



Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION

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UNIVERSAL HEALTH CARE
 KALUSUGAN AT KALINGA PARA SA LAHAT

PHILHEALTH CIRCULAR

No. 2021-0015

TO : ALL PHILHEALTH ACCREDITED COLLECTING AGENTS, AND ALL OTHERS CONCERNED

SUBJECT : Electronic Collection Reporting System (ECRS) (Revision 2)

I. RATIONALE

Section 11 of the Revised Implementing Rules and Regulations of the National Health Insurance Act of 2013 of RA 7875 as amended by RA 10606, states that remittance of contributions shall be mandatory for all members. It shall be made to PhilHealth offices or to any of its Accredited Collecting Agents (ACAs). Failure to timely remit the appropriate premium contribution shall be subject to interest and surcharges as prescribed by the Corporation without prejudice to other applicable penalties herein provided.

As the Corporation continuously improves its Information System Strategic Plan, the Fund Management Sector thru the Treasury Department facilitated the enhancement of the reporting system called the Electronic Collection Reporting System (ECRS) to ensure efficient reporting system which will enable the accurate posting of premium collections of the ACAs.

II. OBJECTIVES

To provide the specific process and procedures to be used by the Accredited Collecting Agents (ACAs) in the implementation of the Electronic Collection Reporting System (ECRS).

III. SCOPE

This PhilHealth Circular covers Accredited Collecting Agents (ACAs) with over-the-counter (OTC) collection scheme and their submission of the Abstract of Collection Report (RF2) and Remittance Report (RF2A), respectively, in textfile format on a daily basis thru ECRS.

IV. DEFINITION OF TERMS

- A. **Abstract Collection Report (RF2)** - a detailed report of all transacted premium collections by ACA for a given period.
- B. **Accredited Collecting Agent (ACA)** - any person, natural or juridical, accredited by the Corporation to receive, account and remit premium contributions of members.

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- C. **Bank Routing Symbol Transit Number (BRSTN)** - the popular term for a Bank Identifier Code (BIC) used among banks in the Philippines to transfer funds. It is a nine-digit code identifying *the* country, city, and bank.
- D. **Branch Code (BC)** - a unique code not more than nine (9) characters assigned by PhilHealth for the branch of a venue of payment in lieu/absence of the BRSTN.
- E. **Electronic Collection Reporting System (ECRS)** - a web-based application system that allows the ACA to upload daily the RF2 in textfile format.
- F. **Non-Disclosure Agreement (NDA)** - a signed unilateral type of agreement expressively concurring to the non-disclosure/ confidentiality policies on the provision and acceptable use of digital certificate issued by PhilHealth
- G. **PhilHealth Agents Receipt (PAR)** - a sequentially-numbered accountable form/receipt for issuance by the ACA upon acceptance of payment for premium contribution made over-the-counter (OTC) by the paying member/payor.
- H. **PhilHealth Online Application Form (POAF)** - is the application form that is manually filled out, and submitted to PhilHealth by an external client for the purpose of *providing* online access to the application system of PhilHealth. It contains, among others, the client's name, PhilHealth Employer's Number (PEN), business address, name, position, signature and e-mail address of the head office, as well as the user's name, position, email address and mobile number.
- I. **Remittance Report (RF2A)** - report that summarizes the total collection made by each branch of ACAs and serves as supporting document to the remittance made on the specified due date as indicated in the *Collection and Remittance Agreement*.
- J. **Statement of Premium Account (SPA)** - a form with payment details generated by employers through their own accounts in the Electronic Premium Remittance System (EPRS).

V. **POLICY STATEMENTS**

To support the National Health Insurance Program in providing the members access to quality health care services through proper and timely reporting and posting of premium contributions of members, the use of Electronic Collection Reporting System (ECRS) shall be mandated.

In line with the above, all ACAs are advised to adhere to this *PhilHealth* Circular and observe the following:

A. Request for access to ECRS

1. The ACA shall secure copies of the Non-Disclosure Agreement (NDA) (attached as Annex A) and blank PhilHealth Online Access Form (POAF) (attached as Annex B) from PhilHealth to be completed and signed by the *ACA's* authorized signatories.

