PhilHealth Circular No. 21, series of 2014
GUIDELINES FOR ECLAIMS SYSTEM SIMULATION
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1. **What is the eClaims System?**

   The eClaims System is an interconnected modular information system for claim reimbursement transaction beginning from the time a patient signifies the intention of using a PhilHealth benefit and ends when the claim is paid. It is divided into five modules:

   Module 1- **Claim Eligibility Web Service**
   Module 2- **Electronic Claim Submission**
   Module3- **Claim Status Verification**
   Module 4- **Electronic Claim Review and Processing**
   Module 5- **Auto-Credit Payment Scheme**

2. **Which Health Care Institutions (HCI)shall participate in the eClaims System Simulation?Why is there a need to undertake the simulation?**

   The following HCIs will participate in the eClaims System simulation with their respective Health Information Technology Providers (HITPs):
   a. Dr. Jesus C. Delgado Memorial Hospital- Eurolink Network International, Inc.
   b. JNRAL Family Corporation- Topaz Philippines Software Development and Management Services
   c. Novaliches General Hospital- Total Transcription Solutions, Inc.
   d. Quirino Memorial Medical Center- Department of Health- IMS
   e. Skywood Health Services, Inc./ My Health Clinic- Medilink Network, Inc.
   f. Southern Philippines Medical Center- Segworks Technologies Corporation
   g. Victor R. Potenciano Medical Center- BizBox, Inc.

   The purpose of the simulation is to test the applications developed by HITP and assess the cycle of electronic claims submission and processing before actual implementation.

3. **How long will the simulation run?**

   The eClaims System simulation shall run for a maximum of two (2) weeks per Health Care Institution (HCI).

4. **When will the simulation start? Can the eClaims System Simulation be extended?**

   The simulation will start fifteen (15) days after the publication of PhilHealth Circular 21, series of 2014 in a newspaper. Yes,The extension of simulation period shall be subject to approval of the PhilHealth Management.

5. **Will the eClaims System simulation cover all five (5) modules?**

   eClaims System simulation will cover Modules 1 to 4 of the eClaims System from encoding of data in the claim forms (HCI side) until generation of voucher only .

6. **Is there a need to submit a hard copy/ies of the electronic claim?**

   Yes, submitted hard copy of claims shall be the basis for processing of payment.

7. **How does Module 1 Claim Eligibility Web Service, Module 2 Electronic Claim Submission, Module 3 Claims Status Verification and Module 4 Electronic Claim Review and Processing works in the simulation?**

   Below is how each module works in the simulation:

   a. **Module 1 Claim Eligibility Web Service-** allows HCI to determine eligibility of patient to avail of PhilHealth benefit by encoding all required fields in the HITP's Module 1 utility.
   b. **Module 2 Electronic Claim Submission-** allows HCI to submit a claim online by translating all information found in Claim Forms 1 and 2 into its electronic format.
   c. **Module 3 Electronic Claims Status Verification-** allows HCI to track and verify status of its claim by providing the claim series number (CSN).
   d. **Module 4 Electronic Claim Review and Processing-**allowsPhilHealth to review and process submitted online. During the two week simulation,parallel processing of the hard copy of the claims of the participating HCIs for the eClaims System Simulation shall be done by respective PROs.

8. **What are the mandatory supporting documents in a claim and how will HCI submit it electronically?**

   One of the mandatory supporting documents is the Claim Signature Form (CSF).The other documents are found in Annex C of the PhilHealth Circular 21.Supporting documents shall be scanned (PDF/A version), attached to the electronic claim and saved in HITP or HCI provider server.

9. **What is a Claim Signature Form (CSF)?**

   The Claim Signature Form (CSF) contains portions from Claim Forms 1 and 2 that require signature from the hospital, member, patient, and employer *(seeAnnex D)* whereapplicable, it should be duly filled-out and signed before attaching the document as PDF file link with the electronic claim.

10. **How will the HCIs and HITPs be monitored and evaluated during the simulation?**

    Evaluation of the eClaims System simulation shall be according to the criteria and indicators found in Annex F of the PhilHealth Circular 21, series of 2014.