft BAC Resolution for review of BAC members	None	1 day	BAC Secretariat
7. Review of BAC Resolution	Emailed draft BAC Resolution for review of BAC members.	None	3 working days	BAC Members
8. Finalize BAC Resolution	Finalize BAC Resolution reviewed by BAC members	None	1 day	BAC Secretariat
9. Signature of BAC Resolution	Route BAC Resolution for signature of all BAC Members	None	2 days	BAC Members
10. Approval of BAC Resolution, Notice of Award and Notice to Proceed	Approval of BAC Resolution, NOA and NTP	None	3 days	Acting President and CEO
11. Endorse to End-User	Endorse approved BAC Resolution, NOA and NTP to End-User	None	1 day	BAC Secretariat
	TOTAL:	**None**	**16 days**	

2. NEGOTIATED PROCUREMENT THRU SCIENTIFIC, SCHOLARLY OR ARTISTIC WORK, EXCLUSIVE TECHNOLOGY AND MEDIA SERVICES

Office:	Secretariat for the Bids and Awards Committees
Classification:	Complex
Type of Transaction:	G2B/G2G
Who May Avail:	Suppliers, Contractors, Consultant, End-Users/Cost Centers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement/Memo from End-user (original copy)	End-user
Purchase Request (PR) (3 original copies)	End-user
Approved Budget for the Contract (ABC) (2 original copies)	End-user
Technical Specifications/Terms of Reference approved by the Sector Head (original copy)	End-user
Justification by the End-User on the selected service provider	End-user
Market Study	End-user
Copy of Annual Procurement Plan (APP)	End-user
Copy of Project Procurement Management Plan (PPMP)	End-user
Copy of Details of Approved Budget	End-user
Copy of Amended APP/PPPMP (if applicable)	End-user
Mayor’s/Business Permit	Supplier/Consultant/Contractor
BIR Certificate of Registration (for Individual)	Supplier/Consultant/Contractor
PhilGeps Registered Number	Supplier/Consultant/Contractor
Income/Business Tax Return (for ABCs above 500K)	Supplier/Consultant/Contractor
PhilHealth Contribution (Updated for 6 (six) months)	Supplier/Consultant/Contractor

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received procurement documents from PPPTMT	Receive and check completeness of the procurement documents endorsed by PPPTMT.	None	1 day	SST Point Person

2. Review procurement documents	Review procurement documents and assigned to BAC-Secretariat to handle the project.	None	1 day	SST Head/BAC-Secretariat
3. Raffle Procurement Project to Bids and Awards Committee (BAC) and Technical Working Group (TWG)	Prepare and Issue Notice of Meeting to the assigned BAC and TWG members (representative) to conduct raffle face-to-face through videoconferencing to determine who will handle the procurement project	None	1 day	BAC Secretariat
4. Prepare Notice of Meeting	Prepare and Issue Notice of Meeting to assigned BAC and TWG for Pre-Procurement Conference to discuss the assigned procurement project	None	1 day	BAC Secretariat
5. Pre-Procurement Conference	The assigned BAC shall undertake the negotiation with a technically, legally and financially capable supplier, contractor or consultant based on the Technical Specifications, Scope of Work or Terms of Reference prepared by the End-User. Upon successful negotiation, the BAC shall recommend the award of Contract to the HOPE	None	1day	BAC Secretariat/BAC
6. Prepare BAC Resolution	Draft BAC Resolution for review of BAC members	None	1 day	BAC Secretariat
7. Review of BAC Resolution	Emailed draft BAC Resolution for review of BAC members.	None	3 working days	BAC Members
8. Finalize BAC Resolution	Finalize BAC Resolution reviewed by BAC members	None	1 day	BAC Secretariat
9. Signature of BAC Resolution	Route BAC Resolution for signature of all BAC Members	None	2 days	BAC Members
10. Approval of BAC Resolution, Notice of Award and Notice to Proceed	Approval of BAC Resolution, NOA and NTP	None	3 days	Acting President and CEO
11. Endorse to End-User	Endorse approved BAC Resolution, NOA and NTP to End-User	None	1 day	BAC Secretariat
	TOTAL:	**None**	**16 days**	

3. PREPARATION AND FACILITATION OF SIGNING AND APPROVAL OF JOB ORDER (JO) CONTRACTS AND PURCHASE ORDER (PO) CONTRACTS FOR THE PROCESSING OF PURCHASE REQUESTS (PRS)

After the determination of the Single or Lowest Calculated and Responsive Quotation (for goods and infrastructure projects) or Single or Highest Rated and Responsive Proposal (for consulting services) as indicated in the Abstract of Quotation, the PhilHealth and the winning supplier/contractor/consultant will enter into contract for various Modes of Procurement. Job Orders (JOs) are contracts used for procurement of goods and services (e.g. repairs, maintenance, advertising and customization). Purchase Orders (POs) are contracts used for procurement of goods (e.g. supplies and equipment).

Office/Division:	Secretariat for the Bids and Awards Committees
Classification:	Highly Technical
Type of Transaction:	G2B- Government to Business Entity G2G- Government to Government
Who may avail:	Secretariat and Services Team (SST) , End users and Suppliers/Contractor/Consultant

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Direct Contracting (Section 50)	
Annual Procurement Plan or APP Amendment (1 photocopy)	PHIC Website
Project Procurement Management Plan [PPMP] (1 photocopy)	SBAC
Details of Approved Budget (1 photocopy)	End-user
Continuing Appropriations (if applicable) (1 photocopy)	Comptrollership Department
IT Procurement Clearance/Information System Strategic Plan (ISSP) (for IT procurement) (1 original or photocopy)	End-user
Approved Budget for the Contract [ABC] (1 original or photocopy)	End-user
Purchase Request [PR] (1 original)	End-user
Certification of Sole Distributorship from the manufacturer (1 original)	Supplier's Manufacturer
Quotation from the identified supplier (1 original or photocopy)	Suppliers/Contractor
Justification from the End-user (1 original)	End-user
Mayor's/Business Permit (1 certified true copy)	Suppliers/Contractor/Consultant
PhilGEPS Registration Number or PhilGEPS Certificate of Platinum Membership (1 certified true copy)	Suppliers/Contractor
Income/Business Tax Return (for ABCs above 500k) (1 photocopy)	Suppliers/Contractor

Proof of Payment of PhilHealth Contribution (1 certified true copy or photocopy)	Suppliers/Contractor
Shopping [Section 52.1 (b)]	
Annual Procurement Plan or APP Amendment (1 photocopy)	PHIC Website
Project Procurement Management Plan [PPMP] (1 photocopy)	SBAC
Details of Approved Budget (1 photocopy)	End-user
Continuing Appropriations (if applicable) (1 photocopy)	Comptrollership Department
IT Procurement Clearance/Information System Strategic Plan (ISSP) (for IT procurement) (1 original or photocopy)	End-user
Approved Budget for the Contract [ABC] (if applicable) (1 original or photocopy)	End-user
Purchase Request [PR] (1 original)	End-user
Certificate of Non-Availability of Stocks (CNAS) or Screenshot of non-availability or out of stock with date and time of accessed at Virtual Store (1 print-out or photocopy)	PS-PhilGEPS or PSDBM Virtual Store
Distribution List (for supplies) (1 original)	Secretariat Services Team (SST), PRID
Proof of posting of Request for Quotation (RFQ) at PhilGEPS, PHIC Website and conspicuous place reserve for the purpose [for ABCs 50K and above] (1 print-out or photocopy)	Secretariat Services Team (SST)
Abstract of Quotation with Quotations from at least three (3) Suppliers (2 original)	Secretariat Services Team (SST)
Mayor's/Business Permit (1 certified true copy or photocopy)	Supplier
PhilGEPS Registration Number or PhilGEPS Certificate of Platinum Membership (1 certified true copy)	Supplier
Proof of Payment of PhilHealth Contribution (1 certified true copy or photocopy)	Supplier
Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services (Section 53.6)	
Annual Procurement Plan or APP Amendment (1 photocopy)	PHIC Website
Project Procurement Management Plan [PPMP] (1 photocopy)	SBAC
Details of Approved Budget (1 photocopy)	End-user
Continuing Appropriations (if applicable) (1 photocopy)	Comptrollership Department
IT Procurement Clearance/Information System Strategic Plan (ISSP) (for IT procurement) (1 original or photocopy)	End-user
Approved Budget for the Contract [ABC] (1 original or photocopy)	End-user

Purchase Request [PR] (1 original)	End-user
Technical Specification for Goods and Services; Terms of Reference for Consulting Services; or Scope of Work for Infrastructure Projects (1 original)	End-user
Market Study (1 original)	End-user
Matrix/Abstract of Canvass (1 original)	End-user
Justification from the End-user (1original)	End-user
Quotations from suppliers (1 print-out or photocopy)	End-user
BAC Resolution (1 certified true copy)	Secretariat Services Team (SST)
Notice of Award (1 original)	Secretariat Services Team (SST)
Mayor's/Business Permit (1 certified true copy or photocopy)	Supplier
PhilGEPS Registration Number or PhilGEPS Certificate of Platinum Membership (1 certified true copy)	Supplier
Income/Business Tax Return (for ABCs above 500k) (1 photocopy)	Supplier
Proof of Payment of PhilHealth Contribution (1 certified true copy or photocopy)	Supplier
Professional License/Curriculum Vitae (for Consulting Services) (1 certified true copy or photocopy)	Consultant
Small Value Procurement (SVP) [Section 53.9]	
Annual Procurement Plan or APP Amendment (1 photocopy)	PHIC Website
Project Procurement Management Plan [PPMP] (1 photocopy)	SBAC
Details of Approved Budget (1 photocopy)	End-user
Continuing Appropriations (if applicable) (1 photocopy)	Comptrollership Department
IT Procurement Clearance/Information System Strategic Plan (ISSP) (for IT procurement) (1 original or photocopy)	End-user
Approved Budget for the Contract [ABC] (1 original or photocopy)	End-user
Purchase Request [PR] (1 original)	End-user
Matrix/Abstract of Canvass (1 original)	End-user
Technical Specification for Goods and Services; Terms of Reference for Consulting Services; or Scope of Work for Infrastructure Projects (1 original)	End-user
Matrix/Abstract of Canvass (1 original)	End-user

Quotations from suppliers (1 print-out or photocopy)	End-user
Distribution List (for supplies) (1 original)	Secretariat Services Team (SST), PRID
Distribution of Accountability Form (DAF) [for equipment] (1 original)	End-user
Certificate of Non-Availability of Stocks (CNAS) or Screenshot of non-availability or out of stock with date and time of accessed at Virtual Store (1 print-out or photocopy)	PS-PhilGEPS or PSDBM Virtual Store, Secretariat Services Team (SST)
Proof of posting of Request for Quotation (RFQ) at PhilGEPS, PHIC Website and conspicuous place reserve for the purpose [for ABCs 50K and above] (1 print-out or photocopy)	Secretariat Services Team (SST)
Abstract of Quotation with Quotations from at least three (3) Suppliers (2 original)	Secretariat Services Team (SST)
Mayor's/Business Permit (1 certified true copy or photocopy)	Supplier
PhilGEPS Registration Number or PhilGEPS Certificate of Platinum Membership (1 certified true copy)	Supplier
Proof of Payment of PhilHealth Contribution (1 certified true copy or photocopy)	Supplier
Request for Quotation (RFQ)	Supplier, Secretariat Services Team (SST)
Professional License/Curriculum Vitae (for Consulting Services) (1 certified true copy or photocopy)	End-user, Consultant
PCAB License (for Infrastructure) (1 certified true copy)	Contractor
Income/Business Tax Return (for ABCs above 500k) (1 photocopy)	Supplier
Omnibus Sworn Statement (for ABCs above P500K) (1 original or certified true copy)	Supplier/Contractor/Consultant
Performance Security (may be required depending on the nature of the project; required for Infrastructure projects) (1 original)	Supplier/Contractor/Consultant
Evaluation Report of Sample/Prototype from the End-user or Post-Qualification Report by the TWG (if applicable) (1 original)	Secretariat Services Team (SST), End-user, TWG
Sample Design (if applicable) (1 original)	End-user
Direct Purchase of Petroleum Fuel, Oil and Lubricant (POL) Products (Section 53.14)	
Annual Procurement Plan or APP Amendment (1 photocopy)	PHIC Website
Project Procurement Management Plan [PPMP] (1 photocopy)	SBAC
Details of Approved Budget (1 photocopy)	End-user
Continuing Appropriations (if applicable) (1 photocopy)	Comptrollership Department
Approved Budget for the Contract [ABC] (1 original or photocopy)	End-user

Purchase Request [PR] (1 original)	End-user
BAC Resolution (1 certified true copy)	Secretariat Services Team (SST)
Notice of Award (1 original)	Secretariat Services Team (SST)
Technical Specification (1 original)	End-user
Market Study (1 original)	End-user
Matrix/Abstract of Canvass (1 original)	End-user
Distrinbution/ Allocation List (1 original)	End-user

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Endorsed the signed and approved procurement documents (original and/or photocopy) to the Contract Management Team (CMT) for contract processing.	1. Accept the procurement documents and check for completeness.	None	5 minutes	*Administrative Officer III Office of the Secretariat for the Bids and Awards Committees*
2. Post the required Performance Security.	2. Check if posting of Performance Security (PS) is required.	None	1 day	*Administrative Officer III Office of the Secretariat for the Bids and Awards Committees*
	2.1 If required, request the supplier to post the prescribed amount and form of Performance Security (PS).			
	2.2 Received PS from the supplier and check form, amount and validity period.			
	2.3 If valid, Endorse original PS to Cash Division for safekeeping.			

3. Wait for the notification stating the availability of the JO/PO for signature via email and/or phone call from CMT personnel.	3. Prepare three (3) copies of Job Order (JO) Contract and/or Purchase Order (PO) Contract with attachments (annex, procurement documents, and documentary requirements) and facilitate the signing and approval.	None	2 days	*Administrative Officer III* *Office of the Secretariat for the Bids and Awards Committees*
	3.1 Review correctness and affix initial.		15 minutes	*Head* *Office of the Secretariat for the Bids and Awards Committees*
	3.2 Revised JO/PO if with corrections.		15 minutes	Administrative Officer III Office of the Secretariat for the Bids and Awards Committees
	3.3 Sign the initialed JO/PO.		2 minutes	*President and CEO* *Office of the President and CEO*
	3.4 Endorse the JO/PO with attachments to the Budget and Admin Section (BAS) of Comptrollership Department for signature and to certify availability of funds.		10 minutes	*Administrative Officer III* *Office of the Secretariat for the Bids and Awards Committees*
	3.5 Review, sign and certify the availability of funds of JO/PO.		5 days	*Senior Vice President* *Fund Management Sector*

	3.6 Endorse the JO/PO with attachments to the Disbursement Administrative Section (DAS) of Comptrollership Department for signature and to certify availability of funds.		10 minutes	*Division Chief Budget and Admin Section*
	3.7 Review, sign and certify the availability of funds of JO/PO.		5 days	*Senior Vice President Fund Management Sector*
	3.8 Forward the budget certified JO/PO with attachments to the authorized PHIC Representative for signature.		10 minutes	*Acting Division Chief Disbursement Administrative Section (DAS)*
	* Physical Resourses & Infratsructure Department (PRID) if the mode of procurement is Direct Contracting, Shopping, and SVP.			
	* Office of the President and Cheif Executive Officer (OPCEO) if the mode of procurement is Section 53.6 and 53.14.			
	3.9 Review, sign and approve the budget certified JO/PO.		7 days	
	* PRID			*President and CEO Office of the President and CEO*
	* OPCEO			*Board of Directors*
	4.0 Received the signed and approved JO/PO from the PRID or OPCEO.		2 minutes	
4. Sign and conforme the JO/PO. *Present authorization letter and photocopy of ID if the signatory is not the same person as the signatory in the submitted RFQ.	4. Notify the supplier/ contractor/ consultant of the availability of JO/PO for signature and acceptance	None	5 minutes	*Administrative Officer III Office of the Secretariat for the*

				Bids and Awards Committees
	4.1 Give one (1) copy of original signed JO/PO * on the day of signing of JO/PO		1 minute	
	4.2 Post the JO/PO with Approved Budget for the Contract (ABC) above fifty 50 thousand for transparency and compliance at PhilGEPS, PHIC Website and SBAC bulletin board		10 days	
5. Deliver the goods at 15th Floor, Room1501 and coordinate with the end-user of the JO/PO for implementation. * Make sure to comply with the delivery schedule and requirements to prevent imposition of liquidated damages due to delays.	5. Prepare two (2) sets of original or certified true copies (CTC) of procurement documents.	None	1 day	*Administrative Officer III* *Office of the Secretariat for the Bids and Awards Committees*
	5.1 Endorsed CTC of JO/PO and procurement documents to COA for post-audit compliance.		10 minutes	
	5.2 Endorsed original copy of JO/PO with CTC procurement documents to PRID or End-user for monitoring of delivery and acceptance.		10 minutes	
	5.3 File and scan JO/PO and procurement documents for records management.		30 minutes	
	TOTAL	**None**	**30 days, 1 hour, 50 minutes**	

4. PREPARATION OF APP AMENDMENT

Office:	Secretariat for the Bids and Awards Committees				
Classification:	Highly Technical				
Type of Transaction:	G2G- Government to Government				
Who May Avail:	End users , Budget Officer Designate				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
1. PPMP Amendment Form 2. Source of Fund 3. Technical Specification (if applicable)		End-User			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Submission of PPMP Amendment Form with attached budget source and technical specification of the Projects/Activities/Programs to be amended (original copy) *Submission of PPMP Amendment Forms for correction/compliance by the End-user/Cost Center	1. Initial review of the submitted PPMP Amendment Form with attached budget source and technical specification of the Projects/Activities/Programs to be amended	None	1 day	SBAC Staff : Clerk III	
	1.1 Thorough review of the corrected PPMP Amendment Forms submitted by the End-user/Cost Center	None	1 day	SBAC Staff : Clerk III	
	1.2 Collate all the submitted PPMP Amendment forms from the End-User/ Cost Centers	None	3 days	SBAC Staff : Clerk III	
	Consolidation of the submitted PPMP Amendment Forms and the corresponding proposed modes of procurement projects submitted by various Cost-	None	3 days	SBAC Staff :	

	Centers into APP Amendment 1.3 Review of the consolidated APP Amendment 1.4 Approval of the APP Amendment as to consolidation	 None None	 1 day 1 day	Clerk III Administrative Officer I Administrative Officer III Head of SBAC
2. Facilitate on the deliberation of the proposed amendments on the Annual Procurement Plan	2. Deliberation of the proposed PPMP Amendments and recommendation for the approval of the amendments on the Annual Procurement Plan through BAC-APP meeting 2.2 Drafting of BAC-APP Resolution recommending the approval of the amendments on the Annual Procurement Plan	None None	1 Day 1 Day	Head of SBAC Senior Social Insurance Specialist Administrative Officer III Administrative Officer I Clerk III Clerk III
3. Review and comment on the Draft BAC-Resolution recommending the approval of the amendments on the Annual Procurement Plan	3. Routing of the BAC-Resolution recommending the approval of the amendments on the Annual Procurement Plan to the BAC Chairperson, Vice Chairperson and BAC Members for review/ comments and signature with the attached consolidated APP Amendment 3.1 Consolidate and incorporate all the comments of the BAC-APP if any 3.2 Drafting of Corporate Memorandum regarding the approval of the amendment of the Annual	None None None	6 Days (1 day per BAC Member) 1 day 1 day	Clerk III Clerk III SBAC Staff: Clerk III

	Procurement Plan 3.3 Review of the Drafting of Corporate Memorandum regarding the approval of the amendment of the Annual Procurement Plan	None	1 day	Head of SBAC
4. Review and Approval of the Resolution on the amendment of the Annual Procurement Plan and the corresponding modes of procurement by the Head of Procuring Entity (HoPE)	Routing of the consolidated APP Amendment, Resolution signed by the BAC-APP Chairperson, Vice Chairperson and BAC Members, and the Draft Corporate Memorandum regarding the approval of the amendment of the Annual Procurement Plan and the corresponding modes of procurement for review and approval by the Head of Procuring Entity (HoPE) Incorporate comments of the HoPE if any	None None	7 days 1 day	Head of Procuring Entity SBAC Staff: Clerk III SBAC Staff: Clerk III
	TOTAL	**None**	**29 days**	

5. PREPARATION OF POLICIES ON PROCUREMENT PROCESSES

Office:	Secretariat for the Bids and Awards Committees				
Classification:	Highly Technical				
Type of Transaction:	G2G				
Who May Avail:	Cost Centers/End-Users in the Head Office and PhilHealth Regional Offices (PROs), Internal and External Auditors				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
None			None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1. Drafting of Policy (original copy)	Drafts policies on procurement processes [i.e. SOPs/WIns/Process Flows re: conduct of the bidding process, conduct of the Alternative Modes/Methods of Procurement, Early Procurement Activities (EPA), preparation of Procurement Monitoring Report, preparation of Agency Procurement Compliance and Performance Indicators (APCPI), preparation of the Approved Budget for the Contract (ABC) Form, etc.]	None	14 Days	SBAC Staff/ Administrative Officer I	
2. Review and comments (original submitted hard copy)	The drafted SOP/Wins/Process Flow for review/comments of the SBAC Supervisors	None	3 days	Head PPPTMT, Head SST and Head CMT	
	Consolidate and incorporate comments of the SBAC Supervisors	None	1 day	SBAC Staff/ Administrative Officer I	
	Provide softcopy of the drafted policies to the PRO counterparts for review and comments.	None	7 Days	PRO counterparts (SBAC in the PROs)	
3. Consolidate comments from the PRO counterparts (original copy)	Consolidate and incorporate comments submitted by the PRO counterparts	None	3 Days	SBAC Staff/ Administrative Officer I	

4. Assurance that the comments of the PRO counterparts where considered in the finalization of the policies	Deliberates the reviewed and revised policy	None	1 Day	SBAC and PRO counterparts
5. Final Review (original copy)	Final copy of the SOP/Wins/Process Flow for review/comments of the SBAC Head	None	3 Days	SBAC Head
	Incorporates the comments of the SBAC Head to the SOP/Wins/Process Flow, if any	None	1 Day	SBAC Staff
6. Clearance by the Gender and Development (GAD), if applicable	SOP/Wins/Process Flow routed to the GAD for clearance	None	1 Day	SBAC Staff GAD
7. Clearance by the Risk Management	SOP/Wins/Process Flow routed to the Risk Management for clearance	None	1 Day	SBAC Staff Risk Management
8. Clearance issued by GAD and Risk Management	Routing of the SOP/Wins/Process Flow cleared by GAD and RM to the consulted offices	None	1 Day	Consulted Offices: Office of the Sector/Group Head of SBAC All other concerned and support offices
9. Review of the SOP/Wins/Process Flow by all other concerned and support offices	Consolidation of the comments given by all other concerned and support offices	None	3 days	SBAC Staff
10. Determination if the policy needs to be subjected to a validation meeting	If the policy has no contending concerns and there are no notable comments from any of the concerned offices, attach the replies of the concerned offices with the final draft policy for approval and route for approval. Validation meeting is no longer necessary. If the policy has contending concerns and/or there are	None None	3 days 1 day	SBAC Staff Concerned offices SBAC Concerned Offices

The policy needs to be subjected to a validation meeting No consensus built by SBAC and the concerned office Issues which are not resolved at the level of the Execom	notable comments from any of the concerned offices. Call for a validation meeting and subject the policy validation with all the concerned offices. For issues with no consensus built, SBAC shall elevate issues to the ExeCom for resolution and secure copy of SADA and conduct another validation meeting SBAC elevates issues to the Board of Directors (BODs) for resolution and secure from the CorSec a copy of the certification of the resolution and conduct another validation meeting to feedback the concerned offices of the decision/instruction of the BODs	None None	1 day 1 day	SBAC Concerned Offices Execom SBAC CorSec BODs
11. Approval of the policy	SBAC finalizes the draft policy and route for approval	None	3 Days	SBAC Staff: SBAC Head Senior Social Insurance Specialist Administrative Officer III Administrative Officer I Clerk III
12. Facilitate issuance of policy (original copy)	Once policy is signed by the HOPE, facilitate the following; submission to Records for issuance of corresponding policy , scanning of policy, conversion into portable document format (PDF) and posting at the outlook for information dissemination.	None	1 Day	SBAC Staff: Senior Social Insurance Specialist Administrative Officer III Administrative Officer I Clerk III
Total		**None**	**49 days**	

6. PREPARATION OF REQUEST FOR QUOTATION (RFQ) AND ABSTRACT OF QUOTATION (AOQ) FOR THE PROCESS OF NEGOTIATED PROCUREMENT THRU SMALL VALUE PROCUREMENT

Office:	Secretariat for the Bids and Awards Committees
Classification:	Complex
Type of Transaction:	G2B/G2G
Who May Avail:	Suppliers, End-Users/Cost Centers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement/Memo from End-user (original copy)	End-user
Purchase Request (PR) (3 original copies)	End-user
Approved Budget for the Contract (ABC) (2 original copies)	End-user
Matrix of Pre-Canvass with attached Valid Quotations (original copy)	End-user
Technical Specifications (original copy)	End-user
Distribution List / Distribution of Accountability Form (for consolidated PRs/items) (original copy)	End-user
Copy of Annual Procurement Plan (APP)	End-user
Copy of Project Procurement Management Plan (PPMP)	End-user
Copy of Details of Approved Budget	End-user
Copy of Amended APP/PPPMP (if applicable)	End-user

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of Procurement Documents from PPPTMT	Receive and check completeness of the procurement documents endorsed by PPPTMT.	None	1 day	SST Point Person
2. Assigned Canvasser for the Project	Assign a Canvasser to handle the project.	None	1 day	SST Head
3. Prepare Request for Quotation (RFQ)	Preparation of Request for Quotation (RFQ) for the project.	None	1 day	Assigned Canvasser
4. Review Request for Quotation (RFQ)	Review and approval the Request for Quotation.	None	1 day	SST Head

5. Post RFQ to PhilGEPS, PhilHealth Website and Conspicuous Place	If ABC 50K above, posting of RFQ to PhilGEPS, PhilHealth Website and Conspicuous Place. If ABC below 50K, posting of RFQ to PhilHealth Website and sending RFQ to prospective suppliers via email.	None	4 Calendar days	Assigned Canvasser
6. Post RFQ to PhilGeps, PhilHealth Website and Conspicuous Place	If ABC is below 50, posting of RFQ to PhilHealth Website and sending RFQ to prospective suppliers via email	None	3 Working Days	
7. Prepare of Abstract of Quotation (AOQ)	Preparation of AOQ once the posting ends and the Canvasser received at least 1 Quotation (for Small Value Procurement) and at least 3 Quotations (for Shopping).	None	1 day	Assigned Canvasser
8. Request Documentary Requirements to the winning Bidder/Supplier	Requests documentary requirements form the winning Bidder/Supplier via email. List of Primary Requirements: -Mayor's/Business Permit; -PhilGEPS Registration Number; -Notarized Omnibus Sworn Statement (above 50K ABC); -Business/Annual Income Tax Return (above 500K ABC); and -Proof of Updated PhilHealth Contribution.	None	3 days	Assigned Canvasser
9. Review Abstract of Quotation (AOQ)	Review and approval of AOQ and the attached documentary requirements.	None	1 day	SST Supervisor/Head, SBAC
10. Prepare Endorsement Letter to Contract Management Team (CMT)	Prepare endorsement letter and checklist of documents of the completed project. Review and approval of the endorsement letter. Endorsement of the approved AOQ and attachments to CMT for the preparation of Job Order/Purchase Order.	None	1 day	Assigned Canvasser SST Head Assigned Canvasser
	TOTAL	**None**	**17 days**	

7. PREPARATION OF REQUEST FOR QUOTATION (RFQ) FOR DIRECT CONTRACTING

Office:	Secretariat for the Bids and Awards Committees
Classification:	Simple
Type of Transaction:	G2B/G2G
Who May Avail:	Suppliers, Contractors, End-Users/Cost Centers

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Endorsement/Memo from End-user (original copy)	End-user
Purchase Request (PR) (3 original copies)	End-user
Technical Specifications (original copy)	End-user
Distribution List (if applicable)	End-user
Copy of Annual Procurement Plan (APP)	End-user
Copy of Project Procurement Management Plan (PPMP)	End-user
Copy of Details of Approved Budget	End-user
Copy of Amended APP/PPPMP (if applicable)	End-user
Valid Quotation	End-user
Survey of the industry and determine the supply source	End-user
Justification of the necessity of an item that may only be procured through Direct Contracting and must able to prove that there is no suitable substitute in the market that can be obtained at more advantageous terms	End-user
Tax Clearance	End-user
Certification in either of the following conditions:	
Certification from the Supplier/Provider that the good of proprietary nature can only be obtained from the proprietary source (i.e when patents, trade secrets, and copyrights prohibits others from manufacturing the same item	Supplier

Certification from the Supplier/Provider of exclusive dealership which does not have sub-dealers selling at lower prices and for which no suitable substitute can be obtained at more advantageous terms to the government	Supplier
Certification from the End-User that the procurement of critical components from the specific suppliers is a conditions precedent to hold a contractor to guarantee its project performance in accordance to the provisions of its contract	End-user
Updated Mayor’s/Business Permit	Supplier
PhilGeps Registered Number	Supplier
Income/Business Tax Return (for ABC above 500K)	Supplier
PhilHealth Contribution (Updated for 6 (six) months)	Supplier

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received Procurement Documents from PPPTMT	1. Receive and check completeness of the procurement documents endorsed by PPPTMT.	None	1 day	SST Point Person
2. Assigned Canvasser for the Procurement Project	2. Assign a Canvasser to handle the project.	None	1 day	SST Head
3. Prepare Request for Quotation (RFQ)	3. Preparation of Request for Quotation (RFQ) or pro-forma invoice together with the terms and conditions of sale for the project.	None	1 day	Assigned Canvasser
4. Review Request for Quotation (RFQ)	4. Review and approval of the Request for Quotation (RFQs).	None	1 day	SST Supervisor
5. Send Request for Quotation (RFQ)	5. Send RFQ to the identified direct Supplier thru email	None	1 day	Assigned Canvasser
6. Request Documentary Requirements to the Supplier	6. Requests submission of documentary requirements of the Supplier	None	3 working days	Assigned Canvasser
7.. Review Request for Quotation (RFQ)	7. Review and approval of RFQ submitted by the Supplier and the attached documentary requirements.	None	1 day	SST Supervisor/Head, SBAC

8.. Prepare Endorsement Letter to Contract Management Team (CMT)	8. Prepare endorsement letter and checklist of documents of the completed project. Review and approval of the endorsement letter. Endorsement of the approved AOQ and attachments to CMT for the preparation of Job Order/Purchase Order.	None	1 day	Assigned Canvasser SST Supervisor Assigned Canvasser
	TOTAL:	**None**	**10 days**	

8. RECEIVING OF PROCUREMENT DOCUMENTS

Office:	Secretariat for the Bids and Awards Committees			
Classification:	Simple			
Type of Transaction:	G2C/G2B/G2G			
Who May Avail:	Cost Centers/End-Users in the Head Office/ Suppliers			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
List of documentary requirements per Corporate Memorandum No. 2023-0010 dated 3 February 2023 and other pertinent Corporate Memorandum			Member / End-user, Comptrollership Department, Government Facility, HRD, SHIA, Lessor, Servicing Agency	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Receipt and recording of procurement related documents	1.1. Checking the completeness of received documents. 1.2. Recording of received documents.	None	15 minutes	SBAC Staff/ Administrative Services Assistant C
2. Endorsement of received procurement documents.	2. Endorsement of received procurement documents to the concerned team or the Head of SBAC	None	15 minutes	SBAC Staff/ Administrative Services Assistant C
	TOTAL:		**None**	**30 minutes**

9. TRAINING

Office:	Secretariat for the Bids and Awards Committees			
Classification:	Simple			
Type of Transaction:	G2C/G2B/G2G			
Who May Avail:	BAC Members/TWG/ Member/End-Users/ Secretariats in the Head Office and Suppliers			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Training Proposals; 2. Approved Procurement documents; 3. Payment Vouchers		Member / End-user, Comptrollership Department, Government Facility, HRD, SHIA, Lessor, Servicing Agency		
CLIENT STEPS (Internal/External)	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for the availability of the Resource Person	1.1 Preparation of invitation addressed to the concerned office. 1.2. Finalization of scheduled training	None	7 days	SBAC Staff/ Administrative Officer I
2. Preparation of procurement documents	2.1 Request quotations from at least three (3) lessors for the processing of the lease of venue; 2.2 Drafting of procurement documents; 2.3. Submission of procurement documents for BAC recommendation	None	3 days 14 days At least 30 calendar days from the date of activity	SBAC Staff/ Administrative Services Assistant C
3. Finalization of the training proper	1. Coordination with the participants 2. Coordination with the support services from other offices		7 days	
	TOTAL:	**None**	**31 days**	

