

ADMINISTRATIVE ORDER NO. 23 COMPLIANCE REPORT TEMPLATE

(1) NAME OF DEPARTMENT/AGENCY/LGU: VALENZUELA MEDICAL CENTER/FINANCE DEPARTMENT/PHILHEALTH & CLAIMS SECTION

(2) SUBMITTED UPDATED CITIZEN'S CHARTER TO ARTA ON JULY 25, 2020: Yes No

(3) LIST OF ALL FRONTLINE SERVICES AND CORRESPONDING LEGAL BASIS

GOVERNMENT SERVICE	LEGAL BASIS		OFFICE/AGENCY REGULATIONS		
	Governing Law(s) (Number and Short Title) ¹	Specific Provision in the Governing Law(s) as Basis ²	Issuance/Policy Title	Date of Effectivity	Other Issuances/Policies it Effectively Repeals/Amends
Printing of Philhealth Benifit Elibility Form (PBEF) and Claim Signature Form	None	None	Philhealth Circular No. 0002- 2014 Item No. IV (Enhanced Healthacre Institution Portal)	January 1, 2014	None

(4) SERVICE INFORMATION PER GOVERNMENT SERVICE³

GOVERNMENT SERVICE: PRINTING OF PBEF & CSF					
SERVICE INFORMATION					
LIST OF REQUIREMENTS		LIST OF STEPS AND PROCEDURES		Total Processing Time	Total Fees to be Paid
Requirement	Legal Basis	Client Steps/Procedures as indicated in the Citizen's Charter	Legal Basis		
1. Philhealth PIN / Member Data Record (MDR)	Philhealth Circular No. 0002-2014 Item No. IV (Enhanced Healthacre Institution Portal)	1. Present Philhealth PIN/MDR/POS registration slip, certificate & PMRF	Philhealth Circular No. 0002-2014 Item No. IV (Enhanced Healthacre Institution Portal)	17 minutes	NONE
2. Point of Service - Registration Slip, Certificate (POS) & Philhealth Member Registration Form (PMRF)		2. Conducts interview on member/representative of patient			
		3. Verifies the status of eligibilty of PHIC member			
		4. Wait for validation			
		5. Print out PBEF & CSF for eligible PHIC member			
		6. PBEF & CSF for signature of member/representative			
		7. Instruct the member/representative to comply the necessary documentary requirements for non eligible member.			
TOTAL				17 minutes	