



QUALITY ASSURANCE GROUP

EXTERNAL SERVICES

Volume 10

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ACCREDITATION DEPARTMENT
QUALITY ASSURANCE GROUP - MILLENNIUM DEVELOPMENT GOALS
QUALITY ASSURANCE GROUP - PRIMARY CARE BENEFIT**

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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 satisfaction 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 - Receiving 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 - Receiving 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	

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 satisfaction 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 draft 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 satisfaction 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	