10. VALIDATION OF PROCUREMENT DOCUMENTS

Office:	Secretariat for the Bids and Awards Committees			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who May Avail:	Cost Centers/End-Users in the Head Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
List of documentary requirements per Corporate Memorandum No. 2023-0010 dated 3 February 2023		Member / End-user, Comptrollership Department, Government Facility, HRD, SHIA, Lessor, Servicing Agency,		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Performs initial Annual Procurement Plan (APP) and Corporate Operating Budget (COB) validation of procurement documents.	1. Verification of the projects/ activities if it is included in the approved APP, APP Amendment and Approved Corporate Operating Budget (COB) 2. Checking of correctness of the documents submitted. If documents have deficiency/ies, 2.1 return the documents and advise the client accordingly;	None	3 Days	SBAC Staff/ Clerk
2. Review and comments	Review of the verified projects/ activities in the APP, APP Amendment and approved COB and the correctness of the documents verified.	None	3 days	SBAC Staff/ Administrative Officer I
3. Final review and approval of the validated procurement documents	Approval of the validated procurement documents.	None	3 Days	SBAC Staff/ Administrative Officer I
4. Endorsement of approved validated procurement document	Numbering of Purchase Requests (PRs) , recording and encoding in the SBAC	None	1 Day	SBAC Staff/ Clerk

	Procurement Monitoring Database Endorsement of the approved validated procurement documents.			
	TOTAL:	**None**	**10 days**	

INTERNAL AUDIT GROUP

INTERNAL SERVICES

Volume 13

INTERNAL AUDIT GROUP

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INTERNAL AUDIT GROUP

1. PROCESSING OF REQUEST FOR THE CONDUCT OF SPECIAL AUDIT

Processing of Request for the Conduct of Special Audit for Approval of Audit Committee

Office/Division	Internal Audit Group			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	Audit Committee Members, President and CEO, and Auditees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Document-request for the conduct of the special audit.		Office of the Corporate Secretary, Office of the President and CEO, and Auditees		
INTERNAL CLIENT STEPS	**INTERNAL AUDIT GROUP ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Audit Committee (AudCom) member/President and CEO/ Auditee requests for the conduct of special audit on a specific area	1.1 Receive the request	None	5 Minutes	Administration Services Assistant (ASA) - C, office of the VP for IAG
	1.2 Assess the request whether the objective and scope fall within the purview of Internal auditing	None	1 hour	Vice-President of IAG
	1.3 Endorse the request to Internal Audit (IA) office concerned	None	5 Minutes	ASA - C, office of the VP for IAG
	1.4 Receive the request and submit to Senior Manager/Head of IA office concerned	None	5 Minutes	Administration Services Assistant (ASA) - C of IAG office concerned
	1.5 Assess the request on the feasibility, i.e., sources of evidences to achieve the envisioned objectives, implications on the audit plans, among others	None	1 hour	Senior Manager

	1.6 Endorse the request to Internal Audit (IA) team concerned	None	5 Minutes	Senior Manager
	1.7 Prepare materials containing recommendations for the Audit Committee, i.e., preliminary objectives. scope, change in the audit plan	None	2 working days	IA Team concerned
	1.8 Review the materials containing recommendations for the Audit Committee	None	2 hours	Chief Auditing Systems Specialist
	1.9 Approve the materials containing recommendations for the Audit Committee	None	30 Minutes	Senior Manager
	1.10 Submit the materials to the IAG - OVP	None	5 minutes	Administration Services Assistant (ASA) - C of IAG office concerned
	1.11 Receive the materials and endorse to the VP for IAG	None	5 Minutes	ASA - C, office of the VP for IAG
	1.12 Include the proposed conduct of Special Audit in the recommended agenda items for the upcoming Audit Committee meeting	None	1 hour	Vice-President of IAG
	1.13 Release the memorandum to the Office of the Corporate Secretary	None	15 minutes	ASA - C, office of the VP for IAG
	1.14 Present the proposal for the conduct of Special Audit to the AudCom depending on the schedule of its meeting	None	1 hour	Senior Manager
2. The Audit Committee approves the proposal for the conduct of Special Audit and/or issues additional directive to IAG	2.1 Comply with the directives of the AudCom	None	*	Vice-President of IAG
	TOTAL	**None**	**2 working days, 7 hours and 15 minutes**	
*Proceed to the regular process of internal auditing				

2. REQUEST FOR COPIES OF INTERNAL AUDIT REPORTS AND/OR WORKING PAPERS

This facilitates the request for Internal Audit Report and/or working papers received from internal/external party

Office/Division	Internal Audit Group (IAG)			
Classification	Complex			
Type of Transaction	G2G - Government to Government			
Who may avail:	Auditees, Other Internal (e.g. Corporate Planning Department) and External Clients (Regulatory Agencies, Legislative Bodies, Investigating Bodies, etc.)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• Written request to documents		Requesting Parties		
INTERNAL CLIENT STEPS	**INTERNAL AUDIT GROUP ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Requesting Party submit request to Internal Audit Group (IAG)	1.1 Receive the document request	None	5 Minutes	Administration Services Assistant (ASA) - C, office of the VP for IAG
	1.2 Verify the requested documents if it is under the custody of the IAG.	None	2 Hours	Vice-President (VP) of Internal Audit Group (IAG)
	1.3 Request authority from the PCEO for the relase of the requested documents	None	2 Hours	VP of Internal Audit Group (IAG)
	1.3.1 Endorse the request to IAG office econcerned upon receipt of approval from PCEO	None	30 Minutes	VP of Internal Audit Group (IAG)
	1.4 Release the document request to IAG office concerned	None	5 Minutes	ASA - C, office of the VP for IAG
	1.5 Receive the request and submit to Senior Manager/Head of IA office concerned	None	5 Minutes	ASA - C of IAG office concerned
	1.6 Direct the Chief Auditing Systems Specialist to facilitate the retrieval of the requested document	None	10 Minutes	Senior Manager

	1.7 Direct the records custodian to retrieve the requested document	None	10 Minutes	Chief Auditing Systems Specialist
	1.8 Retrieve the requested document and reproduce the documents	None	5 Working Days	ASA - C of IAG office concerned
	1.9 Prepare letter or memorandum reply submitting the requested documents to the requesting party	None	2 Hours	Chief Auditing Systems Specialist
	1.10 Review and sign the letter or memorandum reply.	None	1 Hour	Senior Manager
	1.11 Release the letter or memorandum reply and the requested documents to the requesting party.	None	15 Minutes	ASA - C of IAG office concerned
	If the requested documents are not in the custody of IAG.			
	1.12 Prepare the letter or memorandum reply informing the requesting party that the requested documents are not covered in the audit and not in the custody of IAG.	None	2 Hours	VP of Internal Audit Group (IAG)
	1.13 Release the letter or memorandum reply to the requesting party.	None	5 Minutes	ASA - C, office of the VP for IAG
	TOTAL	**None**	**5 Working Days, 10 Hours, 25 Minutes**	

INFORMATION MANAGEMENT SECTOR

INTERNAL SERVICES

Volume 14

INFORMATION TECHNOLOGY MANAGEMENT DEPARTMENT
PROJECT MANAGEMENT OFFICE - PHILHEALTH IDENTITY MANAGEMENT SYSTEM
TASK FORCE INFORMATICS

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INFORMATION TECHNOLOGY MANAGEMENT DEPARTMENT

1. ESCALATION AND MONITORING

Escalation and monitoring of highly technical issues reported to concern Specialized Response Team{SRT}

Office/Division:	IT Management Department - IT Helpdesk
Classification:	Simple
Type of Transaction:	G2G - Government to Government
Who May Avail:	Internal and External

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request through IT Service Management (ITSM} System, IT Support Ticketing System (OS Ticket) or through corporate email	IT Helpdesk

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
1. For the escalation of highly technical issues reported to concern Specialized Response Team (SRT}:	Received, evaluate and forward/reassigned the request ticket	No Fees Required	5 Minutes	ISA III
a) Receive the request filed through the IT Service Management or OS Ticketing System,				
b) Evaluate the request ticket,			5 minutes	
c) Forwarded/Re-assigned the request ticket.			5 minutes	
2. For monitoring the monitoring the status of reported highly technical	Monitor the status of request		15 Days	
issues: a) ITSM system will automatically send email notification to the requesting user, individual resolver and admin ticket Manager on the status of request ticket.				

b) OS Ticket will automatically notification to the PhilHealth IT support group,			1 Day	
c) Follow-up the status of the request ticket,			5 Days	
d) Add note to the request ticket, and			3 Minutes	
e) Closed the request ticket.			1 minute	
	TOTAL	**None**	**20 days**	

2. ISSUANCE OF IT ADVISORY

Issuance and Posting of IT Advisory for the concerned and affected Phi/Health Offices/Users

Office/Division:	IT Management Department - IT Helpdesk			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Internal and External			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
One (1) original copy of properly filled-up, signed and approved IT Advisory Request Form		IT Helpdesk		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
1. Receive the request filed through IT Service Management (ITSM) System	Receive evaluate, process and closed the request ticket	No Fees Required	2 minutes	ISA III
2. Evaluate the request for completeness, authorized, signed, and approved			4 minutes	
3. Process the request by posting it in the Outlook and send to the email account of affected Users,			5 minutes	
4. Add note to the request ticket,			3 minutes	
5. Closed the request ticket			1 minute	
	TOTAL	**None**	**15 minutes**	

3. MANAGE AUTO RENEWAL OF SPONSORED MEMBERS

The service addresses the auto renewal of the sponsored member's record in the production database in reference to the endorsed mapped membership record from the Member Management Group. The service can be performed in 14 days depending on the proximity and number of fields and records to update. The service is usually support with a Service Request Form (SRF)

Office/Division:	IT Management Department - ITMD (Database Section)
Classification:	Highly Technical
Type of Transaction:	G2C- Government to Citizen, G2B- Government to Business
Who May Avail:	Member Management Group

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
One (1) Original Copy of Fully Accomplished Service Request Form (SRF) / Memo One (1) issued ITSM Work Order Ticket assigned to Database Group	Requesting Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
1. Request for Auto Renewal of Sponsored Members	1.1 Receive of documents.	None	1 Hour	ITO II
	1.2 Log the document (Incoming)			
	1.3 Endorse document to Division Chief			
	1.4 Delegates/assign document to the concerned section or staff		2 Hours	ASM
	1.5 Release document to the concerned section/staff.		1 Hour	ITO II
	1.6 Coordinate with BPU and Task Force Informatics (TFI) for the list of members for renewal		13 Days, 4 hours	ITO I
	1.7 Upload List of members for renewal			
	1.8 Validate statistics of members for renewal based on provided report by BPU			

	1.9 Coordinate with the ISMD for the scri to be used for the renewal.			
	1.10 Execute the script for auto renewal created by ISMD.			
	1.11 Prepare and send statistics of auto renewed and excluded members to concerned office.			
	1.12 Email PRO IT the script to extract batch numbers of auto renewed members of their respective PROs.			
Repeat Process may occur in 1.8 to 1.9 until renewal is completed				
	TOTAL:	**None**	**14 Days**	

4. *MANAGE REQUEST FOR CLEARANCE OF SEPARATED EMPLOYEES*

The service addresses the certification of separated employees to wit that the respective user account is deactivated for clearance due to separation to office. The service can be performed within 2 working days provided that all necessary document requirements is complete.

Office/Division:	IT Management Department - ITMD {Database Section)
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business
Who May Avail:	Any PhilHealth Offices whether PRO Support Office, Branches, LHIO's,

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. One (1) Original Copy of Memo/Routing and Transmittal Slip/ Email (Electronic copy) 2. One {1) Original Copy of Application for Clearance	Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
1. Request for Clearance of Separated Employees	1.1 Receive of document 1.2 Log the document {Incoming) 1.3 Release the document to ITRMD 1.4 Log the document {Outgoing)		1 Hour	ADMIN ASST.C
	1.5 Receive of document 1.6 Log the document {Incoming) 1.7 Release document to Database Section		1 Hour	SIA 1/510 I ITRMD
	1.8 Check database account if deactivated in production database 1.9 Coordinate with IT Helpdesk for account not deactivated in production database 1.10 Deactivate account in other database. 1.11 Affix initials		8 Hours	ITO I

	1.12 Validate and deactivate network account		3 Hours	ITO I
	1.13 Affix initial			
	1.14 Sign the clearance			
	1.15 Release of documents		1 HOUR	CIO/SVP
	1.16 Log the document (Outgoing)		1 HOUR	ITOII
	1.17 Receive the documents		1 HOUR	ADMIN ASST C
	1.18 Log the document			
	1.19 Release the document			
	1.20 Log the document {Outgoing)			
	TOTAL	**None**	**2 DAYS**	

5. MANAGE REQUEST FOR CORPORATE EMAIL ACCOUNT CREATION/UPDATE

The service addresses the creation and updating of corporate email account of respective employees in the head office as requested/ assigned. The service can be performed within 2 working days provided that all necessary document requirements is complete.

Office/Division:	IT Management Department - ITRMD Network Section			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business			
Who May Avail:	Any PhilHealth Offices whether PRO Support Office, Branches, LHIO's,			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. One {1) Original Copy of Memo/Request for Email Account Creation 2. One (1) issued ITSM Work Order Ticket as endorsed by IT		Requesting Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
1. Request for Email Account Creation/Update	1.1 Receive of document	No Fees Required	1 Hour	ADMIN ASST.C
	1.2 Log the document {Incoming)			
	1.3 Release the document to ITRMD			
	1.4 Log the document {Outgoing)			
	1.5 Receive of document		1 Hour	SIA 1/SIO I ITRMD
	1.6 Log the document {Incoming)			
	1.7 Release document to Network Team			
	1.8. Check domain account and details of request		8 Hours	ITOI
	1.9 Coordinate with IT Helpdesk issues/concerns domain account creation/update			
	1.10. Create Email account base on email account details			

	1.11 Notify/close ticket once the request is completed			
	1.15. Release of documents		1 Hour	CIO/SVP
	1.16 Log the document (Outgoing)		1 Hour	ITO II
	1.17 Receive the documents			ADMIN ASST.C
	1.18 Log the document (Incoming)		1 Hour	
	1.19 Release the document			
	TOTAL	**None**	**1 DAY AND 5 HOURS**	

6. MANAGE REQUEST FOR DATA EDITING SERVICE

The service addresses the endorsed request for data editing to achieve correct information. The request will be addressed based on the submitted documentation including but not limited to incident reports, signed and approved data amendment forms and clearance from the respective Business Process Unit (BPU). Complete process is up to 10 days and is dependent on the proximity of requests

Office/Division:	IT Management Department - ITMD (Database Section)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government
Who May Avail:	Any PhilHealth Offices whether PRO Support Office, Branches, LHIO's, external office(gov't and private)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. One {1) Original Copy of Endorsement/ Memo of Approved Request from Business Process Unit (BPU) 2. One {1) Original Copy of JOROS/ One (1) issued ITSM	Business Process Unit/ Requesting Office/ IT Helpdesk
3. One {1) Original Copy of Fully accomplished Data Amendment Form 4. One (1) Original Copy of Incident Report and other supporting documents for the request	Business Process Unit/ Requesting Office/ IT Helpdesk

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSIN GTIME**	**PERSON RESPONSIBLE {Position Of Supervisor)**
1. Request for data editing/correction thru JOROS / ITSM	1.1 Receive of documents.	NONE	1 Hour	ITO II
	1.2 Log the document {Incoming)			
	1.3 Endorse document to Division Chief			
	1.4 Delegates/assign document to the concerned section or staff		2 Hours	ASM, ITMD
	1.5 Release document to the concerned section/staff.		1 Hour	ITO II
	1.6 Check existence of request in JOROS.		9 Days, 4 Hours	ITOI
	1.7 Review of the request.			

	1.8 Return request to the concerned office if submitted document is incomplete.			
	1.9 Coordinate with the Information System Management Division (ISMD) for the script to be used if scripts not available or request needs further evaluation/ checking.			
	1.10 Proceed with the data editing request if submitted document is complete.			
	1.11 Notify the concerned office once the request is completed /Tag the request as closed/accomplished in the JOROS.			
Repeat Process 1.7 to 1.9 until all request and documents is compiled and addressed				
	TOTAL	**NONE**	**10 DAYS**	

7. MANAGE REQUEST FOR DATABASE UPDATE

The service addresses updates needed in the production database in reference to update/enhancement and development of application/systems. The service is performed after office hours in coordination with the requesting office.

Office/Division:	IT Management Department - ITMD (Database Section)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who May Avail:	IS Management Division/ Business Process Unit			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
One {1) Original Copy of Fully accomplished System/Database Update Request Form {SDURF) and necessary scripts for the database update request One {1) Original Copy of Notice of System Availability (NSA) to Database Group		IS Management Division/ BPU		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
1. Request for Database Update	1. 1 Receive of documents.	None	1 Hour	ITO II
	1.2 Log the document {Incoming)			
	1.3 Endorse document to Division Chief			
	1.4 Delegates/assign document to the concerned section or staff		2 Hours	ASM
	1.5 Release document to the concerned section/staff.		1 Hour	ITO II
	1.6 Check existence of request in Ticketing System.		3 Hours	ITO I
	1.7 Implement/execute the script			
	1.8 Notify requester should there be error encountered during the execution of the scripts			
	1.9 implement/execute the script in the replication if applicable			

	1.10 Configuration of the replication database if applicable			
	1.11 Notify/close ticket once the request is completed.			
	1.12 Log the outgoing document		1 Hour	ITO II
Repeat Process 1.8 to 1.10 until all request and documents is compiled and addressed				
	TOTAL:	**None**	**1 day**	

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8. MANAGE REQUEST FOR DEACTIVATION OF DATABASE ACCOUNT

The service addresses the immediate deactivation of user accounts in response to leave of absence, suspension and prolonged leave. The access of the personnel is being deactivated momentarily while their suspension and leave of absence is still served. The service can be performed within 2 working days upon request.

Office/Division:	IT Management Department - ITMD (Database Section)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government			
Who May Avail:	Any PhilHealth Offices whether PRO Support Office, Branches, LHIO's, external office(gov't and private)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
One (1) Email request c/o IT Helpdesk (1 Electronic Copy) One (1) issued ITSM Work Order Ticket (1) One (1) Original Copy Clearance Form		IT Helpdesk		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
1. Request for Deactivation of Database Account	1.1 Check database account if deactivated in production database	None	2 days	ITOI
	1.2 Coordinate with IT Helpdesk for account not deactivated in production database			
	1.3 Deactivate account in other database.			
	TOTAL	**None**	**2 days per account**	

9. MANAGE REQUEST FOR DEVELOPMENT/REVISION OF ICT POLICY/SOP AS DIRECTED BY MANAGEMENT

The service facilitates the request for development/revision of ICT related policies/standard operating procedures compliant with the existing internal policies and 1

Office/Division:	IT Management Department - IT Helpdesk			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Internal and External			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Any document indicating the instruction to prepare the ICT policy/SOP, such as, but not limited to Memorandum, email, Minutes of Meeting, NCPAR, and Risk Registry. Relevant issuances to serve as legal basis.		N/A		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
"Submit any document indicating the instruction for the development or revision of an ICT related policies/SOPs"	1. Conduct research/ survey/interviews/ brainstorming of ideas and information of the new policy/SOP to be developed/revised.	No Fees Required		ITO I
	2.Crafting of new ICT policy/SOP or revision of existing official ICT policy/SOP		20 days	ITO I
	3. Conduct risk assessment for proposed ICT policy/SOP	No Fees Required	7 days	SM
	4.Review of initial draft ICT policy/SOP by next higher	No Fees Required	7 days	DC IV
	5. Assessment of compliance to corporate issuance standards (for ICT policies only)	No Fees Required	3 days	SIO II

	6.Sending out of the initial draft for review by the concerned offices	No Fees Required	2 days	SIO II
	7. Revision of the draft ICT Policy/SOP based on initial review	No Fees Required	7 days	ITO I
	8. Revision of the draft ICT Policy/SOP based on final review	No Fees Required	7 days	ITO I
	9. Prepare the Gender and Development checklists	No Fees Required	2 days	SIO II
	10. Endorsement of the revised draft ICT policy/SOP for review by the concerned offices	No Fees Required	1 day	SM
	11. Endorse finalized ICT policy/SOP to concerned offices for document approval	No Fees Required	2 days	Admin/Clerk
	12. Endorsement to PRID-Records for numbering and publication upon approval of Request for Posting Slip	No Fees Required	1 day	Admin/Clerk
	TOTAL	**None**	**79 days**	

10. MANAGE REQUEST FOR DOCUMENT REVIEW

The service addresses the endorsed issues, concerns and action needed as requested or described in the endorsed document. This service can be addressed in 5 working days depending on the evaluation of the endorsed concern and the number of offices who can comply with the stated inquiries.

Office/Division:	IT Management Department - ITMD {Database Section)
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government
Who May Avail:	Any PhilHealth Client (external or internal)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. One (1) Original Copy of DRAR 2. One {1} Original Copy of Memo 3. And other attached documents for references/ as annexes	Any PhilHealth Client (external or internal)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
1. Request for Document Review/ Action address to ITRMD	1.1 Receive of documents. 1.2 Log the document {Incoming) 1.3 Endorse document to Division Chief	None	1 Hour	ITOII
	1.4 Delegates/assign document to the concerned section or staff		2 Hours	ASM
	1.5 Release document to the concerned section/staff.		1 Hour	ITO II
	1.6 Conduct review of document 1.7 Prepare memo response/ acknowledge receipt		3 Days, 7 Hours	ITO II
	1.8 Review of memo		2 Hours	ASM
	1.9 Approval of Memo		2 Hours	CIO/SVP

	1.10 Log the document		1 Hour	ITO II
	1.11 Release of Memo			
	TOTAL	**None**	**5 DAYS**	

11. MANAGE REQUEST FOR REPLICATION OF NEW TABLES

The service addresses the need for up-to-date data record in relation to the extraction and preparation of reports for PhilHealth EMO as basis for decision making. The service i: in relation to the production database updates in accordance to software update/enhance and development. The service can be performed within 7 working days and dependent on the proximity of the needed tables for updating.

Office/Division:	IT Management Department - ITMD {Database Section)
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business
Who May Avail:	Any PhilHealth Offices whether PRO Support Office, Branches, LHIO's,

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. One (1) Original Copy of Memo/ Service Request Form (SRF) 2. One {1} issued ITSM Work Order Ticket	TFI / IS Management Division

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
1. Request for replication of new tables	1.1 Receive of documents.	None	1 Hour	ITO II
	1.2 Log the document {Incoming)			
	1.3 Endorse document to Division Chief			
	1.4 Delegates/assign document to the concerned section or staff		2 Hours	ASM
	1.5 Release document to the concerned section/staff.		1 Hour	ITO II
	1.6 Identify the constraints		6 days and 4 hours	ITO I
	1.7. Coordinate with ISMD if constraint is not existing			
	1.8. Configure the replication			

	1.9. Perform initial loading of requested data for replication			
	1.10. Start the replication			
	1.11. Gather statistics			
	1.12. Notify the concerned office once the replication is completed			
Repeat Process 1.6 to 1.11 until all request and documents is compiled and addressed				
	TOTAL:	**None**	**7 days**	

12. MANAGE REQUEST FOR REVIEW OF ICT-RELATED DOCUMENTS (MOA, MOU, JMC, CPO, DPNS, ISSA, CBA, JAO, AND THE LIKES) FROM OTHER OFFICES OR OTHER GOVERNMENT AGENCIES

The service facilitates the request for review of ICT-related documents from other Phi/Health departments/offices and other government agencies.

Office/Division:	IT Management Department - ICT Planning, Policies and Standards Division				
Classification:	Highly Technical				
Type of Transaction:	G2G - Government to Government				
Who May Avail:	Internal or External				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
Draft document (MOA, MOU, JMC, CPO, DPNS, ISSA, CBA, JAO, and the likes) Instruction from Supervisor/Head		N/A			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**	
Submit ICT-related documents (MOA, MOU, JMC, CPO, DPNS, ISSA, CBA, JAO, and the likes for review to the IMS	1. Conduct initial review and draft response memo to provide comments, if any.	No Fees Required	15 days	ITO I	
	2. Endorse draft response memo for review and approval of next higher supervisor	No Fees Required	2 days	SM	
	3. Endorse response memo to the proponent/requesting office	No Fees Required	1 day	Admin/Clerk	
	TOTAL	**None**	**18 days**		

13. MANAGE REQUEST FOR REVIEW OF POLICIES/SOPS FROM OTHER OFFICES FOR INPUTS/COMMENTS

The service addresses the request for review of policies/SOPs compliant with the related SOP and Quality Procedure

Office/Division:	IT Management Department - ICT Planning, Policies and Standards Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Internal			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Draft document (CO, SOP, PC, Wins) Policy Routing Slip/DRAR Instruction from Supervisor/Head				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
Submit draft Corporate Issuance/s with Policy Routing Slip/DRAR to the IMS	1. Conduct initial review and draft response memo to provide comments, if any.	No Fees Required	15 days	ITO I
	2. Endorse draft response memo for review and approval of next higher supervisor	No Fees Required	2 days	SM
	3. Endorse response memo to the proponent/requesting office	No Fees Required	1 day	Admin/Clerk
	TOTAL	**None**	**18 days**	

14. MANAGE REQUEST FOR UPLOADING OF EXTERNAL DATA

The service address the uploading of external data as requested for mapping and project implementation of clients whether external or internal. The service can be performed 14 days depending on the proximity and number of records for uploading. The service is performed with clearance and authorization from the BPU and the CIO.

Office/Division:	IT Management Department - ITMD (Database Section)
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government
Who May Avail:	Any PhilHealth Offices whether PRO Support Office, Branches, LHIO's, external office(gov't and private)

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
One (1) Original Copy of Fully Accomplished Service Request Form (SRF) / Memo One (1) issued ITSM Work Order Ticket assigned to Database Group	Requesting Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position Of Supervisor)**
1. Request for uploading of external data	1.1 Receive of documents.	None	1 Hour	ITOII
	1.2 Log the document (Incoming)			
	1.3 Endorse document to Division Chief			
	1.4 Delegates/assign document to the concerned section or staff		2 Hours	ASM
	1.5 Release document to the concerned section/staff.		1 Hour	ITOII
	1.6 Validate the file format/structure		12 Days, 6 Hours	ITO I
	1.7 Return to the concerned office, if the file format/structure is incorrect			

	1.8 Upload data, if file format is correct			
	1.9 Notify the concerned office of all uploaded & invalid data			
	1.10 Prepare endorsement/reply memo			
	1.11 Review of memo		2 Hours	ASM
	1.12 Approval of memo		2 Hours	CIO/SVP
	1.13 Release memo		1 Hour	ITO II
	1.14 Give access on the uploaded data to the concerned office		1 Hour	ITO I
Repeat Process 1.6 to 1.9 until all request and documents is complied and addressed				
	TOTAL	**NONE**	**14 DAYS**	

15. MANAGEMENT OF NEW SERVER CREATION/PROVISION

The service addresses the creation of server as requested for testing and deployment of new software/application. The service shall be address within 8 working days and may vary based on the needed requirements and applications on the server for creation.

Office/Division:	IT Management Department - ITRMD Network Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government
Who May Avail:	IS Management Division/ Business Process Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Original Copy of Fully accomplished Service Request Form (SRF) with necessary details of needed Application Server	Management Division
One (1) Original Copy of Notice of System Availability (NSA)	
One (1) issued OSTicket/ITSM Work Order Ticket assigned to Network Team	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
1. Request for Database Update	1. 1 Receive of documents.	No Fees Required	1 Hour	ITO II
	1.2 Log the document (Incoming)			
	1.3 Endorse document to Division Chief			
	1.4 Delegates/assign document to the concerned section or staff		2 Hours	ASM
	1.5 Release document to the concerned section/ staff.		1 Hour	ITO II
	1.6 Check existence of request in Ticketing System.		7 Days	ITOI

	1.7 Review requested Server applications for installation			
	1.8 Notify requester for unavailable license or application (if any)			
	1.9 Create/Provision Server			
	1.10 Installation of requested application in the new server as requested (OS, Antivirus, etc.)			
	1.11 Notify/close ticket once the request is completed.			
	1.12 Log the outgoing document		1 Hour	ITO II
Repeat Process 1.8 to 1.10 until all request and documents are complied and issue are addressed				
	TOTAL	**None**	**7 days and 5 hours**	

16. MANAGEMENT OF OPERATING SYSTEM REPAIR AND INSTALLATION

The service addresses the repair and installation of operating system to corporate issued equipment that was accounted to respective PhilHealth Employees in the Head Office.

• The service shall be addressed within 7 working days per equipment.

<table>
<tr><td>Office/Division:</td><td colspan="4">IT Management Department - ITRMD Network Section</td></tr>
<tr><td>Classification:</td><td colspan="4">Complex</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">G2C - Government to Citizen, G2B - Government to Business</td></tr>
<tr><td>Who May Avail:</td><td colspan="4">Head Office Personnel</td></tr>
<tr><td colspan="2">CHECKLIST OF REQUIREMENTS</td><td colspan="3">WHERE TO SECURE</td></tr>
<tr><td colspan="2">One (1) Original Copy of Service Request Form (SRF)
One (1) Original Copy of Property Accountability Request Form (PARF)
One (1) issued ITSM Work Order Ticket</td><td colspan="3">Requesting Office</td></tr>
<tr><td>CLIENT STEPS</td><td>AGENCY ACTION</td><td>FEES TO BE PAID</td><td>PROCESSING TIME</td><td>PERSON RESPONSIBLE (Position Of Supervisor)</td></tr>
<tr><td rowspan="7">1. Request for Operating System Repair and Installation</td><td>1.1 Receive of document</td><td rowspan="7">No Fees Required</td><td rowspan="3">1 Hour</td><td rowspan="3">ITO I</td></tr>
<tr><td>1.2 Log the document (Incoming)</td></tr>
<tr><td>1.3 Release the document to ITRMD</td></tr>
<tr><td>1.1 Check request details</td><td rowspan="3">3 Hours</td><td rowspan="3">ITO I</td></tr>
<tr><td>1.2 Coordinate with IT Coordinator regarding issues/concerns domain account creation/update</td></tr>
<tr><td>1.3 Repair and Install the Operating System</td></tr>
<tr><td>1.4 Notify/close ticket once the request is completed.</td><td>1 Hour</td><td>ITO I</td></tr>
<tr><td></td><td>TOTAL</td><td>None</td><td>5 Hours</td><td></td></tr>
</table>

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17. MANAGEMENT OF USER ACCOUNTS

Manage the creation, updating, deactivation and password resetting of user accounts for Application/Systems, Network Accounts, Internet Accounts, Outlook,
Email Accounts and Remote Access

Office/Division:	IT Management Department - IT Helpdesk			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who May Avail:	Internal and External			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. One (1) Original Copy of Properly Filled-up, signed and approved 3AF/C 3AF Form for Application Account 2. One (1) Original Copy of Filled-up and signed NDA for **- A**		From IT Helpdesk or form stipulated in the Coporate Issuances		
3. One (1) Photocopy of employee company ID				
4. One (1) Photocopy of Supervisors ID for COA Account Request. 5. One (1) Original Copy of Properly Filled-up, signed and approved DARF Form for Network, Internet, Outlook and Email Accounts. 6. One (1) Original Copy of Properly Filled-up, signed and approved Remote Access Request Form for Remote Access				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
1. Receive the request filed through the IT Service Management (ITSM) System,	Receive evaluate, process and closed the request ticket	None	2 minutes	ISA III
2. Evaluate the request for completeness, signed and approved.			4 minutes	
3. Process the request.			5 minutes	
4. Add note to the request ticket, and			3 minutes	

5. Close the request ticket.			1 minute	
	TOTAL	**None**	**15 minutes**	

18. MANAGEMENT REQUEST FOR APPLICATION SERVER/ SYSTEM UPDATE

The service addresses the updates needed in the server in reference to the update/enhancement and deployment of software/applications. The service is performed after office hours in coordination with the requesting office.

Office/Division:	IT Management Department - ITRMD Network Section
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business
Who May Avail:	IS Management Division/ Business Process Unit

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Original Copy of Network Request Form/ S_DURF One (1) Original Copy of Supporting documents (files indicating path/ location Of new executable AppServer/API/WebApp)	Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
1. Request for Database Update	1. 1 Receive of documents.	No Fees Required	1 Hour	ITOII
	1.2 Log the document (Incoming)			
	1.3 Endorse document to Division Chief			
	1.4 Delegates/assign document to the concerned section or staff		1 Hour	ASM
	1.5 Release document to the concerned section/staff.		1 Hour	ITO II
	1.6 Check existence of request in Ticketing System.		1 Hour	ITOI
	1.7 Checks availability of Server Updates			
	1.8 Notify requester should there be error encountered during the execution of the scripts			
	1.9 Update/Configure the Server			

	1.10 Notify/close ticket once the request is completed.			
	1.11 Log the outgoing document		1 Hour	ITO II
Repeat Process 1.8 to 1.9 until all request and documents is compiled and addressed				
	TOTAL	**None**	**1 DAY**	

19. REVIEW OF INFORMATION AND COMMUNICATIONS TECHNOLOGY (ICT) TERMS OF REFERENCE (TOR)/ TECHNICAL SPECIFICATIONS (TECH SPECS)

This process provides the procedures on the request for TOR or Tech Specs for the procurement of ICT resources, starting from receiving of the request up to transmittal of the result of the evaluation to the requesting office.

