A. PROCESS FLOW OF THE MONTHLY FILING OF PHILHEALTH CLAIMS

TASK	PERSON RESPONSIBLE
I. PREPARATION OF REQUIRED DOCUMENTS **a. Accomplishment of Required Documents** *Philhealth Dialysis Database Registration (one time enrolment)	a. Administration (fills up pertinent registration and demographic information) b. Attending Nephrologist (Certification on the diagnosis and management of Chronic Kidney Disease Stage 5 and secures patient's consent for chronic hemodialysis) c. Patient (signs consent)
*Billing/ Summary of Claims for the month • prepares billing/ summary of dialysis dates of patients for the month, with the total no. of sessions, and corresponding total amount.	Administration
*Claim Form 4 (CF4) • gathers the CF4 made by the Physician on Duty who attended to the treatment of patient, taking note of pertinent PE, breakthrough signs and symptoms, and the adjustment in the HD Prescription and general management by the attending Nephrologist. • gathers list of laboratories for the month of the patients prepared by head nurse.	Administration
*Statement of Account (SOA) • prepares Statement Of Account, summarizing the dialysis and other charges for the month of each patient. • reconciles data with the forwarded CF4 data of nurses, such as dialysis dates and medicines administered, etc.	Administration

• finalizes and prints the SOA. • checks and signs the SOA	
* Philhealth Benefit Eligibility Form (PBEF) • prints PBEF for each dialysis session	Administration
* Claim Signature Form (CSF) • fills-out CSF.	Administration
*prepares the complete set of documents for each claim, for signature of patients and **attending Nephrologists** (*See GUIDELINES FOR NEPHROLOGISTS BEFORE SIGNING THE PHILHEALTH CLAIM SIGNATURE FORMS (CSF) OF DIALYSIS PATIENTS*)	Administration
b. Final checking of the accomplished documents and signing of CSF	Philhealth Officer
c. Scanning of all documents The following documents are being scanned and electronic copies are being saved, in preparation for the attachments during e-submission: - CSF - SOA - PBEF (per session)	Philhealth Officer
II. ECLAIMS PROCESS **a. Encoding of Member/ Patient data, such as…** - Member / Patient Eligibility - Confinement information - Fees and Charges	Philhealth Officer
b. Attachment of the electronic copies of the following: - CSF - SOA - PBEF - Laboratory results, if there's any	Philhealth Officer
c. Encoding of CF4 details, such as… - Reason / PE on Admission - Course in the Ward (per dialysis session) - Drug / Medicines (Epo, PNSS, Heparin, Acid, Bicarb, etc, with corresponding amounts, and consistent with the SOA)	Philhealth Officer

d. **Final checking of the encoded data, if consistent with the data on the documents** - Linking the CF4 electronically - Printing and saving the pdf copy of CF4 - Attaching the e-copy of the CF4 pdf (e-claims)	Philhealth Officer
e. **Final submission of claims electronically** - Recording of the Transmittal No., No. of claims transmitted, and Date Transmitted (on the Billing*)	Philhealth Officer
f. **Exporting to Excel, the list of the transmitted claims**	Philhealth Officer
III. FILING OF DOCUMENTS **Printing and saving the exported Summary of the transmitted claims.**	Philhealth Officer
Filing the hardcopies of the ff. documents, with the summary of transmitted claims for the month - CSF - SOA - PBEF - CF4 - Summary of transmitted Claims for the month	Philhealth Officer

A. **PERSON/UNITS RESPONSIBLE AND THEIR SPECIFIC ROLES IN THE FILLING UP OF DOCUMENTS NEEDED IN FILING CLAIMS:**

1. The Administration Office/Unit	- The members of this unit are appointed by the owner of the healthcare facility. It is headed by administrative officer or its equivalent. - This unit may include the billing officer or cashier, office clerks, and the Philhealth officer. - It ensures that true and accurate data are encoded in all patient's records and is responsible for filing true and legitimate claims. - This unit prepares the necessary forms attached in the filing of claims

	including, but not limited to the following: a. Claim Signature Form (CSF) properly signed by the patient or relative (in case of beneficiaries), attending Nephrologists and Philhealth officer b. Statement of Account (SOA) signed and verified by patients or relatives and billing officer or any appointed member of the administrative staff. c. Claim Form 4 corrected and verified by the Head Nurse (HN) and/or Physician-on-duty (POD)
2. The Attending Nephrologist	- He is the main physician of a hemodialysis patient who has completed at least a 2-year Nephrology Fellowship Training program in a Philippine Society of Nephrology accredited training institution. - He/She is responsible for all the medical concern of the patient and plans the direction of the management of the patient while having hemodialysis treatment in the facility. - If he/she is not physically present in the healthcare facility, he/she is **on-call consultant** by the POD anytime the patient is having hemodialysis in the healthcare facility and will answer to any queries and concerns that will arise during the patient's hemodialysis treatment. - He/she signs the CSF form after HD has been rendered to the patient. (*See GUIDELINES FOR NEPHROLOGISTS BEFORE SIGNING THE PHILHEALTH CLAIM SIGNATURE FORMS (CSF) OF DIALYSIS PATIENTS*)