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GUIDELINES IN THE FOLLOW-UP OF NHIP CLAIMS CHECKS

PHILHEALTH OFFICE ORDER NO. 196, S. 1999, May 10, 1999

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In order to further facilitate the release of checks for NHIP benefits claims, the following guidelines are hereby issued:

1. Each claimant personally following up his check shall be entertained for only 2 minutes, observing the following procedures:

A) One check releasing staff will be assigned to note down the claimant's

- Name

- Address

- Contact Telephone Numbers

- Name of Patient (if different from NHIP-member claimant)

- Name of Hospital where patient was confined

- Period of Confinement

B) After obtaining the necessary data, the check releasing staff shall ask the claimant to come back after one week, or wait for a call from Philippine Health Insurance Corporation within one week, for further instructions.

C) As committed, the check releasing staff either calls up the claimant within one week to be ready with the required data when the claimant comes back after one week.

2. Direct filing of claims to Philippine Health Insurance Corporation by NHIP members shall be discouraged. Instead, NHIP members shall be encouraged to file their claims with the hospital, which shall then deduct the expected reimbursement from the total hospital bills.

For the guidance of all concerned.

Adopted: 10 May 1999

(SGD.) ENRIQUE M. ZALAMEA
President and CEO

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