



**DEPARTMENT OF HEALTH
PHILIPPINE HEALTH INSURANCE CORPORATION**

DEC 28 2020

**JOINT ADMINISTRATIVE ORDER
No. 2020- 0001**

SUBJECT: Guidelines on the Registration of Filipinos to a Primary Care Provider

I. BACKGROUND

The Universal Health Care (UHC) Act (RA 11223) seeks to delineate the roles of key agencies and stakeholders towards better performance in the health systems and ensure that all Filipinos are guaranteed equitable access to quality and affordable health care goods and services and protected against financial risk.

Section 6.6 of the UHC Act Implementing Rules and Regulations (IRR) provides that every Filipino shall register with a public or private Primary Care Provider (PCP) of choice with due consideration to proximity and ease of travel of those seeking care, the absorptive capacity of the provider for quality care and provider capability to deliver the required services, among others. Further provided, Section 6.7 identifies the LGU as the main institution accountable for the registration of all Filipinos to their PCP of choice provided that they receive assistance from DOH and PhilHealth.

As such, this Order is being issued to provide the general guidelines on the registration of Filipinos to a PCP.

II. OBJECTIVE

This Order aims to provide the guidelines and process to ensure that all Filipinos can register to a PCP of their choice.

III. SCOPE OF APPLICATION

This Joint Administrative Order (JAO) shall apply to all Offices under the DOH, PhilHealth, all primary care providers (public and private), Local Government Units (LGUs), and all others concerned.

IV. DEFINITION OF TERMS

For purposes of this Order, the following terms are defined as follows:

J.A.O.

- A. **Individual-based health services** – refers to services which can be accessed within a health facility or remotely that can be definitively traced back to one (1) recipient, has a limited effect at a population level, and does not alter the underlying cause of illness, such as ambulatory and inpatient care, medicines, laboratory tests, and procedures, among others
- B. **Health Care Provider Network (HCPN)** - refers to a group of primary to tertiary care providers, whether public or private, offering people-centered and comprehensive care in an integrated and coordinated manner with the primary care provider acting as the navigator and coordinator of health care within the network
- C. **Population-based health services** – refers to the interventions or services that cannot be specifically traced back to a single person or beneficiary, such as health promotion, disease surveillance, and vector control, which have population groups as recipients
- D. **Portability** – refers to the enablement of a Filipino to avail of services outside the territorial jurisdiction of the primary care provider to whom he/she is currently registered
- E. **Primary Care Provider (PCP)** - refers to a health care worker, with defined competencies, who have received certification in primary care as determined by the Department of Health (DOH), or any health institution that is licensed by the DOH, or otherwise provided.

V. GUIDELINES

- A. All Filipinos are eligible to register to a DOH-licensed/certified and/or PhilHealth-accredited/contracted PCP of their choice.
- B. Local Government Units (LGUs), with assistance from DOH and PhilHealth, shall ensure and facilitate the registration of Filipinos living and residing within their territorial jurisdiction to a PCP, whether public or private.
- C. The PCP shall commit to keeping the personal information of all Filipinos registered in the primary care facility confidential, secure, private, and affirm the fundamental rights of all persons in compliance with Republic Act No. 10173 otherwise known as the Data Privacy Act of 2012.
- D. DOH and PhilHealth shall develop operational guidelines and tools on how to organize the health system and health providers to accommodate and enable client choice in selecting PCPs, to consider proximity, ease of travel, and the maximum catchment population of the primary care facility.
- E. PhilHealth shall make available multiple modalities that Filipinos can use to register to a PCP. These include, but are not limited to, self-registration and assisted registration.
- F. The modalities shall be governed by policies and guidelines set forth by PhilHealth. Further, these modalities have to consider enabling minors, senior citizens, persons with disabilities, indigents, and those without internet access to register to their PCP of choice.
- G. LGUs and DOH shall have access to all registration data captured through the different registration modalities in compliance with the Data Privacy Act of 2012. The captured registration data shall be used by the different agencies for (1) approximating market

saturation and identifying gaps in the health system, (2) planning and budgeting, (3) designing and developing of health programs, and (4) research.

