QUALITY ASSURANCE GROUP

INTERNAL SERVICES

Volume 22

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ACCREDITATION DEPARTMENT

1. CONDUCT OF TEST/S IN THE IMPLEMENTATION OF THE SYSTEM REQUESTS FOR THE ENHANCEMENT OF THE INTEGRATED PHILHEALTH ACCREDITATION SYSTEM (iPAS) BEFORE DEPLOYMENT

As part of ITMD's process of implementing system requests in iPAS, the Department shall test the initial implementation of the enhancement and verify if the desired functionalities are correctly translated.

Office/Division	Accreditation Department
Classification	Complex
Type of Transaction	G2G
Who may avail:	ITMD

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send feedback to AD that ITMD already completed the enhancement, then ask for AD to test the enhancement.	1.1. Test the enhancement using the iPAS test servers.	None		ACRD - Technical Staff
	1.2. Note discrepancies between the initial implementation and the request, if any.	None		ACRD - Technical Staff
	1.3. Send the list of noted discrepancies (if any) to ITMD for appropriate action. If no discrepancies, send feedback of the same to ITMD.	None	1 day	ACRD - Technical Staff

2. Receive the results of the test and acknowledge receipt. If with discrepancies, restart this process. If with no discrepancy, proceed with the deployment steps per ITMD process.	2.1. Expect the acknowledgement of the receipt from the ITMD. If with discrepancies, expect feedback from ITMD to perform another test on the revised implementation. If with no discrepancies, expect the documents for the completion of deployment as part of ITMD process.	None		ACRD - Technical Staff
	TOTAL	**None**	**1 day**	

2. iPAS POSTING OF THE DECISIONS ON THE DELIBERATED APPEALS AND MRs

Upon approval of the PCEO, the Department shall facilitate the posting of the decisions in the iPAS.

Office/Division	Accreditation Department
Classification	Simple
Type of Transaction	G2G
Who may avail:	PhilHealth Regional Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Signed		PRO AQAS		
Supporting documents, if applicable		PRO AQAS and other related offices		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send DARF with the supporting documents (if applicable) via email.	1. Receive DARF thru email.	None	10 minutes	OSM - Secretary
	2. Route DARF to ACRD Technical Staff.	None	10 minutes	OSM - Secretary
	3. Evaluate the received DARF and supporting documents if compliant to existing policies.	None	2 hours	ACRD - Technical Staff
	4. Ask PRO for additional supporting documents, as applicable, and/or coordinate with PRO to ensure that the amendment request is clear.	None		ACRD - Technical Staff
2. Send requested additional supporting documents and/or respond to queries to clarify the amendment request, as applicable, via email.	5. Receive the additional supporting documents and/or acknowledge the responses.	None	1 day	OSM - Secretary, ACRD - Technical Staff
	6. Post in the iPAS the requested amendment.	None	1 day	ACRD - Technical Staff

	7. Sign the DARF to signify who posted the amendment.	None		ACRD - Technical Staff
	8. Review the correctness of the posted amendment in iPAS.	None		ACRD - Database Supervisor
	9. Coordinate with the technical staff if there are questions on the posted amendment, as needed.	None		ACRD - Database Supervisor/ Technical Staff
	10. Sign the DARF to signify conforme to the posted amendment.	None		ACRD - Database Supervisor
	11. Email the PRO to advise of the posted amendment and request for feedback.	None		ACRD - Database Supervisor
3. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	12. Expect the acknowledgement of the receipt from the PRO and correct/ revise posted amendment, as needed.	None	10 minutes	ACRD - Database Supervisor/ Technical Staff
	TOTAL	**None**	**2 days, 2 hours & 30 minutes**	

3. PROCESSING DATA AMENDMENT REQUEST FORM (DARF) IN THE INTEGRATED PHILHEALTH ACCREDITATION SYSTEM (iPAS)

Amendment requests from the PROs shall be properly documented in a signed DARF. This shall then be received and processed in the iPAS by the Accreditation Process Review and Development Division (APRDD). The requesting PRO shall then be advised once the amendment has been posted. Note that these amendments are only for changes that the PROs cannot process in iPAS with their user roles, i.e., posting of closure of a facility or adding a facility from one PRO in an ACPS account that was originally enrolled with a facility from a different PRO.

