



MEMBER MANAGEMENT GROUP

INTERNAL SERVICES

Volume 19

**MEMBER MANAGEMENT GROUP
SPECIAL PROGRAM DEPARTMENT**

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INTERNAL SERVICES

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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	