

BILLING and CLAIMS

I. PREPARATION OF STATEMENT OF ACCOUNT

<u>STEP</u>	<u>ACTIVITIES</u>	<u>FEE</u>	<u>DOCUMENTARY REQUIREMENT</u>	<u>MAXIMUM TIME</u>	<u>RESPONSIBLE OFFICER/EMPLOYEE</u>	<u>ALLOWABLE PERIOD OF EXTENSION & ACCEPTABLE REASON</u>
1.	RECEIVING OF DOCUMENTS OF PATIENT FOR DISCHARGED					
	1.1 Assessment	None			Billing Clerk	Depends on the number of clearance forms and documents brought for assessment.
	<i>A. Philhealth patient/ beneficiary who submitted PHIC Requirements before discharge</i>		<ol style="list-style-type: none"> Complete and properly accomplished Clearance Form Order of discharge, COMPLETE DIAGNOSIS with the corresponding ICD 10 CODE, if with PROCEDURE include Doctors' Order, OR Record & Anesthesia Record for the procedure done, date of procedure, name of consultants and RVU. Professional Slips of consultant, if paying patient. Statement of Account and/or Medical Certificate of previous admissions. 	10 minutes per patient		
	<i>B. Philhealth patient/ beneficiary who only submitted PHIC Requirements upon discharge</i>		<ol style="list-style-type: none"> Complete and properly accomplished Clearance Form PHIC requirements for patient who is: <ol style="list-style-type: none"> Member- PHIC ID and proof of valid contribution Dependent- Member Data Record, Birth Certificate, Marriage Certificate or any other document that will prove their being a dependent. Order of discharge, COMPLETE DIAGNOSIS with the corresponding ICD 10 CODE, if with PROCEDURE include Doctors' Order, OR Record & Anesthesia Record for the procedure done, date of procedure, name of consultants and RVU. Professional Slips of consultant, if paying patient. Statement of Account and or Medical certificate of previous admissions. 	20 minutes per patient		
	<i>C. Pay Patient</i>		<ol style="list-style-type: none"> Complete and properly accomplished Clearance Form PF Slips of paying patient 	2 minutes per patient		
	<i>D. Charity Patient</i>		<ol style="list-style-type: none"> Complete and properly accomplished Clearance Form 	1 minute per patient		
	1.2 Retrieval of patients' jacket and account		<ol style="list-style-type: none"> Clearance Form 	2 minutes per patient		
	1.3 Generation of PhilHealth Benefit Eligibility Form (PBEF)		<ol style="list-style-type: none"> Print Screen of PBEF information or PHIC Requirements 	3 minutes per patient		
	1.4 Logging of Clearance Form with complete documents received for billing.		<ol style="list-style-type: none"> Complete and properly accomplished Clearance Form 	2 minutes per patient		
2.	PREPARATION OF STATEMENT OF ACCOUNT AND CLAIM FORM 2 (CF2)					
	2.1 Preparation of SOA and CF2	None			Billing Clerk	Depends on the number of clearance form received for computation.
	<i>A. PhilHealth Patient</i>		<ol style="list-style-type: none"> Clearance Form Hospital Record Professional Fee slips for paying patient Other PHIC Requirements 	40 minutes per patient		
	<i>B. Paying Patient</i>		<ol style="list-style-type: none"> Clearance Form Professional Fee slips 	10 minutes per patient		
	<i>C. Charity Patient</i>		<ol style="list-style-type: none"> Clearance Form 	5 minutes per patient		
	2.2 Printing of SOA			2 minutes per patient		
	2.3 Printing of CF2 and Claim Signature Form (CSF) for PhilHealth Patient			3 minutes per patient		

Depends on the availability of the following:

- PHIC portal
- Internet Connection

3	RELEASING AND ACKNOWLEDGING OF SOA, CSF, PBEF/CF1, CF2 (Z PACKAGE)					
	A. <i>PhilHeath Patient</i>	None	<ol style="list-style-type: none"> SOA CSF CF2 (Z PACKAGE) PBEF/CF1 Clearance Form 	3 minutes per patient	Releasing Billing Clerk	Depends on the number of member/representative who will be acknowledging the SOA, CSF and PBEF/CF1.
	B. <i>Pay/Service Patient</i>		<ol style="list-style-type: none"> SOA Clearance Form 	2 minutes per patient		Depends on the availability of attendant or patient/representative who will get the Statement of Account.

II. PROCESSING OF CLAIMS

<u>STEP</u>	<u>ACTIVITIES</u>	<u>FEE</u>	<u>DOCUMENTARY REQUIREMENT</u>	<u>MAXIMUM TIME</u>	<u>RESPONSIBLE OFFICER/EMPLOYEE</u>	<u>ALLOWABLE PERIOD OF EXTENSION & ACCEPTABLE REASON</u>
1.	CLEAR DISCHARGES AND PREPARES THE LIST OF REQUIRED PHIC DOCUMENTS FOR REQUEST	None	<ol style="list-style-type: none"> Prepared Statement of Account Billing and Claims' copy of Clearance Form 	1-3 days from the date of discharge	Billing Clerk	
2.	DISTRIBUTES PREPARED FORMS (CF2, CSF and CF4/CF3) FOR SIGNATURE OF ATTENDING PHYSICIAN/S TO DIFFERENT DEPARTMENTS	None	<ol style="list-style-type: none"> CF2/CSF for Signature of Physician's Receiving Logbook CF2 CSF CF4/CF3 	1-7 days from date of discharge	Billing Clerk	
3.	RECEIVES PHIC DOCUMENTS/POS REQUIREMENTS AND ATTACH IT TO THE STATEMENT OF ACCOUNT	None	<ol style="list-style-type: none"> Report of Discharged Patient with PHIC (inpatient/outpatient) Clinical Cover Sheet Diagnostic (Laboratory, X-ray, Ultrasound, ECG, etc.) Results Operative Record, if with procedures POS requirements 	1-7 days to attach the documents/requirements received	Billing Clerk	Depends on the following: <ul style="list-style-type: none"> number of days documents and requirements are forwarded to Billing number of documents/requirements received
4.	COLLECTS SIGNED FORMS AND ATTACHE IT TO THE STATEMENT OF ACCOUNT	None	<ol style="list-style-type: none"> Signed CF2 Signed CSF Signed CF4/CF3 	1-7 days to attach the signed forms collected	Billing Clerk	Depends on the number of days forms are signed by the attending physicians.
5.	PROCESSES AND SUBMITS CLAIM TO PHIC	None	<ol style="list-style-type: none"> Statement of Account Signed forms PHIC documents/POS requirements 	60 days from the date of discharge	Billing Officer	