

MALASAKIT PROGRAM OFFICE

EXTERNAL SERVICES

Request for Medical Assistance to Indigent Patients (MAIP) Program Funds through Transfer of Funds

In accordance with Administrative Order No. 2020-0060 "Revised Guidelines in the Implementation of Medical Assistance to Indigent Patients (MAIP) Program," the Department of Health (DOH), through the Malasakit Program Office (MPO), shall facilitate the efficient transfer of MAIP Program Funds to the Bangsamoro Autonomous Region in Muslim Mindanao (BARMM). Technical knowledge and specialized skills are vital to the preparation and evaluation of the multiple documents required to process this request. A signed Department Order (DO) regarding the aforementioned sub-allotment will be released. Subsequently, the List of Due and Demandable Accounts Payable—Advice to Debit Accounts (LDDAP-ADA) will be issued by the Cashier's Office to BARMM.

Office or Division:	Malasakit Program Office - Financial and External Relations Division			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Ministry of Health (MOH) - Bangsamoro Autonomous Region in Muslim Mindanao (BARMM)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of MAIP Program Fund Request - 1 original copy/photocopy/scanned copy		Requesting health facility		
Fund Utilization Reports (FUR) - if the requesting facility was previously granted MAIP Program Funds - 1 original copy/photocopy/scanned copy		Requesting health facility		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of MAIP Program Fund Request to the MPO.	1.1. Receive the letter/email from the health facility. *If email, receiving officer will endorse to action officer.	None	30 minutes	Administrative Assistant III Malasakit Program Office- Policy, Plans, and Systems

	<p>*If hard copy, the receiving officer will DTRAK and encode to the monitoring matrix, then endorse to the action officer.</p>			<p>Development Division (MPO-PPSDD)</p> <p>Administrative Assistant I MPO-Admin Unit</p>
2. Await response from MPO.	<p>2.1. Record, consolidate and evaluate the fund request and the submission of Financial Utilization Reports (FURs) by the requesting health facility. Based on the evaluation of the reports, the MPO will recommend an amount to be granted to the health facility.</p> <p>*If the said request is declined, FERD-FMU will send a response memorandum to the client.</p> <p>*In case of incomplete submission of reports, immediately coordinate with the requesting health facility to obtain an updated FUR.</p>	None	1 hour	<p>Social Welfare Officer II MPO-Financial and External Relations Division (MPO-FERD)</p>
	<p>2.2. Draft and prepare the following documents:</p> <ul style="list-style-type: none"> • Memorandum reflecting the recommended amount and the status of the submission of 	None	1 hour	<p>Social Welfare Officer II/Financial Analyst IV/ Supervising Health Program Officer MPO FERD</p>

	<p>reports of the requesting health facility</p> <ul style="list-style-type: none"> • Department Order (DO) • Allocation List of MAIP Program Fund. 			
	<p>2.3. DTRAK Memorandum, DO, and Allocation List and route them to MPO - Office of the Director for approval.</p>	None	30 minutes	Administrative Assistant I MPO-Admin Unit
	<p>2.4. Review and approve the memorandum, DO, and Allocation List.</p>		2 hours	Director IV MPO
	<p>2.5. Forward the signed memorandum DO, and Allocation List to Cluster Head for approval.</p>		30 minutes	Administrative Assistant I MPO-Admin Unit
	<p>2.6. Review and approve the memorandum, DO, and Allocation List.</p> <p>2.6.1. Once approved, Cluster Head will forward the initialed DO to the FMS - Director for clearance.</p>	None	1 day	Undersecretary of Health Health Regulation Team (HRT)
	<p>2.7. Review and clear the DO.</p> <p>2.7.1. Once approved, FMS Director will forward the cleared DO to the Assistant Secretary Management Service Team (MST) for initial.</p>	None	1 day	Director IV, Financial Management Services (FMS)
	<p>2.8. Review and affix initials to the DO.</p> <p>2.8.1. Once approved, the Assistant Secretary of MST will forward the initialed DO to the</p>	None	1 day	Assistant Secretary of Health, Management Service Team (MST)

	Undersecretary of MST for review and approval.			
	2.9. Review and approve the DO. 2.9.1. Once approved the Undersecretary of MST will forward the approved DO MPO for appropriate action.	None	1 day	Undersecretary of Health MST
	2.10. Route the approved DO to the Knowledge Management and Information Technology Services (KMITS) - Records Division	None	30 minutes	Administrative Assistant I MPO-Admin Unit
	2.11. Assign the DO number and post the numbered DO to the DOH Administrative Issuance Billboard.	None	4 hours	Information Officer V Knowledge Management and Information Technology Services - Records Division (KMITS)
	2.12. Request List of Due and Demandable Accounts Payable - Advice to Debit Accounts (LDDAP-ADA) to the Cashier's Office	None	4 hours	Financial Analyst II MPO FERD
3. Receive confirmation that the fund requested was transferred to their facility.	3.1. Release SAA while Cashier's Office will release LDDAP-ADA.	None	1 day	Supervising Administrative Officer FMS-Budget Division
	3.2. Draft and/or Prepare the following documents to be forwarded the	None	1 day	Social Welfare Officer II/Financial Analyst IV/

