 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-B-7-P06
	Effective Date:	08-30-2022
	Document Type:	Policy
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	Department/Section:	Billing
	Document Title:	SENIOR CITIZEN DISCOUNT AS MANDATED BY R.A. 9994 OR THE EXPANDED SENIOR CITIZENS ACT OF 2010

PURPOSE:


1. To provide appropriate guidelines in computing the Senior Citizen Discount.
2. To ensure compliance with the Implementing Rules and Regulations of REPUBLIC ACT NO. 9994, ALSO KNOWN AS THE "EXPANDED SENIOR CITIZENS ACT OF 2010", AN ACT GRANTING ADDITIONAL BENEFITS AND PRIVILEGES TO SENIOR CITIZENS, FURTHER AMENDING REPUBLIC ACT NO. 7432 OF 1992 AS AMENDED BY RA 9257 OF 2003.
3. To eliminate complaints from senior citizen clients who wish to avail of the Senior Citizen Discount, as required by RA 9994, upon full payment of hospital bills and outpatient hospital services.

LEVEL:


Billing Staff, Billing Supervisor, Edp Clerk, Edp Supervisor, Cashier and Chief Risk Manager

POLICY:

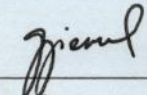
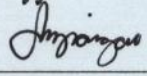


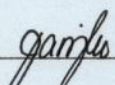
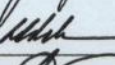

- 1 For the availment of benefits and privileges under RA 9994, the Senior Citizen or his duly authorized representative, shall present as proof of eligibility, a valid and original Senior Citizens' Identification Card issued by the Head Office of Senior Citizens Affairs (OSCA) of the place where the Senior Citizen resides, and which shall be honored nationwide. **(Rule IV, Art. 6 of RA 9994 IRR)**
- 2 In lieu of the OSCA-issued Senior Citizen ID, the following ID/s may be accepted:
 - 2.1 Passport of the Senior Citizen.
 - 2.2 Birth Certificate
 - 2.3 PHIC Membership Data Record (MDR)
 - 2.4 Voter's ID


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- 2.5 Other documents that establish that the Senior Citizen is a citizen of the Republic and who is at least sixty (60) years of age. (i.e. SSS/GSIS/PHIC ID, Driver's License).
- 3 Only after full payment of hospital bills will the senior citizen be granted a 20% discount for gross hospital services less returnable items, if any, and before deducting PhilHealth Benefits.
 - 4 Senior citizens who use credit cards are entitled to a 20% discount, excluding credit card merchant discount (RMCI) and other fees. **(Rule IV, Article 8 IRR RA 9994 of 2010)**
 - 5 Senior citizens are eligible for either the promotional discount or the 20% discount, whichever is greater. **(IRR RAA 9994 of 2010, Rule IV, Article 9)**
 - 6 In cases where the Senior Citizen is also a person with disability (PWD) entitled to 20% under his valid PWD Identification Card, the Senior Citizen has the option to use either his OSCA-issued ID or PWD ID to avail of the 20% discount. **(Article 9 IRR of RA 9994 of 2010)**
 - 7 **VAT Exemption for Out-Patient Pharmacy Purchases** – Only purchases of drugs and medicines for Out-Patient services are exempted from the 12% VAT. In-Patient hospital services are Non-Vat. Hence, admitted senior citizens cannot claim VAT exemption. **(Article 7 of the IRR of RA 9994 of 2010)**

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APPROVAL:

	Name/Title	Signature	Date
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Verified:	MA. VICTORIA J. VARGAS Chief Risk Manager		8/23/22
	MARIE MARGARET G. VALLADOLID, CPA, MBA Treasury Officer		08/30/2022
Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		09/09/2022
Recommending Approval:	JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA Chief Finance Officer		9/9/2022
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President, Chief Operating Officer		9/9/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		9/9/22

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	Document Title:	COMPUTATION OF SENIOR CITIZEN DISCOUNT AS MANDATED BY R.A. 9994 OR THE EXPANDED SENIOR CITIZENS ACT OF 2010