Office/Division	Accreditation Department
Classification	Simple
Type of Transaction	G2G
Who may avail:	PhilHealth Regional Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished scanned copy of DARF	PRO AQAS
Supporting documents, if applicable	PRO AQAS and other related offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send DARF with the supporting documents (if applicable) via email.	1.1. Receive DARF thru email.	None	10 minutes	OSM - Secretary
	1.2. Route DARF to ACRD Technical Staff.	None	10 minutes	OSM - Secretary
	1.3. Evaluate the received DARF and supporting documents if compliant to existing policies.	None	3 hours	ACRD - Technical Staff
	1.4. Ask PRO for additional supporting documents, as applicable, and/or coordinate with PRO to ensure that the amendment request is clear.	None		ACRD - Technical Staff
2. Send requested additional supporting documents and/or respond to queries to clarify the amendment request, as applicable, via email.	2.1. Receive the additional supporting documents and/or acknowledge the responses.	None	1 day	OSM - Secretary, ACRD - Technical Staff
	2.2. Post in the iPAS the requested amendment.	None	1 day	ACRD - Technical Staff

	2.3. Sign the DARF to signify who posted the amendment.	None		ACRD - Technical Staff
	2.4. Review the correctness of the posted amendment in iPAS.	None		ACRD - Peer Technical Staff (Reviewer)
	2.5. Coordinate with the technical staff if there are questions on the posted amendment, as needed.	None		ACRD - Technical Staff and Peer (Reviewer)
	2.6. Sign the DARF to signify conforme to the posted amendment.	None		ACRD - Database Supervisor
	2.7. Email the PRO to advise of the posted amendment and request for feedback.	None		ACRD - Technical Staff
3. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	3.1. Expect the acknowledgement of the receipt from the PRO and correct/ revise posted amendment, as needed.	None	10 minutes	ACRD - Database Supervisor/ Technical Staff
	TOTAL	**None**	**2 days, 3 hours & 30 minutes**	

4. RELEASING OF THE MONTHLY LIST OF ACCREDITED HEALTH CARE PROVIDERS FOR POSTING IN THE PHILHEALTH WEBSITE

The Department, as the Business Process Owner of iPAS, shall request for enhancements in the system once a new policy calls for it or the PROs/ Management requests for it. In coordination with ITMD, the Department shall ensure the implementation of the requested enhancements.

Office/Division	Accreditation Department
Classification	Simple
Type of Transaction	G2G
Who may avail:	PhilHealth Regional Offices

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Fully-accomplished scanned copy of DARF		PRO AQAS
Supporting documents, if applicable		PRO AQAS and other related offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send DARF with the supporting documents (if applicable) via email.	1. Receive DARF thru email.	None	10 minutes	OSM - Secretary
	2. Route DARF to ACRD Technical Staff.	None	10 minutes	OSM - Secretary
	3. Evaluate the received DARF and supporting documents if compliant to existing policies.	None	2 hours	ACRD - Technical Staff
	4. Ask PRO for additional supporting documents, as applicable, and/or coordinate with PRO to ensure that the amendment request is clear.	None		ACRD - Technical Staff
2. Send requested additional supporting documents and/or respond to queries to clarify the amendment request, as applicable, via email.	5. Receive the additional supporting documents and/or acknowledge the responses.	None	1 day	OSM - Secretary, ACRD - Technical Staff

