



**Internal/External**

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

**Description of the Services:** Responsible for assisting eligible outpatients in availing of the PhilHealth Yakap Program (Yaman ng Kalusugan Program), ensuring proper documentation, timely processing, and guidance throughout the application to help patients maximize their PhilHealth benefits.

<b>Office or Division:</b>	SAN ANTONIO CITY OF ILAGAN HOSPITAL
<b>Classification:</b>	SIMPLE
<b>Type of Transaction:</b>	G2C-GOVERNMENT TO CLIENT
<b>Who may avail:</b>	PATIENTS WHO ARE ENROLLED IN OUR HOSPITAL

<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PHILHEALTH ID/MDR BIRTH CERTIFICATE/NATIONAL ID SENIOR CITIZENS ID  PHILHEALTH CHECK (PCU) AND PHILHEALTH MUTUAL CARE AGREEMENT (MCA)		PHILHEALTH OFFICE – ILAGAN BRANCH PHILIPPINE STATISTICS AUTHORITY (PSA) OFFICE OF THE SENIOR CITIZENS ASSOCIATION (OSCA)  HEALTH INSURANCE AND CLAIMS SERVICES DEPARTMENT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



<p>PHILHEALTH VERIFICATION</p>	<p>1. Portal checking of the patient's membership at the PhilHealth portal.</p> <p>2. Checking of the YAKAP PROVIDER in the system if the patient is enrolled in our facility. If the patient is not yet enrolled in any accredited YAKAP provider, the patient must process their own enrollment:</p> <p><b>Via eGovPH App:</b> Download the app, create an account, select "PhilHealth," click "YAKAP," and follow the instructions to register and choose a YAKAP clinic.</p> <p><b>Via PhilHealth Member Portal:</b> Log in to the official PhilHealth</p>	<p>NONE</p>	<p>2-3 minutes</p>	<p>Health Insurance and claims service staff on duty</p>
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	<p>member portal, look for the YAKAP registration section, and select your preferred clinic.</p> <p><b>In-Person:</b> Visit any PhilHealth LHIO, Local Health Insurance Office.</p>	NONE	3-8 minutes	Health Insurance and claims service staff on duty
If the patient is enrolled in our Institution as a YAKAP PROVIDER	<p>3. SACIH Philhealth staff will access the Philhealth check utility (PCU) for system verification and eligibility. Secure the transaction number and complete and sign the Patient Mutual Care Agreement (MCA).</p>	NONE	3-5 minutes	Health Insurance and claims service staff on duty
Patient is now eligible for availment of YAKAP benefits (laboratory, consultation and medicines) and provided of approved	<p>4. Out Patient Department (OPD) for first patient encounter (FPE) assessment, and consultation</p>	NONE	3-5 minutes	Jefferson B. Aguiran, RM



YAKAP laboratory request/ Prescription with YAKAP stamp approved and signed by Health Insurance Claim and service department staff.				
TOTAL	Depends on the computation	21 minutes		