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EXEMPTION ON THE 60th DAY RULE ON REIMBURSEMENT AND PERIOD TO FILE CLAIM FOR REASONABLE CAUSE(S)

In pursuit of improving the responsiveness and quality of deployed information systems, policies and procedures, and quality of data, the Corporation has begun to incorporate updates in the deployed systems starting with the Electronic Claims Processing System (eClaims). Some of the critical improvements are mechanisms to avoid cases of double filing and added validations.

Due to the urgency of the system update, online submissions of claims were affected. Although the issues were already addressed accordingly, some claims are affected and already beyond the allowable 60-day filing period.

To give consideration to the adjustments being made by the HCIs in their systems and in the spirit of fairness and transparency, **all electronic claims submitted online, either directly by the HCI or thru their IT service providers, whose 61st day of filing falls within the period August 6 to 31, 2018 shall not be denied in the system.** This eliminates the process of claims appeal, which will add to the difficulty of the HCIs.

The exemption is only for online transactions and within the specified period. Further inquiries pertaining to this advisory may be referred to our Corporate Action Center at (02) 441-7442.



ROY B. FERRER, M.D., MSc.
Acting President and CEO