Office/Division:	IT Management Department - ICT Planning, Policies and Standards Division
Classification:	Highly Technical
Type of Transaction:	G2G - Government to Government
Who May Avail:	Offices and departments within PhilHealth with ICT-related procurement (Internal Clients)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
One (1) Original Copy of Draft TOR / Tech Specs (including its Annexes, if applicable) approved by the head of office/department requesting the TOR/Tech Specs review	(Prepared by Internal Client/s)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position Of Supervisor)
1. Client endorses the draft TOR/Tech Specs to the receiving clerk	1.1 Receives and logs the document(s) in the receiving logbook	None	5 minutes	
	1.2 Forwards the draft TOR/Tech Specs for review to assigned personnel	None	5 minutes	
	1.3 Records details of the TOR/Tech Specs received in the TOR/Tech Specs Review Monitoring, assigns a TOR/Tech Specs Evaluation Clearance No.	None	10 minutes	
	1.4 Reviews the draft TOR/Tech Specs and prepares the TOR/Tech Specs Evaluation Checklist and/or memorandum on the result of the evaluation	None	14 days	
	1.5 Records the TOR/Tech Specs Evaluation Checklist completion details in the TOR/Tech Specs Review Monitoring and forwards to the IPPSD-Div. Chief the reviewed TOR/Tech Specs and/or memorandum	None	10 minutes	

	on the result of the evaluation together with the client's submitted documents.			
	1.6 Reviews the TOR/Tech Specs Evaluation Checklist and/or memorandum and returns to ITO I for revision/finalization.	None	3 days	
	1.7 Finalizes the TOR/Tech Specs Evaluation Checklist and/or memorandum and returns to OIC-DC for approval and signature.	None	2 days	
	1.8 Checks the final TOR/Tech Specs Evaluation Checklist and/or memorandum, (returns to the ITO I for revision/correction or) signs and forwards these to the Clerk together with the client's submitted documents for outing back to the client.	None	15 minutes	
	1.9 Records the documents in the outgoing logbook, endorses it to the Client for receiving, and secures the receiving copies for hard copy and digital file	None	15 minutes	
	TOTAL	**None**	**20 days**	

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20. SUPPORT MANAGEMENT SERVICE

The service involves the processing or resolution of incidence, complainant, inquiries, and issues reported by internal and external user of PhilHealth systems

Office/Division	IT Management Department - Project Management Team Information System Management
Classification	Highly Technical
Type of Transaction	G2G; G2B
Who may avail:	External or Internal Users of PhilHealth

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Detailed description of incidence, complaints, inquiries, and issues (1) original copy	PhilHealth System users
Screenshot of incidence, complains, inquiries, and issues (1) original copy	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
External User: 1. Create a ticket indicating the detailed description and screenshot of incidence, complaints, inquiries, and issues via the PhilHealth ticket system URL	1.1. Acknowledge receipt of the incidence complains inquiries and issues	None	3 days	Nelson de Vera Chairperson UPECS-EMR
	1.2. Endorse the incidence complains, inquiries, and issues to the concerned scrum team and request for additional information or document from client			
	1.3. Evaluate the incidence complaints, inquiries, and issues		1-3 days (simple) 4-7 days (moderate) 8-20 days (complex)	Nelson de Vera Chairperson UPECS-EMR
	1.4. Provide feedback to the UPECS-EMR team or escalate issues to concerned office		1 day	Jocelyn Pablo OIC DC-ISMD
	1.5. Update the ticket as closed or resolves			

Internal User: 1. Email the detailed description and screenshots of incidence, complaints, inquiries, and issues to IT Helpdesk Unit	1.1. Acknowledge receipt of the incidence complaints inquiries and issues		1 day	Oscar Gambala Head IT Helpdesk
	1.2. Endorse the incidence complains, inquiries, and issues to the concerned office/team			
	1.3. Evaluate the incidence complaints, inquiries, and issues		1-3 days (simple) 4-7 days (moderate) 8-20 days (complex)	Jocelyn Pablo OIC DC-ISMD
	1.4. Provide feedback or resolution to the concerned office		1 day	
	1.5. Update the ticket as closed or resolves			
	TOTAL	**None**	**External: 5-7 days (Simple) 8-11 days (moderate) 12-24 days (complex) Internal: 3-5 days (Simple) 6-9 days (moderate) 10-22 days (complex)**	

PROJECT MANAGEMENT OFFICE – PHILHEALTH IDENTITY MANAGEMENT SYSTEM

1. CONDUCT PROBLEM MANAGEMENT

Problem Management is a process by using analysis techniques to identify the cause of the problem/issue as reported by the operations/business process owners to the information management sector for resolution

Office/Division	PMO-PIMS
Classification	Complex
Type of Transaction	G2G; G2B
Who may avail:	All Information Management Sector

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Report from a certain office/BPO concerning the system application/s, IT services, et. al	Office of the Information Officer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Office/BPO to issue report to OCIO on the encountered issue/problem to OCIO for resolution	1. Acknowledge the receipt of report of the encountered issue/problem	None	15 minutes	Admin OCIO proper
	1.2. Once assessed, OCIO will forward the report to PMO-PIMS for proper action and further investigation		30 minutes	Admin OCIO proper
	1.3. Conduct Investigation and assessment		2 days	SIA I, SSIS PMO-PIMS
	1.4. Facilitate series for meetings with Subject Matter Experts (SME) to assess the root cause of a certain problem		2 days *depends on the number of the concerned office/s	Head, PMO-PIMS
	1.5. Consolidate all related documents and issuances		2 days	SIA I, SSIS PMO-PIMS
	1.6. Craft Report (TOP-SET) with corresponding recommendation/s to mitigate or to solve the issue once all necessary documents has been provided by the concerned office/s.		1 day	SIA I, SSIS PMO-PIMS

2. Receive copy of the Problem Management Report	2.1. Submit report			SIA I, SSIS PMO-PIMS
	Total:	**None**	**7 days and 45minutes**	

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TASK FORCE INFORMATICS

1. DASHBOARD OR REPORTS

Creation of PCD Dashboard of Reports

Office/Division	Task Force Informatics			
Classification	Highly Technical			
Type of Transaction	G2G			
Who may avail:	All PhilHealth Officers and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
One (1) Original Copy of Letter of Request		TFI Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Compose letter requesting for PCD Dashboardor Report	1.1. Receives and records to logs of TFI Requests	None	20 minutes	Clerk TFI
	1.2. Reviews and assess requests specification requirements and assignment of developer; updates log of TFI requests		20 minutes	Developer TFI
	1.3. Reviews and drafts design of expected dashboard or report		15 minutes	Developer TFI
	1.4. Sets meeting with Requesting Party		10 minutes	Clerk TFI
	1.5. Present draft and finalizes requirements of the requested dashboard or report		1 day	Developer, Supervisor TFI
	1.6. Generates output, validates results, quality assurance of results and documentation (repeat if needed) for SIMPLE dashboard or reports.		1 day	Developer TFI
	1.7. Generates output, validates results, quality assurance of results and documentation (repeat if needed) for COMPLEX dashboard or reports		5 days	Developer TFI

	1.8. Generates output, validates results, quality assurance of results and documentation (repeat if needed) for HIGHLY TECHNICAL dashboard or reports		20 days	Developer TFI
	1.9. Updates to logs of TFI requests		10 minutes	Developer TFI
	1.10. Informs requesting party of the availability of dashboard of report in PCD		30 minutes	Developer TFI
	1.11. Presents final dashboard or report to requesting party.		30 minutes	Developer TFI
	1.12. Copy to storage devise for large volume of data		30 minutes	Developer TFI
	1.13. Updates to logs of TFI requests		10 minutes	Developer TFI
	Total:	**None**	**27 days**	

2. DATA EXTRACTION

Extraction of Raw data

<table>
<tr><td>Office/Division</td><td colspan="4">Task Force Informatics</td></tr>
<tr><td>Classification</td><td colspan="4">Highly Technical</td></tr>
<tr><td>Type of Transaction</td><td colspan="4">G2G</td></tr>
<tr><td>Who may avail:</td><td colspan="4">All Philhealth Officers and Employees</td></tr>
<tr><th colspan="2">CHECKLIST OF REQUIREMENTS</th><th colspan="3">WHERE TO SECURE</th></tr>
<tr><td colspan="2">One (1) Original Copy of TFI Request Form</td><td colspan="3">TFI Office</td></tr>
<tr><th>CLIENT STEPS</th><th>AGENCY ACTION</th><th>FEES TO BE PAID</th><th>PROCESSING TIME</th><th>PERSON RESPONSIBLE (Position of Supervisor)</th></tr>
<tr><td rowspan="7">1. Submit accomplished and approved TFI Data Request Form Through Information Technology Services Management (ITMS) to IT Helpdesk</td><td>1.1. Accepts the data request form thru ITSM and screens the completeness of minimum required information</td><td rowspan="7">None</td><td>20 minutes</td><td>Developer
TFI</td></tr>
<tr><td>1.2. Assigns control number of the data request</td><td>5 minutes</td><td>Developer
TFI</td></tr>
<tr><td>1.3. Forwards TFI request form and attachment (if any) to analyst</td><td>5 minutes</td><td>Developer
TFI</td></tr>
<tr><td>1.4. Review and asses output specification requirements and availability and clarity of data/information and assign to developer; records details of the received data requests for monitoring</td><td>20 minutes</td><td>Developer
TFI</td></tr>
<tr><td>1.5. If okay, forward to developer</td><td>5 minutes</td><td>Developer
TFI</td></tr>
<tr><td>1.5. If not okay, call for a meeting with the requesting party to clarify requests requirements</td><td>1 hour</td><td>Analyst, Developer
TFI</td></tr>
<tr><td>1.6. Review and analyses data and output specification requirements</td><td>15 minutes</td><td>Developer
TFI</td></tr>
</table>

	1.7. Creates Simple Script		1 hour	Developer TFI
	1.8. Creates Complex script		1 day	Developer TFI
	1.9. Creates Highly Technical Script		3 days	Developer TFI
	1.10. Test run script, modifies script, generates output, validates results, quality assurance of results and documentation (repeat if needed) for Simple requests		1 day	Developer TFI
	1.11. Test run script, modifies script, generates output, validates results, quality assurance of results and documentation (repeat if needed) for Complex requests		5 days	Developer TFI
	1.12. Test run script, modifies script, generates output, validates results, quality assurance of results and documentation (repeat if needed) for Highly Technical requests		20 days	Developer TFI
	1.13. Prepares Transmittal Letter Indicating the criteria used in data extraction, addressed to the Head of the requesting Office		10 minutes	Developer TFI
	1.14. Release Output to Requesting Office		10 minutes	Developer TFI
	1.15. Updates data request status (completed) thru ITSM		10 minutes	Developer TFI
	Total:	**None**	**30 days**	

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CORPORATE AFFAIRS GROUP

INTERNAL SERVICES

Volume 15

OFFICE OF THE VICE-PRESIDENT - CORPORATE AFFAIRS GROUP
CORPORATE COMMUNICATION DEPARTMENT
CORPORATE MARKETING DEPARTMENT
CREATIVE ARTS AND DESIGN TEAM
INTERNATIONAL AND LOCAL ENGAGEMENT DEPARTMENT

OFFICE OF THE VICE-PRESIDENT – CORPORATE AFFAIRS GROUP

1. MANAGEMENT OF INCOMING AND OUTGOING DOCUMENTS

To provide procedure on the management of incoming and outgoing documents and to ensure its timely release, tracking, accessibility and effective monitoring

Office/Division	Office of the Vice-President, CAG
Classification	Simple
Type of Transaction	G2G
Who may avail:	PhilHealth Officers and Personnel, internal clients

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Executive Briefer (for TORs, project proposals)	proponent offices
2. Official Receipts, Certification (for Disbursement Vouchers)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1.1 Receive the document/s	1.1 Check the nature and completeness of the document	None	5 Minutes	Clerk III
	1.2 Stamp received the transmittal/file copy of the document and affix signature/initials			
	1.3 Encode in the Data tracking System (DTS)			
	1.4 Assign reference number			
2. Endorse documents for review	2. Sort and endorse document after encoding to the DTS for further review		5 minutes	Clerk III
3. Review/Evaluate of all received documents	3. Review/evaluate the documents		2 hours	Executive Assistant III Stenographic Reporter IV (in the absense of EA III) Social Insurance Assistant I
4. Return the reviewed/evaluated documents	4. Return athe reviewed/evaluated documents to the Admin/Clerk		5 minutes	Executive Assistant III

5. Forward document/s to VP CAG	5. Forward document/s to VP CAG for action/further instructions		5 minutes	Clerk III
6. Documents for action by the VP CAG	6. Documetns for perusal whether for approval, referral or for further instruction/s		1 day	Vice President
7. Return the documents	7. Return the documents (with actions/instructions from the VP) to the Admin/Clerk			Vice President
8. Segragation of documents	8. Segregate all documetns being acted upon bu the VP CAG, whether approved/ signed and documents with further instruction		15 minutes	Clerk III
9. Encoding of all acted upon documents	9. All documents acted upon by the VP CAG for encoding to the DTS		15 minutes	Clerk III
10. Endorsement of acted upon documents by VP CAG	10. Endorsed all documents acted upon by VP CAG to the concerned offices/officers/staff		30 minutes	Clerk III
11. Maintain proof/receiving copy	11. Maintains all files of all document/s released to the originating office.		5 Minutes	Clerk III
	TOTAL	**None**	**1 day and 3.5 hours**	

CORPORATE COMMUNICATION DEPARTMENT

1. REQUEST FOR COVERAGE OF CORPORATE EVENTS

This refers to requests of offices for documentation of corporate events through photo and/or video coverage.

Office/Division	Corporate Communication Department
Classification	Simple
Type of Transaction	G2G- Government-to-Government (internal)
Who may avail:	All offices within the corporation

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Memo-request and details of the activity	Requesting office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit memo-request for hard and soft copy of material	1.1 Receive, log, and forward request	None	10 minutes	Administrative Unit/Personnel
	1.2 Evaluate request; coordinate for needed details, if warranted.		10 minutes	Documentation/Coverage Team
	1.3 Calendar the event/activity		5 minutes	
	1.4 Prepare the needed equipment and other documents including OBS, VRS, Gate Pass (if needed)		30 minutes	
2. Accomplish Feedback Form after the event	2.1 Receive accomplished Feedback Form		1 minute	
	2.2 Process the coverage/footage		1 hour	
	2.2 File the Feedback Form		5 minutes	
	TOTAL	**None**	**2 hours**	

Note: does not include turn-around time of CADT and ITMD; cumulatice turn-around time, not to be taken to mean as continuous

2. REQUEST FOR INCLUSION OF ENTRIES TO THE LUNEWS

This covers requests of offices to include entries in the LUNEwS for announcement during flag raising ceremony and dissemination through the corporate outlook.

Office/Division	Corporate Communication Department			
Classification	Simple			
Type of Transaction	G2G- Government-to-Government (internal)			
Who may avail:	All offices within the corporation			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Photos and details of corporate activities		Requesting/Corporate Offices		
LUNEwS template		Corporate Communication Department		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit entries with details using the prescribed template through dedicated email.	1.1 Acknowledge receipt of activities/entries	None	5 minutes	Content Production Team
	1.2 Screen activities submitted based on existing guidelines		5 minutes	
	1.3 Gather all entries to complete the LUNEwS material for the week		4 hours	
	1.4 Review draft LUNEwS and seek clearance from authorities		2 hours	Division Chief and/or Senior Manager
	1.5 Dispatch the cleared material to the host office for flag ceremony and PAUs of regional offices.		10 minutes	Content Production Team
	1.6 Facilitate dispatch through the Corporate Outlook after flag ceremony announcement; file material in central filing		10 minutes	
	TOTAL	**None**	**6.5 hours**	
Note: does not include turn-around time of CADT and ITMD; cumulatice turn-around time, not to be taken to mean as continuous				

3. REQUEST FOR NEWSPAPER PUBLICATION

This covers requests of program offices for publication of corporation issuances, inter-agency issuances, judicial notices, job vacancies, etc. in newspapers of national circulation

Office/Division	Corporate Communication Department
Classification	Simple
Type of Transaction	G2G- Government-to-Government (internal)
Who may avail:	All offices within the corporation

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Duly accomplished Request for Publication Form or memo-request from proponent office	Corporate Communication Department; Requesting Office
Softcopy of materials (if materials); details of information (if information)	
Approved layout	
Tamang Sagot and powerpoint presentation (if PhilHealth Circular)	Requesting office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit properly accomplish Request for Publication form or memo-request together with the softcopy of materials to be published (including Tamang Sagot and powerpoint presentation (if PhilHealth Circular)	1.1 Receive, log, and forward request	None	10 minutes	Administrative Unit/Personnel
	1.2 Evaluate request; coordinate with client for needed details/documents, if warranted.		10 minutes	Social Media Project Team
	1.3 Refer to CADT for layout		5 minutes	
	1.4 Proofread the layout		30 minutes	
	1.5 Refer the layout to client for Clearance		10 minutes	
2. Review and approve output	2.1 Receive and log approved layout (if with layout)		10 minutes	
	2.2 Coordinate with the newspaper for booking/placement of the material		10 minutes	

	TOTAL	**None**	**1 hour and 25 minutes**	

Note: does not include turn-around time of CADT and ITMD; cumulatice turn-around time, not to be taken to mean as continuous

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4. REQUEST FOR POSTING OF INFORMATION/MATERIALS ON THE CORPORATE WEBSITE AND/OR OFFICIAL SOCIAL MEDIA ACCOUNTS

This refers to requests of offices for uploading, editing, and/or deletion of information and materials on the corporate website and/or official social media accounts of the Corporation.

Office/Division	Corporate Communication Department			
Classification	Simple			
Type of Transaction	G2G- Government-to-Government (internal)			
Who may avail:	All offices within the corporation			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly accomplished Request for Publication Form or memo-request from proponent office		Corporate Communication Department; Requesting Office		
Softcopy of materials (if materials); details of information (if information)		Requesting office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit properly accomplish Request for Publication form or memo-request together with the softcopy of materials and/or details	1.1 Receive, log, and forward request	None	10 minutes	Administrative Unit/Personnel
	1.2 Evaluate request; coordinate with client for needed details/documents, if warranted.		30 minutes	Social Media Project Team
	1.3 Review content; forward to CADT for execution (if needed).		2 hours	
	1.4 Request for clearance of proposed material (if with layout)		30 minutes	
2. Review and approve output	2.1 Receive and log approved layout (if with layout)		5 minutes	
	2.2 Request ITMD for web uploading; post material in social media		10 minutes	
	2.3 Monitor uploading to website; provide feedback to requesting office		5 minutes	
	TOTAL	**None**	**3.5 hours**	

Note: does not include turn-around time of CADT and ITMD; cumulative turn-around time, not to be taken to mean as continuous

5. REVIEW OF COMMUNICATION MATERIALS

This covers requests of offices within the Corporation for clearance and comments of various communication materials such as but not limited to Tamang Sagot for PhilHealth Circulars, scripts, stories, corporate issuances, marketing collaterals, etc.

Office/Division	Corporate Communication Department
Classification	Simple
Type of Transaction	G2G- Government-to-Government (internal)
Who may avail:	All offices within the corporation

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Memo-request	Requesting office
Hard and soft copy of material	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit memo-request for hard and soft copy of material	1.1 Receive, log, and forward request	None	10 minutes	Administrative Unit/Personnel
	1.2 Screen the material; coordinate for additional details, if needed.		10 minutes	Content Production Team
	1.3 Review the material based on existing guidelines/practices		3 hours	
	1.4 Seek clearance from authorities		2 hours	Division Chief and/or Senior Manager
	1.5 Forward commented material to client for clearance (if TS for Circular)		10 minutes	Content Production Team
	1.6 Draft memo-response containing comments or provide commendss on the prescribed form (for other materials other than TS)		30 minutes	
	1.7 Dispatch memo response.		15 minutes	Administrative Unit/Personnel
2. Acknowledge/receive response	2.1 File copy to central filing		15 minutes	

	TOTAL	**None**	**6.5 hours**	

CORPORATE MARKETING DEPARTMENT

1. CLEARANCE REQUEST FOR PROPONENT-INITIATED/DEVELOPED MARKETING COLLATERALS

Request made by any internal office for clearance of proponent-initiated/developed marketing collaterals to be used for a marketing activity/event or information dissemination activities.

Office/Division	CORPORATE MARKETING DEPARTMENT (CorMar)
Classification	Complex
Type of Transaction	G2G (Government to Government)
Who may avail:	Proponent offices/end-user in PhilHealth

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Request letter/memo	Proponent office/End-user
2. Sample design/concept	
4. Acceptance/Project Completion Form	

<table>
<tr><th>CLIENT STEPS</th><th>AGENCY ACTION</th><th>FEES TO BE PAID</th><th>PROCESSING TIME</th><th>PERSON RESPONSIBLE (Position of Supervisor)</th></tr>
<tr><td rowspan="4">1. Submit request letter and sample design/concept to CorMar</td><td>1.1 Receive request from requesting office
1.2 Encode in the Document Tracking System (DTS)
1.3. Endorse to Brand Management Team (BMT)</td><td rowspan="4">None</td><td>4 hours</td><td>Critical Support Team (CST)</td></tr>
<tr><td>1.4 Evaluate request based on existing branding standards</td><td>1 day</td><td>Brand Management Team (BMT)</td></tr>
<tr><td>1.5 Request for comments on sample design/concept
a. Creative Arts and Design Team (CADT)
b. Office of the Vice President - CAG (OVP-CAG)</td><td>5 days</td><td>CADT; OVP-CAG</td></tr>
<tr><td>1.6 Draft response memo</td><td>4 hours</td><td>BMT</td></tr>
</table>

2. Acknowledge receipt of memo	2.1 Endorse/trasmit response memo to end-user			
3. Accomplish Acceptance/ Project Completion Form	3.1 Request for Acceptance/ Project Completion Form			
	3.2 Scan documents and file			
	TOTAL	**None**	**7 days**	

*2. DEVELOPMENT OF INFORMATION/PROMOTIONAL MATERIAL FOR MARKETING AND INFORMATION CAMPAIGNS**

Development of an information/promotional material, when new Corporate policies on benefits/services/programs are implemented, for use in a marketing activity/event or information dissemination activities.

Office:	CORPORATE MARKETING DEPARTMENT (CorMar)
Classification:	Multi-Stage Process
Type of Transaction:	G2G (Government to Government)
Who May Avail:	Proponent office/end-user in PhilHealth

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved Policy	Proponent Office or as released through Outlook

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Release/Issue approved policy through Corporate Outlook	1.1 Receive approved policy	None	4 hours	Critical Support Team (CST)
2. Coordinate/meet with CorMar to discuss details of the material	2.1 Coordinate with proponent office		3 days	Brand Management Team (BMT)
	2.2 Draft content of material		5 days	
	2.3 Request for comments on draft content a. Proponent office **b.** Corporate Communication Department (CorComm) on messaging		5 days	Proponent office; CorComm
3. Submit comment/ recommendation to CorMar	3.1 Revise draft content as per received comments		2 days	BMT
	3.2 Approval of draft content		1 day	SM-CorMar
	a. Approved: Proceed to No. 3.3			BMT
	b. For revision: Revise draft then proceed to No. 3.3			
	3.3 Develop design studies		5 days	Creative Arts and Design Team (CADT)

	3.4 Approval of design studies		1 day	SM-CorMar
	3.5 Conduct copy-testing		3 days	BMT
	3.6 Revision of design studies based on copy-testing results		3 days	CADT
	3.7 Provide clearance/approval on final approved material		1 day	VP-CAG
4. Acknowledge receipt of material from CorMar	4.1 Endorse/transmit approved material to all concerned offices		2 hours	BMT
	4.2 Scan documents and file		2 hours	CST
	TOTAL	**None**	**30 days**	

3. ENDORSEMENT OF CONSOLIDATED SOCIAL MARKETING AND COMMUNICATION PLAN (SMCP) ACCOMPLISHMENT REPORT

Consolidation and endorsement of consolidated accomplishment reports used in monitoring and evaluation of activities under the Social Marketing and Communication Plan (SMCP).

Office/Division	CORPORATE MARKETING DEPARTMENT (CorMar)
Classification	Complex
Type of Transaction	G2G (Government to Government)
Who may avail:	Proponent offices/end-user in PhilHealth

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Submitted Reports .	Proponent office/End-user

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit report to CorMar	1.1 Receive report from all CAG Offices and PROs through official emails Llf received through CorMar Gmail, acknowledge receipt and endorse to Monitoring and Evaluation Team (MET)	None	1 day	Monitoring and Evaluation Team (MET); Critical Support Team (CST)
	1.2 Consolidate reports from all concerned offices		3 days	MET
	1.3 Draft summary report and evaluation		1 day	
	1.4 Draft memo transmittal			
	1.5 Endorse to Team Head for review a. Approved: Proceed to No. 1.6 b. For revision: Revise draft then oroceed to No. 1.6		1 day	Team Head
	1.6 Endorse memo to SM-CorMar a. Approved: Proceed to No. 2.1 b. For revision: Revise draft then proceed to No. 2.1			SM-CorMar; MET
2. Acknowledge and receive final report	2.1 Endorse/trasmit documents to OVP-CAG and all concerned offices for information and reference		1 day	MET; CST

	TOTAL	**None**	**7 days**	

4. REQUEST FOR CORPORATE MARKETING AND BRAND COMMUNICATION SERVICES (DEVELOPMENT OF INFORMATION/PROMOTIONAL MATERIALS [EXCEPT AVP])

Request made by any internal office for the development of an information (e.g. flyer, brochure, slide presentation)/promotional (e.g. banners, tarps, shirts, wrappers) material to be used for a marketing activity/event or information dissemination activities.

Office/Division	CORPORATE MARKETING DEPARTMENT (CorMar)
Classification	Highly Technical
Type of Transaction	G2G (Government to Government)
Who may avail:	Proponent offices/end-user in PhilHealth

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter/memo 2. Approved policy relative to information to be disseminated 3. Corporate Affairs Group - Job Request Form (CAG-JRF) 4. Acceptance/Project Completion Form	Proponent office/End-user CorMar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit request letter, properly accomplished CAG-JRF, and copy of approved policy to CorMar	1.1. Receive request from requesting office 1.2. Encode the document Tracking SYstem (DTS) 1.3. Endorsed to Brand Management Team (BMT)	None	6 hours	Critical Support Team (CST)
2. Coordinate/meet with CorMar to discuss details of the request	2.1. Coordinate with proponent office/end-user		2 days	Brand Management Team (BMT)
	2.2. Draft script/content of material		3 days	
3. Review and comment on draft script/content	3.1. Request for comments on draft script/content a. Proponent office/End-user		5 days	Proponent Office/End User/CorComm/CADT

	b. Corporate Communication Department (CorComm) on messaging			
	c. Creative Arts and Design Team (CADT) on design/ layout			
4. Submit comment/ recommendation to CorMar	4.1.Revise material as per received comments		2 days	BMT
	4.2. Request for development of approved material		3 days	CADT
	4.3. Forward to SM-CorMar for approval		1 day	SM-CorMar; BMT
	a. Approved: Proceed to No. 4.4			
	b. For revision: Revise draft then proceed to No. 4.4			
	4.4. Request for clearance/ approval on final material		1 day	VP-CAG
	4.5. Endorse/transmit approved material		1 day	BMT
5. Accomplish Acceptance/ Project Completion Form	5.1. Request for Acceptance/Project Completion Form		1 day	
	5.2.Scan documents and file		2hours	
	TOTAL	**None**	**20 days**	

5. REQUEST FOR DEVELOPMENT OF AUDIO-VISUAL PRESENTATION (AVP) OR SLIDE SHOW PRESENTATION MATERIAL FOR MARKETING AND INFORMATION CAMPAIGNS

Request made by any internal office for the development of an AVP or slide show presentation material to be used for a marketing activity/event or information dissemination activities.

Office/Division	CORPORATE MARKETING DEPARTMENT (CorMar)
Classification	Multi-Stage Process
Type of Transaction	G2G (Government to Government)
Who may avail:	Proponent offices/end-user in PhilHealth

CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
1. Request letter/memo		Proponent office/End-user
2. Approved policy relative to information to be disseminated		CorMar
3. Corporate Affairs Group - Job Request Form (CAG-JRF)		
4. Acceptance/Project Completion Form		

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit request letter, properly accomplished CAG-JRF, and eepy of ai:,proved policy to CorMar	1.1 Receive request from requesting office 1.2 Encode in the Document Tracking System (DTS) 1.3. Endorse to Brand Mangement Team (BMT)	None	1 day	Critical Support Team (CST)
2. Coordinate/meet with CorMar to discuss details of the request	2.1 Coordinate with proponent office/end-user		5 days	Brand Management Team (BMT)
	2.2 Draft script of material		3 days	
3. Review and comment on draft script	3.1 Request for comments on draft script		5 days	Proponent office/ End-user; CorComm

	a. Proponent office/End-user b. Corporate Communication Department (CorComm) on messaging			
4. Submit comment/ recommendation to CorMar	4.1 Revise draft script as per received comments		2 days	BMT
	4.2 Forward to SM-CorMar for approval a. Approved: Proceed to No. 4.3 b. For revision: Revise draft script then proceed to No. 4.3		2 days	SM-CorMar; BMT
	4.3 Request for video rendering		15 days	Creative Arts and Design Team (CADT)
	4.4 Receive developed AVP		1 day	BMT
	4.5 Request for approval/ clearance on final approved AVP			VP-CAG
5. Accomplish Acceptance/ Project Completion Form	5.1 Endorse/transmit approved AVP		1 day	BMT
	5.2 Request for Acceptance/ Project Completion Form			
	5.3 Scan documents and file			
	TOTAL	**None**	**35 days**	

6. REQUEST FOR EVENT BRANDING SERVICES

Request made by any internal office for services/support in the preparation/ conduct of an event or activity such as provision of corporate giveaways and/or marketing collaterals, design/layout/content of event materials, and design and lay-out concept of stage and/or venue.

Office/Division	CORPORATE MARKETING DEPARTMENT (CorMar)
Classification	Complex
Type of Transaction	G2G (Government to Government)
Who may avail:	Proponent offices/end-user in PhilHealth

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Corporate Affairs Group - Event Branding Request Form (CAG-EBRF)	Corporate Marketing Department
2. Approved Corporate Personnel Order (CPO) or approved Event proposal	
3. CorMar Satisfaction Survey	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit request for event assistance, CAG-EBRF, and other event-related documents to CorMar (at least sixty (60) calendar days prior to conduct of event/activity)	1.1 Receive request from requesting office 1.2 Encode in the Document Tracking System (DTS) 1.3. Endorse to Events Mangement Team (EMT)	None	1 day	Critical Support Team (CST)
2. Coordinate/meet with CorMar to discuss details of the request	2.1 Coordinate with proponent office/end-user		1 days	Events Management Team (EMT)
3. Acknowledge receipt of event paraphernalia	3.1 Facilitate event requirements		3 days	

4. Complete the CorMar Satisfaction Survey	4.1 Request end-user to complete the CorMar Satisfaction Survey		1 day	
5. Submit accomplished Satisfaction Survey to CorMar	5.1 Receive accomplished survey form		1 day	
	TOTAL	**None**	**7 days**	

7. REQUEST FOR MARKETING COLLATERALS

Request made by any internal office for available marketing collaterals to be used in their respective marketing/information dissemination activities.

Office/Division	CORPORATE MARKETING DEPARTMENT (CorMar)				
Classification	Simple				
Type of Transaction	G2G (Government to Government)				
Who may avail:	Proponent offices/end-user in PhilHealth				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
1. Request Form for Information Materials/Corporate		Corporate Marketing Department			
2. Approved Corporate Personnel Order (CPO) or approved Event proposal					
3. Accomplished Monitoring Form for Recipient of Informational Materials/Corporate Giveaways/ Promotional Items					
4. CorMar Satisfaction Survey					
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**	
1. Submit properly accomplished request form and copy of CPO/approved event proposal to CorMar	1.1 Receive request from requesting office	None	1 day	Critical Support Team (CST)	
2. Receive memo (if no available inventory)	2.1 Evaluate request and check inventory a. If available, Proceed to No. 3 b. If not available, recommend other available collaterals c. If no available inventory, prepare memo			CST	
3. Acceptance/non- acceptance of available collaterals	3.1 Approve request a. If original collaterals requested, Proceed to No. 4.1			SM-CorMar	

	b. If not original collaterals requested, inform requesting office			
4. Receive collaterals and form from CorMar	4.1 Prepare requested collaterals and monitoring form		1 day	CST
	4.2 Release collaterals and form to requesting office		2 hours	
5. Complete the CorMar Satisfaction Survey	5.1 Ask requesting office to complete the survey form and submit the monitoring form after conduct of event		2 hours	
6. Submit accomplished survey form and monitoring form to CorMar	6.1 Receive accomplished survey form and monitoring form		2 hours	
7. Submit Monitoring Form to CorMar	7.1 Receive Monitoring Form		2 hours	
	7.2 File documents		2 hours	
	TOTAL	**None**	**3 days**	

CREATIVE ARTS AND DESIGN TEAM

1. DEVELOPMENT OF DESIGN/LAY-OUT OF PRINTED INFORMATION MATERIALS

Development of the design/layout of printed information materials which include materials for publication (i.e. Print ads, Circulars, Official Statement, Advertorials, Advisories, Press Releases, etc.) as requested/instructed by any Internal Office

Office/Division	Creative Arts and Design Team (CADT) - Office of the Vice President, Corporate Affairs Group			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may avail:	All offices in the head office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Memo-request that may be sent in hard copy or via email		Requesting Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit/ send request	1. Receive memo-request	None	2 hours	CADT Staff
None	2. Evaluate request.			CADT Head
None	3. Endorse request to designate technical staff/artist			
None	4. Work on request/develop design studies.		2 days	CADT Technical Staff/Artist
None	5. Endorse design studies of the material to requesting office.		1 hour	
2. Provide comments on draft materials	2.1 Await comments from requesting office		2 days	CADT
None	2.2 Receive comments from requesting office			
None	2.3 Revise material based on comments		1 day	CADT Technical Staff/Artist
None	2.4 Endorse materials to CADT Head for comments/review		1 hour	CADT Technical Staff/Artist, CADT Head
3. Receive requested material.	3.1 Once finalized, endorse material to requesting office		1 hour	CADT Technical Staff/Artist
	TOTAL	**None**	**6 days**	

Note: During the duration of the whole process will depend on number of time the requesting office provides their commend on each draft. However, turn-around time for revising the print material based on the comments shall be at least 1 day.