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2. The ACA shall submit the completed and signed NDA and POAF to PhilHealth together with the copy of the company identification (ID) card of their nominated user. The ACA can nominate more than one (1) user and shall provide individual POAF for every user.
3. The ACA shall attend the Orientation on the Use of ECRS to be conducted by PhilHealth.
4. The ACA shall receive from PhilHealth the following documents and requirements regarding access to ECRS:
 - a. Notarized NDA
 - b. Guidelines in using the ECRS
 - c. Link to ECRS
 - d. User account and default password in ECRS
5. The ACA shall regularly update PhilHealth on the list of users and their details whenever possible and needed. Any additional or new user of ECRS is required to submit to PhilHealth a completed and signed POAF together with a copy of the company ID of the user.

B. Access to ECRS

1. The user shall clear the cache of the web browser *and shall* make sure that no other application is running to avoid division of bandwidth among applications during the uploading process.
2. The user shall access the ECRS using the link provided by PhilHealth, or through the PhilHealth website, www.philhealth.gov.ph.
3. The user shall log-in to ECRS using the user account and password. The default password provided by PhilHealth should be changed immediately upon *logging into the* ECRS.
4. Any error encountered in logging-in and accessing the ECRS shall be reported immediately to PhilHealth for appropriate action.

C. Upload daily the RF2 to ECRS

1. Upon *logging into the* ECRS, the user shall click the RF2 File under the Uploading. Then, click the Select File button to search and select the RF2 to be uploaded.
2. The user shall ensure the *uploading of the* following details in the RF2 to avoid errors or deficient file during uploading:
 - a. The file format of the RF2 should be in accordance with the prescribed textfile format provided by PhilHealth.
 - b. The ACA code and ACA acronym are matched in the data library of PhilHealth.
 - c. The Bank Routing Symbol Transit Number (BRSTN)/Branch Code (BC) used is/are active and matched in the data library of PhilHealth.
 - d. Only one transaction date is used.

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- e. No blank field/ column, except if SPA Number is provided under the Payor's Name, Member Type and Applicable Period are allowed to be blank.
 - f. SPA Number should be provided under the Payor's Name for *direct contributor* payments.
 - g. SPA Number should be valid and unique, and must compose of the prefix SPA +12 digit.
 - h. PhilHealth Number must be 12-digit and compliant with the PIN algorithm/PhilHealth Number convention.
 - i. Member Types shall be P, G, V, I, S, F, L, H, K, E, M, D or Q only.
 - j. Applicable period must not be less than January 1997 and not more than five (5) years from the current year.
 - k. If ACA is issuing PhilHealth Agents Receipt (PAR), PAR Number should start with 3 and consist of 9 digits, and within the series number of PARS distributed to the ACA branch. For non-PAR ACAs, receipt number should be unique and shall not exceed fifteen (15) alphanumeric characters.
 - l. Transaction Amount should be 0.00 or above.
 - m. If reporting a check payment, drawee bank and check number should be both present.
 - n. No similar or duplicate transaction/s.
3. The user shall upload the RF2 selected by clicking the Upload button to start the uploading process.
 4. If uploading is successful, the message "Uploading Successful with Document Control Number xxxxxxxxxxx" will prompt.
 5. The user shall click the OK button to display the result of the uploading. Otherwise, a remark will prompt for file that was already uploaded or has incurred error. The user must *secure a screenshot of* the message and send it to PhilHealth through email for record and reference.
 6. For uploaded RF2 with deficiencies, user shall click the Download Files with Deficiencies button and save the RF2 file for correction.
 7. Any error encountered in the process of uploading the RF2 to ECRS shall be reported immediately to PhilHealth for appropriate action.
 8. The user shall log-out for every completed activity.

