

CITIZEN CHARTER GUIDE PHILHEALTH SECTION

Frontline Service : Availment of Philhealth Benefits

Description of Service : The Pasig City Children's Hospital-Child's Hope ensure that all Philhealth members and their dependents can avail of their privileges.

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| Office or Division: | Pasig City Children's Hospital-Childs Hope Philhealth Section |
| Classification: | Hospital |
| Type of Transaction: | Government to Citizens |
| Who may avail: | Members and dependents with updated Philhealth membership |

| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
|---|--|
| 1. CLAIM FORM 2, 3, 4, OR Tech, FILTER-Newborn Claim Summary Form (CSF) Philhealth Benefit Eligibility Form (PBEF) Philhealth Member Registration Form (PMRF) | Pasig City Children's Hospital-Childs Hope |
| 2. Birth Certificate, Marriage Certificate, Valid Identification Card (Government ID) Authorization Letter. | Philhealth Member |

| # | CLIENT STEPS | OFFICE ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|--------|--|---|--|-----------------|---|
| 1 | Proceed to Philhealth Section and present Philhealth ID or any valid ID for verification | <ul style="list-style-type: none"> • Issue form like PMRF • Fill up & submit necessary documents | None | 5 Minutes | <ul style="list-style-type: none"> • Philhealth staff • Philhealth Member |
| 2 | Processing of Claims and benefits | <ul style="list-style-type: none"> • Process deduction with complete and properly accomplished forms and documents submitted | None | 10 Minutes | <ul style="list-style-type: none"> • Philhealth staff |
| 3 | Signing of documents by Philhealth Member or representative | <ul style="list-style-type: none"> • Forms or documents for signature (CF2, CSF, PBEF, SOA) | None | 5 Minutes | <ul style="list-style-type: none"> • Philhealth Member |
| 4. | Proceed to Cashier or Social Service for the remaining balance | <ul style="list-style-type: none"> • Cashier (Non-Pasig Resident) • Social Service (Pasig Resident) | <ul style="list-style-type: none"> • Balance (Non NBB) • No Balance Bill (NBB) | 2 Minutes | <ul style="list-style-type: none"> • Cashier Staff • Social Worker |
| TOTAL: | | | | 22 Minutes | |

NOTE: WAITING TIME DEPENDS ON THE NUMBER OF PATIENT

| # | HAKBANG | AKSYON NG TANGGAPAN | BAYARIN | ORAS NG PAG PUPROSESO | PERSON RESPONSIBLE |
|--------|--|---|--|-----------------------|---|
| 1 | Pumunta sa Philhealth seksyon at ipakita ang Philhealth ID para maberipika | <ul style="list-style-type: none"> Punan ang PMRF Mag sumite ng dokumento na kinakailangan | wala | 5 Minuto | <ul style="list-style-type: none"> Empleyado ng Philhealth Meyembro ng Philhealth |
| 2 | Pagproseso at pagbibigay ng benepisyo sa miyembro ng Philhealth | <ul style="list-style-type: none"> Proseso ng deduksyon sa bill ng pasyente, na may kompletong dokumento | Wala | 10 Minuto | <ul style="list-style-type: none"> Empleyado ng Philhealth |
| 3 | Pagpapapirma ng mga dokumento sa miyembro ng Philhealth o representante | <ul style="list-style-type: none"> Dokumento na pipirmahan bago ang pagpapalabas ng pasyente (CF2, CSF, PBEF, SOA) | Wala | 5 Minuto | <ul style="list-style-type: none"> Meyembro ng Philhealth |
| 4. | Pumunta sa kahera o sa Social Service para sa natitirang balanse | <ul style="list-style-type: none"> Kahera (Hindi-Pasig Residente) Social Service (Pasig Residente) | <ul style="list-style-type: none"> Balanse (Hindi NBB) Walang Balanse (NBB-indigent) | 2 Minuto | <ul style="list-style-type: none"> Empleyado ng Kahera Social Worker |
| TOTAL: | | | | 22 Minutes | |

PAALALA: ANG ORAS NG PAGHIHINTAY AY DEPENDE SA DAMI NG PASYENTE

Feedback and Complaints

| FEEDBACK AND COMPLAINTS MECHANISM | |
|-----------------------------------|---|
| How to send feedback | Customer Satisfaction Survey |
| How feedback is processed | Upon processing of clearance |
| How to file a complaint | Customer Complaint Form |
| How complaints are processed | <ul style="list-style-type: none">• written complaint• Log the Complaint• Send to Administration office |
| Contact Information | 643 2222 loc. 106 |