



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](http://www.philhealth.gov.ph)



UNIVERSAL HEALTH CARE  
BAISUGAN AT KALINGA PARA SA LANAT

**PHILHEALTH CIRCULAR**

No. 2020 - 0021

**FOR : ALL HEALTH CARE PROVIDERS, PHILHEALTH REGIONAL OFFICES, BRANCHES, LOCAL HEALTH INSURANCE OFFICES AND ALL OTHERS CONCERNED**

**SUBJECT : Accreditation of Health Care Providers for PhilHealth Konsultasyong Sulit at Tama (PhilHealth Konsulta) Package**

**I. RATIONALE**

The Universal Health Care Law was enacted to “Ensure that all Filipinos are guaranteed equitable access to quality and affordable health care goods and services and protected against financial risk.” Further, it provides that every Filipino shall be granted immediate eligibility and access to preventive, promotive, curative, rehabilitative, and palliative care for medical, dental, mental, and emergency health services, delivered either as population based or individual based health services.

As provided in DOH Administrative Order entitled “Rules and Regulations Governing the Licensure of Primary Care Facilities in the Philippines”, all PCFs will now be regulated, shall secure a DOH-LTO and must be compliant at all times with the licensing standards and requirements set forth by HFSRB and FDA.

PhilHealth is committed to expand the primary care benefit to cover all Filipinos. An initial step towards adopting a comprehensive approach to delivering primary care is the development of the PhilHealth Konsultasyong Sulit at Tama (Konsulta) Package. PhilHealth Circular (PC) No. 2020-0002 entitled “Governing Policies of the PhilHealth Konsultasyong Sulit at Tama (Konsulta) Package: Expansion of the Primary Care Benefit to cover all Filipinos” provided for the governing policies for the design and implementation of the PhilHealth Konsulta Package. Section IV. B. of the Circular requires the creation of applicable rules for the accreditation of PhilHealth Konsulta Providers.

**II. OBJECTIVE**

This Circular aims to ensure the access of Filipinos to quality primary care services given by Konsulta providers by defining the accreditation standards and guidelines for Konsulta facilities.

**III. SCOPE**

This Circular covers the rules for standards and accreditation of Konsulta facilities. This shall apply to public and private health facilities that are capable and willing to provide the PhilHealth Konsulta Package.

MASTER COPY  
DC: *[Signature]* Date: 12/16/2020



The rules on registration, benefit availment and payment shall be issued on separate Circular/s.

#### IV. DEFINITION OF TERMS

- A. Full-time equivalent – refers to the hours worked by one or more health workers equivalent to the work of one full-time health worker (a total of forty (40) hours a week).
- B. PhilHealth Konsulta – refers to the primary care benefit package of PhilHealth. It is paid per capita and covers a defined set of primary care health services based on their life-stage, health risks, and needs for which all Filipinos are entitled to.
- C. Primary Care - refers to initial-contact, accessible, continuous, comprehensive, and coordinated care that is available and accessible at the time of need including a range of services for all presenting conditions, and the ability to coordinate referrals to other health care providers in the health care delivery system, when necessary.
- D. Primary Care Facility (PCF) - refers to the institution that primarily delivers primary care services and licensed or certified by the DOH as such.
- E. Primary Care Worker (PCW) - refers to health care workers, including health and allied health professionals and community health workers/volunteers, certified by DOH to provide primary care services.
- F. PhilHealth Konsulta Providers – refers to primary care facilities and/or health care professionals accredited by PhilHealth to provide the Konsulta package.

