



Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION

Citystate Centre, 709 Shaw Boulevard, Pasig City
Call Center: (02) 8441-7442 | Trunkline: (02) 8441-7444
www.philhealth.gov.ph



UNIVERSAL HEALTH CARE
KALUSUGAN AT KALINGA PARA SA LAHAT

It was approved through PhilHealth Board Resolution No. 2513 s. 2020 re Resolution Approving the Interim Table of Organization Prior to the Reorganization of the Corporation. The Interim Organizational Structure prior to Reorganization reconfigures the relationship of existing organizational units into three (3) clusters namely:

- a) Policies and Product Development (Core);
- b) Critical Support (Enabler); and
- c) Service Delivery and Enforcement (Operations)

Policies and Product Development (Core)

The Core functions and processes embody the translation of the mission, vision and values into actual operations through policies and products developed. It defines which techniques and tools should be used by the operations for standardization purposes.

- a) **Benefit Development** covers designing and developing benefits, conducting related researches and studies and developing the required monitoring mechanism to ensure the viability, adequacy and responsiveness of the National Health Insurance Program (NHIP) benefits.
- b) **Membership and Collection** handles developing policies, strategies, plans, programs, guidelines, systems and procedures in managing member enrollment and contribution to ensure NHIP enrollment expansion and sustainability. It performs membership and contribution database management and over-all monitoring and evaluation of marketing and collection programs, projects and activities. It also monitors individual availment of benefits by NHIP members and coordinate with concerned organization units in the formulation of benefit availment guidelines and procedures.
- c) **Quality Assurance** covers ensuring the quality of health care services delivered by accredited Health Care Providers (HCPs) to NHIP members. It covers development of health care standards, accreditation of HCPs, development of performance monitoring and evaluation systems, and conduct of peer and utilization reviews.
- d) **Actuary** covers the conduct of actuarial studies and researches on fund viability, membership, claims, collection and investments.
- e) **Risk Management** is one of the components of internal control as the overall process of identifying, analyzing and evaluating relevant risks in the achievement of control objectives and determining the appropriate response.



Critical Support (Enabler)

This covers functions related to critical support (system/IT), administrative (HR, physical resource and procurement), and finance (budget and treasury).

- a) **System/ Information Technology** covers the development of the information system strategic plan, establishment, administration and maintenance of IT solutions, technologies and databases in support of other functions.
- b) **Legal** or the exercise of the **quasi-judicial** functions and powers of the Corporation covers activities such as representing the Corporation before the judicial and quasi-judicial bodies, supervising and regulating benefit delivery with power to adjudicate complaints and make decisions in cases involving legal questions. Given these adjudicatory powers that support judicial proceeding, it considers respondent rights to due process as the necessary condition in the determination of facts and administration of decision.
- c) **Human Resources** covers recruitment and selection, training and development, career development, performance management, union/labor relations, employee assistance, compensation/benefits, employee relations and discipline, HR research and information system, and networking with concerned government agencies.
- d) **Physical Resources** covers building management, property and supply management, records management, transport and allied services.
- e) **Procurement** covers procurement planning, purchasing, contract management and monitoring.
- f) **Comptrollership** covers the effective and efficient financial control and reporting. It also exercises overall supervision, management, execution and control of activities related to financial planning, fiscal management, and accounting.
- g) **Treasury** handles ensuring the availability of financial requirements to help sustain the delivery and administration of the NHIP, managing the overall cash position, receipts and remittances, disbursements and fund requirements of organizational units, and manages Investment of funds to fixed income and capital market instrument and other investment vehicles.

Service Delivery and Enforcement (Operations)

This is the repository of decentralized authority and functions. It serves the administrative and coordinating functions in the accomplishment of all operational activities.

- a. The **Area Office** is responsible for exercising overall supervision and coordination of operational activities at the regional level. It ensures the policies, guidelines and management system and procedures are uniformly and consistently applied by the Regional and Field Offices. It reviews, analyzes and consolidates regional plans and conducts performance management of Regional Offices.
- b. The **Regional Office** is responsible for the supervision and coordination of all operational activities in the region. It is responsible for the performance management of regional organization units and Field Offices. The function of the Regional Office covers health care financing (membership and collection), resource management (HR, General Service, and Fund), health care delivery (benefit administration, accreditation and quality assurance), public and media relations, formulation of regional plans, maintenance of IT system and infrastructure, conducting remittance enforcement, HCP-related fact-finding activities and providing legal support.
- c. The **Local Health Insurance Office** is responsible for the overall supervision, coordination and performance management of field units or satellite offices. It ensures compliance of Field units with policies, guidelines, systems and procedures. It is responsible for the management over-the-counter

premium contributions payments, managing relationship with collecting agents, and implementing the enrollment/marketing and collection plans.

Correspondingly, Ms. Lata may refer to the Corporation's list of Executive Officer through this link: https://www.philhealth.gov.ph/about_us/eos.php for her to identify her possible key informants.

Thank you.

