



PhilHealth Olongapo celebrates 23 years of resilient public service

By: Leny D. Fajardo, Head of LHIO Olongapo

The PhilHealth Local Health Insurance Office (LHIO) in Olongapo has recently celebrated its 23rd year anniversary - upholding resiliency in public service. The LHIO was established 2004 and first located in Rizal Avenue, East Tapinac as a satellite office manned by five staff. It later moved to a new building in Magsaysay Drive, New Asinan, Olongapo City.

Now, LHIO Olongapo has 19 front liners providing services to its clients. On August 1, 2023, the office marked its first year in its new location.

This momentous event also celebrated with partners that have been supporting PhilHealths

programs in the area. Present during the celebration were Pag-IBIG-Subic Bay Metropolitan Authority Branch Head Marina H. Mutuc, Land Bank Olongapo Branch Head Mary Jane Ros, Olongapo City Councilor Lutgerda Lipumano, and Persons with Disability Affairs Office Head Rizalino M. Jose.

Also present were Brenda Grado San Narciso Health Center; Castillejos Rep. Francis Chad Crebillo, San Marcelino District Hospital Representative Roger Delos Santos, St. Margaret Administrative Officer Junna May Gregorio, See Eye Center Administrative Officer Jann Kristine S. Villamor, Quality Renal Care Raquel Hernandez, and Olongapo City Indigent Program Unit Head Barbara Lyn Ruiz.



The morning was started with thanksgiving led by Fr. Dennis Astor of the Columban Parish Church. Mr. Oscar C. Santos, building lessor, together with the LHIO personnel also attended the mass while the usual PhilHealth services and operations proceeded at the ground floor of the office.

Within a year, the following were the accomplishments of LHIO Olongapo in its new office:

1. On Ease of Doing Business (EODB) Implementation, LHIO Olongapo declared 100% compliant by the Regional ARTA in their monitoring and evaluation conducted on November 18, 2022. The inspection yielded compliance on key provisions of Republic Act (RA) 11032: an Act of Promoting Ease of Doing Business and Efficient Delivery of Government Service Delivery of 2018 and ARTA Memorandum Circular No. 2019-002 s. 2019 or the Guidelines on The Implementation of the Citizen's Charter in Compliance with RA 11032.

Moreover, LHIO Olongapo has been consistent with the ARTA MC No. 2020-07 or the Guidelines on the Designation of a Committee on Anti-Red Tape (CART) in the Agencies Concerned in Compliance with RA 11032. Clients and guests experience warm greetings from the staff, security guards, and utility personnel wearing their signature smile. The visibility of the PhilHealth Citizen's Charter 2023 guided clients and guests on the different services.

2. On Population Coverage, LHIO Olongapo registered 566,756 or 98.51% of the local population from the City of Olongapo and five (5) municipalities – Subic, Castillejos, San Marcelino, San Antonio and San Narciso of the first district of Zambales Province. Extensive registration activities are prioritized to cover the remaining 1.49% or 8,592 population to achieve the 100% target for CY 2023.
3. On PhilHealth Konsulta, to date, LHIO Olongapo has 15 accredited Konsulta Providers or 107.14% accomplished from the target 14 facilities. Among them are one (1) government facility – district hospital, one (1) private facility and eight (8) health centers in Olongapo City and the five (5) rural health units of Subic, Castillejos, San Marcelino, San Antonio and San Narciso. This is to contribute with the direction of His Excellency Pres. Bong-Bong Marcos, Jr. during his State of the Nation Address (SONA) last July 24, 2023, when he mentioned PhilHealth Konsulta or "Konsultasyong Sulit at Tama" benefit package, a step towards a more direct and efficient delivery of integrated primary care services, in partnership with Local Government Units (LGUs), public and private sectors.
4. On Premium Contribution to support PhilHealth benefits, LHIO Olongapo, as of writing, has collected a total of P273,198, 782.58 or 38% from the P692, 870, 619.80 target for CY 2023. With the additional PhilHealth Accounts Information Management Specialists (P-AIMS),



LHIO Olongapo aims to effectively map and monitor the employer’s remittances, conduct employer visits and telemarketing and issue billing statement until all delinquent employers become compliant to the National Health Insurance Program (NHIP). Moreover, with the Collection Section and Legal Team, concerns on filing of complaint against non-compliant employers will be addressed.

How did LHIO Olongapo progressively reach its target? Its timely and efficient planning and budgeting are key to delivery its commitments. Maximizing resources to implement newly identified activities through management directives and guidance of PhilHealth Regional Office III Acting Vice-President Edgardo F. Faustino and Acting Branch-A Manager Dr. Rowena S. Zabat-San Mateo are also prioritized.

The continuous implementation of PhilHealth –Link (P-Link) and Point of Service (POS) in health care facilities also ensures that all admitted patients are registered in PhilHealth for them to avail of health care services in accredited facilities in times of need. Thus, patients can register or update records while admitted in the health facilities without the need to physically visit the PhilHealth office.

In addition, LHIO Olongapo intensifies its negotiation with different associations, organizations, and cooperatives to increase and sustain the Group Enrollment (GE) or Job-Order Enrollment. PhilHealth covers students in universities/schools such as AURA College,



SBFZ, CelTech Olongapo and Gordon College in Olongapo City through PhilHealth membership registration and assignment to their preferred Konsulta Provider.

Members located in Geographically Isolated and Disadvantaged Areas (GIDA) as well as Indigenous Peoples (IPs) are also registered with PhilHealth. LHIO Olongapo mapped all IPs in the areas of Barangay Naugsol in Subic, Zambales; Sitio Lumibao, Barangay Buhawen, San Marcelino, Zambales, Barangay Paite, San Narciso and Iram Resettlement Site, Olongapo City. PhilHealth also ensures the coverage of senior citizens through the Office of the Senior Citizen’s Affair & Filipino Senior Citizen’s Association of the Philippines. The active collaboration with the Provincial Advisory Council (PAC) of Zambales for updates in the Municipal / SWA / LGU / BHW Links registration and updating of MCCTs and 4Ps are critical to fully cover this sector.

The conduct of round table discussions (RTD), seminars, dialogues, focus group discussions (FGD), meetings, orientations with stakeholders had been employers are helpful to engage both private and public organizations in registering employees into the program.

The State of Public Health Emergency has been lifted, but the resilient and steadfast services of LHIO Olongapo to all clients, partners, and stakeholders stays. The LHIO Olongapo team renews its commitments to the people it serves and pledges continuing readiness to ensure that everyone is covered and protected by PhilHealth. (end)