

TAMANG SAGOT

PhilHealth Circular 2017-0027

Software Certification for the Unified PhilHealth Electronic Claims System Using Electronic Medical Record (UPECS-EMR)

1. What is software certification?

Software Certification is a process to verify if the Health Care Institution's software solution complies with PhilHealth's requirements for electronic submission of claims data, images and files, among others.

2. What are the requirements in applying for software certification for Primary Care Benefit (PCB) Package and eClaims?

The requirements in applying the software certification are: Software Certification Application Form, Non-Disclosure Agreement and Software Certification Agreement which are downloadable via PhilHealth portal (<https://www.philhealth.gov.ph/downloads/>).

3. What is Software Certification Kit (SCK)?

The SCK is a set of toolkit and information materials required to understand and implement electronic data submission. Specifically it contains at least, the PeCIG (PhilHealth eClaims Implementation Guide), Encryption, Test URLs, Test Data and other instructions that are useful for the developers of system application for eClaims.

4. How can the HCIs get the SCK?

The SCK will be issued during the Orientation process to be conducted by the PhilHealth Regional Offices that have jurisdiction over the facilities.

5. Will there still be an accreditation of Health Information Technology Providers (HITPs)?

PhilHealth shall no longer be accrediting HITPs. Instead, all software solutions must undergo a certification process.

6. Can the outsourced software solution service provider directly apply with PhilHealth?

No. Only service providers endorsed by a Health Care Institution shall be accepted for certification by PhilHealth.

7. What is the effectivity period of the software certificate?

Software certification shall undergo updates depending on PhilHealth's specifications. The certificate will be effective only on the current version of the eClaims Web Service (eCWS) and PCB requirements.

8. Can HCIs endorse a foreign software solution provider?

Yes, HCIs engaging foreign individuals/companies shall ensure that there is a local counterpart who shall be liable and responsible for the maintenance, support and system updates.

9. Will there be any suspension of the software certification of the HCI?

Yes, PhilHealth shall suspend the software certification of the HCI upon written notice, and effective as of the date specified in such notice due to the following causes:

- a. inability of HCI software solution to meet the requirements of PhilHealth in operational environment;
- b. non-compliance to the policies, procedures and/or methods;
- c. breach of any of the terms of the Software Agreement; and
- d. other causes that are detrimental as determined and analyzed by PhilHealth.

10. Can the suspension be lifted?

Yes. The HCI with suspended software certification shall perform remedial actions within fifteen (15) working days upon the receipt of suspension in order for PhilHealth to consider lifting the suspension. The HCI shall apply again for software certification using another software solution if remedial actions are no longer doable.

11. How can the issues/problems encountered by the HCI or service provider during software development be raised?

The HCIs shall consult the PRO concerned for queries, issues, concerns, and/or problems via PhilHealth's Ticketing System for proper logging, actions, and monitoring.

(<https://itsupport.philhealth.gov.ph/osticket/>)