PURPOSE:

1. To provide appropriate guidelines in computing the Senior Citizen Discount.
2. To ensure compliance with the Implementing Rules and Regulations of REPUBLIC ACT NO. 9994, ALSO KNOWN AS THE "EXPANDED SENIOR CITIZENS ACT OF 2010", AN ACT GRANTING ADDITIONAL BENEFITS AND PRIVILEGES TO SENIOR CITIZENS, FURTHER AMENDING REPUBLIC ACT NO. 7432 OF 1992 AS AMENDED BY RA 9257 OF 2003.
3. To eliminate complaints from senior citizen clients who wish to avail of the Senior Citizen Discount, as required by RA 9994, upon full payment of hospital bills and outpatient hospital services.

SCOPE:


Applies to all Billing Section Staff of Dr. Pablo O. Torre Memorial Hospital (DPOTMH)

PERSON RESPONSIBLE:


Chief Risk Manager, Billing Supervisor, Billing Staff, Cashier

GENERAL GUIDELINES:

- 1 For the availment of benefits and privileges under RA 9994, the Senior Citizen or his duly authorized representative, shall present as proof of eligibility, a valid and original Senior Citizens' Identification Card issued by the Head Office of Senior Citizens Affairs (OSCA) of the place where the Senior Citizen resides, and which shall be honored nationwide. **(Rule IV, Art. 6 of RA 9994 IRR)**
- 2 In lieu of the OSCA issued Senior Citizen ID, the following ID/s may be accepted:
 - 2.1 Passport of the Senior Citizen.
 - 2.2 Birth Certificate
 - 2.3 PHIC Membership Data Record (MDR)

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- 2.4 Voter's ID
 - 2.5 Other documents that establish that the Senior Citizen is a citizen of the Republic and who is at least sixty (60) years of age. (i.e. SSS/GSIS/PHIC ID, Driver's License).
- 3 Only upon full payment of the hospital bills shall the senior citizen be granted a 20% discount for gross hospital services less returnable items, if any, and before deduction of PhilHealth Benefits.
 - 4 Senior citizens using credit cards will receive a 20% discount, excluding credit card merchant discount (RMCI) and other fees. **(Rule IV, Article 8 IRR RA 9994 of 2010)**
 - 5 No Double Discount. Senior citizens are eligible for either the promotional discount or the 20% discount, whichever is greater. **(Rule IV, Article 9 IRR RAA 9994 of 2010)**
 - 6 In cases where the Senior Citizen is also a person with disability (PWD) entitled to 20% under his valid PWD Identification Card, the Senior Citizen has the option to use either his OSCA-issued ID or PWD ID to avail of the 20% discount. **(Article 9 IRR of RA 9994 of 2010)**
 - 7 **VAT Exemption for Out-Patient Pharmacy Purchases** – Only purchases of drugs and medicines for Out-Patient services are exempted from the 12% VAT. In-Patient hospital services are Non-Vat. Hence, admitted Senior Citizens cannot claim for VAT Exemption. **(Rule IV, Article 7 IRR OF RA 9994 of 2010)**

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PROCEDURE:

For Out-Patient Services


1. The Senior Citizen patient/watcher presents a valid identification card to the Cashier for Out-Patient services.
2. The Cashier validates the Identification Card against the name of the patient on the Assessment Slip or Prescription for Pharmacy purchases.
3. The Cashier computes the Senior Citizen Discount and Vat exemption equivalent for Out-Patient pharmacy purchases and informs the patient of the discounted amount due.
4. The Cashier accepts the payment and issues the Official Receipt (O.R.)

