



Billing and Claims Section
CITIZEN'S CHARTER

PROCEDURE IN REQUESTING FOR CERTIFICATION OF PHILHEALTH AVAILMENT

Services Provided to: In-Patients and Out-Patients with PhilHealth
Days/Hours: Monday – Friday 7:00 a.m. – 7:00 p.m. (NO NOON BREAK)
 Saturdays, Sundays & Holidays 8:00 a.m. - 5:00 p.m.
Duration: 40 minutes

Service Applied for	Who May Avail	Documentary Requirements	Detailed Steps and Duration	Maximum Processing Time	Processing Fee in PhP	Person in Charge Position, Unit/ Division
Request for Certification of Philhealth Availment	In-Patients, Out-Patients with Philhealth	Philhealth ID or Philhealth number	1. a) For regular Philhealth member, present documentary requirement for initial verification thru Philhealth Portal for eligibility status.	15 minutes	None	Billing and Claims Staff
		Hospital Membership or Pink Form / Philhealth Membership Registration Form (PMRF)	b) For Hospital Sponsored member, present Hospital Membership or Pink Form / Philhealth Membership Registration Form (PMRF).			
		Claim Signature Form (CSF), Philhealth Membership Registration Form (PMRF), Birth Request Form (if with baby), Hospital Membership or Pink Form (if Hospital Sponsored member)	2. If eligible to avail, listen to the instructions given by the staff, then receive and accomplish documentary forms.	15 minutes	None	Billing and Claims Staff
		Claim Signature Form (CSF), Philhealth Membership Registration Form (PMRF), Birth Request Form (if with baby), Hospital Membership or Pink Form (if Hospital Sponsored member)	3. Submit the accomplished documentary forms/ requirements.	3 minutes	None	Billing and Claims Staff
		Certification of Philhealth Availment	4. Receive Certification of Philhealth Availment	2 minutes	None	Billing and Claims Staff
		Customer Satisfaction Survey Form	5. Fill-out the Customer Satisfaction Survey Form.	5 minutes	None	Billing and Claims Staff
END OF TRANSACTION						