

# City of Baguio Boosts PhilHealth-CAR's Claims Processing Through Student Employment Program



The City of Baguio led by Mayor Benjamin Magalong has extended assistance to PhilHealth Regional Office-CAR (PRO-CAR) by assigning underprivileged but deserving students including out-of-school youths under its Special Program for the Employment of Students (SPES) to assist in the processing of claims submitted by accredited health care providers in the Cordillera Region.

Since July of this year, PhilHealth CAR already welcomed two batches of nine student apprentices assigned to provide clerical assistance in processing voluminous claims. Reporting daily from Monday to Friday, the students are supervised as they perform simple encoding, sorting, tagging and filing of claim documents. Their services are being compensated by the Department of Labor and Employment (DOLE) and the City Government of Baguio.

Pursuant to pertinent data privacy laws and regulations, the student apprentices were asked to sign a Non-Disclosure Agreement (NDA) with PRO-CAR to ensure that sensitive information about the members and providers are duly protected. Also in line with health protocols being implemented in the offices, only apprentices 18 years old and above are allowed,

while their supervisors made sure that they strictly abide by health guidelines and protocols to ensure safety at work.

Introduced to a full office set-up and empowered sans access to PhilHealth Systems, the 25-day duty of each student apprentice provides them with exposure to real-life office environment, giving them a glimpse of how PhilHealth processes claims reimbursements in particular, and how millions of members benefit from the National Health Insurance Program through health insurance payments. Such an opportunity to work at the premiere social health insurance institution is seen to further inspire them to pursue a career in public service.

PhilHealth-CAR's engagement with the City Government of Baguio is expected to be a continuing partnership to fast track claims processing which of late was affected by the ongoing pandemic. Acting Regional Vice President Dr. Dominga A. Gadgad said that the additional workforce performing as Administrative Aides would redound to the expeditious settlement of claims.

Currently, PRO-CAR's Health Care Delivery Management Division is composed of 30 personnel who are working in full swing to address the high volume of claims received on a daily basis. At an average, the office receives around 1,500 to 2,000 claims every day. ###

Reference: Dr. Shirley B. Domingo, Vice President for Corporate Affairs and Official Spokesperson | Mobile No: 09171360964



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