2. REQUEST FOR THE DEVELOPMENT OF AN AUDIO-VISUAL MATERIAL/PRODUCTION (AVP) OR CORPORATE VIDEO

Development/production of an audio-visual material or corporate video and slide presentations, as requested/instructed by any Internal Office

Office/Division	Creative Arts and Design Team (CADT) - Office of the Vice President, Corporate Affairs Group
Classification	Highly Technical
Type of Transaction	G2G-Government to Government
Who may avail:	All offices in the head office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Memo-request that may be sent in hard copy or via email	Requesting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit/ send request	1. Receive memo-request	None	2 hours	CADT Staff
None	2. Evaluate request.			CADT Head
None	3. Endorse request to designate technical staff/artist			
None	4. Develop storyboard		3 days	CADT Technical Staff/Artist
None	5. Endorse storyboard to requesting office for comments		1 Hour	
2. Provide comments on draft materials	2.1 Await comments/approval on storyboard from requesting office.			CADT
None	2.2 Receive comments from requesting office		2 days	
None	2.3 Revise material based on comments		2 days	CADT Technical Staff/Artist
3. Approve Storyboard.	3. Endorse storyboard to requesting office for approval		1 day	CADT Technical Staff/Artist, CADT Head
None	3.2 Once approved, gather materials needed for the development (i.e. existing video materials, photos, VO recording, background music, further consultation with requesting office)		2 days	CADT Technical Staff/Artist
None	2.1 Once materials are complete, develop audio-visual material		5 days	CADT
	2.2 Receive comments from requesting office			

	2.3 Revise material based on comments		2 days	CADT Technical Staff/Artists
3. Approve Storyboard.	3.1 Endorse storyboard to requesting office for approval		1 day	
	3.2 Once approved, gather materials needed for the development (i.e. existing video materials, photos, VO recording, background music, further consultation with requesting office)		2 days	
	2.1 Once materials are complete, develop audio-visual material		5 days	
	2.1 Endorse draft material to requesting office		2 hours	
4. Provide comments on draft AVP/material	4.1 Await comoments from requesting office		2 days	
	4.2 Revise material based on comments		2 days	
	4.3 Endorse material to CADT Head for comments/review		2 hours	
5. Receive requested material.	5. endorse material to requesting officer		1 hour	CADT
	TOTAL	**None**	**20 days**	

Note: During the duration of the whole process will depend on number of time the requesting office provides their commend on each draft. However, turn-around time for revising the print material based on the comments shall be at least 2 days.

3. REQUEST DEVELOPMENT OF DESIGN/LAY-OUT FOR MARKETING COLLATERALS

Development of the design/layout of marketing materials (i.e. brochures, flyers, poster, tarp banners, corporate giveaways) as requested/instructed by any Internal Office

Office/Division	Creative Arts and Design Team (CADT) - Office of the Vice President, Corporate Affairs Group			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may avail:	All offices in the head office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Memo-request that may be sent in hard copy or via email		Requesting Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit/ send request	1. Receive memo-request	None	2 hours	CADT Staff
None	2. Evaluate request.			CADT Head
None	3. Endorse request to designate technical staff/artist			
None	1.4 Research/conceptualize and gather needed materials (photos/images)		2 days	CADT Technical Staff/Artist
None	1.5 Work on request/develop design studies		5 days	
None	1.6 Endorse design studies of the material to requesting office		1 hour	
2. Provide comments on draft materials	2.1 Await comments from requesting office			CADT
None	2.2 Receive comments from requesting office		2 days	
None	2.3 Revise material based on comments		2 days	CADT Technical Staff/Artist
None	2.4 Endorse materials to CADT Head for comments/review		2 hours	CADT Technical Staff/Artist, CADT Head
3. Receive requested material.	3.1 Once finalized, endorse material to requesting office		1 hour	CADT Technical Staff/Artist
	TOTAL	**None**	**12 days**	

Note: During the duration of the whole process will depend on number of time the requesting office provides their commend on each draft. However, turn-around time for revising the print material based on the comments shall be at least 2 days.

4. REQUEST FOR THE DEVELOPMENT OF DESIGN/LAY-OUT FOR BRAND ELEMENTS AND OTHER CORPORATE MATERIALS

Request made by any internal office for the lay-out/design of brand elements such as logos and templates and corporate materials such as certificates, plaques and business cards.B130

Office/Division	Creative Arts and Design Team (CADT) - Office of the Vice President, Corporate Affairs Group			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may avail:	All offices in the head office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Memo-request that may be sent in hard copy or via email		Requesting Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit/ send request	1. Receive memo-request	None	2 hours	CADT Staff
None	2. Evaluate request.			CADT Head
None	3. Endorse request to designate technical staff/artist			
None	1.4 Work on request/develop design studies		2 days	CADT Technical Staff/Artist
None	1.5 Endorse design studies of the material to requesting office		1 hour	
2. Provide comments on draft materials	2.1 Await comments from requesting office			CADT
None	2.2 Receive comments from requesting office		2 days	
None	2.3 Revise material based on comments		1 day	CADT Technical Staff/Artist
None	2.4 Endorse materials to CADT Head for comments/review		2 hours	CADT Technical Staff/Artist, CADT Head
3. Receive requested material.	3.1 Once finalized, endorse material to requesting office		1 hour	CADT Technical Staff/Artist
	TOTAL	**None**	**6 days**	

Note: During the duration of the whole process will depend on number of time the requesting office provides their commend on each draft. However, turn-around time for revising the print material based on the comments shall be at least 2 days.

5. REQUEST FOR THE DEVELOPMENT OF DESIGN/LAY-OUT FOR SOCIAL MEDIA CARDS AND OTHER DIGITAL MATERIALS (I.E. WEB BANNERS)

Request made by any internal office for the lay-out/design of information/promotional materials for use in our social media sites. Among these are social media cards, web banners and e-invitations.

Office/Division	Creative Arts and Design Team (CADT) - Office of the Vice President, Corporate Affairs Group			
Classification	Highly Technical			
Type of Transaction	G2G-Government to Government			
Who may avail:	All offices in the head office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Memo-request that may be sent in hard copy or via email		Requesting Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit/ send request	1. Receive memo-request	None	2 hours	CADT Staff
None	2. Evaluate request.			CADT Head
None	3. Endorse request to designate technical staff/artist			
None	1.4 Work on request/develop design studies		2 days	CADT Technical Staff/Artist
None	1.5 Endorse design studies of the material to requesting office		1 hour	
2. Provide comments on draft materials	2.1 Await comments from requesting office			CADT
None	2.2 Receive comments from requesting office		2 days	
None	2.3 Revise material based on comments		1 day	CADT Technical Staff/Artist
None	2.4 Endorse materials to CADT Head for comments/review		2 hours	CADT Technical Staff/Artist, CADT Head
3. Receive requested material.	3.1 Once finalized, endorse material to requesting office		1 hour	CADT Technical Staff/Artist
	TOTAL	**None**	**6 days**	

Note: During the duration of the whole process will depend on number of time the requesting office provides their commend on each draft. However, turn-around time for revising the print material based on the comments shall be at least 2 days.

INTERNATIONAL AND LOCAL ENGAGEMENT DEPARTMENT

1. ASSISTANCE IN APPLICATION/RENEWAL OF OFFICIAL PASSPORT

One of the functions of the International and Local Engagement Department is to coordinate the participation of PhilHealth to International trainings/conferences/workshops/meetings/fellowships/any activity on exchange of knowledge on Social Health Insurance, usually requiring foreign travel; as such part of this function is assisting participants in filing their application for official passport.

Office/Division	ILED
Classification	SIMPLE
Type of Transaction	G2G
Who may avail:	PhilHealth Officers and Personnel

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
DFA Requirements: 1. DFA Application Form 2. PSA Birth and Marriage certificate or valid 3. Invitation 4. Letter of Endorsement to DFA 5. Approved CPO 6. Service Records 7. No pending administrative case 8. Copy of company ID 9. Passport Fee (Php 1.200)	1. DFA Website 2. PSA 3. Organizers/Inviting Institutions 4. ILED 5. ILED 6. HRD 7. LS

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. For application/renewal of official passport, personnel/officer to apply personally, and bring all the requirements to the DFA.	1.1. ILED liaison officer, or alternate, accompanies the personnel/officer in applying for applying official passport to the DFA.	NONE	1 DAY	Requesting Officer or PhilHealth Personnel

	1.2. Upon receipt of advice from ILED's liaison officer or his/her alternate picks up official passport on scheduled release date.	None	1 day	Alberto Ballesteros or Mary Jayselle Carillo of ILED
	TOTAL	**None**	**2 days**	

2. EVALUATION OF PROJECT PROPOSALS FOR FOREIGN ASSISTED PROJECTS

Since the major function of ILED is to mobilize resources (grants, technical assistance, and other forms of support) to sustain the various programs and projects of PhilHealth on social health insurance this service is a function of ILED provided to external clients to evaluate and thereafter guide the development and approval of such proposals that would need support from the international cooperation.

Office/Division	ILED			
Classification	SIMPLE			
Type of Transaction	G2B			
Who may avail:	Development Partners			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Proposal Areas of Support for PhilHealth Thrusts and Priorities		To be prepared by development partners.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Development Partner submits proposal to PhilHealth on possible areas of collaboration	1.1. ILED evaluates the proposal	None	1-3 days	Project Development Officer IV
	1.2 If it matches a project proposal/concept note/ TOR in the TA Agenda, sets a collaborative meeting between development partner and potential implementing office within PhilHealth.	None	1 day	Project Development Officer IV
	1.3. If it does not match a project proposal/concept note/TOR in the TA agenda, inform development partner by way of letter.	None	1 day	Project Development Officer IV
	TOTAL	**None**	**5 days**	

3. EVALUATION OF PROJECT PROPOSALS FOR LOCAL ENGAGEMENTS

The major function of ILED is to mobilize resources (grants, technical assistance, and other forms of support) to sustain the various programs and projects of PhilHealth on social health insurance this service is a function of ILED provided to internal clients to evaluate their project proposals and thereafter and guide the development, submission and approval of such proposals that would need support from local cooperation.

Office/Division	ILED			
Classification	SIMPLE			
Type of Transaction	G2G			
Who may avail:	Officers and personnel within the PhilHealth Community			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Concept Note/TOR/Project Proposal		Prepared by internal client		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit a concept note/project proposal or Terms of Reference to ILED	1.1 ILED evaluates the concept note/project proposal/TOR	None	1-3 days	Proponent Office PDQ IV or PDO III ILED
	1.2 If it passes the criteria set for local partnerships, inform proponent through a memorandum that it will be included in the TA agenda for presentation to management by way of memorandum			
	1.3 if it fails the criteria set for local partnerships, inform proponent, through a memorandum		1 day	
	TOTAL	**None**	**2-4 days**	

ACTUARIAL SERVICES AND RISK MANAGEMENT SECTOR

INTERNAL SERVICES

Volume 16

OFFICE OF THE SENIOR VICE-PRESIDENT - ACTUARIAL SERVICES AND RISK MANAGEMENT SECTOR
CORPORATE INFORMATION SECURITY DEPARTMENT
PROJECT MANAGEMENT TEAM FOR RISK MANAGEMENT

OFFICE OF THE SENIOR VICE-PRESIDENT – ACTUARIAL SERVICES AND RISK MANAGEMENT SECTOR

1. RECEIVING DOCUMENTS REQUIRING ACTION

This is specific to simple inquiries that can be addressed immediately, i.e., inquiry on benefits, accreditation. standards of care policy

Office/Division	Office of the Senior Vice Presodent - Actuarial Services and Risk Management Sector			
Classification	Simple			
Type of Transaction	G2C; G2B; G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send Memorandum	1.1. Receive memorandum through personal service	None	2 minutes	Administrative staff
	1.2 Log and upload electronic copy in registry	None	3 minutes	Administrative staff
	1.3 Forward memorandum	None	1 minute	Administrative staff
	1.4. Review memorandum as to required action from the Senior Vice President	None	3-15 minutes	Executive Assistant
	1.5. Prepare recommendation on the appropriate course of action of the Senior Vice President, or prepare draft reply, whichever is applicable	None	3-15 minutes	Executive Assistant
	1.6 Evaluate the memorandum to determine the proper course of action which may be any of the following: (1) instruct to prepare reply or initiate conduct of study;	None	15 minutes	Senior Vice President

	(2) forward to PMT-RM/ CISD/ OA; (3) forward to the concerned offices outside the sector to request data or information; (4) return to sender to ask for additional data or information, or seek clarification			
	1.7. Instruct the Executive Assistant on the appropriate course of action	None	5 minutes; however actuarial reports and studies may take longer depending on the nature of the study	Senior Vice President
	1.8 Comply with the instruction of the Senior Vice President	None	15 minutes	Executive Assistant
	1.9 Review and sign the reply, report, endorsement, or memo which apprises the sender of the course of action taken and the expected TAT	None	10 minutes	Senior Vice President
	1.8 Release the reply-memorandum, report, or endorsement to sender; and appropriate offices, if applicable	None	3 minutes	Administrative staff
	TOTAL	**None**	**2 days**	

CORPORATE INFORMATION SECURITY DEPARTMENT

1. INFORMATION SECURITY INCIDENT MANAGEMENT (HIGHLY TECHNICAL)

Concerns the handling of incidents reported

Office/Division	Corporate Information Security Department (InfoSec)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail:	Employees who experienced or discovered an information security incident

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Incident report (IR) form (including proofs or pieces of evidence) (1 Original and Digital Copy Accepted)	Attached as Annex A to Office Order No. 0086-2015

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The employee/ initiator properly accomplishes the IR Form a. Attach pertinent documents to support the report b. Submit the report to InfoSec (walk-in, email, direct message)	1.1 Receive the incident report	None	5 minutes	Information Systems Analyst II, InfoSec Information Technology Officer III, InfoSec
	1.2 Update the incidents register	None	5 minutes	
	1.3 Review the incident report and classify	None	1 hour	
	1.4 Set meeting and convene, officers, and employees involved in the incident	None	2 days	
	1.5 Facilitate the resolution of the incident	None	5 days	
	1.6 Document the incidents as well as the agreements	None	1 day	
2. Expect a notification from the InfoSec Operations Division	2.1. Close the incident	None		
	2.2 Monitor the agreements.	None	5 minutes	
	2.3 Perform assessment if warranted.	None	5 minutes	
	Total	**None**	**8 days, 1 hour, 15 mins**	

2. INFORMATION SECURITY INCIDENT MANAGEMENT (SIMPLE)

Concerns the handling of incidents reported

Office/Division	Corporate Information Security Department (InfoSec)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	Employees who experienced or discovered an information security incident			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Incident report (IR) form (including proofs or pieces of evidence) (1 Original and Digital Copy Accepted)		Attached as Annex A to Office Order No. 0086-2015		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. The employee /initiator properly accomplishes the IR Form	1. Receive the incident report	None	5 minutes	Information Systems Analyst II, InfoSec
2. Attach pertinent documents to support the report	2. Update the incidents register	None	5 minutes	
3. Submit the report to InfoSec (walk-in, email, direct message)	3. Review the incident report and classify	None	1 hour	
4. Expect a notification from the InfoSec Operations Division	4. Address the incident	None		
	TOTAL	**None**	**3 hours, 10 mins**	

3. MONITORING OF INFORMATION SECURITY POLICY AND PROTOCOLS

Concerns with overseeing the implementation of security controls and measures, together with other Corporate units tasked to monitor and enforce them.

Office/Division	Corporate Information Security Department (InfoSec)				
Classification	Highly Technical				
Type of Transaction	G2G - Government to Government				
Who may avail:	Business Process Units (BPUs), which require secure corporate information systems (people, process and technology). The BPUs in consultation and coordination with Corporate Information Security Department identify and assess information security risks. The Corporate Information Security Department, both as a BPU and as a responsible office for information security identify and assess information security risks				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
Anyone of the following: Risk information sheet (RIS) (1 Original Copy);			Reported through Risk Information Management System (RIMS)/For manual copy, RIS Form is an attachment of PhilHealth-SOP-01-02-002		
Feedback through email/Report from Information Security Awareness Officer (1 Original copy)			No prescribed form		
Assessed Information Security Incident Report (1 Original Copy); or			Received and assessed incident report by Security Operations Division (OpSec) of Corporate Information Security Department		
Audit Findings and Recommendations Referred by Internal Audit Group and (Internal Audit Group/COA) (1 Original Copy)			Referred by Internal Audit Group and COA		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**		**PERSON RESPONSIBLE**

	1. Monitor policy compliance through the following avenues: a. Security Education, Training and Awareness (SETA) activity gathers feedback on policy implementation; b. Incident assessment results and self-assessment; c. Internal Audit Group's audit findings with its recommendations relating to Information Security and Data Privacy; d. Audit Findings and Recommendations (Internal Audit Group/COA)	None	1/2 day	Information Systems Analyst II, InfoSec Information Systems Analyst III, InfoSec
1. Implement information security controls and measures: a. RIS or RIMS; b. Feedback through email/Report from Information Security Awareness Officer; c. Assessed Information Security Incident Report; or d. Audit Findings and Recommendations (Internal Audit Group/COA)	2. Reassess information security risks and their corresponding controls and measures (Guidelines, Policy and Standard Operating Procedure)	None	1 day	Information Systems Analyst II, InfoSec Information Systems Analyst III, InfoSec
	3. Revises the corresponding controls and measures (Guidelines, Policy and Standard Operating Procedures)based on the results of the reassessment and in accordance with PhilHealth-SOP-01-01-001 (Policy	None	18days (Initial/Final Review of Concerned Offices/Approval and Signature of Sector Heads	Information Systems Analyst II, InfoSec Information

	Formulation Process) and Office Order 0060, series of 2015 (Creation, Revision and Use of Standard Operating Procedure)			Systems Analyst III, InfoSec Information Technology Officer III, InfoSec Senior Manager, InfoSec
	Total	**None**	**20 days**	

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4. HANDLING OF COMPLEX INFORMATION SECURITY CONCERNS

Concerns with managing information security concerns across the PhilHealth Organization. It basically covers the formulation of security measures and controls based on the results of the identified and assessed risks on programs and projects.

Office:	Corporate Information Security Department (InfoSec)
Classification:	Complex
Type of Transaction:	Internal Service (G2G)
Who May Avail:	Business Process Units (BPUs), which require secure corporate information systems (people, process and technology). The BPUs in consultation and coordination with Corporate Information Security Department identify and assess information security risks. The Corporate Information Security Department, both as a BPU and as a responsible office for information security identify and assess information security risks

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send query/feedback via letter/memo to InfoSec.	1.1. Received letter/memo.	None	5 minutes	Clerk III, InfoSec Senior Manager, InfoSec Information Technology Officer III, InfoSec Information Systems Analyst III, InfoSec Information Systems Analyst II, InfoSec
	1.2. Assessed received letter/memo.		4 hours	
	1.3. Evaluate and prepare response memo.		4 days	
	1.4. Review draft response memo and provide comments, if any.		1 day	
	1.5. Finalize reply, if with comments.		1 day	
	1.6. Sign finalized response letter.		2 hours	
	1.7. Release response letter to client.		5 minutes	
	TOTAL:		**6 days 6 hours and 10 minutes**	

5. HANDLING OF DATA PRIVACY CONCERNS

Handling of concerns involving processing of personal information and compliance with the Data Privacy Act

Office:	Corporate Information Security Department (InfoSec)
Classification:	Highly Technical
Type of Transaction:	Internal Service (G2G)
Who May Avail:	Employees' and external stakeholder's concerns on probable violation of the Data Privacy Act

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Submission/endorsement of documents, electronic mail, and other forms of reporting data privacy concerns	Attached as Annex A to Office Order No. 0086-2015

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The employee/external stakeholder properly submits/endorses documents, electronic mail, and other forms of reporting data privacy concerns.	1. Receipt of the report/concern from Clerk III			Clerk III Information Systems Analyst II
2. Attach evidences to support the report/concern.	2. Evaluation and assignment of the report/concern to the appropriate Information Systems Analyst		5 minutes 4 hours	Information Systems Analyst III Information Technology Officer III
3. Submit the report/concern to InfoSec through established means of communication (walk-in, email, snail mail, business correspondence).	3.1. Conduct of technical assessment, research and/or meetings with relevant Business Process Owners (BPOs) in aid of addressing the report/concern.	None	16 days	

	3.2. Crafting of memoranda and/or other forms of documentation as well as the agreements that addressed the report/concern.		2 days	
	3.3. Technical review of documentation that addressed the report/concern.		2 days	
4. Expect a notification/response from the InfoSec Data Privacy Division.	4. Submission to the Office of the Senior Manager for approval		5 minutes	
	TOTAL:		**20 days, 4 hours, 10 mins**	

6. HANDLING OF HIGHLY TECHNICAL INFORMATION SECURITY CONCERNS

Concerns with managing information security concerns across the PhilHealth Organization. It basically covers the formulation of security measures and controls based on the results of the identified and assessed risks on programs and projects.

<table>
<tr><td>Office:</td><td colspan="4">Corporate Information Security Department (InfoSec)</td></tr>
<tr><td>Classification:</td><td colspan="4">Highly Technical</td></tr>
<tr><td>Type of Transaction:</td><td colspan="4">Internal Service (G2G)</td></tr>
<tr><td>Who May Avail:</td><td colspan="4">Business Process Units (BPUs), which require secure corporate information systems (people, process and technology).

The BPUs in consultation and coordination with Corporate Information Security Department identify and assess information security risks.

The Corporate Information Security Department, both as a BPU and as a responsible office for information security identify and assess information security risks</td></tr>
<tr><th colspan="2">CHECKLIST OF REQUIREMENTS</th><th colspan="3">WHERE TO SECURE</th></tr>
<tr><td colspan="2">None</td><td colspan="3">None</td></tr>
<tr><th>CLIENT STEPS</th><th>AGENCY ACTION</th><th>FEES TO BE PAID</th><th>PROCESSING TIME</th><th>PERSON RESPONSIBLE</th></tr>
<tr><td rowspan="7">1. Send query/feedback via letter/memo to InfoSec.</td><td>1.1. Received letter/memo.</td><td rowspan="7">None</td><td>5 minutes</td><td rowspan="7">Clerk III, InfoSec
Senior Manager, InfoSec
Information Technology Officer III, InfoSec
Information Systems Analyst III, InfoSec
Information Systems Analyst II, InfoSec</td></tr>
<tr><td>1.2. Assessed received letter/memo.</td><td>1 day</td></tr>
<tr><td>1.3. Evaluate and prepare response memo.</td><td>15 days</td></tr>
<tr><td>1.4. Review draft response memo and provide comments, if any.</td><td>2 days</td></tr>
<tr><td>1.5. Finalize reply, if with comments.</td><td>2 days</td></tr>
<tr><td>1.6. Sign finalized response letter.</td><td>2 hours</td></tr>
<tr><td>1.7. Release response letter to client.</td><td>5 minutes</td></tr>
<tr><td></td><td>TOTAL:</td><td></td><td>20 days 2 hours and 10 minutes</td><td></td></tr>
</table>

7. HANDLING OF SIMPLE INFORMATION SECURITY CONCERNS

Concerns with managing information security concerns across the PhilHealth Organization. It basically covers the formulation of security measures and controls based on the results of the identified and assessed risks on programs and projects

Office/Division	Corporate Information Security Department (InfoSec)
Classification	Simple
Type of Transaction	Internal Service (G2G)
Who may avail:	Business Process Units (BPUs), which require secure corporate information systems (people, process, and technology).

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send query/feedback via letter/memo to InfoSec.	1.1. Received letter/memo.	None	5 minutes	Clerk III, InfoSec Senior Manager, InfoSec Information Technology Officer III, InfoSec Information Systems Analyst III, InfoSec Information Systems Analyst II, InfoSec
	1.2. Assessed received letter/memo.		3 hours	
	1.3. Evaluate and prepare response memo.		1 day	
	1.4. Review draft response memo and provide comments, if any.		1 day	
	1.5. Finalize reply, if with comments.		1 day	
	1.6. Sign finalized response letter.		1 day	
	1.7. Release response letter to client.		5 minutes	
	TOTAL	**None**	3 days 4 hours and 15 minutes	

8. INFORMATION SECURITY INCIDENT MANAGEMENT (COMPLEX)

Concerns the handling of incidents reported

Office/Division	Corporate Information Security Department (InfoSec)				
Classification	Complex				
Type of Transaction	G2G - Government to Government				
Who may avail:	Employees who experienced or discovered an information security incident				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
Incident report (IR) form (including proofs or pieces of evidence) (1 Original and Digital Copy Accepted)		Attached as Annex A to Office Order No. 0086-2015			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**	
1.The employee/ initiator properly accomplishes the IR Form a. Attach pertinent documents to support the report b. Submit the report to InfoSec (walk-in, email, direct message)	1.1 Receive the incident report	None	5 minutes	Information Systems Analyst II, InfoSec Information Technology Officer III, InfoSec	
	1.2 Update the incidents register	None	5 minutes		
	1.3 Review the incident report and classify	None	1 hour		
	1.4 Set meeting and convene, officers, and employees involved in the incident	None	1 day		
	1.5 Facilitate the resolution of the incident	None	2 days		
	1.6 Document the incidents as well as the agreements	None	4 hours		
2. Expect a notification from the InfoSec Operations Division	2.1. Close the incident	None	5 minutes		
	2.2 Monitor the agreements.	None			
	2.3 Perform assessment if warranted.	None	5 minutes		
	Total	**None**	**3 days, 5 hours, 15 mins**		

9. INFORMATION SECURITY POLICY AND PROTOCOLS DEVELOPMENT

Concerns with managing information security across the PhilHealth Organization through corporate policy development. It basically covers the formulation of security measures and controls based on the results of the identified and assessed risks, and assessed security incidents.

Office/Division	Corporate Information Security Department (InfoSec)
Classification	Highly Technical
Type of Transaction	G2G - Government to Government
Who may avail:	Business Process Units (BPUs), which require secure corporate information systems (people, process and technology). The BPUs in consultation and coordination with Corporate Information Security Department identify and assess information security risks. The Corporate Information Security Department, both as a BPU and as a responsible office for information security identify and assess information security risks

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Anyone of the following: Risk information sheet (RIS) (1 Original Copy);	Reported through Risk Information Management System (RIMS)/For manual copy, RIS Form is an attachment of PhilHealth-SOP-01-02-002
Feedback through email/Report from Information Security Awareness Officer (1 Original copy)	No prescribed form
Assessed Information Security Incident Report (1 Original Copy); or	Received and assessed incident report by Security Operations Division (OpSec) of Corporate Information Security Department
Audit Findings and Recommendations Referred by Internal Audit Group and (Internal Audit Group/COA) (1 Original Copy)	Referred by Internal Audit Group and COA

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Identify information security risk/ information security issue/ concern and report through any of the following: a. RIS or RIMS; b. Feedback through email/Report from Information Security Awareness Officer; c. Assessed Information Security Incident Report; or d. Audit Findings and Recommendations (Internal Audit Group/COA)	1. Assessed received: a. RIS; b. Feedback through email/Report from Information Security Awareness Officer; c. Assessed Information Security Incident Report; or d. Audit Findings and Recommendations (Internal Audit Group/COA)	None	1/2 day	Information Systems Analyst II, InfoSec Information Systems Analyst III, InfoSec
	2. Develop information security controls and measures (Guidelines, Policy and Standard Operating Procedure) in accordance with PhilHealth-SOP-01-01-001 (Policy Formulation Process) and Office Order 0060, series of 2015 SOP (Creation, Revision and Use of Standard Operating Procedure)	None	17 1/2 days (Initial/Final Review of Concerned Offices/Approval and Signature of Sector Heads)	Information Systems Analyst II, InfoSec Information Systems Analyst III, InfoSec
	3. Communicate information security controls and measures through Outlook and SETA (Guidelines, Policy and Standard Operating Procedure		1 day	Information Systems Analyst II, InfoSec Information Systems Analyst III, InfoSec Information Technology Officer III, InfoSec Senior Manager, InfoSec

Total	**None**	**20 days**	

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10. RETRIEVAL OF BACK-UP TAPES

Concerns the tape vault storage retrieval of back-up tapes

Office:	Corporate Information Security Department (InfoSec)			
Classification:	Simple			
Type of Transaction:	Internal Service (G2G)			
Who May Avail:	Information Technology Management Department			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Consolidated Vault Inventory List (2 Original Copies)			Information Technology Management Department / Information Management Sector	
Vault access request/ endorsement of back-up tape for storage (2 Original Copies)			Information Technology Management Department / Information Management Sector	
Approved withdrawal of tapes request (2 Original Copies)			Information Technology Management Department / Information Management Sector	
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Prepare letter request / back-up tape retrieval.	1.1. Receive and log all letter request.		5 minutes	Clerk III, InfoSec Senior Manager, InfoSec Information Technology Officer III, InfoSec Information Systems Analyst II, InfoSec Information Systems Analyst III, InfoSec
	1.2. Coordinate with PRID on the availability of service vehicle to Media Library.		3 days	
2. Endorse approved letter request to CISD	2.1 Identify back-up tapes for retrieval.		4 hours	
	2.2. Update Vault Inventory List		2 hours	
	2.3. Retrive back-up tapes.		15 minutes	
	2.4. Ensure that vaults and Media Library are locked.	None	5 minutes	
	TOTAL:		**3 days, 6 hours, 25 mins**	

*subject to approval of blanket CPO regarding Authority to Travel to Media Library (submitted every first month of the year) and availability of service vehicle

11. RETRIEVAL TAPE VAULT STORAGE

Concerns the tape vault storage retrieval of back-up tapes

Office/Division	Corporate Information Security Department (InfoSec)			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	Information Technology Management Department			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Consolidated Vault Inventory List (2 Original Copies)		Information Technology Management Department / Information Management Sector		
Vault access request/ endorsement of back-up tape for storage (2 Original Copies)		Information Technology Management Department / Information Management Sector		
Approved withdrawal of tapes request (2 Original Copies)		Information Technology Management Department / Information Management Sector		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Prepare letter request / back-up tape retrieval.	1. Receive and log all letter request.	None	5 minutes	Clerk III, InfoSec Information Systems Analyst III, InfoSec
2. Endorse approved letter request to CISD	2. Identify back-up tapes for retrieval.	None	5 minutes	
	3. Update Vault Inventory List	None	5 minutes	
	4. Coordinates with codes custodian and physical key custodian.	None	5 minutes	
	5. Retrieve back-up tapes.	None	5 minutes	
	Total	**None**	**25 minutes**	

12. SAFEKEEPING BACK-UP TAPES

Concerns the tape vault storage, safekeeping of back-up tape

Office:	Corporate Information Security Department (InfoSec)			
Classification:	Simple			
Type of Transaction:	Internal Service (G2G)			
Who May Avail:	Information Technology Management Department			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Consolidated Vault Inventory List (2 Original Copies)			Information Technology Management Department / Information Management Sector	
Vault access request/ endorsement of back-up tape for storage (2 Original Copies)			Information Technology Management Department / Information Management Sector	
Approved withdrawal of tapes request (2 Original Copies)			Information Technology Management Department / Information Management Sector	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Document/Label Back-up tapes.	1.1. Receive, encodes and prepares Vault Inventory List based on Endorsement Letter from ITMD.		5 minutes	
	1.2. Coordinate with PRID on the availability of service vehicle to Media Library.		3 days	
2. Prepare consolidated list of inventories/back-up tapes for transport and storage.	2. Validates the endorsed inventories. Checks the completeness and documentation of the endorsed inventories/back-up tapes.		4 hours	Clerk III, InfoSec Senior Manager, InfoSec Information Technology Officer III, InfoSec Information Systems Analyst II, InfoSec Information Systems Analyst III, InfoSec
3. Prepare memorandum to Department Manager CISD.	3.1. Receives back-up tapes based on Vault Inventory List.		15 minutes	
	3.2. Signs and completes signatories of Vault Inventory List by ITMD Representative.		15 minutes	
	3.3. Deposit/Store back-up tapes.		5 minutes	
	3.4. Ensure that vaults and Media Library are locked.	None	5 minutes	

	TOTAL:		**3 days, 4 hours, 45 mins**	

*subject to approval of blanket CPO regarding Authority to Travel to Media Library (submitted every first month of the year) and availability of service vehicle

13. SAFEKEEPING TAPE VAULT STORAGE

Concerns the tape vault storage, safekeeping of back-up tape

Office/Division	Corporate Information Security Department (InfoSec)			
Classification	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail:	Information Technology Management Department			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Consolidated Vault Inventory List (2 Original Copies)		Information Technology Management Department / Information Management Sector		
Vault access request/ endorsement of back-up tape for storage (2 Original Copies)		Information Technology Management Department / Information Management Sector		
Approved withdrawal of tapes request (2 Original Copies)		Information Technology Management Department / Information Management Sector		

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Document/Label Back-up tapes.	1. Receive, encodes and prepares Vault Inventory List based on Endorsement Letter from ITMD.	None	5 minutes	Clerk III, InfoSec Information Systems Analyst III, InfoSec
2. Prepare consolidated list of inventories/back-up tapes for transport and storage.	2. Validates the endorsed inventories. Checks the completeness and documentation of the endorsed inventories/back-up tapes.	None	5 minutes	
3. Prepare memorandum to Department Manager CISD.	3. Receives back-up tapes based on Vault Inventory List.	None	5 minutes	
	4. Signs and completes signatories of Vault Inventory List by ITMD Representative and Guard on duty	None	5 minutes	
	5. Coordinates with codes custodian and physical key custodian.	None	5 minutes	
	6. Deposit/Store back-up tapes	None	5 minutes	
	Total	**None**	**30 minutes**	

PROJECT MANAGEMENT TEAM FOR RISK MANAGEMENT

1. ISSUANCE OF RISK ASSESSMENT CERTIFICATION (RAC) FOR NEW AND AMENDED PROGRAMS, PROJECTS AND POLICIES

As part of Completed Staff Work (CSW) requirements, the Risk Assessment Certification is issued to ensure the risk management process is carried out and applied by the proponent in the course of developing new and amended programs, projects, and policies.

