

Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION

Citystate Centre Building, 709 Shaw Boulevard, Pasig City
Healthline 441-7444 www.philhealth.gov.ph

PHILHEALTH CIRCULAR

No. 0002 - 2014

TO : ALL ACCREDITED HEALTH CARE PROVIDERS, PHILHEALTH MEMBERS, PHILHEALTH OFFICES AND ALL OTHERS CONCERNED

SUBJECT : Enhanced Health Care Institution Portal (formerly known as Institutional Health Care Provider Portal).

I. OBJECTIVES

PhilHealth continuously ensures the increase in access and utilization of quality health care services by PhilHealth members and their dependents from partner health care providers. One of the many ways to achieve this goal is through the enhancement of the Health Care Institution Portal (formerly known as Institutional Health Care Provider Portal), which shall function as an electronic gateway among PhilHealth members and their dependents, health care providers and the Corporation.

The enhanced Health Care Institution (HCI) Portal aims to:

- a. **Harmonize the different systems of PhilHealth** for health care providers into a single point of entry;
- b. **Streamline filing of claims and availment procedures** by PhilHealth members and their dependents as well as health care providers;
- c. **Replace Member Data Record (MDR)** with PhilHealth Benefit Eligibility Form (PBEF), which shall contain additional information relevant to benefit availment;
- d. **Reduce the documentary requirements to facilitate filing of claims.**
- e. **Provide a way for PhilHealth to disseminate or provide "real-time" information to connected HCIs** in terms of (1) updates/revisions/enhancements in the HCI Portal; (2) alerts for important reminders, i.e., new circulars, advisories etc.; (3) access or download user manual/guide of the systems in the HCI Portal; and (4) others as determined by the Corporation.

II. HEALTH CARE INSTITUTION (HCI) PORTAL MODULES

- A. PhilHealth Benefit Eligibility Verification Module – This module shall generate the PhilHealth Benefit Eligibility Form (PBEF).



- B. Cataract Pre-surgery Authorization (CPSA) Module – This module is covered in PhilHealth Circular 59, s. 2012 and PhilHealth Circular 13 s. 2013.
- C. Other features/modules as approved by the Corporation.

This Circular shall focus on the PhilHealth Benefit Eligibility Verification module.

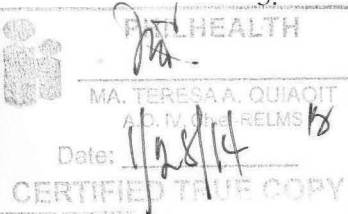
III. GENERAL GUIDELINES

A. Installation of HCI Portal

1. All accredited health care institutions are required to have the HCI Portal installed by the **end of March 2014**. For more information visit www.philhealth.gov.ph and to download the PhilHealth Online Access Form (POAF), Non-Disclosure Agreement (NDA), installation procedures and user manual.
2. HCIs are advised to employ a reliable internet service provider to maximize the features of the HCI Portal.
3. The HCI Portal can be accessed 24/7 in order to accommodate verifications at any given time.
4. The computers installed with HCI Portal shall be placed preferably in areas that function as admitting section, discharge/billing section, and emergency room.
5. One (1) digital certificate shall be issued per accredited health care institution for authentication. The number of computers that shall be installed with HCI portal and number of HCI portal users in a hospital shall be appraised and approved by the IT Unit of PhilHealth Regional Offices and Health Care Delivery Management Division (HCDMD) of the PROs. Only computers installed with the digital certificate shall be able to access the HCI Portal.
6. The validity of the digital certificate is one (1) year from the date of installation. The HCI shall apply for the renewal of the digital certificate within thirty (30) calendar days prior to the ninety (90) calendar days from the date of expiry of the digital certificate. This is to provide ample time for PRO to process the renewal.

B. Others

1. Patients shall be checked for eligibility upon admission. This is to provide ample time for the PhilHealth beneficiary to produce the supporting documents as applicable.
2. A duly accomplished PhilHealth Member Registration Form (PMRF) shall be required for any updating of the record of the PhilHealth member or its dependent/s as provided for in PhilHealth Circular 28, s. 2013 re: The New PhilHealth Membership Registration Form (PMRF).
3. Compliance to the rule on Single Period of Confinement (SPC) is **not** included in the information provided by the PBEF. This shall only be determined once the claim has been processed. ***Non-compliance to the rule on SPC shall result in the denial of the claim.***



4. PhilHealth reserves the right to terminate the access to the HCI portal of HCIs that are found to be violating the rules set forth in the Non-Disclosure Agreement (NDA) as well as other policies governing the use of the HCI Portal. Such HCIs may no longer be allowed access to the HCI portal permanently.

IV. PHILHEALTH BENEFIT ELIGIBILITY FORM (PBEF)

A. The PBEF provides the following information:

1. PhilHealth Benefit Eligibility Form generation information - Date and time of generation, reference number.
2. Health care institution information - Name of HCI, accreditation number.
3. Member Information - PhilHealth Identification Number of Member, name of member, sex, date of birth, member category.
4. Patient Information - Name of patient, date admitted, date discharged, sex, date of birth.
5. PhilHealth Benefit Eligibility Information - Answers eligibility with YES or NO as well as provide information on what to submit if the answer is NO.
6. Submitted and attached document/s - provides information on what documents are submitted along with the claim forms.
7. Important reminder/disclaimer - Signature of the member, patient or authorized representative and the HCI portal user.