#### V. POLICY STATEMENTS

##### A. Accreditation Standards for PhilHealth Konsulta Facilities

1. Non-licensed PCF, including previously accredited PCB and EPCB providers may apply for accreditation provided:
  - a. Health facility shall be subject to conduct of survey
  - b. Provider submits required documents.
  - c. These health facilities comply with the mandatory input standards (see Annex A, “Minimum Requirements for Accreditation of PhilHealth Konsulta Providers”).
2. DOH-licensed primary care facilities (PCF) are deemed qualified for accreditation subject to submission of required documents but without conduct of survey. However, these facilities shall provide proof of the presence of a functioning Electrocardiogram machine with paper and its peripherals or the fully filled-out service agreement with a service provider for ECG.
3. PhilHealth Konsulta providers may establish referral, contracting, or service agreements with other nearby DOH licensed service providers for the provision of health services not available in the facility. The agreement/s shall be documented through a service delivery support agreements/certification and shall be submitted as part of their accreditation (see Annexes D.1, “Certification of Service Delivery



Support (Laboratory and Diagnostic Services)” and Annex D2, “Certification of Service Delivery Support (Medicines)”.

4. The PhilHealth Konsulta provider shall comply with the mandatory primary care health human resource complement provided as follows:
  - a. The primary care physicians must be PhilHealth-accredited;
  - b. All primary care workers working in the facility must be registered as PhilHealth members;
  - c. Health human resource necessary to deliver the PhilHealth Konsulta package shall either be employed, contracted or detailed to the facility;
  - d. In case one of the required personnel can no longer deliver or is not anymore authorized to deliver services for the clinic within the validity of its accreditation, the provider shall inform the concerned PhilHealth Regional Office (PRO) one (1) month prior, as applicable, in order for the PRO to facilitate the continuous availment of the package. The PhilHealth Konsulta provider shall implement any of the following temporary measures:
    - d.1. Provide replacement staff with the same qualifications; or,
    - d.2. Refer the eligible beneficiaries of the PhilHealth Konsulta provider to another nearby accredited provider
  - e. In case of the closure of the health provider within the validity of its accreditation, the PhilHealth Konsulta provider shall inform eligible beneficiaries of the PhilHealth Konsulta provider and the concerned PRO one (1) month prior to closure and shall facilitate the transfer of eligible beneficiaries to another nearby accredited provider;
  - f. In case of withdrawal, non-renewal, or suspension of the accreditation of the PhilHealth Konsulta provider, the PRO shall inform the eligible beneficiaries of the health provider and facilitate their transfer to another nearby PhilHealth Konsulta Provider; and,
  - g. Any transfer and/or referral of eligible beneficiaries to another PhilHealth Konsulta Provider shall consider patient choice. Guidelines for payment in these cases shall be issued in Implementing Guidelines for PhilHealth Konsulta Package.
5. Within the first month of accreditation, the Konsulta Package provider shall have a fully functional PhilHealth signage compliant to the prescribed specifications. It shall be illuminated, if operating at night, for maximum visibility of beneficiaries and the general public. Failure to comply shall be a ground for suspension of accreditation.
6. PhilHealth Konsulta providers shall maintain a PhilHealth-certified electronic health information system.
  - a. The PhilHealth Konsulta provider may contract a health information technology and electronic medical records (EMR) provider or develop their own electronic medical records and electronic claims system.
  - b. They shall maintain an electronic copy of the patients’ records which shall be made available to PhilHealth during its monitoring visits.
  - c. The PhilHealth Konsulta provider shall be responsible for ensuring the fidelity of the information captured in their patient records and for creating appropriate safeguards to protect the patients’ data from inappropriate and illegal access, deletion, and misuse. It shall also ensure patient privacy and confidentiality in compliance with Data Privacy Act (RA 10173).