	6. Post in the iPAS the requested amendment.	None		ACRD - Technical Staff
	7. Sign the DARF to signify who posted the amendment.	None		ACRD - Technical Staff
	8. Review the correctness of the posted amendment in iPAS.	None		ACRD - Database Supervisor
	9. Coordinate with the technical staff if there are questions on the posted amendment, as needed.	None		ACRD - Database Supervisor/ Technical Staff
	10. Sign the DARF to signify conforme to the posted amendment.	None		ACRD - Database Supervisor
	11. Email the PRO to advise of the posted amendment and request for feedback.	None	1 day	ACRD - Database Supervisor
3. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	12. Expect the acknowledgement of the receipt from the PRO and correct/ revise posted amendment, as needed.	None	10 minutes	ACRD - Database Supervisor/ Technical Staff
	TOTAL	**None**	**2 days, 2 hours & 30 minutes**	

5. RELEASING OF THE MONTHLY STATISTICS OF ACCREDITED HEALTH CARE PROVIDERS

The Department, as the Business Process Owner of iPAS, shall request for enhancements in the system once a new policy calls for it or the PROs/ Management requests for it. In coordination with ITMD, the Department shall ensure the implementation of the requested enhancements.

Office/Division	Accreditation Department
Classification	Simple
Type of Transaction	G2G
Who may avail:	PhilHealth Regional Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished scanned copy of DARF	PRO AQAS
Supporting documents, if applicable	PRO AQAS and other related offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send DARF with the supporting documents (if applicable) via email.	1. Receive DARF thru email.	None	10 minutes	OSM - Secretary
	2. Route DARF to ACRD Technical Staff.	None	10 minutes	OSM - Secretary
	3. Evaluate the received DARF and supporting documents if compliant to existing policies.	None	2 hours	ACRD - Technical Staff
	4. Ask PRO for additional supporting documents, as applicable, and/or coordinate with PRO to ensure that the amendment request is clear.	None		ACRD - Technical Staff
2. Send requested additional supporting documents and/or respond to queries to clarify the amendment request, as applicable, via email.	5. Receive the additional supporting documents and/or acknowledge the responses.	None	1 day	OSM - Secretary, ACRD - Technical Staff

	6. Post in the iPAS the requested amendment.	None		ACRD - Technical Staff
	7. Sign the DARF to signify who posted the amendment.	None		ACRD - Technical Staff
	8. Review the correctness of the posted amendment in iPAS.	None		ACRD - Database Supervisor
	9. Coordinate with the technical staff if there are questions on the posted amendment, as needed.	None		ACRD - Database Supervisor/ Technical Staff
	10. Sign the DARF to signify conforme to the posted amendment.	None		ACRD - Database Supervisor
	11. Email the PRO to advise of the posted amendment and request for feedback.	None	1 day	ACRD - Database Supervisor
3. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	12. Expect the acknowledgement of the receipt from the PRO and correct/ revise posted amendment, as needed.	None	10 minutes	ACRD - Database Supervisor/ Technical Staff
	TOTAL	**None**	**2 days, 2 hours & 30 minutes**	

6. RELEASING OF THE SIGNED DECISION LETTERS TO THE PROs

The Department, as the Business Process Owner of iPAS, shall request for enhancements in the system once a new policy calls for it or the PROs/ Management requests for it. In coordination with ITMD, the Department shall ensure the implementation of the requested enhancements.

Office/Division	Accreditation Department
Classification	Simple
Type of Transaction	G2G
Who may avail:	PhilHealth Regional Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished scanned copy of DARF	PRO AQAS
Supporting documents, if applicable	PRO AQAS and other related offices

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send DARF with the supporting documents (if applicable) via email.	1. Receive DARF thru email.	None	10 minutes	OSM - Secretary
	2. Route DARF to ACRD Technical Staff.	None	10 minutes	OSM - Secretary
	3. Evaluate the received DARF and supporting documents if compliant to existing policies.	None	2 hours	ACRD - Technical Staff
	4. Ask PRO for additional supporting documents, as applicable, and/or coordinate with PRO to ensure that the amendment request is clear.	None		ACRD - Technical Staff
2. Send requested additional supporting documents and/or respond to queries to clarify the amendment request, as applicable, via email.	5. Receive the additional supporting documents and/or acknowledge the responses.	None	1 day	OSM - Secretary, ACRD - Technical Staff