For In-Patient Services

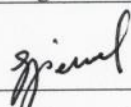
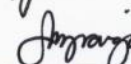


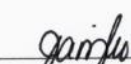

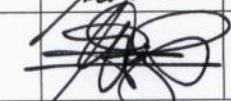
- 1 The senior citizen patient or authorized representative presents a valid identification card to the Billing Staff.
- 2 The Billing Staff validates the identification card with the patient's data.
- 3 The Billing Staff requests the patient or representative to submit a photocopy of the Identification Card and return the original copy.
- 4 The EDP Encoder, upon receipt of the Billing Processing Sheet, checks if the patient is 60 years old or older.
- 5 If yes, the EDP Operator calculates the Senior Citizen Discount in the Senior Citizen Discount Scheme.
- 6 The EDP Encoder reflects in the Bizbox the Senior Citizen.
- 7 The Billing Clerk forwards the Processing Sheet and the Senior Citizen Discount Template to the PHIC Evaluator for computation of the PHIC benefits.
- 8 The EDP Encoder then prints the patient's bill and forwards it to the EDP Clerk for checking.
- 9 After checking, the EDP Clerk endorses the adjusted patient's bill to the Billing Staff.


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- 10 The Billing Staff gives the duplicate copy of the patient's bill to the patient/representative for payment and forwards the original patient's bill to the Cashier.
- 11 The Cashier accepts the payment, issues the Official Receipt and Clearance Slips in 4 copies.
 - 11.1 The Three (3) copies will be forwarded to the station nurse.
 - 11.2 One (1) copy to be retained for Billing Section
 - 11.3 The Cashier gives the original bill together with the O.R. and the Clearance.


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APPROVAL:

	Name/Title	Signature	Date
Prepared by:	GLOREGENE J. SERUELO Billing Supervisor		8/23/22
Verified:	MA. VICTORIA J. VARGAS Chief Risk Manager		8/23/22
	MARIE MARGARET G. VALLADOLID, CPA, MBA Treasury Officer		08/30/2022
Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		09/09/2022
Recommending Approval:	JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA Chief Finance Officer		9/9/2022
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President, Chief Operating Officer		9/9/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		9/9/22

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KEY TASKS	PERSON RESPONSIBLE
1. Presents a valid identification card to the Cashier for Out-Patient services.	Patient's representative
2. Validates the identification card against the name of the patient in the Assessment Slip or Prescription for Pharmacy purchases.	Cashier
3. Computes Senior Citizen Discount and Vat exemption equivalent for Out-Patient pharmacy purchases and informs the patient of the discounted amount due.	
4. Accepts the payment and issues the Official Receipt (O.R.)	
5. Presents a Valid Identification Card to the Account Officer.	Patient's authorized representative
6. Validates the identification card with the patient's data.	Billing Staff
7. Requests the patient/representative to submit a photocopy of the identification card and return the original copy.	
8. Checks if the patient is 60 years old or older upon receipt of the Billing Processing Sheet.	EDP Encoder
9. Calculates the Senior Citizen Discount in the Senior Citizen Discount Template.	EDP Operator
10. Reflects in the Bizbox the Senior Citizen and	

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forwards the Billing Processing Sheet with the Senior Citizen Discount Template to the Billing Clerk.	EDP Encoder
11. Forwards the Processing Sheet and the Senior Citizen Discount Template to the PHIC Evaluator for computation of the PHIC benefits.	Billing Clerk
12. Prints the patient's bill and forwards it to the EDP Clerk for checking.	EDP Encoder
13. Endorses the adjusted patient's bill to the Account Officer after checking.	EDP Clerk
14. Gives the duplicate copy of the patient's bill to the patient/representative for payment and forwards the original patient's bill to the Cashier.	Billing Staff
15. Accepts the payment, issues the Official Receipt and Clearance Slips in 4 copies.	Cashier




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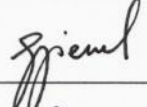



