

SERVICE NAME: REGULAR CLAIMS

Description of the Service: *To attain the best possible quality health care and treatment regardless of religion, places, social status and political affiliation.*

Office or Divisions:	SAN ANTONIO CITY OF ILAGAN HOSPITAL/PHILHEALTH DEPARTMENT			
Classification:	SIMPLE			
Type of Transactions:	(G2C)GOVERNMENT TO CLIENT			
Who may avail:	PATIENTS/CLIENTS(ADMITTED PATIENTS)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MEMBER DATA RECORD(MDR) MEMBER PHILHEALTH I.D. MARRIAGE CERTIFICATE LIVE BIRTH CERTIFICATE		PHILHEALTH OFFICE – ILAGAN BRANCH PHILHEALTH OFFICE – ILAGAN BRANCH CITY OF ILAGAN CIVIL REGISTRAR'S OFFICE CITY OF ILAGAN CIVIL REGISTRAR'S OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Advised to provide/present a copy of Member Data Record (MDR) / Philhealth I.D. of a Member.	1. Assess / Verify of Philhealth patient Member Data Record (MDR)	NONE	3-5 MINUTES	JAYSON C. BAYSAC/ PHILHEALTH STAFF ON DUTY
2. Below 21 years old, single and not yet a declared dependent of the member. They advised to provide a photo copy of live birth certificate if she/he is a patient.	2. If the Philhealth is updated, OK. If the Philhealth is not updated; Instruct philhealth member to provide necessary documents to be submitted to the staff on duty for the processing of papers / document upon patient discharge.	NONE	5-10 MINUTES	JAYSON C. BAYSAC/ PHILHEALTH STAFF ON DUTY
3. Not yet a declared his/her spouse they advised to provide a authenticated photo copy of their marriage certificate.	3. Processing of Patient's Philhealth Papers/Claims			
4. Then fill up the philhealth member registration form (PMRF) for the updating of undeclared dependent.		NONE	5-10 MINUTES	JAYSON C. BAYSAC/ PHILHEALTH STAFF ON DUTY
5. Patient can avail Philhealth Benefits within 24 hour of hospital confinement.				
TOTAL:		NONE	5-10 MINUTES	