	6. Post in the iPAS the requested amendment.	None		ACRD - Technical Staff
	7. Sign the DARF to signify who posted the amendment.	None		ACRD - Technical Staff
	8. Review the correctness of the posted amendment in iPAS.	None		ACRD - Database Supervisor
	9. Coordinate with the technical staff if there are questions on the posted amendment, as needed.	None		ACRD - Database Supervisor/ Technical Staff
	10. Sign the DARF to signify conforme to the posted amendment.	None		ACRD - Database Supervisor
	11. Email the PRO to advise of the posted amendment and request for feedback.	None	1 day	ACRD - Database Supervisor
3. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	12. Expect the acknowledgement of the receipt from the PRO and correct/ revise posted amendment, as needed.	None	10 minutes	ACRD - Database Supervisor/ Technical Staff
	TOTAL	**None**	**2 days, 2 hours & 30 minutes**	

7. RELEASING THE DRAFT LIST OF DECISIONS AND DECISION LETTERS FOR REVIEW

After the deliberation of the Accreditation Appeals Review Committee (AARC), the Department, serving as the Committee's Secretariat, shall start preparing the draft list of decisions. This list shall be accompanied by the decision letters for each of the providers with appeal or MR that was deliberated by the Committee.

Office/Division	Accreditation Department			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	QAG, HFPS, COO, OPCEO			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
None				
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE (Position of Supervisor)**
1. Upon the completion of the scheduled AARC deliberation, the related offices may request for a copy of the draft list of decisions and decision letters.	1.1. Draft the list of decisions and decision letters.	None	3 days	ACRD - Technical Staff
	1.2. Route the draft list of decisions and decision letters for approval of the Division Chief.	None	10 minutes	ACRD - Technical Staff
	1.3. Revise the draft list of decisions and decision letters, as needed.	None		ACRD - Technical Staff
	1.4. Approve initially the draft list of decisions and decision letters.	None	3 days	ACRD - Division Chief
	1.5. Route the draft list of decisions and decision letters to OSM for final approval.	None	10 minutes	OSM - Secretary, ACRD - Technical Staff

	1.6. Revise the draft list of decisions and decision letters as needed.	None		ACRD - Technical Staff
	1.7. Approve the draft list of decisions and decision letters., ready for release.	None	3 days	ACRD - Technical Staff
	1.8 Route the draft list of decisions and decision letters to the requesting office.	None	10 minutes	OSM - Releasing Clerk
2. Receive the draft list of decisions and decision letters.	2.1 Await for the feedback/ comments of the requesting office on the released draft list of decisions and decision letters, then re-start this process as needed.	None	10 minutes	ACRD - Technical Staff
	TOTAL	**None**	**9 days, 40 minutes**	

8. REQUESTS FOR CLEARANCES TO PERSONNEL NEEDING ACCESS TO THE INTEGRATED PHILHEALTH ACCREDITATION SYSTEM (iPAS)

The Department is the Business Process Owner of iPAS. Hence, all personnel requiring access to the database shall need the Department's clearance. This also includes changing of access in the iPAS.

Office/Division	Accreditation Department
Classification	Simple
Type of Transaction	G2G
Who may avail:	PhilHealth Regional Offices/ Other PhilHealth Offices

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Fully-accomplished and signed 3AF (Scanned Copy)	Personnel requesting
Personnel's ID (Scanned Copy)	Personnel requesting
Signed Justification Form (Scanned Copy)	Office of the personnel requesting
Corresponding CPO justifying the request, as applicable	Office of the personnel requesting

