

TAMANG SAGOT

PhilHealth Circular No. 2017-0032

Implementation of Health Care Professional Portal

1. What is the HCProf Portal?

It is an online service offered to health care professionals (HCP) to give them insights on accreditation, reimbursement and status of claims filed by the health care providers/facilities.

2. Who is the intended user of the HCProf Portal?

The portal shall be implemented for the use of all health care professionals with active accreditation status. It enables monitoring and tracking of claims whose patients have been attended by the logged health care professional.

3. What are the eligibility conditions for HCPs to use the HCProf Portal?

The HCPs shall be eligible to avail themselves of the service if they meet the following criteria:

- a. Active and updated membership profile;
- b. Actively paying member;
- c. Updated accreditation profile and active accreditation status.

4. What are the requirements to access the HCProf Portal?

The HCPs shall be required to register their active email addresses and PhilHealth Identification Numbers. These information will be used to authenticate and activate the account request for the portal.

5. How will the HCP register for the HCProf Portal?

Go to <https://partners.philhealth.gov.ph>, click the register button, accomplish the online form and click submit. After submission, the account activation link will be sent to the email used in the registration. Just follow the instructions provided along with the activation link.

6. How can the HCP check the status of claim?

In the Health Care Professional menu, click on the Claim Status button, select a search criteria from the option provided and click the Search button to search and display the list of claims and the status of each.

7. Can the HCP send inquiries, comments/suggestions or complaints through the HCProf Portal?

Yes. In the home page, there is a complaint desk portion. Just type in the inquiries, comments/suggestions or complaints and click the send button.

8. What are the HCP Prof Portal User Responsibilities?

Users of the portal shall comply with the provisions of Republic Act 10173 known as the “Data Privacy Act of 2012” by securing their accounts and registered email addresses. User should also report to the Action Center any indication of their accounts being hacked.

9. Can HCPs see records of other persons or of fellow HCPs?

No. Only his/her accreditation and benefit records can be seen by the HCP.

10. Where can HCPs ask for assistance?

The HCPs may contact the Action Center Hotline, (02) 441-7442 or email to actioncenter@philhealth.gov.ph to ask about their PhilHealth Identification Number, report a hacked account or request for restoration of suspended account.

11. When can access to HCP Prof Portal be terminated?

The privilege given to HCPs can be terminated if the PhilHealth accreditation is revoked.

12. What are the features for future enhancements?

As part of the second phase of this project, the portal shall further be enhanced to cover additional services such as, but not limited to, electronic filing of accreditation applications, status of applications, issuance of notifications and reminders.