

PhilHealth scores 90.19% net satisfaction rating for 2021



Latest survey showed that members of the Philippine Health Insurance Corporation (PhilHealth) are satisfied with the state insurer's services as it scored 90.19 net satisfaction rating for the year 2021 which is five points higher compared to the previous year.

The study was conducted by Novo Trends PH, Inc. last December 2021 to around 5,000 clients nationwide who have availed of services in the Local Health Insurance Offices (LHIOs) of PhilHealth nationwide. Respondents consist of individual members, employers, Health Care Institutions (HCIs), and Health Care Professionals (HCPs).

Among the respondents surveyed, the employers gave the highest net satisfaction rating of 90.26%, followed by Individual members at 90.19%. Health care institutions registered net satisfaction rating of 77.14% while health care professionals settled at 83.63%. It can be recalled that the Agency faced challenges on claims payment in 2021.

The overall results, which is equivalent to excellent showed substantial improvement of PhilHealth's satisfaction rating for all types of clients compared to year 2020 where it scored

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87.7%. The report affirmed the efficiency of PhilHealth's services wherein three (3) out of four (4) individual members said they were very satisfied with PhilHealth services, notable of which refer to their actual experience on the benefits which were deducted from their total hospital bill. The individual members also mentioned that they were satisfied with over-the-counter transactions which include easy and fast transaction of requested ID and payment of contributions. .

The survey also mentioned that seven (7) out of ten (10) employers were very satisfied with the benefits and services, noting that PhilHealth is "highly organized and accommodated them nicely and with respect". The reasons for these high marks included both the benefits and services provided by the state health insurer.

Employer representatives also cited the good relationship being maintained by PhilHealth with them with the use of two channels for transactions through telephone for information and scheduling office visits for the submission of documents and payments.

64% of HCI respondents were very satisfied, saying that “the staff are knowledgeable of their work and they are easy to approach” and that “PhilHealth in the past years has been aggressive in information dissemination when it comes to policies. The 2021 claims payments have slowed down but understandable given the current situation they face.” The respondents added that they appreciated the competence and positive attitude of the PhilHealth staff.

On the other hand, one of the most popular sources of satisfaction of the HCPs was the “secured way of getting their professional fees and that “PhilHealth offices provided detailed information regarding benefit matters. Staff are helpful towards their clients.”

When individual members were asked about their major sources of information about PhilHealth, information desks in LHIO topped the list, while the official PhilHealth website as the online version of the information desk was relied upon by representatives of establishments especially those of HCIs. Meanwhile, the PhilHealth Facebook page remained to be the most popular among the social media apps. Other sources of information received by individual members included family members, barangay officials, and health workers. Health care providers also relied on the PhilHealth customer service representative, their professional organizations and associates for information about the program.



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“We are delighted about the results of the survey. We aim to surpass this, if not to maintain, in the years to come in order to be worthy of the trust of Filipinos in our journey to realize Universal Health Care. We remain committed to our mandate of delivering excellent services to our members and partners nationwide.” Atty. Dante A. Gierran, PhilHealth President and CEO said. (END)