

# TAMANG SAGOT

PhilHealth Circular 26, s.2014

## Guidelines on the Use of Health Care Institution (HCI) Portal for PCB1 or Tsekap Providers

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### 1. When can we start to apply for access to the HCI portal?

Any accredited PCB1 or TSeKaP provider may start to apply for access to the HCI portal as soon as all requirements are complete. The Primary Care Module of the HCI portal has already been operational initially for PCB2 innovation sites since the middle of 2014.

### 2. What do we need to apply for access to the HCI portal?

Accredited PCB1 or TSeKaP providers need to submit a PhilHealth Online Access Form (POAF) and Non-Disclosure Agreement (NDA) to their Local Health Insurance Office.

### 3. What can PCB1 and TSeKaP providers do in the Primary Care Module of the HCI Portal?

Accredited providers with access to the Primary Care Module of the HCI Portal may check the eligibility of the member or dependent for the benefit, create an electronic form of the Individual Health Profile, view case histories of their patients served, and automatically submit reports to the Corporation to facilitate payment.

### 4. How many user accounts will be given to the provider?

Each provider shall be given one digital certificate. The PRO-IT and HCDMD shall assess which of the computers or electronic devices shall be given a copy of the facility's digital certificate. Only devices with installed digital certificates can access the HCI portal.

Each provider will also be issued minimum of two and maximum of five user accounts with specific username and password for use within the facility.

### 5. Is access to the HCI portal required? Are there alternatives?

Access to the HCI portal shall be necessary by 2015 to facilitate profiling, submission of reports and payment of Per Family Payment (PFP).

For areas with unreliable internet connectivity, offline profiling can be done through any PhilHealth-Certified Electronic Medical Records (EMRs). The Corporation shall release a partial list of Certified EMRs by the end of the year.

For HCPs with existing EMRs, connectivity with PhilHealth has to be established. In the meantime, to facilitate reporting and processing of payment, the use of the HCI portal is advised.

#### **6. How can I access the Primary Care Module of the HCI Portal?**

You can log-on using your facility accreditation number, user name and password to <https://ihcp.philhealth.gov.ph> to have access to the HCI portal.

**7. Who will orient us on how to use the Primary Care Module of the HCI Portal?**

The PhilHealth Central Office will relay user manuals and conduct necessary trainings to inform Regional Offices on how to use the HCI portal. The Regional Offices shall relay information to the Local Health Insurance Offices. LHIOs shall orient and train the providers on how to use the Primary Care Module of the HCI Portal.

**8. Who do we contact for problems with the HCI Portal?**

Providers may contact their respective LHIOs for problems encountered with the HCI Portal. LHIO shall then relay unresolved issues to the PRO-IT or ITMD-CO as necessary.

**9. What do we do if we don't have a computer or funds for internet subscription?**

Providers may use the 40% Per Family Payment (PFP) for operational expenses to purchase IT hardware and internet subscriptions necessary for use of the HCI Portal.

**10. Can we hire personnel to help us build our database?**

Providers may use the 40% Per Family Payment (PFP) for operational expenses to hire additional manpower as encoders to facilitate initial database build-up.

**11. Do we still need to submit reports such as Annex A2 and A4 to facilitate payment?**

For the transitory period until the need of 2014, providers shall still be required to submit Annex A2 and A4 to facilitate computation of payment. These forms shall be received and consolidated in an electronic format (i.e. excel file) for the monitoring efforts of the Corporation.

By 2015, when electronic profiling shall be the basis of PFP, manual submission of Annex A2 and A4 shall no longer be required. These information shall be extracted by the PRO-BAS from the HCI portal at the end of each quarter. A separate issuance related to the Payment Module shall be made available by the end of the year.