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send email to AD requesting for clearance with the attached complete documentary requirements.	1.1 Receive request thru email.	None	10 minutes	OSM - Secretary
	1.2. Route request to APRDD Technical Staff.	None	10 minutes	OSM - Secretary
	1.3. Evaluate the completeness of the attached documents. (If incomplete, request for the missing documents and ask the office to resend.)	None	10 minutes	ACRD - Technical Staff
	1.4. Draft Clearance Form, noting the sequential numbering of the form per year.	None	30 minutes	APRDD/ACRD - Technical Staff
	1.5. Route draft Clearance Form for approval of the Division Chief.		10 minutes	APRDD/ ACRD - Clerk/ Technical Staff

	1.6. Revise the draft Clearance Form, as needed.	None	30 minutes	APRDD/ ACRD - Clerk/ Technical Staff
	1.7. Initial approval of the draft Clearance Form.	None	10 minutes	APRDD/ ACRD - Division Chief
	1.8. Route the Clearance Form to OSM for final approval.	None	10 minutes	OSM - Secretary
	1.9. Revise the draft Clearance Form as needed.	None	30 minutes	APRDD/ ACRD - Clerk/ Technical Staff
	1.10. Final approval of the draft Clearance Form.	None	10 minutes	OSM - SM
	1.11. Send the signed Clearance Form (scanned copy via email, and hard copy via mail).	None	10 minutes	OSM - Releasing Clerk
2. Receive the Clearance Form and reply to acknowledge receipt of the response.	2.1. Expect the acknowledgement of the receipt from the office.	None	10 minutes	OSM - Receving Clerk
	TOTAL	**None**	**3 hours**	

9. 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 - Receving Clerk
	TOTAL	**None**	**10 days, 1 hours & 30 minutes**	

10. 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 - Receving Clerk
	TOTAL	**None**	**4 days, 3 hours & 30 minutes**	

11. 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**	

12. SUBMISSION OF SYSTEM REQUESTS FOR THE ENHANCEMENT OF THE INTEGRATED PHILHEALTH ACCREDITATION SYSTEM (iPAS)

The Department, as the Business Process Owner of iPAS, shall request for enhancements in the system once a new policy calls for it or the PROs/ Management requests for it. The Department shall submit its request for enhancement to the ITMD who will then implement the enhancement.

Office/Division	Accreditation Department
Classification	Complex
Type of Transaction	G2G
Who may avail:	PhilHealth Regional Offices, PhilHealth Management

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Feedback/ recommend iPAS enhancements.	1.1. Identify the need for system enhancement based on the received feedback/ recommendation from PROs or on the provisions of new policies.	None	1 day	ACRD - Technical Staff, Division Chief OSM - Senior Manager
	1.2. Draft a System Request Form (SRF) and its accompanying User Requirement Specification (URS).	None	2 days	ACRD - Technical Staff
	1.3. Route the draft SRF and URS for approval of the Division Chief.	None	10 minutes	ACRD - Technical Staff
	1.4. Revise the draft SRF and/ or URS, as needed.	None	1 day	ACRD - Technical Staff
	1.5. Initial approval of the draft SRF and URS.	None	10 minutes	ACRD - Division Chief
	1.6. Route the draft SRF and URS to OSM for final approval.	None	10 minutes	ACRD - Division Chief
	1.7. Revise the draft SRF and/ or URS, as needed.	None	1 day	ACRD - Technical Staff

	1.8. Final approval of the draft SRF and/ or URS.	None	10 minutes	OSM - Senior Manager
	1.9. Release the signed SRF and URS to ITMD.	None	1 hour	OSM - Releasing Clerk
	1.10. File the stamped-received SRF and URS and take note of the SRF number in the matrix of pending SRFs.	None	10 minutes	OSM - Records Custodian
	1.11. Advise the PROs/ Management of the submitted iPAS enhancement request.	None	10 minutes	ACRD - Technical Staff
2. Receive the update on the submitted iPAS enhancement request and send acknowledgement of receipt.	2.1. Expect the acknowledgement of the receipt from the PRO/ Management.	None	10 minutes	ACRD - Database Supervisor/ Technical Staff
	TOTAL	**None**	**5 days, 2 hours & 10 minutes**	

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

		None	2 days	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 staisfaction 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 daft 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 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 staisfaction 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**	

2. ACTION ON SYSTEM ENHANCEMENTS FOR THE UPDATED PRIMARY CARE MODULE

The QAG - PCB Team, as the Business Process Owner of UPCM, shall take action on any system enhancements once a new policy calls for it or the PROs/ Management requests for it. In coordination with ITMD, the Office shall ensure the implementation of the requested enhancements.

