



Internal/External

14. SERVICENAME: HEALTH INSURANCE AND CLAIM SERVICE DEPARTMENT (HICS)

Description of the Services: Responsible for processing and filing hospital claims of admitted patients through the Philippine Health Insurance (PHILHEALTH), ensuring proper documentation, timely submission, and assistance to patients and their families in availing PhilHealth benefits.

Office or Division:	SAN ANTONIO CITY OF ILAGAN HOSPITAL
Classification:	SIMPLE
Type of Transaction:	G2C-GOVERNMENT TO CLIENT
Who may avail:	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



<p>Advised to provide/present a copy of the Member Data Record (MDR) / Philhealth I.D. of a Member</p>	<p>1 Assess / Verify of Philhealth patient Member Data Record (MDR)</p> <p>2. If the Patient's Philhealth membership is not updated, instruct the Philhealth member/ representative to provide the necessary documents to be submitted to the staff on duty.</p>	<p>NONE</p>	<p>2-3 minutes</p>	<p>Health Insurance and claims service staff on duty</p>
<p>Filling up of Philhealth Member Registration Form (PMRF) for updating of Philhealth membership.</p>	<p>Philhealth member/ representative is advised to fill up the Philhealth Member Registration Form (PMRF) for updating purposes.</p>	<p>NONE</p>	<p>2-5 minutes</p>	<p>Health Insurance and claims service staff on duty</p>
<p>Upon updating and securing Member data Record (MDR) for Philhealth office (LHIO)</p>	<p>Philhealth member can avail Philhealth service Upon admission</p>	<p>NONE</p>	<p>2 minutes</p>	<p>Health Insurance and claims service staff on duty</p>
<p>TOTAL</p>		<p>Depends on</p>	<p>10 minutes</p>	



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	Philhealth case rate		
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