D. Submit the corrected RF2 file.

1. The user shall open the downloaded RF2 file for correction to see and check the error/ deficiency remark in the rightmost column of the file.
2. The user shall correct the error or complete the deficiency in the RF2 file without deleting or adding a transaction.
3. The user shall access the ECRS (follow the procedure under letter B of the General Guidelines) and upload the corrected RF2file (follow the procedure under letter C of the General Guidelines).



E. Generation of RF2A

1. Using the RF2A template provided by PhilHealth, the user shall enter the following information in the corresponding fields:
 - a. ACA Name
 - b. ACA Code/ Acronym
 - c. Collection Date
 - d. BRSTN, Transaction date, Amount
2. To allow generation of RF2A textfile to be uploaded in the ECRS, the user shall click the Generate RF2A Softcopy.
3. The user shall select a location for the file to be saved then click "save" button.
4. The user shall click the OK button if the message "File Generation Completed" prompts.

F. Upload daily the RF2A to ECRS

1. Upon logging-in to ECRS, the user shall click the RF2A File under the Uploading.
2. Then, click the Choose File button to search for the location of the RF2A file to be uploaded.
3. Select the RF2A file to be uploaded then click the Open button or double click on the selected RF2A file.
4. The user shall ensure that the following details in the uploading of RF2A will be strictly observed to avoid errors during uploading:
 - a. The file format of the RF2A should be in accordance with the prescribed textfile format provided by PhilHealth.
 - b. The ACA code and ACA acronym are matched in the data library of PhilHealth.
 - c. The Bank Routing Symbol Transit Number (BRSTN)/Branch Code (BC) used is/are active and matched in the data library of PhilHealth.
 - d. Only one transaction date is used.
 - e. Transaction Count and amount should be provided.
5. The user shall upload the RF2A selected by clicking the Upload button to start the uploading process. Then, click OK if message "Upload RF2A file?" prompt.
6. The user shall click the OK button to display the result of the uploading.
7. If uploading is successful, the message "Uploading Successful with Document Control Number xxxxxxxxxxxx" will prompt.
8. To print the result of the RF2A Uploading, the user shall click the PRINT button at the upper left side of the form.
9. To end the process, the user shall click the Close button.

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10. Any error encountered in the process of uploading the RF2A to ECRS shall be reported immediately to PhilHealth for appropriate action.

11. The user shall log-out for every completed activity.

G. Deactivation of User Account

1. The ACA is prohibited to use the account of their resigned, separated and reassigned employees.
2. The ACA shall inform and request immediately to PhilHealth for deactivation of user account upon filing of an employee's resignation or once an employee is no longer connected.
3. The ACA shall receive a notification from PhilHealth upon deactivation of the user account.
4. All uploaded RF2A using the resigned employee's account shall be invalidated and considered void.

H. Annexes

1. Annex A - Non-Disclosure Agreement (NDA)
2. Annex B - PhilHealth Online Access Form (POAF)

VI. PENALTY CLAUSE

Any violation of this Circular, terms and conditions of the Performance Commitment, and all existing related PhilHealth Circulars and directives shall be dealt with accordingly.

VII. SEPARABILITY CLAUSE

In the event that a part or provision of this Circular is declared unauthorized or rendered invalid by any court of Law or competent authority, those provisions not affected by such declaration shall remain valid and effective.

VIII. REPEALING CLAUSE

All provisions stipulated in PhilHealth Circular No. 2018-0015 Guidelines on the Use of Electronic Collection Reporting System (ECRS) (Revision 1), including all other related issuances that are inconsistent with any provision of this Circular are hereby amended, modified or repealed accordingly.

IX. DATE OF EFFECTIVITY

This PhilHealth Circular shall take effect fifteen (15) days after publication in any newspaper of general circulation and shall be deposited thereafter with the National Administrative Register at the University of the Philippines Law Center.

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ATTY. DANTE A. GIERRAN, CPA
President and Chief Executive Officer (CEO)

Date signed: 8-10-2021

Electronic Collection Reporting System (ECRS) (Revision 2)