B. The PBEF provides information as to the eligibility of the patient to avail of the benefit based on the following parameters:

1. PhilHealth membership or dependency
2. Premium contribution
3. Compliance to the forty five (45) days benefit limit.

C. The PBEF shall provide *one of the following* answers regarding the eligibility of the patient:

1. **YES** - the claim shall be paid subject to the compliance to SPC and existing rules on reimbursements. Claim form 1 shall no longer be required regardless of member category.
2. **NO** - the HCI portal shall provide information on what to submit to be able to avail of the benefit. The supporting document/s required shall be attached to the PBEF and shall be submitted along with the required claim forms and attachments. The PBEF and supporting document/s shall be reviewed by the PRO. The claim shall be paid subject to the validation of the attached documents, SPC and existing rules on reimbursements.



- D. The PBEF shall replace or be an alternative to the Member Data Record (MDR), PhilHealth CARES Form 1 (PCF1) or any other documents to show proof of being a PhilHealth member or dependent and compliance to rules for benefit entitlement.

V. UNDERTAKINGS OF HEALTH CARE INSTITUTIONS INSTALLED WITH HCI PORTAL.

1. Strictly ensure the implementation and/or observance of the provisions in the NDA.
2. Use/access to the HCI Portal transactions and/or printing of the PhilHealth Benefit Eligibility Forms among others shall be at no additional cost to the PhilHealth members and their dependents.
3. Immediately notify (within 2 days) PhilHealth for termination of an HCI Portal user account in cases of resignation, termination, change of function, misuse etc.
4. The concerned HCI Portal user and the HCI management shall be held accountable for the violations or misuse of the HCI Portal. Sharing of user ID and password to non-HCI Portal users shall not be allowed.

VI. PROOF OF PHILHEALTH MEMBERSHIP FOR HCIs WITHOUT ACCESS TO HCI PORTAL.

1. It is emphasized that based on PhilHealth Circulars 50, s. 2012 and 1, s. 2013 the Member Data Record (MDR), PhilHealth Number Card (PNC) and PhilHealth Identification Card (PIC) are valid proof of PhilHealth membership to be able to avail PhilHealth benefits. For indigent members, in case the PIC, PNC or MDR is not available, the original copy of the Certification (Form CE - 1) duly issued by authorized PhilHealth personnel at the PRO/LHIO shall be accepted.
2. For HCIs with PhilHealth Customer Assistance Relations and Empowerment Staff (PCARES), a properly filled out PhilHealth CARES Form 1(PCF1) shall be accepted in lieu of the MDR, PNC, PIC or Form CE-1.
3. Health care providers shall not deny PhilHealth beneficiaries to avail of their benefits on the basis of non-submission of MDR when alternative documents are provided. Otherwise, this shall be construed as non-compliance to the PhilHealth policies and shall be dealt with accordingly. Likewise, PhilHealth shall not return claims of HCIs due to the absence of an MDR when alternative documents are already submitted along with the claim forms.

VII. REPEALING CLAUSE

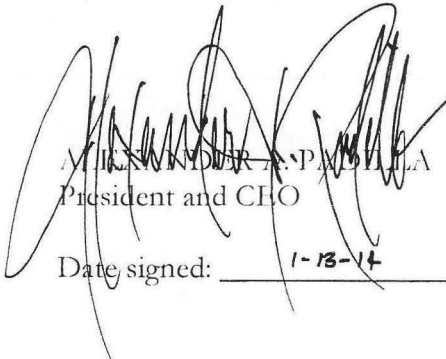
All provisions of previous issuances that are inconsistent with any provisions of this Circular are hereby amended/modified/or repealed accordingly.

VIII. SEPARABILITY CLAUSE

In the event that a part or provision of this Circular is declared unauthorized or rendered invalid by any Court of Law or competent authority, those provisions not affected by such declaration shall remain valid and effective.

IX. EFFECTIVITY

This Circular shall take effect on January 1, 2014. This shall be published in any newspaper of general circulation and shall be deposited thereafter with the National Administrative Register at the University of the Philippines Law Center.


ALEXANDER P. VILLALVA
President and CEO

Date signed: 1-13-14



Subject : Enhanced Health Care Institution Portal (*formerly known as Institutional Health Care Provider Portal*)

SAMPLE PBEF



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PhilHealth Benefit Eligibility Form

"Bawat Pilipino Miyembro, Bawat Miyembro Protektado, Kalusugan Natin Segurado"

Date and Time of Generation : AUGUST 16, 2013 08:03:13
HCI Portal Reference No.: BEF00000000000001

HEALTH CARE INSTITUTION (HCI) INFORMATION

Name of Institution: NATIONAL KIDNEY AND TRANSPLANT INSTITUTE
Accreditation No. : H93005836

MEMBER INFORMATION

PhilHealth Identification No. : 1900000000001
Name of Member : DELA CRUZ, JUAN A
Sex : MALE
Date of Birth : NOVEMBER 15, 1955
Member Category : SPONSORED

PATIENT INFORMATION

Name of Patient : DELA CRUZ, JUAN A
Date Admitted : AUGUST 16, 2013
Date Discharged : AUGUST 17, 2013
Sex : MALE
Date of Birth : NOVEMBER 15, 1955

PHILHEALTH BENEFIT ELIGIBILITY INFORMATION

ELIGIBLE TO AVAIL PHILHEALTH BENEFITS? YES

Attached Documents:

N/A

IMPORTANT REMINDERS:

1. Generation and printing of this form is FREE for all PhilHealth members and their dependents.
2. This form shall be submitted along with the required PhilHealth claims forms and is valid only for the confinement/admission stated above.
3. This does not include eligibility to the rule of **SINGLE PERIOD OF CONFINEMENT (SPC)**. It shall be established when the claim is processed by PhilHealth. Non-qualification to the rule on SPC shall result to denial of this claim.

Visit www.philhealth.gov.ph



Member/Representative
Signature Over Printed Name / Thumbmark

IHC Portal User
Signature Over Printed Name