Office/Division	Project Management Team for Risk Management (PMT-RM)
Classification	Complex
Type of Transaction	G2G- Government to Government
Who may avail:	All PhilHealth Head Offices (Proponent)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Draft program, project, or policy (1 photocopy)	Proponent Office
Risk Self-Assessment Questionnaire (1 original)	Proponent Office
Risk Information Sheet (RIS) (1 photocopy)	Proponent Office
Risk Registry (1 photocopy)	Proponent Office

<table>
<tr><th>CLIENT STEPS</th><th>AGENCY ACTION</th><th>FEES TO BE PAID</th><th>PROCESSING TIME</th><th>PERSON RESPONSIBLE</th></tr>
<tr><td>1. Submit required documents for initial assessment and verification</td><td>1.1. Receive required documents and check for completeness</td><td>None</td><td rowspan="3">2 hours</td><td rowspan="3">Clerk/ Administration Services Assistant C (ASA C), PMT-RM</td></tr>
<tr><td></td><td>1.2. Record documents in logbook</td><td>None</td></tr>
<tr><td></td><td>1.3. Endorse documents to technical staff of PMT-RM</td><td>None</td></tr>
<tr><td></td><td>1.4 Check documents contents for completeness</td><td>None</td><td rowspan="4">4 working days</td><td rowspan="4">Project Development Officer III, PMT-RM</td></tr>
<tr><td></td><td>1.5 Review, evaluate and validate submitted documents</td><td>None</td></tr>
<tr><td></td><td>1.6 Sign Risk Self-Assessment Questionnaire (RSAQ)</td><td>None</td></tr>
<tr><td></td><td>1.7 Prepare certification</td><td>None</td></tr>
</table>

	1.8 Review documents and sign the Risk Self-Assessment Questionnaire (RSAQ) and Risk Assessment Certification (RAC)	None	1/2 working day (4 hours)	Senior Manager, PMT- RM
2. Receive signed RSAQ and RAC	2.1. Record the RAC Reference No.	None	2 hours	Clerk/ Administration Services Assistant C (ASA C), PMT-RM
	2.2. Release signed RSAQ and RAC	None		
TOTAL			**4 Days, 1 Hour and 15 Minutes**	

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OPERATIONS SECTOR

INTERNAL SERVICES

Volume 17

OFFICE OF THE EXECUTIVE VICE-PRESIDENT AND CHIEF OPERATING OFFICER
OFFICE OF THE AREA VICE-PRESIDENT FOR AREA I
OFFICE OF THE AREA VICE-PRESIDENT FOR AREA II
OFFICE OF THE AREA VICE-PRESIDENT FOR AREA III
OFFICE OF THE AREA VICE-PRESIDENT FOR AREA IV
ARBITRATION OFFICE

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OFFICE OF THE EXECUTIVE VICE-PRESIDENT AND CHIEF OPERATING OFFICER

1. HANDLING OF ENDORSED DOCUMENTS

This covers the handling of documents received from internal and external clients.

Office/Division	Office of the Executive Vice President and Chief Operating Officer
Classification	Complex
Type of Transaction	G2C-Governmeny to Citizen, G2B- Government to Business, G2G - Government to Government
Who may avail:	PhilHealth Employees, Other Government Agencies and Public

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit the document/s to the Office of the EVP and COO through personal delivery or mail/courier/ email.	1.1 Receive and review the document/s for completeness and accuracy	None	10 minutes	Clerk III
	1.2 Stamp received the duplicate/receiving copy and return to the client	None	5 minutes	Clerk III
	1.3 Proceed to the assignment of document tracking number and encode details in the Receiving Monitoring Sheet	None	15 minutes	Clerk III
	1.4 Prepare a routing slip addressed to the Technical Staff, requesting their review and endorsement of the documents	None	10 minutes	Clerk III
	1.5.Receive the document/s from the Clerk III	None	15 minutes	Technical Staff
	1.5.1 If there are any discrepancies, prepare transmittal slip to the concerned department/unit for further action	None	1 day	Technical Staff

	1.5.2 If there are no discrepancies, endorse the documents to the Executive Assistant with a brief report for their review	None		Technical Staff
	1.6 Receive the endorsed document/s from the Technical Staff	None	10 minutes	Executive Assistant
	1.7 Review the document for compliance with existing policies and procedures. If any changes are needed, inform the Clerk III and Technical Staff.	None	1 - 2 days	Executive Assistant
	1.8 Submit the document/s to the EVP and COO for approval and/or instruction	None	1 day	Executive Assistant
	1.9 Forward the documents to the Executive Assistant, once approved or with instruction	None	1 day	Executive Vice President and COO
	1.10 Review the return documents and forward them to the Clerk III for routing the concerned department/unit.	None	1 day	Executive Assistant
	1.11 Scan the document/s for record keeping	None	30 minutes	Clerk III
	1.12 Route the physical document/s to the concerned recipient.	None	1 hour	Clerk III
2. Received the approved or with instruction document	2. Record the document in the Outgoing Monitoring Sheet.	None	30 minutes	Clerk III
	TOTAL	**None**	**6 days, 3 hours and 5 minutes**	

OFFICE OF THE AREA VICE-PRESIDENT FOR AREA I

1. PROCESSING OF LETTER OF REQUESTS/QUERIES/ISSUES/CONCERNS SENT BY CLIENTS

The Office of the Area Vice-President shall facilitate the processing of letter of requests, queries, issues and concerns of clients.

Office/Division:	Office of the Area Vice Presidents (Areas I)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices in the Corporation			
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**		
Letter of Request/Memoranda/Instructions/Routing Slips (1 Original/Scanned Copy)		Concerned Office/s		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward Memo/Instructions/Routing Slip to Area Office concerned	1.1 Receive memo/instructions/routing slip from offices concerned communicating their concerns thru private mail/email/personal delivery	None	1 Day	Clerk III, Office of the Area Vice Presidents
	1.2 Print and write control number at the bottom of the documents and logs it	None		
	1.3 Review communication and proposes course of action or completed staff work before forwarding the document to the AVP	None		Executive Assistant III, Office of the Area Vice Presidents
2. Receive reply memo from Area Office/PRO	2.1 If concern can be resolved within AVP's authority, Area Office staff prepares reply within 2 days	None	2 Days	Chief Social Insurance Officer/Executive

	2.2 For issues needing the intervention of the PROs, the Area Office transmits the scanned documents via email to the PRO concerned and the PRO shall then prepare reply within 2 days upon receipt.	None		Assistant/Senior Social Insurance Officer
3. Mark as "closed" in incoming/outgoing logbook/e-logbook	3.1 Mark as "closed" in incoming logbook/e-logbook	None		Clerk III, Office of the Area Vice Presidents
Total:		**None**	**3 days**	

OFFICE OF THE AREA VICE-PRESIDENT FOR AREA II

1. PROCESSING OF LETTER OF REQUESTS/QUERIES/ISSUES/CONCERNS SENT BY CLIENTS

The Office of the Area Vice-President shall facilitate the processing of letter of requests, queries, issues and concerns of clients.

Office/Division:	Office of the Area Vice Presidents (Area II)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices in the Corporation			
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**		
Letter of Request/Memoranda/Instructions/Routing Slips (1 Original/Scanned Copy)		Concerned Office/s		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward Memo/Instructions/Routing Slip to Area Office concerned	1.1 Receive memo/instructions/routing slip from offices concerned communicating their concerns thru private mail/email/personal delivery	None	1 Day	Clerk III, Office of the Area Vice Presidents
	1.2 Print and write control number at the bottom of the documents and logs it	None		
	1.3 Review communication and proposes course of action or completed staff work before forwarding the document to the AVP	None		Executive Assistant III, Office of the Area Vice Presidents
2. Receive reply memo from Area Office/PRO	2.1 If concern can be resolved within AVP's authority, Area Office staff prepares reply within 2 days	None	2 Days	Chief Social Insurance Officer/Executive

	2.2 For issues needing the intervention of the PROs, the Area Office transmits the scanned documents via email to the PRO concerned and the PRO shall then prepare reply within 2 days upon receipt.	None		Assistant/Senior Social Insurance Officer
3. Mark as "closed" in incoming/outgoing logbook/e-logbook	3.1 Mark as "closed" in incoming logbook/e-logbook	None		Clerk III, Office of the Area Vice Presidents
Total:		**None**	**3 days**	

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OFFICE OF THE AREA VICE-PRESIDENT FOR AREA III

1. PROCESSING OF LETTER OF REQUESTS/QUERIES/ISSUES/CONCERNS SENT BY CLIENTS

The Office of the Area Vice-President shall facilitate the processing of letter of requests, queries, issues and concerns of clients.

Office/Division:	Office of the Area Vice Presidents (Area III)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices in the Corporation			
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**		
Letter of Request/Memoranda/Instructions/Routing Slips (1 Original/Scanned Copy)		Concerned Office/s		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward Memo/Instructions/Routing Slip to Area Office concerned	1.1 Receive memo/instructions/routing slip from offices concerned communicating their concerns thru private mail/email/personal delivery	None	1 Day	Clerk III, Office of the Area Vice Presidents
	1.2 Print and write control number at the bottom of the documents and logs it	None		
	1.3 Review communication and proposes course of action or completed staff work before forwarding the document to the AVP	None		Executive Assistant III, Office of the Area Vice Presidents
2. Receive reply memo from Area Office/PRO	2.1 If concern can be resolved within AVP's authority, Area Office staff prepares reply within 2 days	None	2 Days	Chief Social Insurance Officer/Executive

	2.2 For issues needing the intervention of the PROs, the Area Office transmits the scanned documents via email to the PRO concerned and the PRO shall then prepare reply within 2 days upon receipt.	None		Assistant/Senior Social Insurance Officer
3. Mark as "closed" in incoming/outgoing logbook/e-logbook	3.1 Mark as "closed" in incoming logbook/e-logbook	None		Clerk III, Office of the Area Vice Presidents
Total:		**None**	**3 days**	

OFFICE OF THE AREA VICE-PRESIDENT FOR AREA IV

1. PROCESSING OF LETTER OF REQUESTS/QUERIES/ISSUES/CONCERNS SENT BY CLIENTS

The Office of the Area Vice-President shall facilitate the processing of letter of requests, queries, issues and concerns of clients.

Office/Division:	Office of the Area Vice Presidents (Area IV)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All offices in the Corporation			
CHECKLIST OF REQUIREMENT		**WHERE TO SECURE**		
Letter of Request/Memoranda/Instructions/Routing Slips (1 Original/Scanned Copy)		Concerned Office/s		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Forward Memo/Instructions/Routing Slip to Area Office concerned	1.1 Receive memo/instructions/routing slip from offices concerned communicating their concerns thru private mail/email/personal delivery	None	1 Day	Clerk III, Office of the Area Vice Presidents
	1.2 Print and write control number at the bottom of the documents and logs it	None		
	1.3 Review communication and proposes course of action or completed staff work before forwarding the document to the AVP	None		Executive Assistant III, Office of the Area Vice Presidents
2. Receive reply memo from Area Office/PRO	2.1 If concern can be resolved within AVP's authority, Area Office staff prepares reply within 2 days	None	2 Days	Chief Social Insurance Officer/Executive

	2.2 For issues needing the intervention of the PROs, the Area Office transmits the scanned documents via email to the PRO concerned and the PRO shall then prepare reply within 2 days upon receipt.	None		Assistant/Senior Social Insurance Officer
3. Mark as "closed" in incoming/outgoing logbook/e-logbook	3.1 Mark as "closed" in incoming logbook/e-logbook	None		Clerk III, Office of the Area Vice Presidents
Total:		**None**	**3 days**	

ARBITRATION OFFICE

1. REQUEST FOR CASE STATUS UPDATE - SIMPLE

Document request relative to the administrative cases filed before the Arbitration Office as basis for Accreditation or any other legal purpose it may serve.

Office/Division	ARBITRATION OFFICE
Classification	SIMPLE
Type of Transaction	G2G
Who may avail:	Accreditation, legal sector or other concerned office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal letter-request signed by the Office Head or representative	Arbitration Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
Submit Letter-Reqeust or duly accomplished Arbitration Office Document Request Form (personally, via email, registered mail or private courier	Stamped "Received" the Request and refer to Records Custodian Head-Designate	None	1 day	Receiving & Outgoing Officer
	Prepare memo-reply and the matrix of cases per respondent			Records Custodian Section personnel
	if request involves 1 to 10 respondents		1 day	

	Approved and signed the memo-reply			Records Custodian Head (Designate) and Vice President of Arbitration Office
Receive Copy (either in hard copy or thru email)	Arbitration Office-Records Custodian Section to release the memo-reply.		1 day	Receiving & Outgoing Officer
	TOTAL	**None**	**3 days**	

2. REQUEST FOR CASE STATUS UPDATE - COMPLEX

Document request relative to the administrative cases filed before the Arbitration Office a basis for Accreditation or any other legal purpose it may serve.

Office/Division	ARBITRATION OFFICE			
Classification	COMPLEX			
Type of Transaction	G2G			
Who may avail:	Accreditation, legal sector or other concerned office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Formal letter-request signed by the Office Head or representative.		Arbitration Office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
Submit Letter-Request or duly accomplished Arbitration Office Document Request Form (personally, via email, registered mail or private courier	Stamped "Received" the Request and refer to Records Custodian Head-Designate	None	1 day	Receiving & Outgoing Officer
	Prepare memo-reply and the matrix of cases per respondent			Records Custodian Section personnel
	if request involves 11 to 20 respondents		5 days	

	Approved and signed the memo-reply.		1 day	Records Custodian Head (Designate) and Vice President of Arbitration Office
Receive Copy (either in hard copy or thru email)	Arbitration Office-Records Custodian Section to release the memo-reply.			Receiving & Outgoing Officer
	TOTAL	**None**	**7 days**	

3. *REQUEST FOR CASE STATUS UPDATE - HIGHLY TECHNICAL*

Document request relative to the administrative cases filed before the Arbitration Office a basis for Accreditation or any other legal purpose it may serve.

Office/Division	ARBITRATION OFFICE
Classification	Highly Technical
Type of Transaction	G2G
Who may avail:	Accreditation, legal sector or other concerned office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
Submit Letter-Request or duly accomplished Arbitration Office Document Request Form (personally, via email, registered mail or private courier	Stamped "Received" the Request and refer to Records Custodian Head-Designate	None	1 day	Receiving & Outgoing Officer
	Prepare memo-reply and the matrix of cases per respondent			Records Custodian Section personnel
	if request involves 21 or more respondents		18 days	

	Approved and signed the memo-reply.		1 day	Records Custodian Head (Designate) and Vice President of Arbitration Office
Receive Copy (either in hard copy or thru email)	Arbitration Office-Records Custodian Section to release the memo-reply.			Receiving & Outgoing Officer
	TOTAL	**None**	**20 days**	

4. REQUEST FOR CERTIFICATION OF PENDING OR NO PENDING CASE

Document request relative to the administrative cases filed before the Arbitration Office as basis for Accreditation or any legal purpose it may serve.

Office/Division	ARBITRATION OFFICE
Classification	SIMPLE
Type of Transaction	G2G, G2B
Who may avail:	Accreditation, legal sector or other concerned office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For internal clients, duly accomplished Arbitration Office Document Request Form indicating clearly the purpose of the request. Such Request should be signed by the Head Office or authorized representative.	Arbitration Office
For external clients, a formal letter-requests signed by the respondent or its authorized representative/counsel on record, should be submitted.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit Letter-request or duly accomplished Arbitration Office Document Request form (personally,via email, registered mail or private courier)	1. Stamped "Received" the Request and refer to Records Custodian Head-Designate	None	1 day	Receiving & Outgoing Officer
	1.1. Prepare certification for review and approval of the Head of the Office			Legal Researcher III/Records Custodian Head-Designate or Social Insurance Specialist
	1.2. Approved and signed the Certification		1 day	Legal Researcher III/Records Custodian Head-Designate and Vice-President-Arbitration Office
2. Receive Copy (either thru mail or to be picked up personally)	2.0 Arbitration Office - Records Custodian Section to release the requested Certification		1 day	Receiving & Outgoing Officer
	TOTAL	**None**	**3 days**	

5. REQUEST FOR LEGAL DOCUMENTS

For document request relative to the administrative cases filed with the Arbitration Office

Office/Division	ARBITRATION OFFICE			
Classification	COMPLEX			
Type of Transaction	G2G,G2B,G2C			
Who may avail:	Anv Partv to the case, legal sector or other concerned office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
• For internal clients, duly accomplished Arbitration Office Document Request Form indicating clearly the purpose of the request. Such request should be signed by Head of Office or authorized representative. • For external clients, a formal letter-request signed by the Respondent or its authorized representative/counsel on record, should be submitted. Note: Only copies of documents of original documents under the custody of the Arbitration Office shall be released. If the original of the document requested is not with the Arbitration Office, it shall be automatically referred to the concerned Office who issued the original document.				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**

1. Submit Letter- Request or duly accomplished Arbitration Office Document Request Form (personally, via email, registered mail or private courier	1. Stamped "Received" the Request and refer to Records Custodian Head-Designate.	to be determined	1 day	Receiving & Outgoing Officer
	1.1. Evaluate if request could be granted and recommend approval/disapprov al of the Request.		1 day	Legal Researcher III/Records Custodian Head- Designate
	1.2. Refer the Request to the Head of Office or handling Senior Arbiter for clearance/ approval.		1 Day	Legal Researcher III/Records Custodian Head- Designate
	Upon approval of Request, retrieve, reproduce and/or certify (CTC) documents requested.		3 days	Legal Assistant, Social Insurance Specialist, Records Custodian Head-Designate
2. Receive Copy (either thru mail or to be picked-up personally)	2.0 Arbitration Office - Records Custodian Section to release the requested documents, if granted or notify client for non-approval of request	none	1 day	Receiving & Outgoing Officer
	TOTAL	**to be determined**	**7 days**	

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LEGAL SECTOR

INTERNAL SERVICES

Volume 18

OFFICE OF THE SENIOR VICE-PRESIDENT - LEGAL SECTOR
INTERNAL LEGAL DEPARTMENT
PROSECUTION DEPARTMENT
PROTEST APPEALS AND REVIEW DEPARTMENT

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OFFICE OF THE SENIOR VICE-PRESIDENT – LEGAL SECTOR

1. LEGAL OPINION

Review and approval of legal opinion to the issues raised by the addressee that constitute legal matter in reference to interpretation of existing laws and regulations.

Office:	Office of the Senior Vice-President, Legal Sector
Classification:	Highly Technical
Type of Transaction:	G2G/ GSB
Who May Avail:	PhilHealth Regional Offices (PROs), Departments, Offices, Private Parties

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Draft Legal Opinion	Requesting office/ Party
Memorandum requesting for Legal Opinion (1 original copy)	Requesting office/ Party
Pertinent documents (1 original copy or 1 photocopy)	Requesting office/ Party
If originated from PROs, Legal Opinion issued by PRO Legal Unit (1 original copy)	Requesting office/ Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive request for legal opinion	Recording of the received request to the database and evaluation of the documents for assignment to Internal Legal Department	NONE	30 minutes	Administration Services Assistant and Executive Assistant
	For assignment of the Senior Vice-President	NONE	15 minutes	Senior Vice-President
	For updating the database and endorsing the request to the Internal Legal Department (routing of the documents)	NONE	30 minutes	Administration Services Assistant and Process Server

Receive Draft Legal Opinion to the Office of the Senior Vice President for Legal Sector (OSVP-LS)	Review and approval of the Senior Vice-President	NONE	20 working days	Senior Vice-President
	For docketing of the Legal Opinion. For updating the database and routing to the requesting office	NONE	30 minutes	Administration Services Assistant and Process Server
	TOTAL	**NONE**	**20 working days,** **90 minutes**	

2. CONTRACT REVIEW

Review and approval of Contract Certification on all contracts or agreements to be entered into by the corporation to ensure that all provisions in the contract are consistent with the law and applicable rules, equitable and not prejudicial to the corporation.

Office:	Office of the Senior Vice-President, Legal Sector			
Classification:	Highly Technical			
Type of Transaction:	G2G/G2B			
Who May Avail:	PhilHealth Regional Offices (PROs), Departments, Offices, Private Parties			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Draft Contract Certification		Requesting office		
Memorandum requesting for Contract Review (1 original copy)		Requesting office		
Final draft contract/ agreement/ document subject for review (1 original copy or 1 photocopy)		Requesting office		
Certification of Complete Staff Work (CSW) - (1 original copy)		Requesting office		
Certification of Risk Assessment (if necessary) - (1 original copy)		Requesting office		
Other pertinent documents (if necessary) - (1 original copy or 1 photocopy)		Requesting office		
If originated from PROs, initial evaluation & recommendation from PRO Legal Office (1 original copy)		Requesting office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

Receive request for review of contract	Recording of the received request to the database and evaluation of the documents for assignment to Internal Legal Department	**NONE**	30 minutes	Administration Services Assistant and Executive Assistant
	For assignment of the Senior Vice-President	**NONE**	15 minutes	Senior Vice-President
	For updating the database and endorsing the request to the Internal Legal Department (routing of the documents)	**NONE**	30 minutes	Administration Services Assistant and Process Server
Receive Draft Contract Certification to the Office of the Senior Vice President for Legal Sector (OSVP-LS)	Review and approval of the Senior Vice-President	**NONE**	20 working days	Senior Vice-President
	For updating the database and routing to the Internal Legal Department for issuance of Contract Certification Number	**NONE**	30 minutes	Administration Services Assistant and Process Server
	TOTAL	**NONE**	**20 working days and 90 minutes**	

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INTERNAL LEGAL DEPARTMENT

1. LEGAL OPINION

Render legal opinion to issues raised by the addressee that constiturte legal matter in reference to interpretation of existing laws and regulations.

Office/Division	Internal Legal Departement (ILD)
Classification	Highly Technical
Type of Transaction	G2G/G2B
Who may avail:	PhilHealth Regional Offices(PROS), Departments, Offices, Private Parties

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Memorandum requesting for Legal Opinion (1 original copy)	Requesting office
Pertinent documents (original copy or photocopy) (1 copy)	
If originated form PROs, Legal Opinion issued by PRO Legal Unit (1 original copy)	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Endorse the request including all the necessary documents to ILD	1.1 Receipt of indorsement of the request including all the necessary documents to the Internal Legal Department (ILD)	None	1 working day	Receiving Clerk/ Legal Assistant from OSVP-LS Receiving Clerk / Legal Assistant - ILD
	1.2 Evaluate and assign the request for contract review/opinion Atty IV./V		2 working days	Senior Manager , ILD
	1.3 Conduct research on the laws and regulations pertinent to the issues raised			Atty. IV/V/ Legal Researcher-ILD
	1.4 Draft legal opinion		10 working days	Atty. IV/V/ Legal Researcher-ILD
	1.5 Approve/Modify the draft legal opinion		6 working days	Senior Manager , ILD
	1.6 Recommend for approval by the SVP-LS			
	1.7 Indorse to OSVP-LS for SVP's approval/comment/modification of legal opinion		1 working day	Legal Assistant-ILD

	TOTAL	**None**	**20 working days**	

2. CONTRACT REVIEW

Render contract review on all contracts or agreements to be entered into by the corporation to ensure that the provisions in the contract are consistent with the law and applicable rules, equitable and not prejudicial to the corporation.

Office/Division	Internal Legal Departement (ILD)	
Classification	Highly Technical	
Type of Transaction	G2G-Government to Government.	
Who may avail:	PhilHealth Regional Offices(PROS), Departments, Offices, Private Parties	
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**
Memorandum requesting for Contract Review (1 original copy)		Requesting office
Final draft contract/ agreement/ document/ subject for review (original copy or photocopy) (1 copy)		
Certification of Complete Staff Work (CSW)-(1 original copy)		
Certification of Risk Assessment (if necessary)-(1 original copy)		
Other pertinent documents (if necessary)-(original copy or photocopy) (1 copy)		
If originated from PROs, initial evaluation & recommendation from PRO Legal Office (1 original copy)		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Endorse the request including all the necessary documents to ILD	1.1 Receipt of indorsement of the request including all the necessary documents to the Internal Legal Department (ILD)	None	1 working day	Receiving Clerk/ Legal Assistant from OSVP-LS Receiving Clerk / Legal Assistant - ILD
	1.2 Evaluate and assign the request for contract review/opinion Atty IV./V		2 working days	Senior Manager , ILD
	1.3 Conduct research on the laws and regulations pertinent to the contract to be reviewed			Atty. IV/V/ Legal Researcher-ILD
	1.4 Draft contract review/issue legal certification		10 working days	Atty. IV/V/ Legal Researcher-ILD

	1.5 Approve/Modify the draft contract review		6 working days	Senior Manager , ILD
	1.6 Recommend for approval by the SVP-LS			
	1.7 Indorse to OSVP-LS		1 working day	Legal Assistant-ILD
	TOTAL	**None**	**20 working days**	

PROSECUTION DEPARTMENT

1. CERTIFICATION ON PENDING/ONGOING ADMINISTRATIVE COMPLAINTS AGAINST HEALTH CARE PROVIDERS (HCPS) AND MEMBERS

Issue certification on the statues of the administrative complaints filed by the ffied and by the 17 philhealth regional offices

Office/Division	PROSECUTION DEPARTMENT
Classification	HIGHLY TECHNICAL
Type of Transaction	G2B/G2G
Who may avail:	PhilHealth Head Office Departments, Regional Offices and other government entities such as NBI, COA, and Concerned Institutional and professional health care providers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
If External Clients, Letter Request approved and endorsed by the OPCEO	Requesting Office
If Internal Clients, Letter Request approved by the Head of the Department	
If emailed Requests, should be approved and endorsed by the Department for Internal Requests	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Submit/Endorse the duly approved Letter request to eh Receiving staff/Personnel	1.1 Stamp "received" with date	None	1 working day	Head of the Department/OIC
	1.2 Refer the request to the Head of the Department for approval	None	1 working day	Head of the Department/OIC
	1.3 Instruct the Admin staff/personnel to validate/check and prepare the certification	None	1-7 working days (depending on the the frequency or nature of request	Special Investigator IV
	1.4 Prepare the Certification	None	1 working day	Head of the Department/OIC
	1.5 Sign the Certification		1 working day	Head of the Department/OIC

	1.6 Endorse the signed Certification for sending/mailing		1 working day	Head of the Department/OIC
	1.7 Send the Certification to the requesting office eirtherby personal service, email or mail		2 working days	Attorney V
	TOTAL	**None**	**14 working days**	

PROTEST, APPEALS AND REVIEW DEPARTMENT

1. RECEIVING AND PROCESSING OF CLEARANCE FOR SPAM/SPARKS

Process in managing SPAM/SPARKS Database in CRC-PROs

Office/Division	Protests and Appeals Review Department (PARD)			
Classification	Simple			
Type of Transaction	G2B			
Who may avail:	Claims Review Committee in all PhilHealth Regional Offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly filled-out 3AF; Photocopy of ID; Justification Form				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. CRC-PROs submit/file thru email the request for Clearance for SPAM/SPARKS	1. Receive and evaluate the documents if complete	None	15 minutes	Technical staff
	2. If complete, prepare the Clearance and print	None	15 minutes	Technical staff
	2.a If not complete, send email informing the concerned PRO to submit the document, and await the lacking documents then proceed to # 2	None	2 days	Technical staff
	3. Printing of Clearance for approval of SM	None	5 minutes	Technical staff
	4. Forward the printed Clearance to the OSM for approval	None	5 minutes	Technical staff
	5. Approve and sign the Clearance	None	10 minutes	Senior Manager - PARD
	6. Forward the approved/duly signed Clearance to the concerned PRO thru email (scanned copy)	None	10 minutes	Technical staff
	TOTAL	**None**	**2 days and 1 hour**	

2. RECEIVING AND PROCESSING OF DATA AMENDMENT FORM (DAF) FOR SPAM/SPARKS

Process in managing SPAM/SPARKS Database in CRC-PROs

Office/Division	Protests and Appeals Review Department (PARD)			
Classification	Simple			
Type of Transaction	G2B			
Who may avail:	Claims Review Committee in all PhilHealth Regional Offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly filled-out DARF; Justification Form and documentary attachment				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. CRC-PROs submit/file thru email the request for DAF for SPAM/SPARKS	1. Evaluate the received documents and prepare DAF	None	15 minutes	Technical staff
	2. If complete, prepare the DAF and print	None	10 minutes	Technical staff
	2.a If not complete, send email informing the concerned PRO to submit the document, and await the documents then proceed to # 2	None	1 day and 4 hours	Technical staff
	3. Printing of DAF for approval	None	5 minutes	Technical staff
	4. AO-II sign the DAF if correct	None	5 minutes	Technical staff
	5. SM sign the DAF as recommending approval	None	5 minutes	Senior Manager - PARD
	6. Forward the DAF to the OSVP-Legal Sector for approval	None	10 minutes	Technical staff
	7. SVP approve and sign the DAF and return to OSM PARD	None	1 day	Senior Vice President-Legal Sector
	8. Forward the approved/duly signed DAF to the concerned PRO thru email (scanned copy)	None	10 minutes	Technical staff
	TOTAL	**None**	**2 days and 5 hours**	

MEMBER MANAGEMENT GROUP

INTERNAL SERVICES

Volume 19

MEMBER MANAGEMENT GROUP
SPECIAL PROGRAM DEPARTMENT

MEMBER MANAGEMENT GROUP

1. HANDLING OF INQUIRIES: POLICY GUIDELINES ON MEMBERSHIP, CONTRIBUTION AND BENEFIT AVAILMENT AND CLAIMS CONCERNS

This service provides for the official Reply / Resolutions / Clarifications / Recommendations regarding inquiries pertaining to policies and guidelines concerning Membership, Contribution, and Benefit Availment.

Office/Division	Member Management Group - All Departments
Classification	Complex
Type of Transaction	G2G– Government to Government
Who may avail:	PhilHealth Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of documents for evaluation (Letter, Memo, Issuances and/or policies, reports and other correspondences.	Concerned offices (internal and external clients)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Endorsement of documents to the OVP-MMG for appropriate action	1.1. Receives and logs the documents containing the inquiry.	None	1 working day	Social Insurance Assistant I; Executive Assistant; OVP, MMG
	1.2. Evaluate to whom the inquiry will be endorsed for appropriate action by the concerned Segment.	None		
	1.3. Endorse to concerned Segment.	None		
	1.4. Concerned Segment receives and logs the endorsed document.	None		
	1.5. Assignment to concerned Segment head/staff for appropriate action.	None		
	1.6. Segment head/staff performs CSW and prepares draft reply memos and/or recommendations.	None	5 working days	Social Insurance Assistant / Officer / Specialist of the concerned Segment

	1.7. Endorse back to the OVP-MMG for approval of the reply memos / recommendations by the Vice President.	None		
	1.8. Review and approval by the Vice President	None	1 working day	Social Insurance Assistant I; Executive Assistant; Vice President of the OVP, MMG
2. Receives the Reply / Resolutions / Clarifications / Recommendations.	1.9. Once signed off by the Vice President, immediate endorsement to concerned stakeholders	None		
	TOTAL	**None**	**7 working days**	

SPECIAL PROGRAM DEPARTMENT

1. REQUEST FOR DEVELOPMENT OF BUSINESS OR USER REQUIREMENTS SPECIFICATIONS FOR THE DEVELOPMENT AND ENHANCEMENT OF IT SUPPORT SYSTEM APPLICATIONS FOR MEMBERSHIP AND CONTRIBUTIONS

Business requirements in the context of software engineering or the software development life cycle, is the concept of eliciting and documenting business requirements of business users such as customers, employees, and vendors early in the development cycle of a system to guide the design of the future system.