H. PhilHealth shall explore the mechanisms for the portability of benefits through encouraging the interoperability of electronic health records/information, registration, and access to services outside geopolitical boundaries.

I. Availment of Population-based Health Services

1. Filipinos who are registered to a public PCP for individual-based health services shall receive population-based health services from the same public PCP. Filipinos who are registered to a private PCP for individual-based health services shall receive population-based health services from public PCPs within their geopolitical boundary or catchment area.

2. PhilHealth shall make registration data available and accessible to DOH and LGUs in facilitating the delivery of population-based health services. The data provided should include the number of registered Filipinos in each city and municipality regardless of whether they are registered to a publicly-owned or privately-owned primary care facility.

J. Data Management

1. All Primary Care Providers shall have validated electronic health records (EHR) for efficient and effective monitoring of health status and availment of services.

2. The EHR shall be utilized for patient navigation and coordination mechanism to higher levels of care within the Health Care Provider Network (HCPN) and to support continuity of care and the provision of comprehensive primary care.

VII. ROLES AND RESPONSIBILITIES

A. Department of Health (DOH)

1. Provide assistance to LGUs in registering Filipinos to PCPs, through the DOH-Centers for Health Development.

2. Develop guidelines on defining conditionalities for access, which includes assessing and determining the maximum registered Filipinos for each PCP based on the primary care facility standards and the capability of the PCP, among others.

B. Philippine Health Insurance Corporation (PhilHealth)

1. Make available different registration modalities to enable the registration of all Filipinos to a PCP.

2. Ensure that IT systems for registration to PCPs are in place and operational and that LGUs and DOH have access to the data.

3. Ensure accessibility of information on the status and list of licensed/certified and/or accredited/contracted PCPs for all Filipinos and the PCP applicants.

4. Provide communication support to and conduct activities with partners, including LGUs, to facilitate registration.
5. Issue additional specific guidelines, information, and manual of procedures related to registration to a PCP.

C. Local Government Units (LGUs)

1. Ensure that all Filipinos living and residing within their territorial jurisdiction are registered to DOH-licensed/certified and/or PhilHealth-accredited/contracted PCPs, whether public or private.
2. Ensure that there are information technology resources available to facilitate registration.
3. Ensure that there is an adequate number of PCPs where Filipinos living and residing within their territorial jurisdiction can register to.
4. Conduct events, activities, and education sessions with Filipinos and PCPs to encourage registration.
5. Maintain a database of primary care providers within the province or city-wide health systems.

D. Primary Care Providers (PCPs)

1. Potentially partner with DOH and PhilHealth as duly licensed/certified and/or accredited/contracted PCPs.
2. Establish, maintain, and update the master list of its catchment population or Filipinos registered in their facility.
3. Conduct events, activities, and education sessions with Filipinos and PCPs to encourage registration.
4. Register and regularly update information on all health workers within their primary care facility to the DOH database on human resources for health.

E. Filipinos

1. Register to a PCP of their choice.
2. Regularly update their membership data record (e.g. additional dependents, etc)

VIII. SEPARABILITY CLAUSE

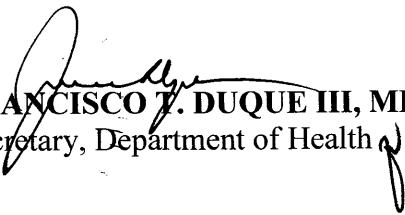
If any part or provision of this Order is rendered invalid by any court of law or competent authority, the remaining parts or provisions not affected shall remain valid and effective.

~~VIII.~~ **IX. REPEALING CLAUSE**

All Orders, Rules, Regulations, and other related issuances inconsistent with or contrary to this Order are hereby repealed, amended, or modified accordingly. All other provisions of existing issuances that are not affected by this Order shall remain valid and in effect.

~~IX.~~ **X. EFFECTIVITY**

This Order shall take effect immediately.


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