



**PHILHEALTH CIRCULAR**

No. 2018 - 0016

**TO :** ALL ACCREDITED HEALTH CARE FACILITIES (HCIs) IMPLEMENTING THE NO BALANCE BILLING (NBB) POLICY

**SUBJECT :** Display of NBB Streamer Within HCI Premises

**I. RATIONALE**

Section 10 of Republic Act 10606 which amended Republic Act 7875 or the National Health Insurance Act of 1995 mandates that PhilHealth shall conduct "...information campaign to the public and to health care providers" and that the campaign "must include the benefit packages provided by the Corporation and the mechanism to avail of the benefit packages."

In its effort to support the implementation of the No Balance Billing (NBB) policy, the Corporation is requiring all NBB-covered Health Care Institutions (HCIs) to conspicuously display, in strategic locations within facility premises, the new NBB streamer to create awareness among members and their dependents that the said policy is being implemented in their respective facilities.

The display of the streamer will supplement existing information dissemination initiatives on the NBB policy as an integral mechanism of the National Health Insurance Program (NHIP), and should empower entitled members to avail themselves of the NBB coverage.

Apart from achieving the desired information dissemination outcomes, the streamer will also help HCIs build a reputation among PhilHealth members and stakeholders that their institutions contribute to the attainment of Universal Health Care (UHC) by providing access to quality medical care through financial risk protection.

**II. COVERAGE**

This Circular shall apply to all HCIs implementing the NBB policy among PhilHealth beneficiaries enrolled under the Indigent, Sponsored, Senior Citizen and Lifetime Member Programs, and among Kasambahay members.

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DC: MS Date: 8/17/18

### III. GUIDELINES

- A. All HCIs covered by the NBB policy must, at all times, display the streamer in ideal sites within facility premises.
- B. The streamer design and the technical specifications for its production may be requested from the PhilHealth Regional Offices (PROs) through the Public Affairs Units (PAUs).
- C. The HCIs shall handle the production/reproduction of the streamer, including corresponding costs, and shall identify the most advantageous locations for its posting.
- D. The HCIs may decide on the number of streamers that shall be displayed within their premises.
- E. The HCIs shall ensure that the streamer is in good condition at all times.
- F. The PROs shall document the location of the display during facility visits and shall include it in the report on the HCIs' compliance to this issuance.
- G. The PROs can, at any time, recommend removal of the streamer, in any HCI, if deemed necessary.

### IV. MONITORING AND EVALUATION

The PROs shall include the monitoring of display of the NBB streamer during facility inspections or visits.

### V. EFFECTIVITY

This Circular shall take effect 15 days after its publication in a newspaper of general circulation. It shall be deposited thereafter with the National Administrative Register at the University of the Philippines Law Center.

### VI. ANNEX

- A. Design and Technical Specifications of the NBB Streamer

**DR. ROY S. FERRER**  
Acting President and CEO

Date signed: \_\_\_\_\_

*[Signature]*  
08/16/2018

MASTER  
COPY

DC: *[Signature]* Date: 8/17/18

6 ft.

Ang ospital na ito ay tumutupad sa  
**No Balance Billing.**  
 (Walang dagdag bayad)

3 ft.

Kung may reklamo o tanong tungkol sa NBB, tumawag sa

PhilHealth Call Center  
 (02)441.7442 **Now 24/7**



**CREATIVE  
 ARTS & DESIGN  
 TEAM**  
 CORPORATE AFFAIRS GROUP

NBB Tarp

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 DC: M/S Date: 8/17/18