



Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION

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March 26, 2012

PHILHEALTH CIRCULAR

No. 012 s- 2012
July

TO : All PhilHealth Accredited Hospitals, PhilHealth Regional Offices, and All Others Concerned

SUBJECT : Guidelines for Hospitals Covered by the PhilHealth CARES Project

The PhilHealth Board and its Resolution No. 1583, s-2012 has approved the establishment and implementation of the PhilHealth **Customer Assistance, Relations and Empowerment Staff (CARES)** Project, which aims to initially deploy 530 registered nurses in all accredited Level 3 and Level 4 hospitals, as well as, accredited Level 1 and Level 2 government hospitals, on a rotation basis.

The training and deployment of PhilHealth CARES aim to create a pool of registered nurses with comprehensive knowledge about PhilHealth policies, programs and benefits and able to effectively assist PhilHealth members regarding their membership, benefits and claims, among others.. Specifically, the program aims to:

- a. Empower members by providing essential information on **benefits, membership, eligibility and accreditation** process;
- b. Educate members on the importance of commitment to the sustainability of the NHIP; and
- c. Conduct surveys and studies developed by the Corporation.

The following guidelines shall apply to all concerned hospitals:

A. Covered Period

The initial engagement of the PhilHealth CARES shall be for the period from May 2, 2012 until December 2012 (excluding the period for training).

B. Schedule of Hospital Rotation

1. The list of hospital assignments per PhilHealth CARES shall be provided by the respective PhROs.
 - The specific hospital rotation of each PhilHealth CARES will be based on a pre-determined duration prior to actual tour of duty.

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<i>MA. TERESA A. QUIAOIT</i>	
MA. TERESA A. QUIAOIT A.O. IV, Chief-RELMS	
Date:	<u>4/12/12</u>
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- Each nurse shall go on a -weekly/monthly rotation in a given hospital.
 - Each PhRO shall release at least two weeks before each month, the hospital assignment of each PhilHealth CARES for the following month. Said assignment will identify who will be permanently stationed for that following month in the Levels 3 and 4 facilities.
 - The list will also include who among the CARES will be roving and what hospitals he / she will cover for that period.
 - The PhRO may change the assignment of the CARES as to whether he / she is permanent or roving, which hospitals will be covered by the roving CARES and the distribution of working hours among the hospitals for roving CARES.
 - The PhRO shall furnish the Central PMO for PhilHealth CARES a copy of the monthly assignment.
2. PhilHealth CARES shall be properly endorsed to their assigned hospital/ss.

The Regional Vice President together with the HCDMD Team will personally introduce the PhilHealth CARES to the Medical Director and other concerned hospital staff at the start of the deployment period.

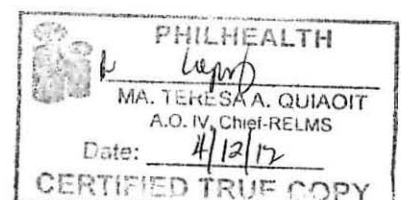
C. Hospital Logistics and Business Processes

1. The hospital administrator shall have discretion in identifying the optimal physical location of an office space for the CARES staff within the hospital premises. However, the following strategic attributes of an ideal location are suggested:
 - a. Accessibility (within the acceptable radius from the center of activity)
 - b. Adequate lighting and ventilation
 - c. Sufficient space to serve at least 5 people on queue at any one time

For DOH-retained hospitals, the CARES shall be stationed in dedicated PhilHealth Desks, as mandated in DOH Memorandum 2011-0184 dated **July 4, 2011**.

For other government hospitals, it is being recommended that the PhilHealth CARES be stationed near the DSWD office or any social worker agency within the hospital.

2. Hospitals are encouraged to provide the PhilHealth CARES with a computer and network connection to be enable them to access the PhilHealth online systems for member record verification such as, but not limited to, the following data:
 - a. PIN
 - b. Member Data Record
 - c. Member Eligibility
 - d. List of Accredited Hospitals



D. Monitoring and Performance Evaluation

1. The work schedule of PhilHealth CARES shall be from Mondays to Fridays, 9:00 am to 5:00 pm and Saturdays from 9:00 am to 2:00 pm.
2. Attendance shall be monitored using a CSC Form No. 43 or Daily Time Record (DTR), use of bundy clock if available or an attendance logbook which shall be maintained with the signature of the Chief Nurse-on-Duty affixed on that particular day as reference to log the time-in and time-out entries.
3. To support payment of compensation, a certificate of accomplishment of tasks and certificate of attendance shall be prepared/signed by the PhilHealth CARES. This shall be verified and certified by the HCMD Officer.
4. The PhilHealth CARES shall submit a narrative Accomplishment Report together with the corresponding monitoring tools/ reports at the end of each month for data analysis, evaluation and other purposes.

E. Effectivity

This Circular shall take effect 15 days after its publication in a newspaper of general circulation and shall be deposited thereafter with the National Administrative Register at the University of the Philippines Law Center.


DR. EDUARDO P. BANZON
President and CEO

Date signed: 4/11/12