MASTER COPY  
Date: 12/16/2020  
JP



**B. Rules in Applying for Accreditation as a PhilHealth Konsulta Provider**

1. Interested health facilities shall:
  - a. Follow the prescribed accreditation process (see Annex C, “Procedures and Documentary Requirements for Accreditation of PhilHealth Konsulta Providers”).
  - b. Submit their applications for accreditation as a PhilHealth Konsulta provider to the LHIO nearest to the facility:
2. Non-licensed health facilities shall undertake self-assessment (see Annex B, “Self-Assessment/Accreditation Survey Tool for PhilHealth Konsulta Provider”; Annex B.1, “Health Human Resource Survey Tool for PhilHealth Konsulta Provider”; Annex B.2, “Checklist of PhilHealth Konsulta Drugs and Its Preparations”; and Annex B.3, “Checklist of PhilHealth Konsulta Laboratories and Diagnostic Services”) to determine their compliance to the standards for accreditation.
3. All PhilHealth Konsulta Providers must sign and submit a Non-disclosure Agreement to PhilHealth (See Annex E, “Non-disclosure Agreement”)
4. Only health facilities fully compliant to the standards shall be given accreditation.
5. As an interim measure during pandemics and other disasters, PROs shall be granted the ability to require providers seeking accreditation to submit photos, videos, and/or other documents to support their application as an alternative measure to conducting physical facility visits. In addition, if technology permits, PROs may make use of video conferencing tools to conduct virtual facility visits.

**C. Validity of Accreditation of PhilHealth Konsulta Package Providers**

1. The accreditation of the DOH – licensed Konsulta Provider shall be valid for a maximum of three years starting from the date of compliance to the mandatory requirements for accreditation until December 31 two years later unless earlier withdrawn, suspended, or revoked based on the rules set by the Corporation.
2. The accreditation of non-licensed Konsulta provider shall be valid for one (1) year starting from the date of compliance to the mandatory requirements for accreditation until December 31 of the same year unless earlier withdrawn, suspended, or revoked based on the rules set by the Corporation.

**D. Monitoring and Evaluation**

1. PhilHealth Konsulta Providers shall be monitored in accordance with PhilHealth’s Healthcare Provider Performance Assessment System (HCP-PAS).
2. Administrative data, such as audited financial statements, fund utilization, monthly census, and health human resource inventory shall also be made available to PhilHealth, when warranted.

**E. Annexes**

- Annex A: Minimum Requirements for Accreditation of PhilHealth Konsulta Providers
- Annex B: Self-Assessment/ Accreditation Survey Tool for PhilHealth Konsulta Provider
- Annex B.1: Health Human Resource Survey Tool for PhilHealth Konsulta Provider
- Annex B.2: Checklist of PhilHealth Konsulta Drugs and Its Preparations
- Annex B.3: Checklist of PhilHealth Konsulta Laboratories and Diagnostic Services

MASTER COPY  
DC: *JJ* Date: 12/16/2020



Annex C: Procedures and Documentary Requirements for Accreditation of PhilHealth Konsulta Providers

Annex D.1: Certification of Service Delivery Support (Laboratory and Diagnostic Services)

Annex D.2: Certification of Service Delivery Support (Medicines)

Annex E: Non-disclosure Agreement

## VI. PENALTY CLAUSE

Any violation of this circular, the terms and conditions of the Performance Commitment and all existing related PhilHealth circulars and directives shall be dealt with and penalized in accordance with the pertinent provisions of RA 11223 and RA 7875, as amended, and their respective Implementing Rules and Regulations.

## VII. TRANSITORY CLAUSE

A. Applications for PhilHealth Konsulta accreditation for CY 2021 shall be accepted starting December 2020.

B. In the first two (2) quarters of 2021, the Corporation may pilot test the implementation of the Konsulta Package in the following identified sites namely:

1. Provinces of:
  - a. Bataan
  - b. Biliran
  - c. Eastern Samar
  - d. Leyte
  - e. Northern Samar
  - f. Samar
  - g. Sorsogon
  - h. Southern Leyte
  - i. South Cotabato
2. Cities of:
  - a. Ormoc
  - b. Tacloban

C. The Konsulta Package providers in these pilot sites shall submit all the requirements mentioned in Annex C, including the application fee of P2,000. In the absence of the DOH LTO, the Corporation shall conduct survey of the health facility as provided in Section V.B.5 of this circular.