Office/Division	Quality Assurance Group - PCB Team			
Classification	Highly technical			
Type of Transaction	G2G			
Who may avail:	PROs/ Management			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Report/request from PROs for any system enhancement	1.1. Receive inquiry thru email/ mail.	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. Prepare NOM and coordinate with other offices for their availability.	None	10 minutes	Team Head
	1.5. Conduct a meeting with the other offices/ personnel/ stakeholders in relation to the system enhancement.	None	5 days	Team Head
	1.6. Prepare Minutes of Meeting (MOM).	None	2 days	Team Head
	1.7. Prepare the System Request Form (SRF).	None	4 days	Team Head
	1.8. Prepare NOM and coordinate with other offices for their availability to validate the SRF.	None	10 minutes	Team Head

	1.9. Conduct a meeting with the other offices/ personnel/ stakeholders to discuss the SRF prepared.	None	3 days	Team Head
	1.10. Prepare Minutes of Meeting (MOM).	None	2 days	Team Head
	1.11 Coordinate with the technical staff if there are questions on the agreed system enhancements, as needed.	None	2 days	Team Head
	1.12. Sign the SRF to signify conforme to the system enhancement.	None	8 hours	QAG VP
	1.13. Route the SRF to ITMD.	None	10 minutes	Team Head
2. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	2.1. Acknowledgement of the receipt from the client.	None	10 minutes	Team Head
	TOTAL	**None**	**19 days, 1 hour and 10 minutes**	

3. ISSUING CLEARANCES FOR PERSONNEL WHO WANTS TO HAVE/ HAS ACCESS TO THE UPDATED PRIMARY CARE MODULE (UPCM)

Office/Division	Quality Assurance Group - PCB Team
Classification	Simple
Type of Transaction	G2G
Who may avail:	PROs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send request thru email.	1.1 Receive request thru email.	None	10 minutes	Team Head
	1.2. Route request to Technical Staff.	None	10 minutes	Team Head
	1.3. Evaluate the request and supporting documents if compliant to existing policies.	None	5 hours	Team Head
	1.4 If found incomplete, ask PRO for additional supporting documents, as applicable, and/or coordinate with PRO to ensure that the amendment request is clear.	None	10 minutes	Team Head
2. Send requested additional supporting documents and/or respond to queries to clarify the amendment request, as applicable, via email.	2.1. Receive the additional supporting documents and/or acknowledge the responses.	None	10 minutes	Team Head
	2.2. If applicable, forward the additional documents to Technical Staff.		10 minutes	Team Head
	2.3. Review and evaluate the documents submitted.		5 hours	Team Head
	2.4. Prepare the memo for clearance		10 minutes	Team Head

	2.5. Route the clearance to QAG VP for final approval.	None	10 minutes	Team Head
	2.6. Final approval of the clearance.	None	6 hours	
	2.7. Email the signed clearance to the PRO.	None	10 minutes	Team Head
3. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	3.1. Acknowledgement of the receipt from the client.	None	10 minutes	Team Head
	TOTAL	**None**	**2 days, 1 hour and 30 minutes**	

