

## **RETURN-TO-HOSPITAL (RTH) CLAIMS DUE TO UNREADABLE / UNAVAILABLE ATTACHMENTS**

Please be informed that there is an increase in the number of Return-to-Hospital (RTH) claims by PhilHealth due to the inaccessibility of the storage servers of the Service Providers (SPs) where the scanned supporting document files such as the Statement of Account (SOA), Claim Signature Form (CSF) and the Claim Form 4 (CF4) are stored.

The SP's storage servers are accessed by PhilHealth several times daily to ensure that supporting documents are available at the time of claims processing. But if access fails in a particular server for three (3) consecutive days during the claims processing, the claim will be returned to the hospital due to unreadable or unavailable attachments.

Health Care Providers are enjoined to ensure that the maintenance of their servers is included in the Service Level Agreement (SLA) with their SPs to enable PhilHealth to access these supporting documents and to avoid delay in claims processing.

  
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