



QUEZON CITY GOVERNMENT
Quezon City General Hospital
Accounting Division
CITIZEN'S CHARTER



Processing of Philhealth Claims

Schedule of Availability of Service

- Days** : Mondays – Fridays
Hours : 8:00 AM – 5:00 PM (No Noon Break)
Who May Avail of the Service : In-Patient and Out-Patient with Philhealth
Documentary Requirements : Claim Forms, Statement of Accounts, Medical Forms, Legal Documents (Birth Certificates, Marriage Certificates, etc.)
- Processing Period** : 20 minutes (per claim)
How to avail of the Service

STEP	APPLICANT / CLIENT	SERVICE PROCESS	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	None	Receive claims from Billing Section and verify discharge date and diagnosis in the Hospital Information System (HIS)	3 minutes per claim	Philhealth Section Staff	None	Philhealth Forms and Claim Forms, Statement of Accounts, Medical Forms, Legal Documents (Birth Certificates, Marriage Certificates, etc.)
2		Verify all the supporting documents and input all the required information to the Philhealth Information System (PIS)	5 minutes per claim	Philhealth Section Staff		
3		The Section head verifies all the information in the CSF and other supporting documents and then signs it.	2 minutes per claim	Philhealth Section Staff / Head		
4		All required documents are scanned and transmitted via the eClaims in the Philhealth Information System (PIS)	10 minutes per claim	Philhealth Section Staff		
END of TRANSACTION						