

JOINT STATEMENT

Private Hospitals Association of the Philippines, Inc. and the Philippine Health Insurance Corporation

On the Issue of Unpaid Claims


We would like to inform the public that the PHAPI and PHILHEALTH have acknowledged the concerns of hospitals in some regions over the perceived delay and non-payment of their claims filed for the services that they have rendered to PhilHealth members and their patients.

That both the PHAPI and PhilHealth have agreed on the following to address the issue:

- To conduct a reconciliation of claims records to identify payments that have been made already; legitimate claims that are still in process; return-to-hospital claims for compliance; claims that have been denied and not fit for payment; among others;
- Launching of a portal to continuously update hospitals of their claims profile which will help avoid the recurrence of this problem; and
- To meet on a weekly basis to see the developments of reconciliation activities on the ground, and thresh out other important concerns to completely address the issue.

We hereby assure all accredited health care institutions, our members and their families, the Government, and the general public that we will both exert all efforts to immediately put this issue to an end.


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May 25, 2018
Pasig City, Metro Manila