



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



UNIVERSAL HEALTH CARE
 KALUSUGAN AT BALMESA PARA SA LAHAT

PHILHEALTH CIRCULAR

No. 2020-0019

**TO : ALL ACCREDITED HEALTH CARE PROVIDERS,
 PHILHEALTH OFFICES AND ALL OTHERS CONCERNED**

SUBJECT : Implementation of PhilHealth Cloud Storage Service (PCSS)

I. RATIONALE

The implementation of electronic claims submission is in keeping with the Corporation's strategy to expedite the processing and reimbursement of claims, and to minimize the volume of hardcopy documents being filed in the PhilHealth offices. As a result, turn-around time for compliant and good claims greatly improved to less than the 60 days.

The implementation of the electronic claim submission is in line to the Corporation's strategy to expedite the processing and reimbursement of claims, minimizing the volume of hardcopy documents filed in the PhilHealth Regional Offices. With its recent implementation, an increase in the Return to Hospital (RTH) has been observed due to unavailability, invalid or non-compliant attachments. To resolve this concern, a cloud storage service will be implemented in support of and compliance to DICT Department Circular No. 2017-002 on Cloud First Policy and Republic Act No. 10173, otherwise known as the Data Privacy Act.

II. OBJECTIVES

This Circular is issued to achieve the following objectives:

- A. Ensure accessibility and availability of documentary requirements necessary for claims processing;
- B. Promote and strengthen compliance to existing data and file standards being implemented by the Corporation.
- C. To provide a storage service with validation controls that will allow hospitals and other clients to upload the required documentary attachments /PhilHealth forms for easy retrieval of documents and to minimize Return to Hospital (RTH) claims".

III. SCOPE

This Circular shall cover all accredited health care facilities, registered members, employers and other stakeholders from whom PhilHealth requires supporting documents for their claims reimbursement.

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 Date: 7/21/2020



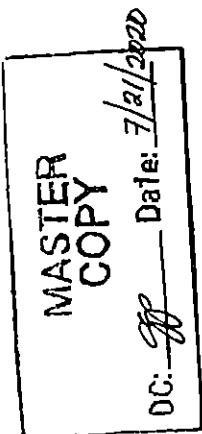
IV. DEFINITION OF TERMS

- A. **API (Application Programming Interface)**¹ – a set of functions and procedures allowing the creation of applications that access the features or data of an operating system, application or other service.
- B. **Client** – shall refer to PhilHealth stakeholders such as health care facilities, members, employers, and accredited collecting agents that will be interfacing with PhilHealth.
- C. **PhilHealth Cloud Storage Service (PCCS)** – a service that enables clients to store files using the cloud platform.
- D. **Document URL (Uniform Resource Locator)** – the logical path or location of the successfully uploaded file.
- E. **Documentary Requirements** – are documents required by PhilHealth as attachments to forms to facilitate processing.
- F. **Data and File Standards** – contains the standard information, values, format and form required by PhilHealth ensure successful electronic transmission/submission.
- G. **PhilHealth API Account** – the account that will be issued to clients to gain access to a specific service in the API.
- H. **PhilHealth Cloud Storage Service Application Form (PCSSAF)** – the form used for cloud storage application containing the required client details.

V. GENERAL GUIDELINES

A. Service Description

1. The Cloud Storage Service shall be provided to clients required to submit documentary requirements as defined by the Corporation.
2. Access to a specific service in the Application Programming Interface (API) shall be provided to registered and compliant stakeholders/clients to enable them to upload documentary requirements.
3. Uploading shall be on a one file per document type basis with a limit of 2MB per file subject to changes upon approval of the Corporation.
4. A retention period for the uploaded file shall be implemented depending on the API that will be availed of.
5. The service shall be limited to the uploading of scanned documents and digital files required by the Corporation. Access to uploaded contents will not be provided to



¹ <https://lexico.com/en/definition/api>



clients, however another API call shall be made available to verify if the file has been previously uploaded.

