

TAMANG SAGOT

PhilHealth Circular 2016-009

Subject: Institutionalization of PhilHealth Services at the Point-of-Benefit Availment provided by the P-CARES

1. Who are the P-CARES?

The PhilHealth Customer Assistance, Relations and Empowerment Staff or P-CARES are registered nurses deployed by PhilHealth to accredited health care institutions (HCIs) nationwide to assist members and their dependents in availing benefits.

2. What are the responsibilities of P-CARES?

- a. Provide members, dependents and other clients with assistance during admission, confinement and discharge;
- b. Issue pertinent Forms that may take the place of required documents for benefit availment;
- c. Conduct surveys;
- d. Perform tasks in support of the NBB policy implementation, point-of-care enrolment, and other priority projects of PhilHealth;
- e. Liaise between the member, the hospital, PhilHealth and other stakeholders to ensure benefits are availed and customer experience at the HCI level is well documented;
- f. Verify benefit eligibility of patients thru the use of appropriate IT systems in case the Health Care Institution Portal is not available or is not functioning well; and
- g. Inform members about quality standards they are entitled to while availing PhilHealth benefits.

3. Where are they deployed?

The P-CARES are deployed to accredited HCIs. Priority is given to facilities with heavy foot traffic.

4. What are the responsibilities of the HCI where the P-CARES are deployed?

Accredited HCIs with assigned P-CARES shall:

- a. Accommodate the deployment of P-CARES and provide them with a work station;
- b. Allow the P-CARES to carry out their tasks;
- c. Allow the P-CARES to conduct OPD/ward classes and room-to-room visits;
- d. Allow the P-CARES to conduct surveys and integrate such in the discharge process;
- e. Honor the PhilHealth CARES Form 1 issued by the P-CARES;
- f. Monitor the attendance and punctuality of the P-CARES assigned to them on behalf of the Corporation.

5. Are there restrictions to the deployment of P-CARES?

Yes. PhilHealth does not allow delegating to the P-CARES tasks they are not supposed to do. Specifically, the P-CARES are not allowed to:

- a. Collect premium contributions;
- b. Screen and process benefit claim documents in lieu of the HCI staff;
- c. Receive and screen applications for accreditation;
- d. Receive documents in compliance to RTH claims;
- e. Operate the HCI Portal.

6. Is there penalty for HCIs who do not accommodate the P-CARES, bar them from performing their tasks or assign them functions they are not supposed to do?

Yes. Not accommodating the P-CARES, constraining or barring them from performing their functions, and/or assigning them functions or tasks they are not supposed to do is construed as a violation of the Performance Commitment and shall be acted upon based PhilHealth Circular No. 031-2014, re: Health Care Provider Performance Assessment System (HCP PAS).