



## Reminders to Health Facilities in View of the Ongoing System Optimization

In order to provide health facilities (HFs) with proper guidelines on their newly submitted and refiled claims via the NClaims system that will reach the 61<sup>st</sup> – 120<sup>th</sup> day of filing/refiling within the period June 1, 2023 to September 30, 2023, or until such time that the systems optimization is completed, kindly take note of the following:

1. Newly submitted and refiled claims that will reach their 61<sup>st</sup> – 120<sup>th</sup> day of filing/refiling within June 1, 2023 to September 30, 2023 shall be processed accordingly by the Benefits Administration Section (BAS) of the PhilHealth Regional Offices (PROs) and Branches.
2. In the event that the PhilHealth Dialysis Database (PDD) is inaccessible and the HFs need to register a new Chronic Kidney Disease V (CKD5) patient, the HFs shall secure the required forms for PDD Registration (i.e., Properly accomplished PDD Registration Form and copy of Certification on the Diagnosis and Management of CKD5 as stated under PhilHealth Circular No. 2016-0017).

Upon filing of the claim, the HFs shall upload the required forms under CKD folder in the NClaims system. The HFs shall maintain a record log of all manual PDD Registration. Further, the HFs are still required to register the CKD5 patient once the system is available.

3. In the event that the system for Cataract Pre-Surgery Authorization (CPSA) is inaccessible, the HFs shall send the required forms for CPSA (i.e., Pre-Cataract Surgery Authorization Checklist (Adult Cataract) and Pre-Cataract Surgery Authorization Request (Adult Cataract) to the PRO-BAS through e-mail for evaluation and approval.

The PRO-BAS shall notify the HFs via email on the decision relative to the submitted CPSA (i.e., approved or disapproved) based on existing policy on turn-around time for CPSA requests.

Upon filing of the claim, HFs shall upload the required forms for CPSA, together with the screenshot of system downtime, under CPA folder in the NClaims system. The HFs shall maintain a record log of all manually approved CPSAs. The HFs shall be required to submit all CPSAs through the system once available.

4. As the system optimization is in full swing, all concerned HFs are advised to frequently check the PDD and CPSA System and utilize the usual process, if accessible.

Please be guided accordingly.

**(Sgd.) EMMANUEL R. LEDESMA, JR.**  
President and Chief Executive Officer (PCEO)

Date signed: August 22, 2023