4. ISSUING CLEARANCES FOR SAP CANCELLATION

Office/Division	Quality Assurance Group - PCB Team
Classification	Complex
Type of Transaction	G2G
Who may avail:	PROs
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Send request thru email.	1.1 Receive request thru email.	None	10 minutes	Team Head
	1.2. Route request to Technical Staff.	None	10 minutes	Team Head
	1.3. Evaluate the request and supporting documents if compliant to existing policies.	None	2 days	Team Head
	1.4 If found incomplete, ask PRO for additional supporting documents, as applicable, and/or coordinate with PRO to ensure that the amendment request is clear.	None	10 minutes	Team Head
2. Send requested additional supporting documents and/or respond to queries to clarify the amendment request, as applicable, via email.	2.1. Receive the additional supporting documents and/or acknowledge the responses.	None	10 minutes	Team Head
	2.2. If applicable, forward the additional documents to Technical Staff.		10 minutes	Team Head
	2.3. Review and evaluate the documents submitted.		2 days	Team Head
	2.4. Prepare the memo for clearance		10 minutes	Team Head

	2.5. Route the clearance to QAG VP for final approval.	None	10 minutes	Team Head
	2.6. Final approval of the clearance.	None	2 days	
	2.7. Email the signed clearance to the PRO.	None	10 minutes	Team Head
3. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	3.1. Acknowledgement of the receipt from the client.	None	10 minutes	Team Head
	TOTAL	**None**	**6 days, 1 hour and 30 minutes**	

5. RECEIPT OF INVITATION AS SPEAKER

The QAG - PCB Team shall accommodate request for orientation.

Office/Division	Quality Assurance Group - PCB Team			
Classification	Complex			
Type of Transaction	G2G			
Who may avail:	PhilHealth Regional Offices			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Receive request from PROs/other offices for orientation.	1.1. Receive request 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 contents of the PPT.	None	4 hours	Team Head
	1.5. Prepare PPT.	None	2 days	Team Head
	1.6. Route the draft PPT to Team Head.	None	10 minutes	Team Head
	1.7. Review the PPT submitted.	None	8 hours	
	1.8. Revise the draft PPT, as needed.	None	4 hours	Team Head
	1.9. Route the draft PPT for final approval.	None	10 minutes	Team Head
	1.10. Final approval of the PPT	None	4 hours	
	TOTAL	**None**	**4 days, 4 hours and 50 minutes**	

6. 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**	

7. 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**	

8. REVIEW ON SYSTEM ENHANCEMENTS FOR THE UPDATED PRIMARY CARE MODULE

The QAG-PCB Team, as the Business Process Owner of UPCM, shall request for enhancements in the system once a new policy calls for it or the PROs/ Management requests for it. In coordination with ITMD, the Office shall ensure the implementation of the requested enhancements.

Office/Division	Quality Assurance Group - PCB Team			
Classification	Highly technical			
Type of Transaction	G2G			
Who may avail:	PROs/ Management			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE (Position of Supervisor)
1. Report/request from PROs for any system enhancement	1.1. Receive inquiry thru email/ mail.	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. Prepare NOM and coordinate with other offices for their availability.	None	10 minutes	Team Head
	1.5. Conduct a meeting with the other offices/ personnel/ stakeholders in relation to the system enhancement.	None	5 days	Team Head
	1.6. Prepare Minutes of Meeting (MOM).	None	2 days	Team Head
	1.7. Prepare the System Request Form (SRF).	None	4 days	Team Head
	1.8. Prepare NOM and coordinate with other offices for their availability to validate the SRF.	None	10 minutes	Team Head
	1.9. Conduct a meeting with the other offices/ personnel/ stakeholders to discuss the SRF prepared.	None	3 days	Team Head

	1.10. Prepare Minutes of Meeting (MOM).	None	2 days	Team Head
	1.11 Coordinate with the technical staff if there are questions on the agreed system enhancements, as needed.	None	2 days	Team Head
	1.12. Sign the SRF to signify conforme to the system enhancement.	None	8 hours	QAG VP
	1.13. Route the SRF to ITMD.	None	10 minutes	Team Head
2. Reply to acknowledge receipt of the response and to provide feedback on the posted amendment.	2.1. Acknowledgement of the receipt from the client.	None	10 minutes	Team Head
	TOTAL	**None**	**19 days, 1 hour and 10 minutes**	