

*** What PRO Should Inform IHCPs**

**FREQUENTLY ASKED QUESTIONS (FAQs)
Health Information Technology Providers (HITP)**

1. What is a health information technology provider (HITP)?

An IT company that can provide PhilHealth-prescribed application utilities, and related services to enable electronic transactions.

2. What services will the HITPs provide?

HITPs are expected to deliver the PhilHealth-prescribed electronic services such as:

- a) Application front-end for the service utility (eClaims)
- b) Helpdesk
- c) Assistance to IHCPs in acquiring digital certificates
- d) Training for the use of their application utilities
- e) Secure data storage back-end

3. Are IHCPs required by PhilHealth to avail of HITP services?

Yes, because PhilHealth's direction is towards conducting all business transactions electronically. Soon there will be no more paper-based transactions.

4. What are the benefits as IHCP will engage with a HITP?

- a.) Faster determination of eligibility of member to avail of benefits
- b.) Shorter claim processing time hence, faster claim payments
- c.) Claim status easily verifiable
- d.) Reduced incidence of "Return to hospital claims"
- e.) Better data for analysis and decision making for IHCPs
- f.) No more cost for transporting claim paper documents

5. Where can an IHCP inquire about HITP?

An official list of PhilHealth-accredited HITPs will be posted in the corporate website. IHCP may also inquire at any LHIO or PRO.

6. What if an IHCP insists not to utilize HITP services?

It means every transaction with PhilHealth will be manually performed and therefore it will affect claims processing time.

7. What if an IHCP has the IT capacity to develop its own information system?

IHCPs may develop their own information systems, but for purposes of transacting business with PhilHealth for claim reimbursements, they should engage with a HITP.

8. What should IHCP do if it is already an active user of the eClaims Module 1 that was developed by an IT company?

- a.) Require your IT provider to become accredited with PhilHealth.
- b.) If the IT company that provided module 1 to the IHCP is not PhilHealth-accredited, then the IHCP may contract with another accredited HITP to provide the other modules.

9. Will DOH-retained IHCPs also be required to engage with HITPs?

Yes, they will have to choose from among accredited IT providers.

10. How about LGU-owned IHCPs that cannot afford the services of a HITP?

LGU should be encouraged to engage with a HITP. There will be several accredited HITPs that the LGU may choose to negotiate with.

11. Can an IHCP seek the services of HITPs beyond the minimum services set by PhilHealth?

Yes. These additional service agreements will be between the IHCP and the HITP. PhilHealth will not be party to their contractual obligations.

12. Can an IHCP opt to terminate the services of a HITP and transfer to another HITP?

- a.) Yes, however, PhilHealth must be informed by the HITP and IHCP of such move
- b.) HITPs must provide secured and full back up of IHCPs database in a form that can be restored and utilized in the system of another HITP.