

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.
- 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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Document Code: DPOTMH-B-7-P01-WI04	
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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.	
3.	Follows up through calls, emails and texts to patient's representative.	Billing Staff
4.	Notes down in the Patient Account Status Information Sheet if submitted.	



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FLOWCHART START Notes down in the Patient Accounts Status and Information sheet if the patient is a PHIC member Checks the Patient Accounts Status and Information Sheet and counter checks with the PhilHealth Clerk if PHIC requirements were submitted Prints the Request for Deposit Form in two copies by highlighting the PhilHealth Forms and supporting documents, 4th paragraph of the letter Submits the two copies of the Request for Deposit to the Liaison Clerk for distribution to the patient or representative Endorses the received copy of the Request for Deposit to the assigned Account Officer Files the received Request for Deposit Copy in the Patients' Account Status and Information Sheet END



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