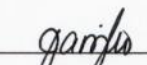


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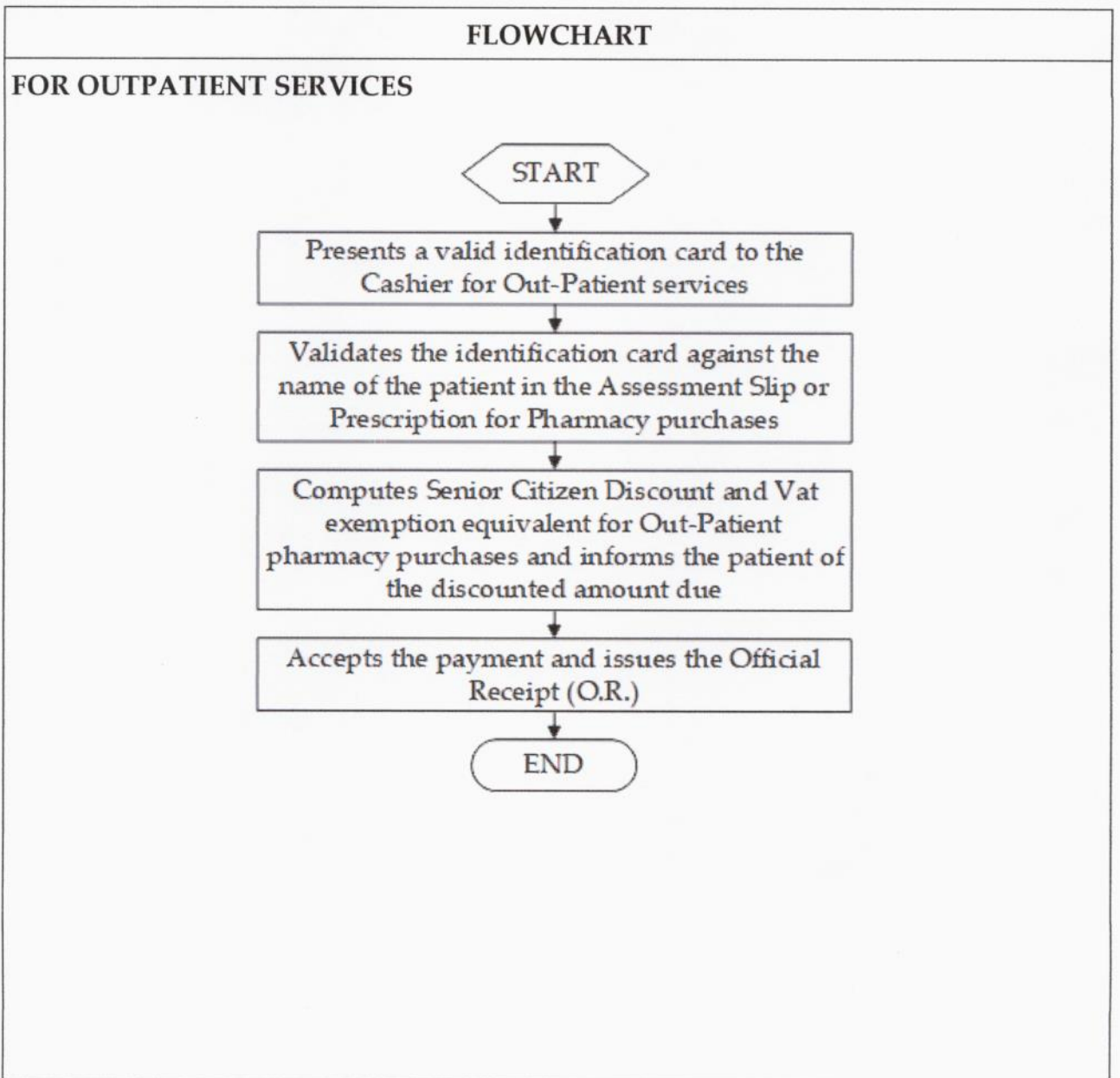
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Recommending Approval:	JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA Chief Finance Officer	<i>ganku</i>	9/9/2022
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Approved:	GENESIS GOLDI D. GOLINGAN President and CEO	<i>ggolingan</i>	9/9/22

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APPROVAL:

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Verified:	MA. VICTORIA J. VARGAS Chief Risk Manager		8/23/22
	MARIE MARGARET G. VALLADOLID, CPA, MBA Treasury Officer		08/30/2022
Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor		09/09/2022
Recommending Approval:	JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA Chief Finance Officer		9/9/2022
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President, Chief Operating Officer		9/9/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO		9/9/22

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FOR INPATIENT

