



Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION

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April 10, 2012

PHILHEALTH CIRCULAR

No. 022, s.2012

TO : ALL ACCREDITED INSTITUTIONAL AND PROFESSIONAL HEALTH CARE PROVIDERS, PHILHEALTH MEMBERS and DEPENDENTS, AND ALL CONCERNED

SUBJECT : Minimum Requirements for No Balance Billing Beds/Wards in Accredited Hospitals and Facilities

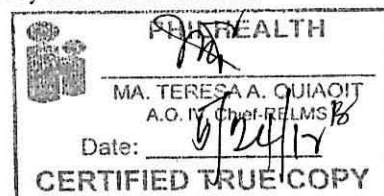
In line with the thrusts of the Aquino Health Agenda-Universal Health Care/Kalusugang Pangkalahatan, PhilHealth is committed to providing every Filipino, especially the poorest of the poor, the opportunity to access quality health care at no added cost. Thus, in September 2011, PhilHealth adopted two policies: The case payment for 23 of the most common surgical and medical cases and No Balance Billing (NBB).

Currently, the NBB policy mandates that no additional amount shall be charged to:

- Sponsored Program members and/or their dependents who:
 - are diagnosed with any of the 23 cases under case payment and admitted to non-private accommodation beds of government hospitals;
 - have availed of outpatient surgeries, hemodialysis and radiotherapy in accredited non-hospital facilities, including free-standing dialysis centers (FSDCs) and ambulatory surgical clinics (ASCs); or
 - utilized existing outpatient packages for TB-DOTS, Malaria, HIV/AIDS; and
- All member types and/or their dependents availing of the Maternity Care Package (MCP) and the Newborn Care Package (NCP) in accredited MCP (non-hospital) providers.

Further, the Implementing Rules and Regulations of the National Health Insurance Act (R.A. 7875) stipulates that the beds shall be set aside for National Health Insurance Program members in accredited private and government hospital beds. The Corporation has the authority to prescribe rules for this purpose.

This circular defining the minimum requirements for a No Balance Billing Bed aims to set the accommodations and services due to a PhilHealth member, in contrast to charity/service beds. It is PhilHealth's intention to ensure that members are empowered—that they are aware of their entitlements, are able to demand and actually receive such entitlements.



I. No Balance Billing Bed (NBBB)

A. Physical Dimensions/Location

1. The NBBB must be located in a room which conforms to the Benchbook Accreditation Standards of PhilHealth. Specifically, the room must be secure, well-ventilated, well-lighted and free from noise; and have privacy, easy/unobstructed access to entrance and exits, and sufficient space for patients and staff to efficiently and safely move around.
2. The NBBB shall bear the sign "NBB Bed" or the appropriate logo or symbol signifying a "NBB Bed".
3. The NBBB must be approximately 35.5 inches (W) x 75 inches (L) x 21 inches (H) in dimension, and provided with linen-covered mattress with the linens changed at least once a day.
4. A stretcher, gurney or any other make-shift beds shall not be considered a NBB Bed.
5. Only one patient may occupy the NBBB at a time. At no point in time should multiple patients occupy one bed.
6. In multiple occupancy rooms (wards), the NBBB shall be spaced at least 1 meter from adjacent beds. Makeshift dividers/panels shall be used to provide greater privacy especially in mixed gender/service rooms and to reduce cross-infection.

B. Basic Equipment, Amenities and Accommodation

1. The NBBB must have accompanying IV stand, side-table preferably with a drawer/cabinet for safekeeping of personal belongings and a stool for the patient's attendant or caregiver.
2. The NBBB must be located in an area visible and easily accessible to the health care providers (physicians, nurses).
3. The NBBB shall have access to clean and well-maintained bathroom and washing area. The available toilet-to-bed ratio should be at least 1:8.
4. The patient in the NBBB shall be afforded three (3) meals per confinement day, unless prescribed with special feeding requirements or schedule.
5. The NBBB shall have unlimited access to safe, potable drinking water.

C. Services

1. Upon admission, all sponsored members shall be thoroughly oriented about the case rates and the NBB policy. A copy of the NBB Bed Primer (Annex 1) shall be:
 - i. Provided to all PhilHealth members admitted in non-private accommodation, *or*
 - ii. Attached to the NBB Bed, *or*
 - iii. Posted in the ward.
2. All hospitals and facilities shall ensure the availability/provision of drugs, medicines and supplies prescribed, as well as, the laboratory and diagnostic procedures needed by the PhilHealth member admitted for the conditions covered under case rates and the NBB policy. In no instance shall the patient be asked to purchase medicines, supplies and/or services outside the hospital during his/her hospital stay.