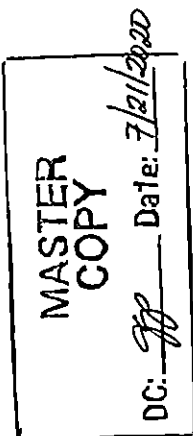
6. The users of this service shall be required to sign a Non-Disclosure Agreement and a PhilHealth Cloud Storage Service Terms of Use Agreement.

B. Availment of the PhilHealth Cloud Storage Service

1. The Guidelines and Specification Requirements to interface with the API service shall be published in the Corporate Website under Downloads Section.
2. A test environment will be made available to those that will be trying out the API service. A test account will also be provided by the respective PhilHealth Regional Office upon submission of the PCSS Application Form (PCSSAF). Data uploaded in the test environment shall be deleted after two (2) weeks from the date of issuance of the Notice of Compliance.
3. Production-ready applications may be scheduled for the conduct of the API Compliance Test at the nearest PhilHealth Office. The API Compliance Test shall be conducted by PhilHealth to ensure that the PCSS Guidelines and Specification Requirements have been met.
4. Once the API Compliance Test has been passed, the PRO will issue a Notice of Compliance and the credentials for the production environment.

C. Registration to the PhilHealth Cloud Storage Service

1. A client shall be provided with one account in which to access a given API service. For those health care facilities with more than one accreditation number, an API will be provided per accreditation number.
2. The following documents shall be required for the processing of registration :
 - a. Accomplished PhilHealth Cloud Storage Service Application Form (PCSSAF) with Terms of Use;
 - b. Non-Disclosure Agreement.
3. Registration requests may be submitted through the following means:
 - a. Requests can be submitted online, accessible through online ticketing system at <https://itsupport.philhealth.gov.ph> under the subject **PCSS REGISTRATION**.
 - b. Hardcopy of PCSSAF to be submitted to the nearest PhilHealth Office for the HCIs without access to internet;
4. The account shall only be received through the registered email of the client contained in the PCSSAF.
5. Status of requests will be made available in <https://itsupport.philhealth.gov.ph>



using the Ticket Number which will be emailed upon receipt of the request.

6. All notifications and communications concerning the account of the client shall be sent to the client's email address indicated in the PCSS Application Form (PCSSAF) using the ticketing system.

D. API Account Activation, Deactivation, Replacement and Recovery

1. All accounts that will be provided have already been pre-activated for immediate use.
2. New accounts may be issued for replacement subject to the following grounds:
 - a. Change in software provider or vendor;
 - b. Compromised account;
 - c. Transfer/Change in authorized representative;
 - d. Others as determined and/or approved by PhilHealth
3. Account/s may be locked or restricted from accessing the API service indefinitely, due to the following reasons:
 - a. Violation of the PCSS Terms of Use
 - b. Inactive accreditation or membership status
 - c. Account not used for 3 months
 - d. Threshold for invalid login attempts has been exhausted
4. Accounts shall be deactivated based on the following:
 - a. Client unsubscribed or opt-out of the service
 - b. Suspected compromised account as reported by the client
 - c. Non-compliance to data and file standards
 - d. Account not used for more than 6 months
5. Locked or deactivated accounts shall be recovered by submitting a completely filled-out PCSSAF to the nearest PhilHealth Office. A recovery URL will be sent to the email address for account activation and password reset.
6. Account password must regularly be changed based on the implemented password policy of the Corporation.
7. A clean-up of the accounts shall be performed every quarter to lock or deactivate unutilized accounts as part of the monitoring and evaluation process of the corporation.

E. API Accessibility Management and Support

1. Issues or problems encountered on the account or the API service shall be directly coordinated with the engaged service providers for initial assessment.
2. Assessed concerns that are deemed PhilHealth related shall be reported using the support ticketing system implemented by PhilHealth under the category "PCSS SUPPORT" for proper resolution and monitoring.

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- An IT Advisory will initially be issued for experienced service downtime exceeding four (4) hours from the time of report to PhilHealth, upon which an official PhilHealth Advisory will be released for proper guidance.

VI. DATE OF EFFECTIVITY

This Circular shall take effect on July 14, 2020.

BGEN. RICARDO C. MORALES AFP (RET) FICD/PH
President and Chief Executive Officer

Date signed: 7/14/2020

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