

TAMANG SAGOT

PhilHealth Circular No. 30, series of 2014

Guidelines for PhilHealth Information and Claims System (PHICS) Pilot Testing in Selected Health Care Institutions under the jurisdiction of PhilHealth Regional Office 2 (PRO 2)

1. What is the PHICS?

It is a system utility developed as a mirror image of the prescribed PhilHealth Forms which will serve as the encoding module to be used by the providers. Its system features are the following:

- i. Library profile updating module
- ii. Claim Form 1 (CF1) System Generation
- iii. Claim Form 2 (CF2) System Generation
- iv. Softcopy generation for uploading to PHICS
- v. Transmittal System Generation
- vi. Reporting of Claims Transmittal and/or yet to be submitted
- vii. Reporting of Paid and/or unpaid Claims

2. Which Health Care Institutions (HCI) shall participate in the PHICS Pilot-testing? Why is there a need to undertake the pilot?

a. The following HCIs will participate in the PHICS pilot-testing under the jurisdiction of PhilHealth Regional Office 2 (PRO2):

- i. V. Braun Avitum Philippines Incorporated
- ii. Holy Infant Hospital
- iii. St. Paul Hospital
- iv. Ballesteros District Hospital

The purpose of the pilot-testing is to test its efficiency and effectiveness in further reducing the turn-around-time (TAT) in claims processing through the selected HCIs without the need of internet connectivity.

b. or HCIs identified and approved for inclusion by Chief Operating Officer outside of the jurisdiction of PRO2

3. How long will the pilot-testing run?

The PHICS pilot-testing shall run in a live environment for a maximum of two (2) months to all participating HCIs.

4. What claims shall be covered by PHICs pilot testing?

The PHICS pilot-testing shall only apply to All Case Rate claims of the chosen facility covering the effectivity of the circular.

5. When will the simulation start?

The simulation will start fifteen (15) days after the publication of PhilHealth Circular 30, series of 2014 in a newspaper of general circulation.

6. How does the PHICs works?

- 6.1 HCI user conduct eligibility checking via the HCI Portal for the generation of PhilHealth Benefit Eligibility Form (PBEF).
- 6.2 Using the PHICS hospital user encodes the required information in the CF1 and CF2 transaction module. As such, every item should be properly accomplished to produce a properly accomplished PhilHealth Claim Form 1 and 2.
- 6.3 After having encoded all the required information, the HCIs shall save the data to any data storage device (flash drives, CD, etc) and print hard copies of CF1, CF2 and the transmittal list generated from the PHICS.
- 6.4 HCI submits the soft copy of batch of claims to the PRO's Benefit Administration Section (PRO-BAS) together with the printed copies of these claims and the transmittal list.
- 6.5 PRO-BAS shall reconcile the soft copies of the claims with the printed copies submitted by the HCIs. In case of discrepancies, the batch of claims with inconsistencies between the hard and soft copies shall be returned to the HCI.
- 6.6 PRO-BAS then uploads the reconciled data to the N-Claims web using the PHICs. This unburdens the PRO with the encoding process and allows are claims processors to proceed immediately with the Validation Report printing process, through the uploaded file.
- 6.7 Regular Claims Processing then follows.

7. How will the PHICS be monitored during pilot-testing?

All identified system bugs/errors and process flaws shall be properly addressed and fixed within the covered period of the pilot testing. The offices of the Chief Information Officer (CIO), Benefits Development and Research Department (BDRD) and PRO2 shall closely coordinated with each other to ensure proper and efficient implementation of the test and evaluation results.