3. All hospitals and facilities shall ensure that services must be in accordance with clinical practice guidelines or, if not available, accepted standard of care and referral protocols.
4. In the event that no room is yet available for patients eligible for NBB, all expenses incurred shall be charged against the applicable case rate. To reiterate, the patient shall not be asked to purchase medicines and services outside the hospital during his/her hospital stay.
5. Monitoring of the NBBB service provision shall be accomplished by the PhilHealth Accreditation and Quality Assurance Team as part of the Provider Assessment Monitoring System. For hospitals designated with PhilHealth Customer Assistance Relations Empowerment Staff (CARES) nurses, the latter shall conduct random exit interviews of patients and provide regular feedback to PhilHealth regional office.
6. The NBBB should have provisions for patients with special needs such as infants, school aged children, adolescents, the elderly and disabled, victims of alleged sexual abuse or violence, patients with emotional or behavioural disorder, patients with drug dependencies or alcoholism

II. Violations and Sanctions

Non-compliance with the above provisions shall constitute sufficient cause for the issuance of a warning in the Provider Assessment Monitoring System and may be considered a breach of the Performance Commitment of the health care provider.

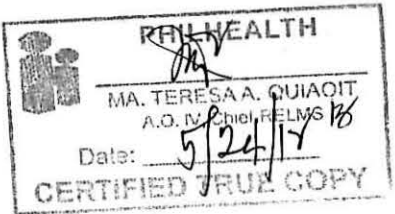
III. Repealing Clause

All provisions of previous issuances that are inconsistent with or contrary to the provisions of this Order are hereby rescinded and/or modified accordingly. All other issuances consistent with this circular shall remain in full force and effect.

IV. Effectivity

This circular shall take effect 15 days after its publication in the Official Gazette or in a newspaper of general circulation.

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DR. EDUARDO P. BANZON
President and CEO
Date signed: 5/24/12



“Annex “I”

Minamahal naming miyembro,

Layunin po ng PhilHealth na mapabuti ang serbisyong makakamit niyo mula sa pagamutang ito. Higit sa lahat, hangad ng PhilHealth na lubos kayong matulungan sa inyong mga gastusin dito. Dahil dito, ipinapatupad namin ngayon - ang patakarang No Balance Billing o “Walang Dagdag Bayad”. Sakop nito ang mga pasyenteng payag ma-confine sa mga naitalagang NBB ward sa loob ng pagamutan at apektado ng mga sumusunod na karamdaman:

Dengue I	Radiotherapy
Dengue II	Hemodialysis
Pneumonia I (MR)	MCP and NSD (<i>panganganak-normal</i>)
Pneumonia II (HR)	Caesarean Section (<i>panganganak-CS</i>)
Essential Hypertension (<i>high blood</i>)	Appendectomy
Cerebral Infarction (<i>stroke</i>)	Cholecystectomy (<i>operasyon sa bato sa apdo</i>)
Cerebro-vascular Accident	Dilatation and Curettage (<i>raspa</i>)
Acute Gastroenteritis (<i>pagtatae</i>)	Thyroidectomy (<i>pagtanggap ng thyroid</i>)
Asthma (<i>hika</i>)	Herniorrhaphy (<i>operasyon sa luslos</i>)
Typhoid Fever	Mastectomy (<i>operasyon sa suso</i>)
Newborn Care Package	Hysterectomy (<i>pagtanggap sa bahay-bata</i>)

Bilang miyembro ng PhilHealth, dapat ninyong malaman na may mga karapatang nauukol sa inyo, gaya ng mga sumusunod:

- Naipaliwanag nang mabuti sa akin na ako'y wala nang babayaran sa confinement na ito. (gamot, laboratoryo, supply, bayad sa doktor etc.)
- Nag-iisa lang ako sa aking kama.
- May sapat na ilaw sa lugar/kwarto kung nasaan ang aking kama.
- Ligtas, kumportable, tahimik ang lugar/kwarto kung saan naroon ang aking kama.
- Mahigit isang metro ang layo ng aking kama sa susunod na pasyente at may divider or harang sa pagitan nito.
- May upuan ang aking bantay at may ibinigay na lalagyan para sa aking personal na kagamitan.
- May malinis na palikuran at paliguan ang lugar/kwarto kung saan ako naka-confine.
- May mapagkukunan ng malinis na inuming tubig sa lugar/kwarto kung saan ako naka-confine.
- Binibigyan ako ng pagkain tatlong beses sa isang araw. (Maliban kung ipinagbawal ng doktor dahil sa aking kondisyon).
- May manggagamot o doktor na tumitingin sa akin araw-araw.

Kung sa inyong palagay ay nalalabag ang mga karapatang ito, hinihikayat kayong magreklamo upang maipalam sa mga kinauukulan ang mga pangyayari. Hanapin lamang ang PhilHealth CARES nurses, tumawag sa PhilHealth Call Center o i-text ang PHIC sa 7442.

Para sa inyong impormasyon. Maraming salamat po.