Office/Division	Member Management Group - All Departments
Classification	Complex
Type of Transaction	G2G– Government to Government; G2B- Government to Business Entity G2C- Government to Citizen
Who may avail:	Concerned Internal / External CLIENTS of the Member Management Group: e.g., Members; Employers; Hospitals; or Other Government Agencies

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Copy of documents for evaluation (Letter, Memo, Issuances and/or policies, reports and other correspondences.	Concerned offices (internal and external clients)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Endorsement of documents to the OVP-MMG for appropriate action	1.1. Receives and logs the documents containing the inquiry.	None	1 working day	Social Insurance Assistant I; Executive Assistant; OVP, MMG
	1.2. Evaluate to whom the inquiry will be endorsed for appropriate action by the concerned Segment.	None		
	1.3. Endorse to concerned Segment.	None		
	1.4. Concerned Segment receives and logs the endorsed document.	None		

	1.5. Assignment to concerned Segment head/staff for appropriate action.	None		
	1.6. Segment head/staff performs CSW and prepares draft reply memos and/or recommendations.	None	5 working days	Social Insurance Assistant / Officer / Specialist of the concerned Segment
	1.7. Endorse back to the OVP-MMG for approval of the reply memos / recommendations by the Vice President.	None		
	1.8. Review and approval by the Vice President	None	1 working day	Social Insurance Assistant I; Executive Assistant; Vice President of the OVP, MMG
2. Receives the Reply / Resolutions / Clarifications / Recommendations.	1.9. Once signed off by the Vice President, immediate endorsement to concerned stakeholders	None		
	TOTAL	**None**	**7 working days**	

FUND MANAGEMENT SECTOR

INTERNAL SERVICES

Volume 20

OFFICE OF THE SENIOR VICE-PRESIDENT - FUND MANAGEMENT SECTOR
COMPTROLLERSHIP DEPARTMENT
TREASURY DEPARTMENT

OFFICE OF THE SENIOR VICE-PRESIDENT- FUND MANAGEMENT SECTOR

1. MANAGEMENT OF DOCUMENTS

This covers the receipt of incoming documents like BRO/Payroll/DVs/Memos etc. from Internal Clients

Office/Division	Office of the Fund Management Sector			
Classification	Simple			
Type of Transaction	G2G- Government Employee or other Government Agencies			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Admin Staff/Messenger of Business Process Office or another Government Agencies	1.1 Check the nature and document completeness	None	3 minutes	EAIV
	1.2 Stamp received the transmital and return to the admin staff		1 minute	EAIV
	1.3 Encode in the CDMS		3 minutes	EAIV
	1.4 Assign reference number for easy monitoring		1 minute	EAIV
	1.5 Forward to Executive Assistant for Review		5 minutes	EAIV
	1.6 Review the documents and forward to SVP		4 hours	SVP

	1.7 Sign and/or make necessary remarks on the documents and forward to Admin Staff		4 hours	ocoo
	1.8 Encode in the CDMS and reproduce the document for file copy before forwarding to other concerned offices		7 minutes	EAIV
	1.9 Forward the documents to concerned Offices		15 minutes	EAIV
	TOTAL	**None**	**1 day and 3S minutes**	

2. REVIEW OF DOCUMENTS

This covers the review of policies and guidelines from Internal Clients (processing of one (1) Corporate Order/Circular/SOP)

Office/Division	Office of the Fund Management Sector			
Classification	Complex			
Type of Transaction	G2G - Government Employee or another Government Agencies			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Admin Staff/Messenger of Business Process Office or another Government Agencies	1.1 Check the nature and document completeness	None	S minutes	EA IV
	1.2 Stamp received the transmital and return to the admin staff		**1 minute**	EA IV
	1.3 Encode in the CDMS		**minutes**	EA IV
	1.4 Assign reference number for easy monitoring		1 minute	EA IV
	1.5 Forward to Executive Assistant for initial Review		1 minute	EA IV
	1.6 Initial Review of the documents and forward to SVP for instructions		10 minutes	SVP
	1.7 Review documents and provide instructions		10 minutes	coo
	1.8 Encode instructions in the CDMS, reproduce the document and forward to Comptro /Treasury/ FC IV for review		15 minutes	EA IV

	1.9 Review the policy and forward comments, if any, to OSVP- FMS. If no comments inform Clerk Ill FMS		54.S hours	EA IV
	2.0 Receive comments, stamp receive the transmittal and return to admin staff		**2 minutes**	EA IV
	2.1 Encode in the CDMS and forward to SIA I for consolidation		**2 minutes**	EAIV
	2.2 Receive and consolidate comments		1 hour	FC Ill
	2.3 Review consolidated comments and forward to SVP for aooroval		30 minutes	SVP
	2.4 Final review and sign memo if with comments and/or make necessary remarks on the documents. Sign DRAR if no comments on the policy		30 minutes	coo
	2.5 Encode in the CDMS and reproduce the document for file copy before forwarding to the requesting/originating office		7 minutes	EAIV
	2.6 Forward the documents to the originating office		**7 minutes**	EAIV
	TOTAL	**None**	**7 davs**	

COMPTROLLERSHIP DEPARTMENT

1. ISSUANCE OF FINANCIAL EVALUATION FOR MULTI YEAR CONTRACTUAL AUTHORITY (MYCA)

Financial Evaluation of Multi Year Projects/Contracts(Leasing, General Suport, Other Services and IT related Programs/Projects)

Office/Division	Fiscal Management Division (FMD)
Classification	Complex
Type of Transaction	G2G-Government to Government, G2C - Government to Client
Who may avail:	HEAD OFFICE (HO) and PHILHEALTH REGIONAL OFFICES (PROs)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Memo Request signed by the Head of Cost Center	Requesting cost center
2. Supporting Documents per issued CO No. 2023- 0012 re: Preparation of the Multi-Year Contractual Authority (MYCA} for Applicable Procurement Projects (Revisionl}	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Memo request for financial evaluation from PRID/ITMD with attached supporting docuements	1. Receiving Clerk receives requests from requesting concerned cost center	None	25 mins	1. FMD Receiving Clerk
	2. Receiving Clerk forwards request to Fiscal Policy & Expenditure Programming Section (FPEPS) for HO and Regional Budget Operations Unit (RBOU) for the PROs	None	20 mins	2. FMD Receiving Clerk
	3. FPEPS/RBOU Staff prepares/ issues financial evaluation for approval of Division Chief, Comprtollership Manager, Senior Vice President, FMS	None	22 hours	3. FPEPS/RBOU Staff/Office of ODC, OCM & OSVP Fiscal Controller IV-FPEPS/RBOU Fiscal Controller Ill- FPEPS Fiscal Controller II- RBOU Fiscal Controller I- RBOU Fiscal Examiner A-FPEPS

	4. Receiving Clerk forwards approved Financial Evaluation to FPEPS/RBOU Staff	None	25 mins	4. FMD Receiving Clerk
	5. FPEPS/RBOU Staff forwards Original copy of the Financial Evaluation together wih the attached supporting documents to the concerned cost center for HO and concerned Office of the Area Vice President (OAVP) for the PROs.	None	1 hours	5. FPEPS/RBOU Staff/Office of ODC, OCM & OSVP Fiscal Controller IV Fiscal Controller Ill Fiscal Controller II Fiscal Controller I Fiscal Examiner A
	TOTAL	**None**	**24 hrs**	

2. REVIEW OF DRAFT POLICIES, CORPORATE ISSUANCES, AND OTHER RELATED DOCUMENTS

Analyzing policies, corporate issuances and other documents related to Treasury operations

Office/Division	Office of the Manager			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail:	PhilHealth Head Office Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Endorsement				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
Review of Policies such as Corporate Issuance, SOP, and other related documents	Provide commends and additional issues/inputs	None	Corporate Orders- 7 days SOPs- 7 days Circulars - 7-10 days	Division Chiefs
	TOTAL	**None**	**Various**	

TREASURY DEPARTMENT

1. PREPARATION OF THE MONTHLY REPORT OF ACCOUNTABLE FORMS ISSUED

Prepare monthly report of accountable forms issued

Office/Division	Database Management and Systems Monitoring Unit, Accreditation team, Treasury Department			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail:	Comptrollership Department			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Document 1: Validated Billing Statements from ACAS (1 copy, original)		SERU, Accreditation Team, Treasury Department		
Document 2: Total Transaction Count posted in Treasury Database (1 copy, original)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Receive the monthly Report of Accountable Forms Issues (MRAFI)	Validate the correctness of data in the PhilHealth Agents Receipt Management Module (PARMM)	None	30 minutes	Fiscal Controller II
	Compute the estimated period to distribute the ending balance of PARs		30 minutes	Fiscal Controller II
	Generate print out from the system		10 minutes	Fiscal Controller II
	Manually encode the name of authorized signatories, generate print out		15 minutes	Fiscal Controller II
	Prepare endorsement Memorandum to Comptrollership Department		20 minutes	Fiscal Controller II
	Route for signature		5 minutes	Fiscal Controller II
	Affix signatures on the documents (3 levels of signatories)		10 miuntes	Fiscal Controller II Accreditation Team
	Submit the duly signed MRAFI to Comptrollership Department		5 minutes	Fiscal Controller II

	TOTAL	**None**	**2 hours and 10 minutes**	

2. PROCESSING OF TRANSACTION FEES TO BE PAID TO ACCREDITED COLLECTING AGENTS (ACAS)

Prepare Budget Utilization Report and Disbursement Voucher for Payment of Transaction fees to ACAs -

Office/Division	Agents Relation Unit, Accreditation Team, Treasury Department			
Classification	Simple			
Type of Transaction	G2G-Government to Government			
Who may avail:	Comptrollership Department, Cash Division, Treasury Department			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Document 1: Validated Billing Statements from ACAS (1 copy, original)				
Document 2: Total Transaction Count posted in Treasury Database (1 com, orii:,inall				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Comptrollership Department documents	9. Transmit all original documents to Comptrollership Department		5 mins	Fiscal Controller II
	10. File photocopied documents		5 mins	Fiscal Controller II
2. Cash Division notify AGRU	1. Acknowledge receipt of notification from Cash Division		5 mins	Fiscal Controller 11
	2. Photocopy Official Receipts received personally or via courier for Unit's file		15 mins	Fiscal Controller 11
3. Acknowledge receipt of Official Receipts - Cash Division	3. Provide copy of the Official Receipt received from ACA to Cash Division if the aceroved BUR is still		5 mins	Fiscal Controller 11
	4. File Official Receipt for records purposes		5 mins	Fiscal Controller II
4. Cash Division to notify AGRU for check preparation.	1. Acknowledge receipt of notification from Cash Division.		5 mins	Fiscal Cont oller II
	2. Notify Cash Division of the date of check pick-up		5 mins	Fiscal Controller II

	3. Photocopy Official Receipts received from Cash Division.		15mins	Fiscal Controller II
	TOTAL	**None**	**3 hours and 10 mins**	

3. REVIEW OF DRAFT POLICIES, CORPORATE ISSUANCES, AND OTHER RELATED DOCUMENTS

Analyzing policies, corporate issuances and other documents related to Treasury operations

Office/Division	Office of the Manager			
Classification	Simple			
Type of Transaction	G2G- Government to Government			
Who may avail:	PhilHealth Head Office Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Endorsement				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
Review of Policies such as Corporate Issuance, SOP, and other related documents	Provide commends and additional issues/inputs	None	Corporate Orders- 7 days SOPs- 7 days Circulars - 7-10 days	Division Chiefs
	TOTAL	**None**	**Various**	

HEALTH FINANCE POLICY SECTOR

INTERNAL SERVICES

Volume 21

OFFICE OF THE SENIOR VICE-PRESIDENT - HEALTH FINANCE POLICY SECTOR
BENEFITS DEVELOPMENT AND RESEARCH DEPARTMENT
PHILHEALTH CARES MANAGEMENT OFFICE

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OFFICE OF THE SENIOR VICE-PRESIDENT – HEALTH FINANCE POLICY SECTOR

1. INQUIRIES FROM INTERNAL/EXTERNAL STAKEHOLDERS THRU EMAIL/MAIL

Action on Inquiries received by the office through email

Office:	Office of the Senior Vice President			
Classification:	Complex			
Type of Transaction:	G2G			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		NONE		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Send inquiry thru email/mail	Receive mail/email inquiry	none	2 minutes	CLERK III OSVP HFPS
	Encoding of document to database	none	30 minutes to 2 hours	Clerk III osvp HFPS
	Initial review of document	none	1 day	Social Insurance Assistant I or Executive Assistant IV osvp hfps
	Document to be reviewed by the SVP	none	1 day	Senior Vice President osvp hfps
	Route to concerned staff/office for action	none	1 hour	Clerk III osvp hfps
	Prepare the response to inquiry	none	3 days	SIA I/EA IV/Office under HFPS

	If with correction return to the concerned personnel for revision, if approved proceed to next step	none	1 hour	clerk III osvp hfps
	For approval and signature of the SVP	none	1 day	Senior Vice President osvp HFPS
	Response shall be emailed/mailed to client	none	1 day	Clerk III osvp hfps
2. Send acknowledgment receipt	Expect acknowledgement of receipt of client	none		
	TOTAL		**7 days**	

BENEFITS DEVELOPMENT AND RESEARD DEPARTMENT

1. BENEFITS DEVELOPMENT PROCESS

Benefits design process to ensure objective, methodological, and transparent approaches, including revision, or expansion of PhilHealth benefits

Office/Division	Benefits Development and Research Department
Classification	Highly technical
Type of Transaction	Policy Development
Who may avail:	Board of Directors, PhilHealth Management, PhilHealth Operations, health facilities, members

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
Benefits package development	1. Prioritization of service coverage (disease condition, health intervention, etc.	None	As scheduled	High-level (DOH-SOH, Board of Directors, ExeCom, NEDA, etc)
	2. Developing and designing a benefit package		Minimum of one (1) year once the priority topic is identified by high-level decision makers.	
	a. Defining the index patient	None	Minimum of one (1) month	Product Team in-charge
	b. Benefits Scoping			
	b.1 Systematic search, appraisal of literature (EBM), and synthesis of medical evidence	c/o Research budget (If commissioned through PhilHealth Studies),	Minimum of two (2) months, depending on the availability of content experts and stakeholders, as well as access to the medical literature and local data	c/o Research Group and Product Team in charge of the project

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	b.2 Define the clinical pathway (i.e., pathways of care)	OR c/o Development Partner (if technical assistance)	Minimum of two (2) months, depending on the availability of content experts and stakeholders	c/o Research Group and Product Team in charge of the project
	b.3 Series of consultations and validation with content experts (i.e., clinical practitioners and medical specialty societies concerned)		Minimum of three (3) months, depending on the availability of content experts and stakeholders	c/o Research Group and Product Team in charge of the project
	b.4 Define the minimum standards of care based on the series of consultations and validation		Minimum of two (2) months, depending on the availability of content experts and stakeholders	c/o Research Group and Product Team in charge of the project
	b.5 Analyze the supply side (Map out providers and service capability (i.e., PNF drugs, equipment, device, medical supplies, human resources to deliver service, etc.)		Minimum of one (1) month	c/o Research Group and Product Team in charge of the project
	b.6 Stakeholder analysis		Minimum of one (1) month	c/o Research Group and Product Team in charge of the project
	c. Conducting HTA process	c/o DOST- HTA Council OR c/o Research budget (If commissioned through PhilHealth Studies), OR	Minimum of 18 months	c/o Research Group and Product Team in charge of the project

		c/o Development Partner (if technical assistance)		
	d. Bundling of services (i.e., minimum standards of care to be included in a benefits package)	None	Minimum of seven (7) working days from the finalization of steps a, b, and c	Product Team in-charge
	e. Identifying inputs covered (i.e., drugs/medicines, procedure/s, supplies, labs, diagnostic procedures (imaging, etc.), PF, accommodation	None	Minimum of seven (7) working days from the finalization of steps a, b, c, d	Product Team in-charge
	f. Costing of health services (i.e., combination of bottom-up/activity based and top-down costing	c/o Research budget (If commissioned through PhilHealth Studies), OR c/o Development Partner (if technical assistance)		
	f.1. Development of costing model/tool (i.e., Costing spreadsheet/s for the specific topic)		Minimum of one (1) month	Costing expert/health economist
	f.2. Validation of costing model (i.e., Series of consultations with content experts)		Minimum of one (1) month, depending on the availability of content experts and stakeholders	Costing expert/health economist and Product Team in-charge
	f.3 Sampling of respondents (i.e., Health facilities per level, type of ownership, geographic location		Minimum of one (1) working day	Costing expert/health economist
	f.4 Send invitations/communications to sampled health facilities	None	Minimum of one (1) month from finalization of f.3	Product Team Members
	f.4 Orientation of PROs and participating health facilities on the costing tool (i.e., Per Area or Region concerned)	Traveling expenses Meals Accommodation	Minimum of four (4) days	Product Team in charge

	f.5 Costing survey and data submission by respondent health facilities	c/o HFs	Minimum of six (6) months from the end of HF orientation	Respondent health facilities (facilitated by PROs, supervised by Product Team in-charge)
	f.6 Data validation	Traveling expenses Meals Accommodation	Minimum of one (1) month from the completion of data submission by respondent health facilities	PROs Product Team Head and Members
	f.7 Data cleaning	"c/o Research budget (If commissioned through PhilHealth Studies), OR c/o Development Partner (if technical assistance)"	Minimum of one (1) month from the end of data validation	Data scientist/Health economist
	f.8 Costing analysis and estimation of package rate/s		Minimum of one (1) month from the completion of data cleaning	Data scientist/Health economist
	f.9 Validation of costing estimates with pertinent stakeholders	Traveling expenses Meals Accommodation	Minimum of 14 working days from the completion of costing estimates	Product Team in charge and Research Team
	3. Budget analysis (c/o Actuary)/Financial projections	None		c/o Actuary
	4. Designing the provider payment mechanism and policy formulation	None	Minimum of One (1) month from the completion of budget analysis	Product Team in charge
	5. Risk Assessment	None	Minimum of one (1) working day	Product Team in charge

	6. GAD Compliance	None	Minimum of one (1) working day	Product Team in charge
	7. Benefits package prototype approval			
	a. Executive Committee	None	As scheduled	Product Team in charge
	b. Benefits Committee of the Board	Honoraria for Benefits Committee Members	As scheduled	Product Team in charge
	c. PhilHealth Board of Directors	Honoraria for PhilHealth Board of Directors	As scheduled	Product Team in charge HFPS
	8. Refinement/revision of draft policy	Workshops	Minimum of 14 working days from approval of the. PhilHealth Board	Product team in charge
	9. Approval of the implementing guidelines (DRAR)			
	9.1. Review of IG	None	Minimum of 14 working days from finalization of draft policy	Department Manager III
	9.2. Health Finance Policy Sector	None	Minimum of 14 working days from clearance of draft policy by Department Manager III	Sector Head
	9.3. Legal Sector			Sector Head
	9.4. Information Management Sector			Sector Head
	9.5. Actuary and Risk Management			Actuary
	9.6.Corporate Planning Department			Department Manager III
	9.7. EVP and COO			EVP-COO
	9.8. Head Executive Assistant			HEA
	9.9. President and CEO			PCEO

	9.10. Publication and communicating the package			Corporate Communication Department Manager III
	TOTAL	**None**	**Average of one (1) year**	

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PHILHEALTH CARES MANAGEMENT OFFICE

1. RESPONDING TO SIMPLE INQUIRIES THRU E-MAIL/MAIL/SOCIAL MEDIA

Responding to the inquiries of field-deployed P-CARES on budget utilization, policy clarification, interpretation and implementation

Office/Division	PhilHealth CARES Management Office			
Classification	Simple			
Type of Transaction	G2G, G2C, G2B			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send messages/inquiry through phone or social media.	1.1. Receive messages/inquiry through phone or social media.	None	3 Minutes	Technical Staff in charge in concerned Area
	1.2. Evaluate Inquiry	None	3 Minutes	Technical Staff in charge in concerned Area
	1.3. Forward Inquiry to the concern PCMO staff or office/department	None	10 Minutes	Technical Staff in charge in concerned Area
2. Receiving of Documents	2.1. Stamp "Received"on the receiving copy. Indicate the dates when the documents were receive and affix signature.	None	3 minutes	Receiving Clerk
	2.2. Encode the documents in the tracking system.	None	3 minutes	Receiving Clerk
	2.3. Assign inquiry to concerned Technical Staff	None	10 minutes	Head
	2.4. Review the documents and make necessary comments.	None	30 minutes	Technical Staff
	2.5. Encode the processed document for record purposes.	None	10 minutes	Technical Staff
	2.6. Secure the signature of the staff from the receiving office as proof of receipt and ensure that the date of receipt is indicated.	None	10 minutes	Clerk

	TOTAL	**None**	**1 hour and 12 minutes**	

QUALITY ASSURANCE GROUP

INTERNAL SERVICES

Volume 22

ACCREDITATION DEPARTMENT
QUALITY ASSURANCE GROUP - MILLENNIUM DEVELOPMENT GOALS
QUALITY ASSURANCE GROUP - PRIMARY CARE BENEFIT

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ACCREDITATION DEPARTMENT

1. CONDUCT OF TEST/S IN THE IMPLEMENTATION OF THE SYSTEM REQUESTS FOR THE ENHANCEMENT OF THE INTEGRATED PHILHEALTH ACCREDITATION SYSTEM (iPAS) BEFORE DEPLOYMENT

As part of ITMD's process of implementing system requests in iPAS, the Department shall test the initial implementation of the enhancement and verify if the desired functionalities are correctly translated.

Office/Division	Accreditation Department
Classification	Complex
Type of Transaction	G2G
Who may avail:	ITMD
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send feedback to AD that ITMD already completed the enhancement, then ask for AD to test the enhancement.	1.1. Test the enhancement using the iPAS test servers.	None		ACRD - Technical Staff
	1.2. Note discrepancies between the initial implementation and the request, if any.	None		ACRD - Technical Staff
	1.3. Send the list of noted discrepancies (if any) to ITMD for appropriate action. If no discrepancies, send feedback of the same to ITMD.	None	1 day	ACRD - Technical Staff

2. Receive the results of the test and acknowledge receipt. If with discrepancies, restart this process. If with no discrepancy, proceed with the deployment steps per ITMD process.	2.1. Expect the acknowledgement of the receipt from the ITMD. If with discrepancies, expect feedback from ITMD to perform another test on the revised implementation. If with no discrepancies, expect the documents for the completion of deployment as part of ITMD process.	None		ACRD - Technical Staff
	TOTAL	**None**	**1 day**	

2. *iPAS POSTING OF THE DECISIONS ON THE DELIBERATED APPEALS AND MRs*

Upon approval of the PCEO, the Department shall facilitate the posting of the decisions in the iPAS.

Office/Division	Accreditation Department
Classification	Simple
Type of Transaction	G2G
Who may avail:	PhilHealth Regional Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Signed	PRO AQAS
Supporting documents, if applicable	PRO AQAS and other related offices

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send DARF with the supporting documents (if applicable) via email.	1. Receive DARF thru email.	None	10 minutes	OSM - Secretary
	2. Route DARF to ACRD Technical Staff.	None	10 minutes	OSM - Secretary
	3. Evaluate the received DARF and supporting documents if compliant to existing policies.	None	2 hours	ACRD - Technical Staff
	4. Ask PRO for additional supporting documents, as applicable, and/or coordinate with PRO to ensure that the amendment request is clear.	None	1 day	ACRD - Technical Staff
2. Send requested additional supporting documents and/or respond to queries to clarify the amendment request, as applicable, via email.	5. Receive the additional supporting documents and/or acknowledge the responses.	None		OSM - Secretary, ACRD - Technical Staff
	6. Post in the iPAS the requested amendment.	None	1 day	ACRD - Technical Staff

	7. Sign the DARF to signify who posted the amendment.	None		ACRD - Technical Staff
	8. Review the correctness of the posted amendment in iPAS.	None		ACRD - Database Supervisor
	9. Coordinate with the technical staff if there are questions on the posted amendment, as needed.	None		ACRD - Database Supervisor/ Technical Staff
	10. Sign the DARF to signify conforme to the posted amendment.	None		ACRD - Database Supervisor
	11. Email the PRO to advise of the posted amendment and request for feedback.	None		ACRD - Database Supervisor
3. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	12. Expect the acknowledgement of the receipt from the PRO and correct/ revise posted amendment, as needed.	None	10 minutes	ACRD - Database Supervisor/ Technical Staff
	TOTAL	**None**	**2 days, 2 hours & 30 minutes**	

3. PROCESSING DATA AMENDMENT REQUEST FORM (DARF) IN THE INTEGRATED PHILHEALTH ACCREDITATION SYSTEM (iPAS)

Amendment requests from the PROs shall be properly documented in a signed DARF. This shall then be received and processed in the iPAS by the Accreditation Process Review and Development Division (APRDD). The requesting PRO shall then be advised once the amendment has been posted. Note that these amendments are only for changes that the PROs cannot process in iPAS with their user roles, i.e., posting of closure of a facility or adding a facility from one PRO in an ACPS account that was originally enrolled with a facility from a different PRO.

Office/Division	Accreditation Department
Classification	Simple
Type of Transaction	G2G
Who may avail:	PhilHealth Regional Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Fully-accomplished scanned copy of DARF	PRO AQAS
Supporting documents, if applicable	PRO AQAS and other related offices

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send DARF with the supporting documents (if applicable) via email.	1.1. Receive DARF thru email.	None	10 minutes	OSM - Secretary
	1.2. Route DARF to ACRD Technical Staff.	None	10 minutes	OSM - Secretary
	1.3. Evaluate the received DARF and supporting documents if compliant to existing policies.	None	3 hours	ACRD - Technical Staff
	1.4. Ask PRO for additional supporting documents, as applicable, and/or coordinate with PRO to ensure that the amendment request is clear.	None		ACRD - Technical Staff
2. Send requested additional supporting documents and/or respond to queries to clarify the amendment request, as applicable, via email.	2.1. Receive the additional supporting documents and/or acknowledge the responses.	None	1 day	OSM - Secretary, ACRD - Technical Staff
	2.2. Post in the iPAS the requested amendment.	None	1 day	ACRD - Technical Staff

	2.3. Sign the DARF to signify who posted the amendment.	None		ACRD - Technical Staff
	2.4. Review the correctness of the posted amendment in iPAS.	None		ACRD - Peer Technical Staff (Reviewer)
	2.5. Coordinate with the technical staff if there are questions on the posted amendment, as needed.	None		ACRD - Technical Staff and Peer (Reviewer)
	2.6. Sign the DARF to signify conforme to the posted amendment.	None		ACRD - Database Supervisor
	2.7. Email the PRO to advise of the posted amendment and request for feedback.	None		ACRD - Technical Staff
3. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	3.1. Expect the acknowledgement of the receipt from the PRO and correct/ revise posted amendment, as needed.	None	10 minutes	ACRD - Database Supervisor/ Technical Staff
	TOTAL	**None**	**2 days, 3 hours & 30 minutes**	

4. RELEASING OF THE MONTHLY LIST OF ACCREDITED HEALTH CARE PROVIDERS FOR POSTING IN THE PHILHEALTH WEBSITE

The Department, as the Business Process Owner of iPAS, shall request for enhancements in the system once a new policy calls for it or the PROs/ Management requests for it. In coordination with ITMD, the Department shall ensure the implementation of the requested enhancements.

Office/Division	Accreditation Department
Classification	Simple
Type of Transaction	G2G
Who may avail:	PhilHealth Regional Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Fully-accomplished scanned copy of DARF	PRO AQAS
Supporting documents, if applicable	PRO AQAS and other related offices

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send DARF with the supporting documents (if applicable) via email.	1. Receive DARF thru email.	None	10 minutes	OSM - Secretary
	2. Route DARF to ACRD Technical Staff.	None	10 minutes	OSM - Secretary
	3. Evaluate the received DARF and supporting documents if compliant to existing policies.	None	2 hours	ACRD - Technical Staff
	4. Ask PRO for additional supporting documents, as applicable, and/or coordinate with PRO to ensure that the amendment request is clear.	None		ACRD - Technical Staff
2. Send requested additional supporting documents and/or respond to queries to clarify the amendment request, as applicable, via email.	5. Receive the additional supporting documents and/or acknowledge the responses.	None	1 day	OSM - Secretary, ACRD - Technical Staff

	6. Post in the iPAS the requested amendment.	None		ACRD - Technical Staff
	7. Sign the DARF to signify who posted the amendment.	None		ACRD - Technical Staff
	8. Review the correctness of the posted amendment in iPAS.	None		ACRD - Database Supervisor
	9. Coordinate with the technical staff if there are questions on the posted amendment, as needed.	None		ACRD - Database Supervisor/ Technical Staff
	10. Sign the DARF to signify conforme to the posted amendment.	None		ACRD - Database Supervisor
	11. Email the PRO to advise of the posted amendment and request for feedback.	None	1 day	ACRD - Database Supervisor
3. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	12. Expect the acknowledgement of the receipt from the PRO and correct/ revise posted amendment, as needed.	None	10 minutes	ACRD - Database Supervisor/ Technical Staff
	TOTAL	**None**	**2 days, 2 hours & 30 minutes**	

5. RELEASING OF THE MONTHLY STATISTICS OF ACCREDITED HEALTH CARE PROVIDERS

The Department, as the Business Process Owner of iPAS, shall request for enhancements in the system once a new policy calls for it or the PROs/ Management requests for it. In coordination with ITMD, the Department shall ensure the implementation of the requested enhancements.

Office/Division	Accreditation Department			
Classification	Simple			
Type of Transaction	G2G			
Who may avail:	PhilHealth Regional Offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Fully-accomplished scanned copy of DARF		PRO AQAS		
Supporting documents, if applicable		PRO AQAS and other related offices		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send DARF with the supporting documents (if applicable) via email.	1. Receive DARF thru email.	None	10 minutes	OSM - Secretary
	2. Route DARF to ACRD Technical Staff.	None	10 minutes	OSM - Secretary
	3. Evaluate the received DARF and supporting documents if compliant to existing policies.	None	2 hours	ACRD - Technical Staff
	4. Ask PRO for additional supporting documents, as applicable, and/or coordinate with PRO to ensure that the amendment request is clear.	None		ACRD - Technical Staff
2. Send requested additional supporting documents and/or respond to queries to clarify the amendment request, as applicable, via email.	5. Receive the additional supporting documents and/or acknowledge the responses.	None	1 day	OSM - Secretary, ACRD - Technical Staff

	6. Post in the iPAS the requested amendment.	None		ACRD - Technical Staff
	7. Sign the DARF to signify who posted the amendment.	None		ACRD - Technical Staff
	8. Review the correctness of the posted amendment in iPAS.	None		ACRD - Database Supervisor
	9. Coordinate with the technical staff if there are questions on the posted amendment, as needed.	None		ACRD - Database Supervisor/ Technical Staff
	10. Sign the DARF to signify conforme to the posted amendment.	None		ACRD - Database Supervisor
	11. Email the PRO to advise of the posted amendment and request for feedback.	None	1 day	ACRD - Database Supervisor
3. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	12. Expect the acknowledgement of the receipt from the PRO and correct/ revise posted amendment, as needed.	None	10 minutes	ACRD - Database Supervisor/ Technical Staff
	TOTAL	**None**	**2 days, 2 hours & 30 minutes**	

6. RELEASING OF THE SIGNED DECISION LETTERS TO THE PROs

The Department, as the Business Process Owner of iPAS, shall request for enhancements in the system once a new policy calls for it or the PROs/ Management requests for it. In coordination with ITMD, the Department shall ensure the implementation of the requested enhancements.

<table>
<tr><td>Office/Division</td><td colspan="4">Accreditation Department</td></tr>
<tr><td>Classification</td><td colspan="4">Simple</td></tr>
<tr><td>Type of Transaction</td><td colspan="4">G2G</td></tr>
<tr><td>Who may avail:</td><td colspan="4">PhilHealth Regional Offices</td></tr>
<tr><td colspan="2">CHECKLIST OF REQUIREMENTS</td><td colspan="3">WHERE TO SECURE</td></tr>
<tr><td colspan="2">Fully-accomplished scanned copy of DARF</td><td colspan="3">PRO AQAS</td></tr>
<tr><td colspan="2">Supporting documents, if applicable</td><td colspan="3">PRO AQAS and other related offices</td></tr>
<tr><td>CLIENT STEPS</td><td>AGENCY ACTION</td><td>FEES TO BE PAID</td><td>PROCESSING TIME</td><td>PERSON RESPONSIBLE (Position of Supervisor)</td></tr>
<tr><td>1. Send DARF with the supporting documents (if applicable) via email.</td><td>1. Receive DARF thru email.</td><td>None</td><td>10 minutes</td><td>OSM - Secretary</td></tr>
<tr><td></td><td>2. Route DARF to ACRD Technical Staff.</td><td>None</td><td>10 minutes</td><td>OSM - Secretary</td></tr>
<tr><td></td><td>3. Evaluate the received DARF and supporting documents if compliant to existing policies.</td><td>None</td><td>2 hours</td><td>ACRD - Technical Staff</td></tr>
<tr><td></td><td>4. Ask PRO for additional supporting documents, as applicable, and/or coordinate with PRO to ensure that the amendment request is clear.</td><td>None</td><td rowspan="2">1 day</td><td>ACRD - Technical Staff</td></tr>
<tr><td>2. Send requested additional supporting documents and/or respond to queries to clarify the amendment request, as applicable, via email.</td><td>5. Receive the additional supporting documents and/or acknowledge the responses.</td><td>None</td><td>OSM - Secretary, ACRD - Technical Staff</td></tr>
</table>

	6. Post in the iPAS the requested amendment.	None		ACRD - Technical Staff
	7. Sign the DARF to signify who posted the amendment.	None		ACRD - Technical Staff
	8. Review the correctness of the posted amendment in iPAS.	None		ACRD - Database Supervisor
	9. Coordinate with the technical staff if there are questions on the posted amendment, as needed.	None		ACRD - Database Supervisor/ Technical Staff
	10. Sign the DARF to signify conforme to the posted amendment.	None		ACRD - Database Supervisor
	11. Email the PRO to advise of the posted amendment and request for feedback.	None	1 day	ACRD - Database Supervisor
3. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	12. Expect the acknowledgement of the receipt from the PRO and correct/ revise posted amendment, as needed.	None	10 minutes	ACRD - Database Supervisor/ Technical Staff
	TOTAL	**None**	**2 days, 2 hours & 30 minutes**	

7. RELEASING THE DRAFT LIST OF DECISIONS AND DECISION LETTERS FOR REVIEW

After the deliberation of the Accreditation Appeals Review Committee (AARC), the Department, serving as the Committee's Secretariat, shall start preparing the draft list of decisions. This list shall be accompanied by the decision letters for each of the providers with appeal or MR that was deliberated by the Committee.

