

PhilHealth reconciles claims refund with LGU health facilities in Cagayan Valley

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PhilHealth Regional Office II (PRO II) ended the year 2022 with a series of visits to different facilities managed by Local Government Units (LGUs) to update them of the status of unclaimed refunds for services extended to PhilHealth members. With claims stretching back to as early as 2017, PhilHealth has extended its assistance by consolidating and reconciling its payment records with the local accountants and treasurers of said facilities to help address their cashflow concerns and ensure continuity of health services.

“In the course of PhilHealth’s claims processing, one of the issues that remained a staple topic for discussion is the discrepancy on the amount or figures between financial records of health facilities and PhilHealth. The meeting serves as an avenue to look into these discrepancies and determine its probable causes, with hopes of improving the processes of both PhilHealth and government facilities” Retired Brigadier General Llewellyn R. Binasoy, Regional Vice President of PRO II explained.



RVP BGen. Llewellyn R. Binasoy (Ret.) explains the claims refund data of Isabela Province to Governor Rodolfo “Rodito” Albano III during a meeting with the District Hospitals of Isabela and Department Heads of LGU Isabela.



Kelly Mae D. Calimag (seated) and Mae Lyn S. Mangupag from the Fund Management Section of PRO II review submitted data from LGUs for cross-referencing and validation.

The Claims Refund Team, under the Fund Management Section of PRO II, is at the forefront of the initiative to reconcile claims data with Provincial Accountants, Provincial Treasurers and Provincial Health Officers. Its goal is simple – help the LGUs and accredited health facilities in facilitating their claims refund by identifying the factors and issues that cause these delays and discrepancies in financial records between parties.

“We want to help facilities address these issues and prevent them from further occurring, that is why our personnel who are directly in charge of payments are the ones that visit them personally, to directly identify the probable causes and give them recommendation. We are here to help and support our partners”, Lovelyn B. Sabban, Chief of Management Services Division of the PRO said.

“We shall regularly visit them, especially our Provincial Governors, to keep them abreast of the status of their regular claims payment and claims refund. We want to help ensure that their funds are continuously revolving, so that every Filipino will have ready access to health services and PhilHealth benefits”, RVP Binasoy added. ###



Lovelyn B. Sabban, Division Head for Management Services of PRO II gives her views on the importance of reconciling claims refunds.