



Top Performer: Bataan LHIO achieves 100% provider accreditation for Konsulta

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BATAAN Local Health Insurance Office (LHIO) Head Edmond Manuel presented the innovations and best practices in achieving the **100% accreditation of Konsulta Providers in the Province of Bataan** during the Marketing Summit for Konsulta held at Clark, Pampanga on June 28-29, 2022. PCEO Atty. Dante A. Gierran, EVP and COO Atty. Eli Dino D. Santos, Area 1 VP Walter R. Bacareza, PRO III AVP Edgardo F. Faustino, ABM-A Dr. Rowena Z. San Mateo, ABM-B Arlan M. Granali, officers and staff from the Central Office and PhilHealth Regional Offices (PROs) were present during this first face-to-face gathering in two years, to showcase the

milestones in the implementation of PhilHealth Konsulta or Konsultasyong Sulit at Tama nationwide. PROs XII, V, and CAR also shared their practices and innovations in their respective areas.

The PhilHealth Konsulta is the expanded primary care benefit package first launched in 2021 as part of the implementation of the Universal Health Care Law. The PhilHealth Konsulta package covers primary health services including initial and follow-up primary care consultations, health screening and assessment and access to selected diagnostic services, and medicines.

In photo:

PhilHealth Officers with Area 1 representatives during the Marketing Summit for Konsulta in Clark, Pampanga last June 28-29, 2022.



LHIO-Bataan Awarding of Konsulta Accreditation to Health Care Providers. PCEO Atty. Dante A. Gierran, EVP and COO Atty. Eli Dino D. Santos, Area VP Walter Bacareza, AVP Edgardo F. Faustino, ABM-A Dr. Rowena Zabat-San Mateo, ABM-B Arlan M. Granali, LHIO-Bataan Head Edmond Manuel, PRO III Officers and Team awarded the Accreditation of Konsulta Providers in the Province of Bataan on May 19, 2022.

During the said Marketing Summit, Manuel highlighted that the road to the full implementation of the Konsulta program was not an easy path, and the challenges along the way provided opportunities to discover new ways to enlist the support and participation of health care providers, members, and other stakeholders. *“Strong and measurable support from the local chief executives (LCE) and local government units (LGU) as one of the champions of the Universal Health Care and Konsulta programs will be very critical to ensure that potential health care providers in the covered areas shall continuously provide the primary care services needed by the constituents who are covered by PhilHealth”,* Manuel emphasized.

It was further emphasized that the Konsulta benefit package is not only a necessity for every Filipino but also serves as a significant financial incentive for accredited health care facilities to augment their resources through capitation. Manuel also cited the ABC strategy to make PhilHealth Konsulta’s implementation easier to both partners and stakeholders: A-ccreditation, B-enefits, and C-apitation.

During the **Accreditation** stage, the PhilHealth team engaged the support of the LGUs, LCEs, and targeted health care providers (e.g. rural health units) to ensure that there is at least one accredited Konsulta provider per municipality and city in Bataan. The PhilHealth team conducted close and consistent coordination, assistance, and various orientations and discussions on the accreditation process, program coverage, self-



“Lakbay-Aral” led by LHIO-Bataan during the Konsulta registration via My PhilHealth Portal, and printing of confirmation receipt.

assessment tool (SAT), eKonsulta, IT system support needed, and payment procedures.

Under the **Benefits**, the PhilHealth team emphasized that the Konsulta is a win-win program for both the health care providers and members who will avail of the services. Since health care providers were already providing the services to the public, payment for the Konsulta benefits in the form of capitation shall serve as augmentation to their current budget for the provision of these services. On the other hand, PhilHealth members who will be registered as Konsulta beneficiaries in their preferred accredited Konsulta facilities can avail of the services such as medical consultations, laboratory tests, and maintenance medicines at free or minimal cost. Thorough information and education campaign, and orientation activities

on the benefits and registration procedures are currently being conducted to all PhilHealth members. A PhilHealth member may register to his/her preferred or nearest Konsulta provider through the facility, LHIOs, or the PhilHealth Member Portal which can be accessed through www.philhealth.gov.ph

On the payment of **Capitation**, he developed a system of computation for easy targeting and monitoring of LGUs, LCEs, and Konsulta providers on the registration of members and required capitation. Moreover, LHIO-Bataan also conducted various “Lakbay-Aral” activities wherein other LHIOs and support offices in Central Luzon have learned the step-by-step procedures of Konsulta implementation from accreditation, deployment of system, training, registration of members, and payment.

As of June 2022, Bataan has reached the 100% target in the accreditation of Konsulta Providers, having a total of 24 accredited providers for this year with 20 Rural Health Units (RHUs) and 4 hospitals, thus every municipality or city has at least one Konsulta provider where a member can avail of the needed primary care services. The following are the accredited Konsulta Providers in Bataan:

Accredited Konsulta RHUs

1. Abucay RHU	11. Limay RHU
2. Bagac RHU	12. Mariveles RHU I
3. Balanga RHU I	13. Mariveles RHU II
4. Balanga RHU II	14. Mariveles RHU III
5. Balanga RHU III	15. Mariveles RHU IV
6. Balanga RHU IV	16. Morong RHU
7. Dinalupihan RHU I	17. Orani RHU
8. Dinalupihan RHU II	18. Orion RHU
9. Dinalupihan RHU III	19. Pilar RHU
10. Hermosa RHU	20. Samal RHU

Accredited Konsulta Hospitals

21. Bataan General Hospital and Medical Center
22. Jose C. Payumo Jr. Memorial Hospital
23. Mariveles District Hospital
24. Mariveles Mental Wellness and General Hospital

For Bataan, this milestone is just the beginning for PhilHealth Konsulta. The more health care providers participating and accredited, the more opportunities to provide primary care services to every Bataeños.

As former Governor and incumbent 2nd District Representative of Bataan Albert “Abet” Garcia once said: *“Malaki ang maitutulong nito sa ating mga kababayan dahil mas mapadadali na po at mas abot kaya na ang pagpapasuri sa mga pinakamalapit na ospital o Rural Health Unit (RHU) sa kanilang lugar para matutukan ang kanilang kalusugan at maiwasan ang paglala ng kanilang sakit na siya naman pong magbibigay daan upang makamit natin ang pinakamataas na antas ng Human Development Index.”* ###



Actual demo, testing, and roll out of the PhilHealth Konsulta with Bataan General Hospital and Medical Center and PRO III-Branch A officers.



PhilHealth Team during the Bataan Province Universal Health Care Stakeholder’s meeting with Governor Joet Garcia, 2nd District Representative Albert “Abet” Garcia, USAID Dr. Alejandro Herrin, DOH and other stakeholders.