Office/Division	Accreditation Department			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	QAG, HFPS, COO, OPCEO			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None				

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Upon the completion of the scheduled AARC deliberation, the related offices may request for a copy of the draft list of decisions and decision letters.	1.1. Draft the list of decisions and decision letters.	None	3 days	ACRD - Technical Staff
	1.2. Route the draft list of decisions and decision letters for approval of the Division Chief.	None	10 minutes	ACRD - Technical Staff
	1.3. Revise the draft list of decisions and decision letters, as needed.	None	3 days	ACRD - Technical Staff
	1.4. Approve initially the draft list of decisions and decision letters.	None		ACRD - Division Chief
	1.5. Route the draft list of decisions and decision letters to OSM for final approval.	None	10 minutes	OSM - Secretary, ACRD - Technical Staff

	1.6. Revise the draft list of decisions and decision letters as needed.	None	3 days	ACRD - Technical Staff
	1.7. Approve the draft list of decisions and decision letters., ready for release.	None		ACRD - Technical Staff
	1.8 Route the draft list of decisions and decision letters to the requesting office.	None	10 minutes	OSM - Releasing Clerk
2. Receive the draft list of decisions and decision letters.	2.1 Await for the feedback/ comments of the requesting office on the released draft list of decisions and decision letters, then re-start this process as needed.	None	10 minutes	ACRD - Technical Staff
	TOTAL	**None**	**9 days, 40 minutes**	

8. REQUESTS FOR CLEARANCES TO PERSONNEL NEEDING ACCESS TO THE INTEGRATED PHILHEALTH ACCREDITATION SYSTEM (iPAS)

The Department is the Business Process Owner of iPAS. Hence, all personnel requiring access to the database shall need the Department's clearance. This also includes changing of access in the iPAS.

Office/Division	Accreditation Department
Classification	Simple
Type of Transaction	G2G
Who may avail:	PhilHealth Regional Offices/ Other PhilHealth Offices

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Fully-accomplished and signed 3AF (Scanned Copy)	Personnel requesting
Personnel's ID (Scanned Copy)	Personnel requesting
Signed Justification Form (Scanned Copy)	Office of the personnel requesting
Corresponding CPO justifying the request, as applicable	Office of the personnel requesting

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send email to AD requesting for clearance with the attached complete documentary requirements.	1.1 Receive request thru email.	None	10 minutes	OSM - Secretary
	1.2. Route request to APRDD Technical Staff.	None	10 minutes	OSM - Secretary
	1.3. Evaluate the completeness of the attached documents. (If incomplete, request for the missing documents and ask the office to resend.)	None	10 minutes	ACRD - Technical Staff
	1.4. Draft Clearance Form, noting the sequential numbering of the form per year.	None	30 minutes	APRDD/ACRD - Technical Staff
	1.5. Route draft Clearance Form for approval of the Division Chief.		10 minutes	APRDD/ ACRD - Clerk/ Technical Staff
	1.6. Revise the draft Clearance Form, as needed.	None	30 minutes	APRDD/ ACRD - Clerk/ Technical Staff

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	1.7. Initial approval of the draft Clearance Form.	None	10 minutes	APRDD/ ACRD - Division Chief
	1.8. Route the Clearance Form to OSM for final approval.	None	10 minutes	OSM - Secretary
	1.9. Revise the draft Clearance Form as needed.	None	30 minutes	APRDD/ ACRD - Clerk/ Technical Staff
	1.10. Final approval of the draft Clearance Form.	None	10 minutes	OSM - SM
	1.11. Send the signed Clearance Form (scanned copy via email, and hard copy via mail).	None	10 minutes	OSM - Releasing Clerk
2. Receive the Clearance Form and reply to acknowledge receipt of the response.	2.1. Expect the acknowledgement of the receipt from the office.	None	10 minutes	OSM - Receving Clerk
	TOTAL	**None**	**3 hours**	

9. RESPONDING TO HIGHLY-TECHNICAL INQUIRIES FROM STAKEHOLDERS THRU EMAIL/MAIL

This is specific to highly-technical inquiries that would require collaboration with other offices and/or stakeholders and internal meetings of the Department. This may also include requests for accreditation profiles of numerous health care providers that has no existing profiles drafted yet

Office/Division	Accreditation Department			
Classification	Highly Technical			
Type of Transaction	G2G, G2C, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send inquiry thru email/ mail.	1.1. Receive inquiry thru email/ mail.	None	10 minutes	OSM - Receiving Clerk
	1.2. Assign inquiry to concerned staff.	None	10 minutes	OSM - SM
	1.3. Route inquiry to concerned staff	None	10 minutes	OSM - Secretary
	1.4. Coordinate with the other offices/ personnel/ stakeholders in relation to the inquiry.	None	3 days	APRDD/ACRD - Technical Staff
	1.5. Conduct meeting/s in relation to the inquiry	None	2 days	OSM/APRDD/ACRD - SM, Divisions Chiefs, Technical Staff
	1.6. Prepare the response to the inquiry.	None	3 day	APRDD/ACRD - Technical Staff
	1.7. Route draft response for approval of the Division Chief.	None	10 minutes	APRDD/ ACRD - Clerk/ Technical Staff
	1.8. Revise the draft response, as needed.	None	1 day	APRDD/ ACRD - Clerk/ Technical Staff
	1.9. Initial approval of the draft response.	None	10 minutes	APRDD/ ACRD - Division Chief
	1.10. Route the response to OSM for final approval.	None	10 minutes	OSM - Secretary

	1.11. Revise the draft response as needed.	None	1 day	APRDD/ ACRD - Clerk/ Technical Staff
	1.12. Final approval of the draft response.	None	10 minutes	OSM - SM
	1.13. Email/ Mail the signed response to the client.	None	10 minutes	OSM - Releasing Clerk
2. Reply to acknowledge receipt of the response.	2.1. Expect the acknowledgement of the receipt from the client.	None	10 minutes	OSM - Receving Clerk
	TOTAL	**None**	**10 days, 1 hours & 30 minutes**	

10. RESPONDING TO COMPLEX INQUIRIES FROM STAKEHOLDERS THRU EMAIL/MAIL

This is specific to complex inquiries that would require collaboration with other offices and/or stakeholders.

Office/Division	Accreditation Department			
Classification	Complex			
Type of Transaction	G2G, G2C, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send inquiry thru email/ mail.	1.1. Receive inquiry thru email/ mail.	None	10 minutes	OSM - Receiving Clerk
	1.2. Assign inquiry to concerned staff.	None	10 minutes	OSM - SM
	1.3. Route inquiry to concerned staff	None	10 minutes	OSM - Secretary
	1.4. Coordinate with the other offices/ personnel/ stakeholders in relation to the inquiry.	None	3 days	APRDD/ACRD - Technical Staff
	1.5. Prepare the response to the inquiry.	None	1 day	APRDD/ACRD - Technical Staff
	1.6. Route draft response for approval of the Division Chief.	None	10 minutes	APRDD/ ACRD - Clerk/ Technical Staff
	1.7. Revise the draft response, as needed.	None	1 hour	APRDD/ ACRD - Clerk/ Technical Staff
	1.8. Initial approval of the draft response.	None	10 minutes	APRDD/ ACRD - Division Chief
	1.9. Route the response to OSM for final approval.	None	10 minutes	OSM - Secretary
	1.10. Revise the draft response as needed.	None	1 hour	APRDD/ ACRD - Clerk/ Technical Staff
	1.11. Final approval of the draft response.	None	10 minutes	OSM - SM
	1.12. Email/ Mail the signed response to the client.	None	10 minutes	OSM - Releasing Clerk

2. Reply to acknowledge receipt of the response.	2.1. Expect the acknowledgement of the receipt from the client.	None	10 minutes	OSM - Receving Clerk
	TOTAL	**None**	**4 days, 3 hours & 30 minutes**	

11. RESPONDING TO SIMPLE INQUIRIES FROM STAKEHOLDERS THRU EMAIL/MAIL

This is specific to simple inquiries that can be addressed immediately, i.e., status of accreditation or status of the appeal or motion for reconsideration received for deliberation.

Office/Division	Accreditation Department
Classification	Simple
Type of Transaction	G2G, G2C, G2B
Who may avail:	All

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
None	None

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send inquiry thru email/ mail.	1.1. Receive inquiry thru email/ mail.	None	10 minutes	OSM - Receiving Clerk
	1.2. Assign inquiry to concerned staff.	None	10 minutes	OSM - SM
	1.3. Route inquiry to concerned staff	None	10 minutes	OSM - Secretary
	1.4. Prepare the response to the inquiry.	None	30 minutes	APRDD/ACRD - Technical Staff
	1.5. Route draft response for approval of the Division Chief.	None	10 minutes	APRDD/ ACRD - Clerk/ Technical Staff
	1.6. Revise the draft response, as needed.	None	30 minutes	APRDD/ ACRD - Clerk/ Technical Staff
	1.7. Initial approval of the draft response.	None	10 minutes	APRDD/ ACRD - Division Chief
	1.8. Route the response to OSM for final approval.	None	10 minutes	OSM - Secretary
	1.9. Revise the draft response as needed.	None	30 minutes	APRDD/ ACRD - Clerk/ Technical Staff
	1.10. Final approval of the draft response.	None	10 minutes	OSM - SM
	1.11. Email/ Mail the signed response to the client.	None	10 minutes	OSM - Releasing Clerk

2. Reply to acknowledge receipt of the response.	2.1. Expect the acknowledgement of the receipt from the client.	None	10 minutes	OSM - Receiving Clerk
	TOTAL	**None**	**3 hours**	

12. SUBMISSION OF SYSTEM REQUESTS FOR THE ENHANCEMENT OF THE INTEGRATED PHILHEALTH ACCREDITATION SYSTEM (iPAS)

The Department, as the Business Process Owner of iPAS, shall request for enhancements in the system once a new policy calls for it or the PROs/ Management requests for it. The Department shall submit its request for enhancement to the ITMD who will then implement the enhancement.

Office/Division	Accreditation Department
Classification	Complex
Type of Transaction	G2G
Who may avail:	PhilHealth Regional Offices, PhilHealth Management
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Feedback/ recommend iPAS enhancements.	1.1. Identify the need for system enhancement based on the received feedback/ recommendation from PROs or on the provisions of new policies.	None	1 day	ACRD - Technical Staff, Division Chief OSM - Senior Manager
	1.2. Draft a System Request Form (SRF) and its accompanying User Requirement Specification (URS).	None	2 days	ACRD - Technical Staff
	1.3. Route the draft SRF and URS for approval of the Division Chief.	None	10 minutes	ACRD - Technical Staff
	1.4. Revise the draft SRF and/ or URS, as needed.	None	1 day	ACRD - Technical Staff
	1.5. Initial approval of the draft SRF and URS.	None	10 minutes	ACRD - Division Chief
	1.6. Route the draft SRF and URS to OSM for final approval.	None	10 minutes	ACRD - Division Chief
	1.7. Revise the draft SRF and/ or URS, as needed.	None	1 day	ACRD - Technical Staff

	1.8. Final approval of the draft SRF and/ or URS.	None	10 minutes	OSM - Senior Manager
	1.9. Release the signed SRF and URS to ITMD.	None	1 hour	OSM - Releasing Clerk
	1.10. File the stamped-received SRF and URS and take note of the SRF number in the matrix of pending SRFs.	None	10 minutes	OSM - Records Custodian
	1.11. Advise the PROs/ Management of the submitted iPAS enhancement request.	None	10 minutes	ACRD - Technical Staff
2. Receive the update on the submitted iPAS enhancement request and send acknowledgement of receipt.	2.1. Expect the acknowledgement of the receipt from the PRO/ Management.	None	10 minutes	ACRD - Database Supervisor/ Technical Staff
	TOTAL	**None**	**5 days, 2 hours & 10 minutes**	

QUALITY ASSURANCE GROUP - MILENNIUM DEVELOPMENT GOALS

1. RESPONDING TO HIGHLY-TECHNICAL INQUIRIES FROM STAKEHOLDERS THRU EMAIL/ENDORSEMENT FROM OTHER OFFICES

This is specific to highly-technical inquiries that would require collaboration with other offices and/or stakeholders and internal meetings of the Office.

Office/Division	Quality Assurance Group - MDG Team				
Classification	Highly Technical (20 days)				
Type of Transaction	G2G, G2C, G2B				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		
None			None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**	
1. Send inquiry thru email/endorsement (hardcopy) from other offices.	1.1. Receive inquiry thru email/ hardcopy from other offices.	None	10 minutes	Team Head	
	1.2. Route inquiry and received instructions from the Team Head	None	30 minutes	Team Head	
	1.3. Analyze the inquiry	None	1 day	Team Head	
	1.4. Conduct Research	None	3 days	QAG VP	
	1.5. Refer to or consult other offices for inputs (a highly technical inquiry would need consultation with other concerned offices within the HFPS, within PhilHealth or even external from PhilHealth)	None	4 days	QAG VP	
	1.6. Conduct a meeting with the other offices/ personnel/ stakeholders in relation to the inquiry	None	3 days	QAG VP	
	1.7. Prepare Minutes of Meeting (MOM) / Consolidate inputs of other offices and external stakeholders.	None	1 day	Team Head	

	1.8. Prepare the draft response to the inquiry.	None	2 days	Team Head
	1.9. Route/email draft response for approval of the team head	None	10 minutes	Team Head
	1.10. Revise the draft response, as needed.	None	4 hours	OVP - QAG
	1.11. Route the draft response to other concerned offices for comments	None	1 day	Team Head
	1.12. Route the draft response to QAG VP for approval.	None	4 hours	Team Head
	1.13. Review the draft response	None	4 hours	HFPS
	1.14. Revise the draft response as needed.	None	2 hours	OVP - QAG
	1.15. Route for approval of the final response.	None	10 minutes	Team Head
	1.16. Review and approval of the final response	None	4 hours	HFPS
	1.17. Received final and signed response from OVP-QAG	None	10 minutes	Team Head
	1.18. Email/route the signed response to the concerned office together with link for client staisfaction questionnaire	None	15 minutes	Team Head
2. Send acknowledgment receipt and accomplish client satisfaction questionnaire	2.1. Acknowledgement of the receipt from the client.	None	1 day	Team Head
	TOTAL	**None**	**18 days 3 hours 42 minutes**	

2. RESPONDING TO COMPLEX INQUIRIES FROM STAKEHOLDERS THRU EMAIL/ENDORSEMENT FROM OTHER OFFICES

This is specific to simple inquiries that can be addressed by MDG Benefits team.

Office/Division	Quality Assurance Group - MDG Team			
Classification	Complex (7 days)			
Type of Transaction	G2G, G2C, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send inquiry thru email/hardcopy from other offices.	1.1. Receive inquiry thru email/ hardcopy from other offices.	None	10 minutes	Team Head
	1.2. Route inquiry and received instructions from the Team Head	None	30 minutes	Team Head
	1.3 Analyze the inquiry		1 day	QAG VP
	1.4. Conduct Research (no referral to other offices)		1 day	QAG VP
	1.5. Prepare the daft response to the inquiry.	None	2 days	Team Head
	1.6. Route/email draft response for approval of the team head	None	15 minutes	Team Head
	1.7. Review the draft response	None	4 hours	QAG VP
	1.8. Revise the draft response, as needed.	None	2 hours	QAG VP
	1.9. Route the response to QAG VP for final approval.	None	10 minutes	Team Head
	1.10. Review the draft response	None	4 hours	HFPS
	1.11. Revise the draft response as needed.	None	2 hours	Team Head
	1.12. Route for approval of the final response.	None	10 minutes	Team Head

	1.13. Review and approval of the final response	None	4 hours	HFPS
	1.14. Received final and signed response from OVP-QAG	None	10 minutes	Team Head
	1.15. Email/route the signed response to the concerned office together with link for client satisfaction questionnaire	None	2 hours	Team Head
2. Send acknowledgment receipt and accomplish client satisfaction questionnaire	2.1. Acknowledgement of the receipt from the client.	None	4 hours	Team Head
	TOTAL	**None**	**6 days 7 hours 42 minutes**	

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QUALITY ASSURANCE GROUP – PRIMARY CARE BENEFIT

1. RESPONDING TO SIMPLE INQUIRIES FROM STAKEHOLDERS THRU EMAIL/ENDORSEMENT FROM OTHER OFFICES

This is specific to simple inquiries that can be addressed immediately, like simple queries in the Konsulta implementation.

Office/Division	Quality Assurance Group - PCB Team
Classification	Simple
Type of Transaction	G2G, G2C, G2B
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
None	None

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send inquiry thru email/endorsement (hardcopy) from other offices.	1.1. Receive inquiry thru email/ hardcopy from other offices.	None	10 minutes	Team Head
	1.2. Assign inquiry to concerned staff.	None	10 minutes	Team Head
	1.3. Route inquiry to concerned staff	None	10 minutes	Team Head
	1.4. Discussion within the team regarding the inquiry	None	3 hours	Team Head
	1.5. Prepare the response to the inquiry.	None	2 hours	Team Head
	1.6. Route draft response for approval of the Team Head.	None	10 minutes	Team Head
	1.7. Review the draft response	None	2 hours	QAG VP
	1.8. Revise the draft response, as needed.	None	30 minutes	Team Head
	1.9. Route the response to QAG VP for review/approval.	None	10 minutes	Team Head
	1.10. Review/approval of the draft response.	None	4 hours	
	1.11. Revise the draft response, as needed.	None	30 minutes	Team Head

	1.12. Review and approval of the final response	None	4 hours	
	1.13. Email/route the signed response to the concerned office together with link for client staisfaction questionnaire	None	10 minutes	Team Head
	1.14. Encoding of received documents	None	30 minutes	Team Head
2. Send acknowledgment receipt and accomplish client satisfaction questionnaire	2.1. Acknowledgement of the receipt from the client.	None	10 minutes	Team Head
	TOTAL	**None**	**2 days , 1 hour and 40 minutes**	

2. ACTION ON SYSTEM ENHANCEMENTS FOR THE UPDATED PRIMARY CARE MODULE

The QAG - PCB Team, as the Business Process Owner of UPCM, shall take action on any system enhancements once a new policy calls for it or the PROs/ Management requests for it. In coordination with ITMD, the Office shall ensure the implementation of the requested enhancements.

Office/Division	Quality Assurance Group - PCB Team			
Classification	Highly technical			
Type of Transaction	G2G			
Who may avail:	PROs/ Management			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Report/request from PROs for any system enhancement	1.1. Receive inquiry thru email/ mail.	None	10 minutes	Team Head
	1.2. Assign inquiry to concerned staff.	None	10 minutes	Team Head
	1.3. Route inquiry to concerned staff	None	10 minutes	Team Head
	1.4. Prepare NOM and coordinate with other offices for their availability.	None	10 minutes	Team Head
	1.5. Conduct a meeting with the other offices/ personnel/ stakeholders in relation to the system enhancement.	None	5 days	Team Head
	1.6. Prepare Minutes of Meeting (MOM).	None	2 days	Team Head
	1.7. Prepare the System Request Form (SRF).	None	4 days	Team Head
	1.8. Prepare NOM and coordinate with other offices for their availability to validate the SRF.	None	10 minutes	Team Head

	1.9. Conduct a meeting with the other offices/ personnel/ stakeholders to discuss the SRF prepared.	None	3 days	Team Head
	1.10. Prepare Minutes of Meeting (MOM).	None	2 days	Team Head
	1.11 Coordinate with the technical staff if there are questions on the agreed system enhancements, as needed.	None	2 days	Team Head
	1.12. Sign the SRF to signify conforme to the system enhancement.	None	8 hours	QAG VP
	1.13. Route the SRF to ITMD.	None	10 minutes	Team Head
2. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	2.1. Acknowledgement of the receipt from the client.	None	10 minutes	Team Head
	TOTAL	**None**	**19 days, 1 hour and 10 minutes**	

3. ISSUING CLEARANCES FOR PERSONNEL WHO WANTS TO HAVE/ HAS ACCESS TO THE UPDATED PRIMARY CARE MODULE (UPCM)

Office/Division	Quality Assurance Group - PCB Team				
Classification	Simple				
Type of Transaction	G2G				
Who may avail:	PROs				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**	
1. Send request thru email.	1.1 Receive request thru email.	None	10 minutes	Team Head	
	1.2. Route request to Technical Staff.	None	10 minutes	Team Head	
	1.3. Evaluate the request and supporting documents if compliant to existing policies.	None	5 hours	Team Head	
	1.4 If found incomplete, ask PRO for additional supporting documents, as applicable, and/or coordinate with PRO to ensure that the amendment request is clear.	None	10 minutes	Team Head	
2. Send requested additional supporting documents and/or respond to queries to clarify the amendment request, as applicable, via email.	2.1. Receive the additional supporting documents and/or acknowledge the responses.	None	10 minutes	Team Head	
	2.2. If applicable, forward the additional documents to Technical Staff.		10 minutes	Team Head	
	2.3. Review and evaluate the documents submitted.		5 hours	Team Head	
	2.4. Prepare the memo for clearance		10 minutes	Team Head	

	2.5. Route the clearance to QAG VP for final approval.	None	10 minutes	Team Head
	2.6. Final approval of the clearance.	None	6 hours	
	2.7. Email the signed clearance to the PRO.	None	10 minutes	Team Head
3. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	3.1. Acknowledgement of the receipt from the client.	None	10 minutes	Team Head
	TOTAL	**None**	**2 days, 1 hour and 30 minutes**	

4. ISSUING CLEARANCES FOR SAP CANCELLATION

Office/Division	Quality Assurance Group - PCB Team				
Classification	Complex				
Type of Transaction	G2G				
Who may avail:	PROs				
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send request thru email.	1.1 Receive request thru email.	None	10 minutes	Team Head
	1.2. Route request to Technical Staff.	None	10 minutes	Team Head
	1.3. Evaluate the request and supporting documents if compliant to existing policies.	None	2 days	Team Head
	1.4 If found incomplete, ask PRO for additional supporting documents, as applicable, and/or coordinate with PRO to ensure that the amendment request is clear.	None	10 minutes	Team Head
2. Send requested additional supporting documents and/or respond to queries to clarify the amendment request, as applicable, via email.	2.1. Receive the additional supporting documents and/or acknowledge the responses.	None	10 minutes	Team Head
	2.2. If applicable, forward the additional documents to Technical Staff.		10 minutes	Team Head
	2.3. Review and evaluate the documents submitted.		2 days	Team Head
	2.4. Prepare the memo for clearance		10 minutes	Team Head

	2.5. Route the clearance to QAG VP for final approval.	None	10 minutes	Team Head
	2.6. Final approval of the clearance.	None	2 days	
	2.7. Email the signed clearance to the PRO.	None	10 minutes	Team Head
3. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	3.1. Acknowledgement of the receipt from the client.	None	10 minutes	Team Head
	TOTAL	**None**	**6 days, 1 hour and 30 minutes**	

5. RECEIPT OF INVITATION AS SPEAKER

The QAG - PCB Team shall accommodate request for orientation.

Office/Division	Quality Assurance Group - PCB Team		
Classification	Complex		
Type of Transaction	G2G		
Who may avail:	PhilHealth Regional Offices		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Receive request from PROs/other offices for orientation.	1.1. Receive request thru email/ hardcopy from other offices.	None	10 minutes	Team Head
	1.2. Assign inquiry to concerned staff.	None	10 minutes	Team Head
	1.3. Route inquiry to concerned staff	None	10 minutes	Team Head
	1.4. Initial discussion within the team regarding the contents of the PPT.	None	4 hours	Team Head
	1.5. Prepare PPT.	None	2 days	Team Head
	1.6. Route the draft PPT to Team Head.	None	10 minutes	Team Head
	1.7. Review the PPT submitted.	None	8 hours	
	1.8. Revise the draft PPT, as needed.	None	4 hours	Team Head
	1.9. Route the draft PPT for final approval.	None	10 minutes	Team Head
	1.10. Final approval of the PPT	None	4 hours	
	TOTAL	**None**	**4 days, 4 hours and 50 minutes**	

6. RESPONDING TO COMPLEX INQUIRIES FROM STAKEHOLDERS THRU EMAIL/ENDORSEMENT FROM OTHER OFFICES

This is specific to complex inquiries that would require collaboration with other offices and/or stakeholders.

Office/Division	Quality Assurance Group - PCB Team			
Classification	Complex			
Type of Transaction	G2G, G2C, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send inquiry thru email/endorsement (hardcopy) from other offices.	1.1. Receive inquiry thru email/ hardcopy from other offices.	None	10 minutes	Team Head
	1.2. Assign inquiry to concerned staff.	None	10 minutes	Team Head
	1.3. Route inquiry to concerned staff	None	10 minutes	Team Head
	1.4. Initial discussion within the team regarding the inquiry	None	4 hours	Team Head
	1.5. Coordinate with the other offices/personnel/stakeholders for their availability.	None	10 minutes	Team Head
	1.6. Prepare Notice of Meeting (NOM).	None	10 minutes	Team Head
	1.7. Conduct meeting with the other offices/ personnel/ stakeholders in relation to the inquiry	None	1 day	Team Head
	1.8. Prepare Minutes of Meeting (MOM).	None	2 days	Team Head
	1.9. Prepare the response to the inquiry.	None	1 day	Team Head
	1.10. Route draft response for approval of the Team Head.	None	10 minutes	Team Head

	1.11. Review the draft response	None	4 hours	QAG VP
	1.12. Revise the draft response, as needed.	None	30 minutes	Team Head
	1.13 Route the response to QAG VP for review/approval.	None	10 minutes	Team Head
	1.14. Review/approval of the draft response.	None	4 hours	
	1.15. Revise the draft response, as needed.	None	30 minutes	Team Head
	1.16. Review and approval of the final response	None	4 hours	
	1.17. Email/route the signed response to the concerned office together with link for client staisfaction questionnaire	None	10 minutes	Team Head
	1.18. Encoding of received documents	None	30 minutes	Team Head
2. Send acknowledgment receipt and accomplish client satisfaction questionnaire	2.1. Acknowledgement of the receipt from the client.	None	10 minutes	Team Head
	TOTAL	**None**	**6 days and 3 hours**	

7. RESPONDING TO HIGHLY-TECHNICAL INQUIRIES FROM STAKEHOLDERS THRU EMAIL/ENDORSEMENT FROM OTHER OFFICES

This is specific to highly-technical inquiries that would require collaboration with other offices and/or stakeholders and internal meetings of the Office.

	Quality Assurance Group - PCB Team			
Classification	Highly Technical			
Type of Transaction	G2G, G2C, G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
None		None		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Send inquiry thru email/endorsement (hardcopy) from other offices.	1.1. Receive inquiry thru email/ hardcopy from other offices.	None	10 minutes	Team Head
	1.2. Assign inquiry to concerned staff.	None	10 minutes	Team Head
	1.3. Route inquiry to concerned staff	None	10 minutes	Team Head
	1.4. Initial discussion within the team regarding the inquiry	None	2 days	Team Head
	1.5. Coordinate with the other offices/personnel/stakeholders for their availability.	None	20 minutes	Team Head
	1.6. Prepare Notice of Meeting (NOM).	None	10 minutes	Team Head
	1.7. Conduct a meeting with the other offices/ personnel/ stakeholders in relation to the inquiry	None	8 days	Team Head
	1.8. Prepare Minutes of Meeting (MOM).	None	4 days	Team Head
	1.9. Prepare the response to the inquiry.	None	3 days	Team Head
	1.10. Route draft response for approval of the Team Head.	None	10 minutes	Team Head

	1.11 Review/ approval of the draft response	None	4 hours	QAG VP
	1.12. Revise the draft response, as needed.	None	1 hour	Team Head
	1.13 Route the response to QAG VP for review/approval.	None	10 minutes	Team Head
	1.14. Review/approval of the draft response.	None	4 hours	
	1.15. Revise the draft response, as needed.	None	30 minutes	Team Head
	1.16. Route the final response to QAG VP for review/approval.	None	10 minutes	Team Head
	1.17. Review and approval of the final response	None	4 hours	
	1.18. Email/route the signed response to the concerned office together with link for client staisfaction questionnaire	None	10 minutes	Team Head
	1.19. Encoding of received documents	None	30 minutes	Team Head
2. Send acknowledgment receipt and accomplish client satisfaction questionnaire	2.1. Acknowledgement of the receipt from the client.	None	10 minutes	Team Head
	TOTAL	**None**	**18 days,7 hours and 40 minutes**	

8. REVIEW ON SYSTEM ENHANCEMENTS FOR THE UPDATED PRIMARY CARE MODULE

The QAG-PCB Team, as the Business Process Owner of UPCM, shall request for enhancements in the system once a new policy calls for it or the PROs/ Management requests for it. In coordination with ITMD, the Office shall ensure the implementation of the requested enhancements.

