



# EVERSLEY CHILDS SANITARIUM

Jagobiao, Mandaue City, Cebu

## CITIZEN'S CHARTER

### BILLING & PHILHEALTH



**PAMAAGI: Billing & Philhealth**

- A. ORAS SA PAGHATAG SA SERBISYO: Lunes-Dominggo 8:00AM-5:00PM (NO NOON BREAK)
- B. KINSA ANG NAGKINAHANGLAN SA SERBISYO: Tanan pasyente nga adunay Philhealth o wala
- C. UNSAY PAPELES KINAHANGLANON: Kompleto nga dokumento sa Philhealth
- D. KADUGAYON: 1 ka oras ug 12 minutos
- E. UNSAON NGA MAKAGAMIT SA SERBISYO:

MGA LAKANG	KLIYENTE	NAGHATAG SA SERBISYO	GIDUGAYON	RESPONSIBLE NGA TAWO	BAYRU NON	PAPELES NGA GIKINAHANGLAN
1	Duol sa Billing/Philhealth Section dad-on ang mga papeles/dokumento aron ma tan.aw sa taga Billing/Philhealth Staff.	Rebyuhon ang papeles kung angayan nga makagamit sa Philhealth ang pasyente o dili.	20 minutos	Billing / Philhealth Staff	Wala	<ul style="list-style-type: none"><li>Updated Member Data Record (MDR)</li><li>Magpapiirma sa gitrabahuan</li><li>Resibo sa pagbayad sa Philhealth</li><li>4P's/Lifetime Member/OSCA ID</li><li>Philhealth Benefit Eligibility Form (PBEF)</li></ul>
2	Kung adunay pagtugot nga pagawason na sa doctor, mag	Kwentahon ug ipuno ang mga charges gikan sa	30 minutos	Billing / Philhealth Staff	Wala	<ul style="list-style-type: none"><li>Charges monitoring tool</li></ul>

	huwat sa ward ang tagtungod	<p>pharmacy, laboratory ug radiology sa billing staff, inig human ug kwenta kaltasan ug benipisyo sa Philhealth/OSCA benefits.</p> <p>Manawag ang taga Billing/Philhealth Staff sa ward aron mapahibalo sa pasyente nga pwede na makuha sa significant other (SO) ang bill.</p>		<p>Pharmacy / Laboratory / Radiology Section</p> <p>Ward Nurse</p>		<ul style="list-style-type: none"> <li>Statement of Account (SOA)</li> </ul>
3	Kuhaon ang Philhealth claim forms ug statement of account (hospital bill) sa Billing/Philhealth Section	Pahibaw-on ang pasyente sa mga kinahanglan nga pirmahan	10 minutos	Billing / Philhealth Staff	Wala	<ul style="list-style-type: none"> <li>Statement of Account</li> <li>Philhealth Claim Forms</li> </ul>
3.1	Ipasa ug balik ang mga papeles sa Billing/Philhealth Section	Tan-awon ang pirma sa pasyente or sa miyembro kung sakto ang ilang pagpirma og kuhaon ang Philhealth Claim Forms para e-file.				
4	Magbayad sa cashier	Paduolon sa cashier		Cashier	Wala	<ul style="list-style-type: none"> <li>Statement of Account</li> </ul>

4.1	Kung dili makabayad, mamahimung moduol ang pasyente sa social worker para mangayo ug tabang	Paduolon sa social worker		MSSU		
4.2	Mobalik ang kliyente sa Billing/Philhealth Section	Usabon ang kantidad sa bill dependi sa hinabang nga gihatag		Billing / Philhealth Staff		
4.3	Bayad sa cashier or magpapirma sa clearance	Paduolon sa cashier para bayaran ang Hospital Bill og papirmahan ang clearance		Cashier		
5	Mobalik sa Billing/Philhealth Section para pirmahan ang clearance sa hospital bill	Pirma sa clearance, kuhaan ug kopya ang hospital bill ug pabalikon ang kliyente sa ward	5 minutos	Billing / Philhealth Staff	Wala	<ul style="list-style-type: none"> <li>• Statement of Account</li> </ul>
<b>END OF TRANSACTION</b>						

Prepared By:

**DESIREE ANN M. SIA**



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## CITIZEN'S CHARTER



### BILLING & PHILHEALTH

**PROCESS: Billing & Philhealth**

- F. SCHEDULE OF AVAILABILITY OF SERVICE: Monday – Sunday 8:00AM-5:00PM (No Noon Break)
- G. WHO MAY AVAIL OF THE SERVICE: All Patients with or without Philhealth
- H. WHAT ARE THE REQUIREMENTS: Accomplished Philhealth Requirements
- I. DURATION: 1hour and 10 minutes
- J. HOW TO AVAIL OF THE SERVICE:

STEP S	CLIENT	SERVICE PROVIDER	DURATION	PERSON IN CHARGE	FEE	FORM
1	Submission of requirements	Validates the eligibility and informs clients of any discrepancy including for non-eligibility.	20 mins.	Billing/PHIC Staff	None	<ul style="list-style-type: none"><li>• Updated Member Data Record (MDR)</li><li>• Employer's Certification or CF1</li><li>• Proof of contribution (Receipts pf PHIC Payment)</li><li>• 4P's/Lifetime Member/OSCA ID</li><li>• Philhealth Benefit Eligibility Form</li></ul>

						(PBEF)
2	Upon discharge, patients/significant other (S.O) will wait at their respective wards for further instruction regarding their statement of account (Hospital Bill)	<p>Verifies other charges from pharmacy, laboratory and radiology sections, computes the total bill, and deducts Philhealth/OSCA benefits.</p> <p>Billing staff calls the ward so that they will inform the patient that their SOA is ready for release.</p>	30 mins.	<p>Billing/Phic Satff</p> <p>Pharmacy / Laboratory / Radiology Sections</p> <p>Ward Nurse</p>	None	<ul style="list-style-type: none"> <li>Charges monitoring tool</li> <li>Statement of Account (hospital bill)</li> </ul>
3	Get Statement of Account and claim the form from the Billing/Philhealth Section	Instruct the S.O where the member/patient/ authorized representative affixes his/her signature.	10 mins.	Billing/ Philhealth Staff	None	<ul style="list-style-type: none"> <li>Statement of Account</li> <li>Philhealth Claim Forms</li> </ul>
3.1	Submit the papers to the Billing/Philhealth Section	Check the signatures of the patient/member/ authorized representative are properly affixed and get the Philhealth Claim Forms for file.				
4	Pay to cashier	Refer to cashier process	5 mins.	Cashier	None	<ul style="list-style-type: none"> <li>Statement of Account</li> </ul>
4.1	If cannot pay, client may seek the assistance of the medical social worker	Refer to medical social worker unit process		MSSU		

4.2	Client goes back to Billing/Philhealth Section	Make the necessary adjustments on the hospital bill		Billing/ Philhealth Staff		
4.3	Pay to cashier or have clearance signed	Refer to cashier process. Sign clearance slip.		Cashier		
5	Go back to Billing/ Philhealth Section for signing of clearance of SOA (hospital bill)	Sign clearance, secure copy of the SOA and instruct the client to proceed after to their ward.	5 mins.	Billing/ Philhealth Staff	None	<ul style="list-style-type: none"> <li>• Statement of Account</li> </ul>
<b>END OF TRANSACTION</b>						

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