D. The program shall be expanded on the 3<sup>rd</sup> quarter of 2021 to other health facilities that are not included in the pilot sites and continuously expand thereafter until it is fully expanded nationally. They may submit their applications and other required documents starting December 2020 but shall not be required to pay the accreditation fee.

E. Physicians applying for accreditation as primary care physicians of PhilHealth Konsulta package shall submit a certificate of good standing (CGS) from the Philippine Medical Association.



They shall submit their application together with the application of the health facility. Their accreditation shall be valid from the date of full compliance to the requirements of accreditation up to three (3) consecutive years reckoned from the birthdate of the professional, unless sooner revoked, withdrawn or suspended.

F. Additional Primary Care Services

1. Health facilities with trained health professionals on family planning procedures - IUD and subdermal implant insertion may provide the said services and be reimbursed under the case-based payment system subject to existing guidelines of the respective benefit packages. They shall submit the required certificates of their health staff to PhilHealth.
2. Health facilities seeking accreditation to provide the PhilHealth Konsulta package are encouraged to also apply as providers for other benefits such as but not limited to the following: Maternal Care Package (MCP), TB-DOTS Package, Outpatient HIV Antiviral Treatment (OHAT) Package, and Animal Bite Treatment (ABT) Package.
3. As a baseline assessment for these services, providers shall accomplish the self-assessment tool for these services. (see Annex B, "Self-Assessment/ Accreditation Survey Tool for PhilHealth Konsulta Provider")

G. Information Requirements and System

1. PhilHealth shall provide an interim electronic reporting system in pilot areas.
2. Konsulta Package providers in the expansion areas shall have a PhilHealth certified primary care electronic information system. The information technology infrastructure of the health facilities must have the capability of operating the electronic reporting system. The system shall be used for health data encoding and reporting.
3. This system shall be periodically upgraded to address operational concerns such as, but not limited to portability, etc.

H. Portability issues during the pilot areas implementation

These issues shall be addressed accordingly with the assistance of the local government unit (LGU) concerned.

VIII. SEPARABILITY CLAUSE

In the event that a section or a provision of this policy is declared unconstitutional or rendered invalid by Court of Law or competent authority, provisions not affected by such declaration shall remain in full force and in effect.

IX. REPEALING CLAUSE

This policy repeals the provisions relating to accreditation in the following issuances:

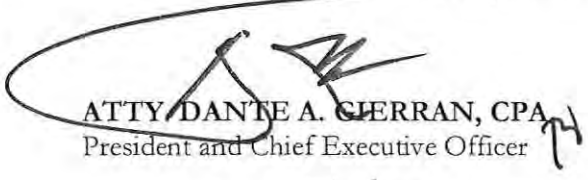
1. PhilHealth Circular No. 2019-0003: Expansion of the Primary Care Benefit (EPCB) to Cover Formal Economy, Lifetime Members and Senior Citizens (Revision 1).



2. PhilHealth Circular No. 010 s. 2012: Implementing Guidelines for Universal Health Care Primary Care Benefit 1 (PCB1) Package for Transition Period CY 2012-2013.
3. PhilHealth Circular no. 015 s. 2014: Primary Care Benefit 1 (PCB 1) now called "Tsekap" Package Guidelines for CY 2014.
4. PhilHealth Circular no. 2 s. 2015: governing Policies on the Expanded Primary Care Benefit Package: Tamang Serbisyo sa Kalusugan ng Pamilya (Tsekap)
5. PhilHealth Circular No. 21 s. 2007: Three-in One (3-1) Accreditation.

#### X. DATE OF EFFECTIVITY

This PhilHealth Circular shall take effect immediately upon publication in a newspaper of general circulation. Further, this Circular shall be deposited thereafter with the Office of the National Administrative Register at the University of the Philippines Law Center.

  
ATTY DANTE A. CIERRAN, CPA  
President and Chief Executive Officer

Date signed: 12/16/2020



Guidelines for Accreditation of Health Care Providers for PhilHealth Konsultasyong Sulit at Tama (PhilHealth Konsulta) Package