Office/Division	Quality Assurance Group - PCB Team			
Classification	Highly technical			
Type of Transaction	G2G			
Who may avail:	PROs/ Management			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Report/request from PROs for any system enhancement	1.1. Receive inquiry thru email/ mail.	None	10 minutes	Team Head
	1.2. Assign inquiry to concerned staff.	None	10 minutes	Team Head
	1.3. Route inquiry to concerned staff	None	10 minutes	Team Head
	1.4. Prepare NOM and coordinate with other offices for their availability.	None	10 minutes	Team Head
	1.5. Conduct a meeting with the other offices/ personnel/ stakeholders in relation to the system enhancement.	None	5 days	Team Head
	1.6. Prepare Minutes of Meeting (MOM).	None	2 days	Team Head
	1.7. Prepare the System Request Form (SRF).	None	4 days	Team Head
	1.8. Prepare NOM and coordinate with other offices for their availability to validate the SRF.	None	10 minutes	Team Head

	1.9. Conduct a meeting with the other offices/ personnel/ stakeholders to discuss the SRF prepared.	None	3 days	Team Head
	1.10. Prepare Minutes of Meeting (MOM).	None	2 days	Team Head
	1.11 Coordinate with the technical staff if there are questions on the agreed system enhancements, as needed.	None	2 days	Team Head
	1.12. Sign the SRF to signify conforme to the system enhancement.	None	8 hours	QAG VP
	1.13. Route the SRF to ITMD.	None	10 minutes	Team Head
2. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	2.1. Acknowledgement of the receipt from the client.	None	10 minutes	Team Head
	TOTAL	**None**	**19 days, 1 hour and 10 minutes**	

MANAGEMENT SERVICES SECTOR

INTERNAL SERVICES

Volume 23

OFFICE OF THE SENIOR VICE-PRESIDENT - MANAGEMENT SERVICES SECTOR
HUMAN RESOURCE DEPARTMENT
PHYSICAL RESOURCE AND INFRASTRUCTURE DEPARTMENT

OFFICE OF THE SENIOR VICE-PRESIDENT – MANAGEMENT SERVICES SECTOR

1. APPROVAL OF TRAINING CORPORATE PERSONNEL ORDERS (CPOS)

Under the L&D, SVP for MSS is the approving authority for training of personnel

Office/Division	OSVP-MSS			
Classification	Simple			
Type of Transaction	G2G			
Who may avail:	HRD Training/Comptrollership Department (for Budget concerns)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
CPO (Original and Draft copy)		HRD-Training		
List of Participants		HRD-Training		
BEF for CPO		HRD - BOD		
Properly filled in DRAR		HRD-Training		
DRAR signed by Comptrollership (if with budgetary requirement)		Comptrollership Dept.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position)**
1. Submit CPO for Approval of SVP	1. Accepts the CPO from HRD/Comptro	None	2 minutes	Clerk III
	1.1 Checks completeness of the document	None	5 minutes	Clerk III
	1.2 Signs receiving log of Comptro if complete	None	2 minutes	Clerk III
	1.3 Logs document in receiving log	None	4 minutes	Clerk III
	2. Collect CPO for evaluation	None	5 minutes	ADSA - B
	3. SVP signing of CPO	None	5 minutes	SVP
	4. Collect signed CPO to log prior to routing	None	2 minutes	ADSA - B
	5. Signed CPO logged for routing	None	5 minutes	Clerk III
	6. Routing of approved CPO to HRD	None	20 minutes	Clerk III
	TOTAL		**50 inutes**	

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2.SIGNING OF ADVISORIES, MEMORANDA AND OTHER COMMUNIQUE

Various Advisories, memoranda and other communique for signing of SVP-MSS

Office/Division	OSVP-MSS			
Classification	Simple			
Type of Transaction	G2G			
Who may avail:	HRD, PRID, Head Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
DRAR or Routing Page		proponent office		
Advisory/ Memo/ communique		proponent office		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position)**
1. Submit document to OSVP for Signature	1. Accepts the the document	None	2 minutes	Clerk III
	1.1 Checks completeness of the document	None	5 minutes	Clerk III
	1.2 Signs receiving log of proponent if complete	None	2 minutes	Clerk III
	1.3 Logs document in receiving log	None	4 minutes	Clerk III
	2. Collect document for evaluation	None	5 minutes	ADSA - B (for HRD) AO-IV (for PRID)
	3. SVP signing of document	None	5 minutes	SVP
	4. Collect signed document for logging prior to routing	None	2 minutes	ADSA - B
	5. Logging of signed document prior to routing	None	5 minutes	Clerk III
	6. Routing of signed document to appropriate Office	None	20 minutes	Clerk III
	TOTAL	**None**	**50 minutes**	

3.SIGNING OF APPOINTMENT/HIRING REPORTS

Reports on Appointments and hiring for submission to OP

Office/Division	OSVP-MSS			
Classification	Simple			
Type of Transaction	G2G			
Who may avail:	HRD Recruitment/Personnel Selection Board (PSB)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Memo Endorsement		HRMPSB		
Report of Appointments		HRMPSB		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position)**
1. Submit Report for signature of SVP for endorsement to OP	1. Accepts the report from HRD	None	3 minutes	Clerk III
	1.1 Signs HRD receiving log	None	2 minutes	Clerk III
	2. Logs the report received	None	5 minutes	Clerk III
	3. Collect Report for evaluation	None	5 minutes	ADSA - B
	3.1 After evaluation, submit to SVP for signing	None	3 minutes	ADSA - B
	4. SVP signing of Report	None	5 minutes	SVP
	5. Collect signed report from SVP to log for routing	None	3 minutes	ADSA - B
	6. Log for routing signed report	None	5 minutes	Clerk III
	7. Rout signed report to appropriate Office	None	20 minutes	Clerk III
	TOTAL	**None**	**50 minutes**	

HUMAN RESOURCE DEPARTMENT

1.PROCESSING OF REQUESTS FOR CERTIFICATE OF LEAVE CREDIT BALANCE

Certificate of Leave Credit Balance are being requested by the employees for their personal records or as basis of terminal leave application or as a requirement to various matters

Office/Division	Human Resource Department			
Classification	Simple			
Type of Transaction	G2G - Government to Government			
Who may avail:	All PhilHealth Regular and Casual Employees in the Head Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. HRD Form - Request for Record		Human Resource Department or in the HRD Website - Downloadable Forms (http://primehrd-svr.philhealth.gov.ph/hr-forms/)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the properly accomplished HRD Form - Request for Record	1. Accept and screen the submitted request for Leave Credit Balance.	none	20 minutes	HRD Receiving Staff
	2. Identify the covered period in the request and review the profiles of leave credits of requesting employee. Notify if there is lacking Daily Time Record (DTR).	none	8 hours*	AMLA Staff Supervisor
	3. Prepare the requested document and secure the signature of the authorized signatory.	none	4 hours*	AMLA Staff Supervisor
2. Receive the requested record	4. Release the requested record via email or personal receiving by the employee.	none	20 minutes	HRMD Clerk/ AMLA Staff
	5. File the receiving copy duly signed by the requesting employee.	none	20 minutes	HRMD Clerk
	TOTAL	**None**	**12 hours and 60 minutes**	

			or within the two (2) days	

2. PROCESSING OF REQUESTS FOR EMPLOYEE RECORDS

(Service Record, Certificate of Employment, Certificate of Employment with Compensation, Certificate of Employment for Availment of Discount for Government Employees)

Employees' Records such as Service Record, Certificate of Employment, Certificate of Employment with Compensation, Certificate of Employment for Availment of Discount for Government Employees), are being requested by the respective employees for their personal records or as a requirement to various matters

Office/Division	Human Resource Department
Classification	Simple
Type of Transaction	G2G - Government to Government
Who may avail:	All PhilHealth Regular and Casual Employees; and Job Order Contractors (JOCs) in the Head Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. HRD Form - Request for Record	Human Resource Department or in the HRD Website - Downloadable Forms (http://primehrd-svr.philhealth.gov.ph/hr-forms/)

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the properly accomplished HRD Form - Request for Record	1. Accept and screen the submitted Request for Record	none	20 minutes	HRD Receiving Staff
	2.Evaluate and prepare the requested record (Service Record, Certificate of Employment, Certificate of Employment with Compensation, Certificate of Employment for Availment of Discount for Government Employees) and secure the signature of the authorized signatory.	none	2 hours*	HRIS Staff HRD Supervisor/ Authorized Signatory
	3. Release the requested record via email or personal receiving by the employee.	none	20 minutes	HRIS Staff

2. Receive the requested record	4. File the receiving copy duly signed by the requesting employee.	none	20 minutes	HRIS Staff
	TOTAL	**None**	**3 hours* or within the day**	

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PHYSICAL RESOURCE AND INFRASTRUCTURE DEPARTMENT

1.INVOICE RECEIPT FOR PROPERTY (in) FOR PROPERTY TRANSFERRED FROM PROs TO HEAD OFFICE

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID
Classification	Complex
Type of Transaction	G2G
Who may avail:	Private Suppliers/PS-DBM

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Communication Letter from requesting PRO/Office	From the requesting PRO/ Office
Finalized Inspection and Acceptance Report (IAR)	From Inspection and Acceptance Unit
Updated Distribution Accountability Form (DAF)	From the requesting PRO/ Office

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit requirements	1.1. Receive finalized IAR with attached Distribution Accountability Form and the letter endorsement from PRO with IRP-in (4copies) for the corresponding equipment being transferred	None	3 minutes	ASA-B, Inspection and Acceptance Team
	1.2. Verify entries in DAF with the end-user (thru phone/email/walk-in) such as: *Name of Property Accountable Officer and designation *Name of Office *Location/ Room no.	None	5 minutes	ASA-B, Property Section

	1.3. Prepare PAR by encoding PAO name and designation, location /room number, name of PSMD's authorized signatory	None	10 minutes	ASA-B, Property Section
	1.4. Facilitate routing of PAR for signing of PAO/end-user	None	10 minutes	ASA-B, Property Section
	1.5. Route IRP (in) for initials/ signature (with the attached signed PAR) of the ff: (prior checking of Unit Head) *PSMS Division Chief *PRID-OM *OSVP-MSS	None	10 minutes	ASA-B, Property Section
	1.6. Encode details of IRP (in) in database/ master list such as: *Sending Office/ PRO -Quantity/unit -ARE No. -IRP no. -Property No. -Serial No. -Item Description -Acquisition Date -Acquisition Cost -Supplier or Sales Invoice * Head Office 1. IAR 2. PAR No. 3. Property No. 4. Serial No. 5. PAO and Room No. 6. Date Endorse to Comptro Department 7. Voucher No. & Date of issuance 8. Remarks	None	15 minutes	ASA-B, Property Section

	1.7. Prepare endorsement letter of original copy of IRP (in) to Comptrollership Dept.	None	15 minutes	ASA-B, Property Section
	1.8. Endorse copy of IRP (in) to each of the ff: *Comptrollership Dept. for JV entry and adjustment to their PPE Ledger Card (original copy attached with the endorsement letter) *Inventory Team- for updating of inventory monitoring report (photocopy)	None	10 minutes	ASA-B, Property Section
	1.9. Prepare endorsement letter of signed IRP (in) for return to originating PRO	None	15 minutes	ASA-B, Property Section
	1.10. Return back (2) original copy of IRP (in) to respective PRO-GSU and PRO- Accounting Unit thru mailing *prepare formatted request for mailing, label and seal envelop properly *enter request to Records- DTS (Data Tracking System) * endorse physical document envelope to ReLMS for mailing to respective PRO	None	10 minutes	ASA-B, Property Section
	1.11. Scan and file original signed copy of IRP (in) documents for safekeeping and reference	None	5 minutes	ASA-B, Property Section
	1.12. Update database/ masterlist upon issuance of JV no. from Comptrollership Dept. to effect the transfer	None	10 minutes	ASA-B, Property Section
	TOTAL	**None**	**118 minutes**	

2.INVOICE RECEIPT FOR PROPERTY (out) FOR PROPERTY TRANSFERRED FROM HEAD OFFICE TO PRO

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID
Classification	Complex
Type of Transaction	G2G
Who may avail:	All cost centers of PhilHealth Central Office and PROs

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Communication Letter from requesting Office	From the requesting Office
Fully Accomplished PARF	From the requesting Office upon the Coordination of the Assigned Inventory Staff

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit requirements	1.1. Submit communication letter addressed to SVP-MSS for request of transfer of property/ies to PRO	None	3 minutes	PRO-MSD/ HO-Senior Officer
	1.2. Stamp “Received” on the letter request from PRO-MSD Chief/ H.O.-SM of requesting department	None	3 minutes	Clerk III-OSVP,MSS
	1.3.Upon the instruction/ notation of the OSVP-MSS, endorse to SM-PRID.	None	3 minutes	Clerk III-OSVP,MSS
	1.4.Stamp “Receive” and upon the instruction/ notation of the SM-PRID, endorse to PSMD- Inventory Team for monitoring and verification	None	3 minutes	Clerk III-SM, PRID
	1.5. Receive the request letter. Coordinate with the originating office and facilitate filling up of PARF (Property Action Request Form) for their action preference	None	5-10 minutes	PSMD- Monitoring Team
	1.6. Check completeness of entries of the PARF being submitted: • If corresponding PARF is fully/properly accomplished, endorse to AO II, Property- PSMD	None	5 minutes	Clerk III

	• If not, return to originating office for correction/ revision/completion of the necessary entries			
	1.7. Receive from Unit Head or Inventory Team the fully accomplished PARF with supporting documents/ letter request with notation of unit/section head	None	3 minutes	ASA-B, Property Unit
	1.8. Validate through PSMS if property is with finalized PAR. • If not finalized yet, verify if with signed PAR then finalize and proceed to item no. 11 • If with unsigned PAR, coordinate with assigned Inventory Team to coordinate/ verify signed PAR	None	10 minutes	ASA-B, Property Unit
	1.9. Secure policy number and date of coverage to PAMT (Property Asset Mgt. Team) needed in generating the IRP No.	None	awaiting at least 20-30 minutes	ASA-B, Property Unit
	1.10. Generate IRP No. through the PSMS (Property and Supply Management System)	None	10 minutes	ASA-B, Property Unit
	1.11. Print the IRP in five (5) copies. *Copies for Accounting Department , PSMD and GSU intended both for PRO and Head Office	None	3 minutes	ASA-B, Property Unit
	1.12. Affix initials to each individual copy of printed IRPs	None	3 minutes	ASA-B, Property Unit
	1.13. Route the PARF with attached IRPs for review/ approval and signature of the Supervisor.	None	3 minutes	ASA-B, Property Unit
	1.14. Prepare endorsement letter/transmittal of IRP per PRO destination	None	15 minutes	ASA-B, Property Unit
	1.15. Route endorsement letter intended for respective PROs together with the attached IRPs (in 5 copies for each IRP no.) for initials/ signature. a. Division Chief b. PRID-Senior Manager c. MSS-OSVP	None	10 minutes	ASA-B, Property Unit
	1.16. Encode IRP details in MS Excel database/master list with the ff. entries:	None	20 minutes	ASA-B, Property Unit

	a) IAR No. b) Property Number c) Serial Number d) PAR No. e) Acquisition Date f) Item Description g) Existing PAO h) End-user / PRO i) Preparation Date j) IRP No. k) Basis for IRP (PARF No.) l) Policy No. m) Insurance Date n) Date Mailed o) Date Returned to PSMD p) Date endorsed to Comptrollership Dept. q) Journal Voucher No. (for encoding only upon the issuance of the Comptrollership Dept.) r) Date of Journal Voucher (for encoding only upon the issuance of the Comptrollership Dept.) s) Status of IRP: • signed • unsigned Note: master list (excel file) being maintained for back-up/ verification and reference awaiting PSMS generation of summary report (including monitoring of status)			
	1.17. Scan IRP and send as advance copy to concerned PRO through email * original copies thru mail	None	10 minutes	ASA-B, Property Unit

	1.18. Mailing preparation (per PRO destination): a) proper labeling of envelope b) prepare request for mailing to Records Section c) detach one copy of each IRP no. for reference and PSMD's chronological filing d) photocopying of transmittal to be attached to mailing request as reference and file copy e) enter request for mailing details thru Records Section- DTS (Data Tracking system) f) Forward document to Records Mailing for physical receiving Note: awaiting for the return of signed IRP coming from respective PRO prior the physical transport of property; immediately inform the requesting party upon return.	None	15-20 minutes	ASA-B, Property Unit
	1.19. File and safe keep all relevant documents.	None	3 minutes	ASA-B, Property Unit
	TOTAL	**None**	**182 minutes**	

3.RECEIVING, PHYSICAL CHECKING & STORAGE OF NEWLY DELIVERED ITEMS

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID
Classification	Complex
Type of Transaction	G2G
Who may avail:	Private Suppliers/PS-DBM

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Delivery Receipt (DR)	Property Section - Inspection an Acceptance Team
Billing Statement (BS) / Sales Invoice (SI)	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit requirements	1.1. Receive and physically check the delivery of item/s based on the details indicated on the contract ; Check the Serial Number of delivered equipment	None	10 minutes (for small delivery) & 1 to 2 hours (for bulk delivery)	ASA C
	1.2. Stamped received "Subject for Inspection" and affix Date and Signature on the Delivery Receipt and Sales Invoice	None	1 minute	ASA C
	1.3. Safekeep & label delivered items for temporary storage at the designated storage place (for inspection of Inspection Committee & COA)	None	2 minutes	ASA C
	1.4. Record in the Logbook the details of delivery	None	1 minute	ASA C
	1.5. Encode and monitor partial delivery, eg. bottled purified water	None	2 minutes	ASA C
	1.6. Prepare Notice of Delivery (NOD) with attached copy of DR and contract	None	5 minutes	ASA C
	1.7. Endorse the NOD to the immediate Supervisor for review and initial	None	1 minute	ASA C

	1.8. Endorse the NOD to the Office of the Manager-PRID for signature of the Senior Manager	None	1 minute	ASA C
	1.9. Record in the Logbook the NOD and endorse to COA	None	2 minutes	ASA C
	1.10. Attached DR, SI and other attachments to the Procurement Documents, and endorse to ASA B for preparation of Inspection and Acceptance Report (IAR)	None	1 minute	ASA C
	1.11. Request for assignment of Inspector to the Inspection Committee (IC)	None	2 minutes	ASA C
	1.12. Assists in the inspection of delivery/ies by the Inspection Committee (IC) & COA	None	30 minutes	ASA C
	1.13. Facilitate IAR acceptance by the End-user/s	None	5 minutes per End-user	ASA C
	1.14. Facilitate IAR acceptance by the Property Officer (for PPE) or Supply Officer (for supplies)	None	1 minute	ASA C
	1.15. Endorse IAR to ASA B for finalization in the PSMS	None	1 minute	ASA C
	1.16. Provide photocopy of documents to Supply Unit	None	5 minutes	ASA C
	1.17. Endorsement of full documents to End-user for BUR/ DV preparation	None	1 minute	ASA C
	1.18. Assists the Clerk III in the tagging of property	None	within 3 minutes per item	ASA C
	1.19. Filing of documents (file copy)	None	1 minute	ASA C
	TOTAL	**None**	**75 minutes**	

4.REQUEST FOR ENGINEERING AND MAINTENANCE (TECHNICAL ASSISTANCE FOR MYOA AND OFFICE SPACE EVALUATIONS).

This is issued to the requesting party on a request basis.

Office:	Building Maintenance Unit, General Services and Bldg. Maintenance , Division, Physical Resources and Infrastructure Department (PRID)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who May Avail:	LHIO Head, GSU Head, MSD Head and other Officers of PhilHealth.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
-Duly signed request letter/memo.		Requesting Office.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit document.	1.1 Receives and registers the documents.	None	15minutes upon received of documents	Admin Staff
	1.2 Document will be forwarded to SM-PRID.	None	15minutes upon received of documents	Admin Staff
	2.1 SM-PRID forwards the document to GSBMD for appropriate action.	None	15minutes upon received of documents	SM-PRID
	3.1 Receives and registers document in office's document log.	None	15minutes upon received of documents	Admin Staff

	4.1 Assesses and take appropriate action on the request	None	2 working days. upon receipt of complete docs	Admin. Officer
	TOTAL:	**None**	**2 working days and 1 hour**	

5.REQUEST FOR GENERAL SUPPORT AND ALLIED SERVICES.

This is issued to the requesting party on a request basis.

Office:	Building Maintenance Unit, General Services and Bldg. Maintenance, Division, Physical Resources and Infrastructure Department (PRID)			
Classification:	Simple			
Type of Transaction:	G2G			
Who May Avail:	All employees and officers in PhilHealth Central Office.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
-Duly signed and filled Request Form.		Building Maintenance Unit.-PRID		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit filled up Request Form/Call to Assigned Bldg. Maint. Officer.	1.1 Receives form/call.	None	5 minutes upon receipt of documents	Admin Staff
	2.1 Records and prepares Job Request Form.	None	10 minutes upon receipt of documents	Admin Staff
	2.2 Submits filled up Job Request Form to Technicians.	None	5 minutes upon receipt of documents	Admin Staff
	2.3 Schedules the service request.	None	15 minutes upon receipt of documents	Technician.
	2.4 Take appropriate action on service being requested. 2.4.1 Repair and maintenance of Avaya phones, TV connections, minor	None	3 working hrs. upon receipt of request	Technician.

	electrical problem, and replacement of busted lights. 2.4.2 Mounting of wall fixtures and partitions. 2.4.3 Printing & Binding of authorized		4 working hrs. upon receipt of request 4 working hrs. upon receipt of request 3 working days upon receipt of request	
	TOTAL:	**None**	**3 working days & 7 hrs. and 35 mins.**	

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6.REQUEST FOR OUTSIDE REPAIR OF EQUIPMENT AND SEMI-EXPENDABLE PROPERTY

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	All cost centers of PhilHealth Central Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Property Action Request Form (PARF)		PSMD-Disposal Unit		
Evaluation from ITMD/GSBMD				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit requirements	1.1. Receive and register in the monitoring tools of Disposal Unit	None	3 minutes	Clerk III
	1.2. Evaluate the request	None	5 minutes	Clerk III
	1.3. Prepare PRE/POST Repair Inspection Report	None	5 minutes	Clerk III
	1.4. Canvass for the Fair Market Value	None	15 minutes	Clerk III, Disposal Team
	1.5. Update record in the Manual Database for Repair	None	5 minutes	Clerk III, Disposal Team
	1.6. Endorse Pre/Post request to Head of Disposal Team for signature	None	3 minutes	Clerk III, Disposal Team
	1.7. Scan and File approved PARF/RRSP	None	5 minutes	Clerk III, Disposal Team
	1.8. Forward copy of request to employee/end-user	None	5 minutes	Clerk III, Disposal Team
	TOTAL	**None**	**46 minutes**	

7.REQUEST FOR PERMANENT MOVEMENT OF EQUIPMENT AND SEMI-EXPENDABLE PROPERTY

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	All cost centers of PhilHealth Central Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Property Action Request Form (PARF)		Property Section-Inventory Team		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit requirements	1.1. Accept PARF and provide a receiving copy to POD	None	5 minutes	Clerk III
	1.2. Evaluate the request	None	5 minutes	Clerk III
	1.3. Assign control number and register in the monitoring tools of Inventory Team	None	5 minutes	Clerk III
	1.4. Endorse PARF to concerned Inventory Team	None	3 minutes	Clerk III
	1.5. Update request in PSMS (for PPEs) and Manual Database (for Semi-Expendable)	None	5 minutes	Clerk III, Inventory Team
	1.6. Endorse to Head of Property Section for approval of PARF	None	5 minutes	Clerk III, Inventory Team
	1.7. Update record in the Manual Database/PSMS (for PPEs)	None	10 minutes	Clerk III, Inventory Team
	1.8. Provide employee/end-user copy of approved PARF	None	5 minutes	Clerk III, Inventory Team
	1.9. File approved PARF	None	3 minutes	Clerk III, Inventory Team
	TOTAL	**None**	**46 minutes**	

8.REQUEST FOR POLICY RESEARCH.

This is issued to the requesting party on a request basis.

Office:	Physical Resources Allocation and Evaluation Section, General Services and Bldg. Maintenance, Division, Physical Resources and Infrastructure Department (PRID)
Classification:	Highly Technical
Type of Transaction:	G2G
Who May Avail:	LHIO Head, GSU Head, MSD Head and other Officers of PhilHealth.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
-Duly signed request letter/memo.	Requesting Office.

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Policy Proposal Form to PRAES	1.1 Stamp “received” indicate date, time and affix signature		1 working day	ASA C
	1.2 Log to incoming logbook			
	1.3 Encode Vital Information in the database			
	1.4 Endorse document to PRAES Head			
	1.5 Define policy through meeting with Division Chief		2 working days	PRAES Head/AO I/ Division Chief GSBMD

	1.6 Conduct of research		10 working days/2 weeks	PRAES Head/AO I
	1.7 Craft/Enhance a draft CO or SOP		30 working days /4 weeks	PRAES Head/AO I
	1.8 Present draft CO/ SOP to Division Chief GSBMD, Senior Manager PRID & end- user 1.8.1 Discuss comments and resolve issues 1.8.2 Revise the draft 1.8.3 Forward to concerned offices for comments 1.8.4 Receive Comments 1.8.5 Revise CO/SOP if necessary		1 working day 1 working day 1 working day 15 working days (er SOP in policy formulation) 1 working day	PRAES Head/AO I
	1.9 Prepare final copies (clean copy and draft watermark copy) of CO/SOP and annexes (if with attachments)		3 working days	PRAES Head/AO I
	1.10 Prepare DRAR for initial of Division Chief and signature of Senior Manager PRID		1 working day	ASA C
	1.11 Route to other signatories		Beyond control/ regular follow up	ASA C

	1.12 If returned with comments, revise CO/SOP		1 working day	ASA C
	1.13 If returned without comments, forward to OPCEO for approval		1 working day	ASA C
	1.14 Review and Approval of President and CEO		Beyond control/ regular follow up	ASA C
	TOTAL	**NONE**	**67 working days = approval of authorities beyond control**	

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9.REQUEST FOR POSTING OF CORPORATE ISSUANCE

This is issued to the requesting party or the proponent office on a request basis.

Office/Division	Records and Library Management Section, PRID
Classification	Simple
Type of Transaction	G2G
Who may avail:	Proponent Office or Policy Making Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
- Duly signed Request for MS Outlook Posting Form	Proponent Office, CorPlan, CorComm, RIS, GAD, DPO (if sensitive information including legal matters).
- Issuances Document Requirement Checklist	
-If Circular Letter, notification from CorPlan for Publication	
- Duly signed Issuance with complete duly accomplished	
and signed (CSW) requirements	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submission of complete documents	1.1 Review issuance and fill-out checklist	None	5 minutes	Clerk III/ AO I
	1.2 Stamps date receipt at the back of each page and affic number in sequence	None	5 minutes	Clerk III/ AO I
	1.3 Stamps master copy at the lower left side of each page and affixes signature and date of the document controller	None	10 minutes	AO I/ AO IV
	1.4 Signs on stamped master copy at the lower left side of each page and affixes signature and date of document controller	None	15 minutes	AO IV/Data Controller

	1.5 Review documents to ensure that signature of DC is affixed in all pages of Master Copy	None	10 minutes	Clerk III/ AO I
	1.6 Scans Corporate Issuance with attachments	None	15 minutes	Clerk III
	1.7 Posting in the MS Outlook	None	15 minutes	Clerk III/ AO I
	TOTAL:	**None**	**1 hour and 25 mins**	

10.REQUEST FOR REQUEST FOR ENGINEERING AND MAINTENANCE (FUND FOR LEASEHOLD IMPROVEMENTS PROJECT).

This is issued to the requesting party on a request basis.

Office:	Task Force on Corporate Center and Offices (TFCCO), Physical Resources and Infrastructure Department (PRID)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who May Avail:	LHIO Head, GSU Head, MSD Head and other Officers of PhilHealth.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
-Duly signed request letter/memo. -Requirements stated in Corporate Guidelines.		Requesting Office.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit document.	1.1 Receives and registers the documents.	None	15 minutes upon received of documents	Admin Staff
	1.2 Document will be forwarded to SM-PRID.	None	15 minutes upon received of documents	Admin Staff
	2.1 SM-PRID forwards the document to TFCCO for appropriate action.	None	15 minutes upon received of documents	SM-PRID
	3.1 Receives and registers document in office's document log.	None	15 minutes upon received of documents	Admin Staff

	4.1 Assesses and take appropriate action on the request.	None	4 hours	Admin. Officer
	TOTAL:	**None**	**5 hours**	

11.REQUEST FOR RESOURCE EVALUATION.

This is issued to the requesting party on a request basis.

Office:	Physical Resources Allocation and Evaluation Section, General Services and Bldg. Maintenance, Division, Physical Resources and Infrastructure Department (PRID)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who May Avail:	LHIO Head, GSU Head, MSD Head and other Officers of PhilHealth.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
-Duly signed request letter/memo.		Requesting Office.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit request letter/memo.	1.1 Receives and registers the documents.	None	15minutes upon received of documents	Admin Staff
	1.2 Document will be forwarded to SM-PRID.	None	15minutes upon received of documents	Admin Staff
	2.1 SM-PRID forwards the document to GSBMD-PRAES for appropriate action.	None	15minutes upon received of documents	SM-PRID
	3.1 Receives and registers document in office's document log.	None	15minutes upon received of documents	Admin Staff

	4.1 Assesses and take appropriate action on the request.	None	7hours	Admin. Officer
	TOTAL:	**None**	**8hours**	

12.REQUEST FOR RETURN OF PROPERTY (ROP) FOR PPEs AND RECEIPT OF RETURNED SEMI-EXPENDABLE PROPERTY (RRSP) FOR SEMI-EXPENDABLE ITEM

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	All cost centers of PhilHealth Central Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Property Action Request Form (PARF)		PSMD-Disposal Unit		
Evaluation from ITMD/GSBMD				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit requirements	1.1. Receive and register in the monitoring tools of Disposal Unit	None	3 minutes	Clerk III
	1.2. Evaluate the request	None	5 minutes	Clerk III
	1.3. Assign control number	None	3 minutes	Clerk III
	1.4. Endorse PARF/RRSP to Head of Disposal Team for signature	None	3 minutes	Clerk III, Disposal Team
	1.5. Update record in the Manual Database/PSMS (for PPEs)	None	10 minutes	Clerk III, Disposal Team
	1.6. Provide employee/end-user copy of approved PARF/RRSP and pull-out returned item for disposal	None	5 minutes	Clerk III, Disposal Team
	1.7. Scan and File approved PARF/RRSP	None	5 minutes	Clerk III, Disposal Team
	TOTAL	**None**	**34 minutes**	

13.REQUEST FOR SAFETY, SECURITY AND SANITATION.

This is issued to the requesting party on a request basis.

Office:	Building Maintenance Unit, General Services and Bldg. Maintenance, Division, Physical Resources and Infrastructure Department (PRID)			
Classification:	Simple			
Type of Transaction:	G2G			
Who May Avail:	All employees and officers in PhilHealth Central Office.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
-Duly signed and filled Request Form.		Building Maintenance Unit.-PRID		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit filled up Request Form/Call to Assigned Bldg. Maint. Officer.	1.1 Receives form/call.	None	5minutes upon received of documents	Admin Staff
	2.1 Records and prepares Job Request Form.	None	10minutes upon received of documents	Admin Staff
	2.2 Submits filled up Job Request Form to Technicians.	None	5minutes upon received of documents	Admin Staff
	2.3 Receives and schedules the service.	None	15minutes upon received of documents	Admin. Staff/Security/Utility.
	2.4 Take appropriate action on service being requested.	None	7hours	Admin. Staff/Security/Utility.
	TOTAL:	**None**	**7.58 hours**	

14.REQUEST FOR SUPPLIES AND MATERIALS

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID			
Classification	Simple			
Type of Transaction	G2G			
Who may avail:	All cost centers of PhilHealth Central Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Signed Requisition and Issue Slip (RIS)		PSMD-Supply Unit		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit requirements	1.1. Receives and registers on the Supply Unit's document log.	None	5 minutes	Clerk III
	1.2. Checks availability of supplies of the requesting cost center and updates the Masterlist of Distribution of Supplies	None	15 minutes	ASO II
	1.3. Assigns RIS Control Number	None	5 minutes	Clerk III
	1.4. Prepares the requested supplies	None	1 hour	Clerk III
	1.5. Informs the Supply Officer Designate (SOD) to pick-up supplies	None	5 minutes	Clerk III
	1.6. Releases Supplies	None	30 minutes	Clerk III
	TOTAL	**None**	**120 minutes**	

15.REQUEST FOR TEMPORARY MOVEMENT OF EQUIPMENT AND SEMI-EXPENDABLE PROPERTY

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID
Classification	Complex
Type of Transaction	G2G
Who may avail:	All cost centers of PhilHealth Central Office

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Property Action Request Form (PARF)	PSMD-Disposal Unit
CPO and Gate Pass (for outside office premises)	

CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit requirements	1.1. Receive and register in the monitoring tools of Disposal Unit	None	3 minutes	Clerk III
	1.2. Evaluate the request (for outside office premises if with CPO/gate Pass)	None	5 minutes	Clerk III
	1.3. Assign control number	None	3 minutes	Clerk III
	1.4. Update record in the Manual Database	None	10 minutes	Clerk III, Disposal Team
	1.5. Endorse to Head of Disposal Unit for approval of PARF	None	5 minutes	Clerk III, Disposal Team
	1.6. Provide employee/end-user copy of approved PARF	None	5 minutes	Clerk III, Disposal Team
	1.7. File approved PARF	None	3 minutes	Clerk III, Disposal Team
	TOTAL	**None**	**34 minutes**	

16.REQUEST FOR THE PROVISION OF CORPORATE'S VEHICLES.

This is issued to the requesting party on a request basis.

Office:	Motor Pool Unit, General Services and Bldg. Maintenance, Division, Physical Resources and Infrastructure Department (PRID)			
Classification:	Simple			
Type of Transaction:	G2G			
Who May Avail:	All employees and officers of PhilHealth Central Office.			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved OBS/CPO Vehicles Request Slip, VRS		Motorpool Unit for VRS, HRD for OBS / Records Mgt. Unit for CPO.		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
Submit requirement/s.	1.1 Receives and registers Motor Pool Unit's document log.	None	5minutes upon received of documents	Admin Staff
	2.1 Evaluates the request.	None	15minutes upon received of documents	Dispatcher/Admin. Staff
	2.2 Prepares Trip Ticket.	None	15minutes upon received of documents	Dispatcher/Admin. Staff
	2.3 Informs the requesting personnel their type of vehicle and assigned driver.	None	5minutes upon received of documents	Dispatcher/Admin. Staff
	TOTAL:	**None**	**40 minutes**	

17.REQUEST FOR TRANSFER OF PROPERTY ACCOUNTABILITY (TPA)

This is issued per request submitted by various offices/department

Office/Division	Property and Supply Management Division-Property Section, PRID			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	All cost centers of PhilHealth Central Office			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Property Action Request Form (PARF)		Property Section-Inventory Team		
Employees Clearance (for retiring, resigning employee)				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Submit requirements	1.1. Accept PARF and provide a receiving copy to POD	None	5 minutes	Clerk III
	1.2. Evaluate the request	None	5 minutes	Clerk III
	1.3. Assign control number and register in the monitoring tools of Inventory Team	None	5 minutes	Clerk III
	1.4. Endorse PARF to concerned Inventory Team	None	3 minutes	Clerk III
	1.5. Prepare Property Acknowledgement Receipt (PAR) in PSMS/Inventory Custodian Slip (ICS) (for Semi-expendable) in Manual Template	None	10 minutes	Clerk III, Inventory Team
	1.6. Endorse to new Property Accountable Officer (PAO) for signature of new PAR/ICS	None	15 minutes	Clerk III, Inventory Team
	1.7. Forward signed PAR/ICS to Head of Property Section for signature	None	3 minutes	Clerk III, Inventory Team
	1.8. Update record in the Manual Database	None	10 minutes	Head of Property
	1.9. Finalize accomplished PAR in the PSMS (for PPEs)	None	5 minutes	Clerk III, Inventory Team
	1.10. Provide employee/end-user copy of approved PAR/ICS	None	15 minutes	Clerk III, Inventory Team

	1.11. Cancel old PAR/ICS	None	10 minutes	Clerk III, Inventory Team
	1.12. File cancelled PAR/ICS	None	5 minutes	Clerk III, Inventory Team
	1.13. Finalize accomplished PAR in the PSMS (for PPEs)	None	5 minutes	Clerk III, Inventory Team
	1.14. Scan and file accomplished PAR/ICS	None	5 minutes	Clerk III, Inventory Team
	TOTAL	**None**	**101 minutes**	