

TAMANG SAGOT

PhilHealth Circular No. 017-2015

On-Site Visits of Authorized PhilHealth Personnel

1. What is the legal basis for this Circular?

The Circular is pursuant to Section 15.e of the Revised Implementing Rules and Regulations of the National Health Insurance Act of 2013 which states that *"All government and private employers are required to allow the inspection of its premises including its books and other pertinent records."*

Section 221 on the Visitorial Powers of PhilHealth of the same RIRR further states that *"Any representative of the Corporation as duly authorized by the President and CEO or by the concerned Regional Vice President shall have the power to visit, enter and inspect facilities of health care providers and employers during office hours, unless there is a reason to believe that inspection has to be done beyond office hours, and where applicable, secure copies of their medical, financial, and other records and data pertinent to the claims, accreditation, premium contribution and that of their patients or employees, who are members of the Program."*

2. What is the coverage of this Circular?

This Circular shall apply to all employers in the government and private sectors.

3. What is the purpose of the on-site visit?

- To determine compliance with regulations and other requirements, particularly in the payment of premium contributions and reportorial requirements.
- To verify the accuracy of submitted information such as basic salary, number of employees, date hired, etc.
- To conduct information education and dissemination of updates on the National Health Insurance Program.
- To secure soft and hard copies of the payroll.

4. Who are the authorized PhilHealth personnel?

Account management specialist/s from the Collection Section and/or Membership Section of the PRO/Branch may be mobilized for the purpose.

5. How will the on-site visit be conducted?

Once credentials have been presented and legal entry has been established, the visiting team shall explain the following in the opening conference:

- Visit objectives - Informing the owner or company representative of the purpose and scope of the visit.
- Order of procedure - Discussion on the procedures to be conducted.
- List of records - A list of records that needs to be reviewed will be specified.
- New policies - The visiting team will discuss and answer questions on any new regulations issued by PhilHealth that might affect the employer.

After the opening conference, the visiting team shall proceed with the verification of employer's compliance. This is the core procedure of the employer visit.

The visiting team will then hold a closing conference with the employer for the presentation and discussion of preliminary findings. The visiting team will also discuss follow-up procedures, etc.

5. What is required from the employer during the on-site visit?

The PhilHealth Employer Engagement Representatives (PEERs) are advised to cooperate and assist the account management specialists for the whole duration of the visit. They are to prepare documents such as:

- Certificate of Registration to PhilHealth
- List of employees
- Payroll
- Copies of RF1s submitted to PhilHealth
- Generated Statement of Premium Accounts (SPA)