 <p>B.S. Aquino Drive, Bacolod City, Negros Occidental, 6100</p> <p>DR. PABLO O. TORRE MEMORIAL HOSPITAL</p>	Document Code:	DPOTMH-B-7-P01-S04
	Effective Date:	08-30-2022
	Document Type:	Standard Operating Procedure
	Page Number:	1 of 3
	Department/Section:	Billing
	Document Title:	MONITORING OF PHILHEALTH REQUIREMENTS SUBMISSION

PURPOSE:

1. To establish a documented procedure for monitoring the submission of PhilHealth Forms and supporting documents of admitted patients.
2. To ensure that patients are well-informed of their PhilHealth requirements on the day of admission or at most a day after discharge to expedite processing of their bills.
3. To eliminate problems with delayed billing.

SCOPE:


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

PERSON RESPONSIBLE:

Admitting Clerk, Billing Staff, Billing Supervisor and Philhealth Staff


GENERAL GUIDELINES:

1. PhilHealth requirements should be disseminated to patients and or representatives on the day of admission or during hospital confinement.
2. Only those patients with complete PHIC forms and supporting documents can avail of the PHIC benefits.

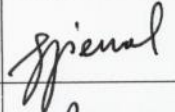
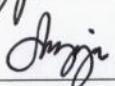


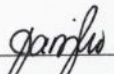

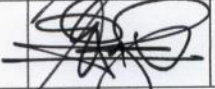
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PROCEDURE:

- 1 The Admitting Staff on duty notes down in the Patient Accounts Status Information sheet if the patient is a PHIC member.
- 2 The Billing Staff checks the Patient Accounts Status Information Sheet and counter checks with the PhilHealth Clerk if PHIC requirements were submitted.
- 3 If not, the Billing Staff follows up through calls, email, or texts to the patient's representative.
- 4 The Billing Staff notes down in the Patient Account Status Information Sheet if submitted already.

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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		08/31/2022
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		9/9/22
	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. Notes down in the Patient Accounts Status Information sheet if the patient is a PHIC member.	Admitting Clerk-on-duty
2. Checks the Patient Accounts Status Information Sheet and counter checks with the PhilHealth Clerk if PHIC requirements were submitted.	Billing Staff
3. Follows up through calls, emails and texts to patient's representative.	
4. Notes down in the Patient Account Status Information Sheet if submitted.	



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APPROVAL:

	Name/Title	Signature	Date
Prepared by:	GLOREGENE J. SERUELO Billing Supervisor	<i>[Signature]</i>	8/22/22
Verified:	MA. VICTORIA J. VARGAS Chief Risk Manager	<i>[Signature]</i>	8/22/22
	MARIE MARGARET G. VALLADOLID, CPA, MBA Treasury Officer	<i>[Signature]</i>	08/31/2022
Reviewed:	DENNIS C. ESCALONA, MN, FPCHA, FPSQua Quality Assurance Supervisor	<i>[Signature]</i>	09/09/2022
Recommending Approval:	JULIE ANNE CHRISTINE J. KO, CPA, MBA, FPCHA Chief Finance Officer	<i>[Signature]</i>	9/9/2022
	SOCORRO VICTORIA L. DE LEON, CPA, MBA, PhD, FPCHA Vice President, Chief Operating Officer	<i>[Signature]</i>	9/9/2022
Approved:	GENESIS GOLDI D. GOLINGAN President and CEO	<i>[Signature]</i>	9/9/22

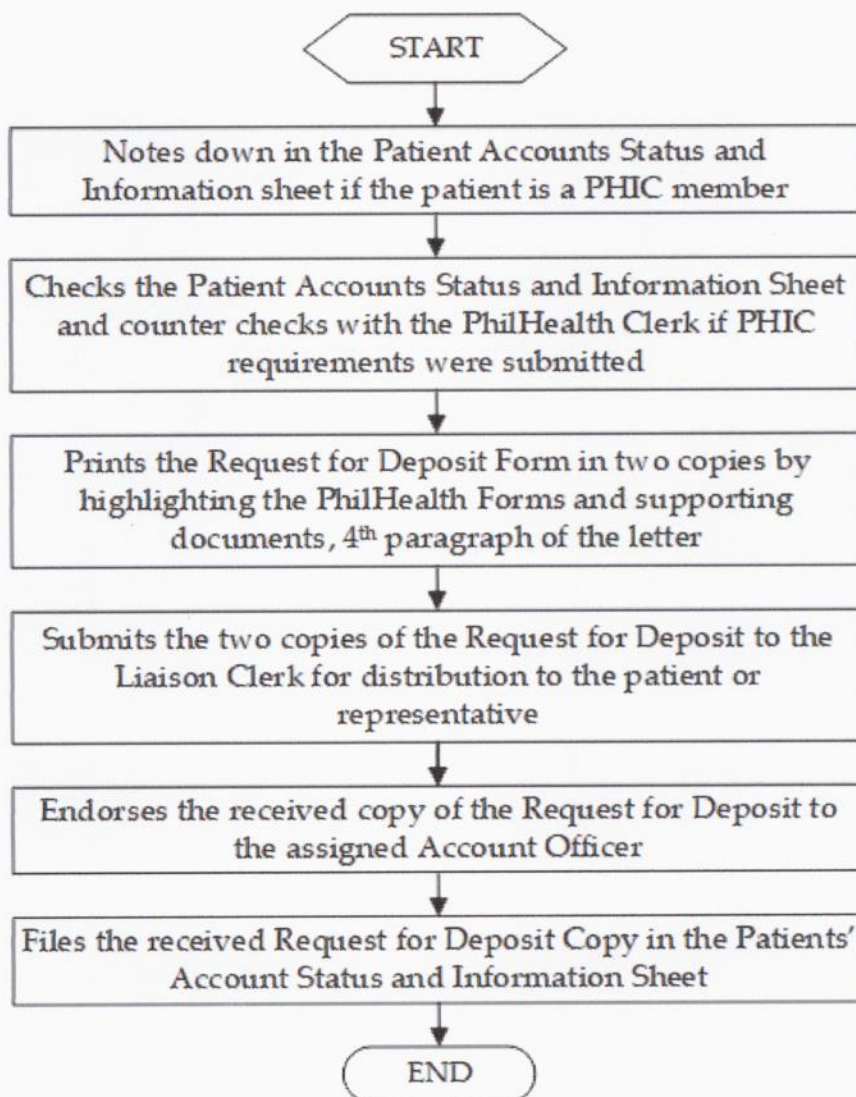



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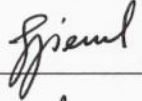
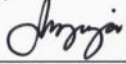


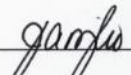


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FLOWCHART



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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		08/31/2022
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