

TAMANG SAGOT

PhilHealth Circular 2017-0030

Implementation of the Electronic Claims System Using Hybrid Approach

1. What is an Electronic Medical Record (EMR)?

The EMR is a health-related data or information about a patient or individual that can be created, gathered, managed and consulted by authorized health care providers in a health care institution or facility.

2. What is the deadline for Health Care Institutions (HCIs) to comply with eClaims?

The HCIs are given up to December, 31, 2017 to plan and perform activities to comply with the mandatory use of eClaims by January 1, 2018.

3. How can the HCIs submit their claims if they were not able to comply with the Dec. 31, 2017 deadline?

The HCIs that were not able to meet the deadline can be guided by PhilHealth Advisory 2017-0069 entitled “Implementation of Electronic Claims by 2018.”

4. Can HCIs with own Hospital Information System (HIS) use their application for eClaims submission?

Only HCIs using software solutions/products that are certified by PhilHealth shall be allowed to implement eClaims. The HCIs who want to use their own applications need to undergo the Software Certification Process.

5. Can a certified software solution undergo another certification process when applied by another HCI?

Certified in-house or outsourced software solution/product is not required to undergo another certification process. However, the HCI will be required to register, using the PhilHealth Engagement Form, attaching the certification of the software solution to be used.

The HCI Agreements, terms and/or conditions on the use of the software solution/product shall be made between the service provider and the HCI.

6. Can the HCIs still engage with a HIT Provider?

Yes, HIT Provider's Information Technology (IT) solutions have undergone and passed software validation so their solutions/products are already certified by PhilHealth.

7. Does PhilHealth impose any form of charges to HCIs for eClaims submission?

No, PhilHealth shall not charge any cost on the use of eClaims services. However, the HCI and the Service Provider may agree on a service fee for eClaims submission and use

of the software solution. This agreement shall be between the Service Provider and HCI only and PhilHealth shall not be held liable for any terms or agreements that they may agree upon.

8. What is the PhilHealth eClaims Implementation Guide (PeCIG)?

The PeCIG or PhilHealth eClaims Implementation Guide serves as the technical reference manual on eClaims. This document is given to all service providers who are intending to apply for software certification.

9. What is the process of storing the transmitted claims?

Transmitted claims shall be stored in PhilHealth's data center and/or service provider (e.g. cloud Provider), compliant with the requirements of the National Privacy Commission (NPC). However, HCIs that applied for software certification has the option to store the data locally.

10. Can the PhilHealth Hospital Information and Claims System (PHICS) and Softcopy Claims (SCLAIMS) be used for eClaims submission?

The PHICS and SCLAIMS shall be an option for eClaims submission based on the conditions stated in PhilHealth Advisory 2017-0069. Use of these PhilHealth-developed software solutions shall be properly justified and subject to the approval of the Regional Vice President of the PRO where the HCI is located.