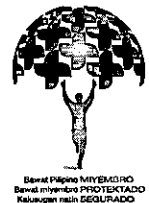




Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION

Citystate Centre, 709 Shaw Boulevard, Pasig City
 Call Center (02) 441-7442 Trunkline (02) 441-7444
www.philhealth.gov.ph



September 25, 2017

PHILHEALTH CIRCULAR
 NO. 2017-0032

TO : ACCREDITED HEALTH CARE PROFESSIONALS, HEALTH CARE INSTITUTIONS, AND ALL OTHER CONCERNED

SUBJECT : Implementation of the Health Care Professional Portal

I. RATIONALE

PhilHealth is committed to provide accessible services to its stakeholders making it easier for our clients and partners to transact with PhilHealth. This commitment has paved the way for the development and implementation of several online services for targeted audience such as the employers (Electronic Payment Reporting System), accredited collecting agents (Electronic Collection Reporting System), HCIs (Health Care Institution Portal) and lastly, the members (Member Online Inquiry).

PhilHealth Circular No. 0031 s-2013 concerning the implementation of the All Case Rates (ACR) payment scheme directs that payment for the claims shall be lumped into one amount which comprises both the hospital charges and the professional fees. Likewise, health care institution / facility have been tasked to distribute the professional fee to the health care professional/s as part of their performance commitment. With this set-up, the health care professionals are dependent on the health care institution/facility for the release of their professional fee particularly on when this will be released and how much will be provided to them as payment for their services.

The HCProf Portal, as a new addition to the online services offered to our partners and members, is expected to empower the health care professionals giving them insight on the reimbursement and status of claims filed by the health care providers/facilities. As part of the second phase of this project, the said portal shall further be enhanced to cover additional services such as but not limited to electronic filing of accreditation application, status of application, issuance of notifications and reminders.

II. OBJECTIVES

The implementation of the Health Care Professional HCProf Portal is expected to:

- a. Increase customer satisfaction by catering to the needs of the health care professionals and providing access to PhilHealth services;
- b. Provide a means for the health care professional to monitor or track reimbursement of claims for payment of their professional fee;
- c. Facilitate electronic submission and processing of accreditation applications.

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III. SCOPE

The portal shall be implemented for the use of all health care professionals with active accreditation status. Initial implementation shall enable monitoring and tracking of claims whose patients has been attended by the logged health care professional. This will later be expanded to cover other services that may be offered to the health care professional.

IV. GENERAL GUIDELINES

1. A health care professional shall be eligible to avail 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.
2. Health care professionals shall be required to update his/her accreditation profile specifically to register their active email address and PhilHealth Identification Number. This information will be used for purposes of authentication and activation of the account request for the portal.
3. In accessing Health Care Professional Portal (HCProf), Health Care Professional are reminded not to use the first four (4) digits of accreditation number which is the Prefix Code E.G. 1501-for GP with training; 1100-for GP etc.
4. Health care professionals may contact the Action Center to inquire their about PhilHealth Identification Number, report a hacked account and for purposes of account restoration or suspension.
5. Users of the portal shall have the responsibility to comply with Republic Act 10173 known as the "Data Privacy Act of 2012" by securing their account and registered email address as well as immediately reporting any possible indication of their account being hacked. Moreover, regularly changing the password is also recommended.
6. The PF shall be distributed by the Health Care Institution (HCI) within 30 calendar days from the receipt of reimbursement from PhilHealth (PhilHealth Circular No. 0035 s.2013). Non-compliance to this provision shall be considered as a violation of the HCI to its Performance Commitment.

V. ACCOUNT CREATION AND TERMINATION

Health care professionals shall secure their user account through signing up in the homepage of HCProf Portal via URL "<https://partners.philhealth.gov.ph>" or "Online

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Inquiry” of the PhilHealth Website. He/she shall use the assigned PhilHealth Accreditation Number in accessing the HCProf Portal.

The privilege given to health care professional to access the HCProf Portal shall be terminated if the Philhealth Accreditation was revoked.

VI. EFFECTIVITY

This Circular shall take effect fifteen (15) days after its publication. *Jm.*

Celestina Ma. Jude P. de la Serna
DR. CELESTINA MA. JUDE P. DE LA SERNA
Interim / OIC President and CEO

Date signed: 12/13/17

PhilHealth Office of the President and CEO

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DC: *MS* Date: *12/14/17*