	<p>attachments of the voucher:</p> <ul style="list-style-type: none"> ● CPU Slip ● Disbursement Voucher (DV) ● Obligation Request and Status (ORS) ● Certificate of Availability of Funds (CAF) ● Memorandum of Agreement (MOA) with BARM ● Contract from Legal Service that the contract has been reviewed ● Request Letters ● Department Order. 			<p>Supervising Health Program Officer MPO FERD</p>
	<p>3.3. Review and initial ORS and DV.</p> <p>3.3.1. Once initialed forward to Cluster Head for the signature.</p>	<p>None</p>	<p>4 hours</p>	<p>Director IV MPO</p>
	<p>3.4. Review and sign the ORS and DV</p> <p>*For requests signed by the Cluster Head under 100 million, proceed to <i>agency action 3.6</i>.</p> <p>*For requests signed by the Secretary of Health that are 100 million or more, proceed to <i>agency action 3.5</i>.</p>	<p>None</p>	<p>1 day</p>	<p>Undersecretary (HRT)</p>

	<p>3.5. Review and sign the ORS and DV</p> <p>3.5.1. Once signed, the Office of the Secretary will forward ORS and DV to MPO for appropriate action. Then proceed to <i>agency action 3.6.</i></p>	None	2 days	Secretary of Health Office of the Secretary (OSEC)
	<p>3.6. Forward ORS and DV FMS-Central Processing Unit (CPU) for processing</p>	None	60 min	Administrative Assistant I MPO-Admin Unit
	<p>3.7. Process ORS and DV.</p> <p>*MPO to comply with the deficiencies as needed, then return to the CPU once the deficiencies are corrected.</p> <p>* Cleared ORS, and DV will be forwarded to the Budget Division for the obligation.</p>	None	2 days	Chief Accountant, Financial Management Service - Central Processing Unit
	<p>3.8. Obligate the requested amount.</p> <p>3.8.1. Obligated ORS and DV will be forwarded to Accountant for signature.</p>	None	1 day	SAO, FMS- Budget Division
	<p>3.9. Review and sign the ORS and DV.</p> <p>3.9.1. Accounting Office will forward the signed ORS and DV to FMS Director for signature.</p>	None	2 days	Chief Accountant FMS- Accounting Division
	<p>3.10. Approve of ORS and DV.</p>	None	1 day	Director IV of Financial

	<p>*If the funds are below 5 million pesos, the FMS Director will forward the signed ORS and DV to the Cashier's Office and then proceed to <i>agency action 3.11</i>.</p> <p>*If more than 5 million pesos but less than 20 million, the FMS Director will forward the signed ORS and DV to MST-Asec for initialing, then proceed to <i>agency action 3.11</i>.</p> <p>*If more than 20 million, the FMS Director will forward the signed ORS and DV to MST- Usec for initialing, then proceed to <i>agency action 3.11</i>.</p>			Management Service
	3.11. Issue a List of Due and Demandable Accounts Payable - Advice to Debit Accounts (LDDAP-ADA) to MOH BARMM.	None	2 days	Chief Cashier FMS-Cashier's Office
	3.12. Inform MOH BARMM that their MAIPP Fund request has been transferred.	None	30 minutes	Financial Analyst II of MPO FERD
TOTAL		0	19 days and 3 hours	

Handling of Medical Assistance Request

This service refers clients who request medical assistance to the appropriate Malasakit Center.

Office or Division:		Malasakit Program Office - Policy, Plans, and System Development Division (PPSDD)		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government G2C - Government to Citizen G2B - Government to Business		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email request for medical assistance - one (1) electronic copy		Requesting party/clients		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send an email request for medical assistance.	1.1. Acknowledge the client's email.	None	2 hours	Administrative Assistant III Malasakit Program Office Policy, Plans, and Systems Development Division (MPO-PPSDD)
2. Receive instructions from MPO	2.1. Refer the client to the appropriate Malasakit Center. DOH Hospitals with Malasakit Center Director: https://doh.gov.ph/mpo/mc-directory/doh LGU Hospitals with Malasakit Center Directory: https://doh.gov.ph/mpo/mc-directory/lgu	No ne	10 minutes	Administrative Assistant III MPO-PPSDD

TOTAL	None	2 hours and 10 minutes	
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Handling of Concerns (Simple)

This service intends to accommodate all simple concerns that require only ministerial actions, such as but not limited to administrative, financial, service, human resources, logistics, environmental, and consumer concerns in relation to the mandates of the MPO.

Office or Division:	Malasakit Program Office - Policy, Plans, and System Development Division (PPSDD)			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Email or hard copy of the letter of concern - one (1) scanned/photocopy/original copy			Requesting party/clients	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Forward a letter of concern/s to MPO.	1.1. Receive the letter/email from the client. * If emailed, the receiving officer will encode the concern received and then will endorse it via email to the action officer. * If hard copy, the receiving officer will encode the concern received and then will endorse it to the action officer.	None	2 hours	Administrative Assistant III of Malasakit Program Office-Policy, Plans, and Systems Development Division (MPO-PPSDD) Administrative Assistant I MPO-Admin Unit
2. Receive acknowledgement from the MPO	2.1. Assess and evaluate the classification of the concern.	No ne	1 hour	Senior Health Program Office MPO-PPSDD/Supervisi

	<p>* If for information, update the monitoring matrix, scan documents, and save them to Google Drive for filing. <i>proceed to agency action 4.1</i></p> <p>* If for endorsement, update the monitoring matrix, scan documents, save to Google Drive for filing, then endorse to the appropriate office. <i>proceed to agency action 3.1</i></p> <p>* For actions taken, update the concern monitoring matrix, scan documents, save to Google Drive, and coordinate with the client <i>proceed to agency action 4.1</i></p>			<p>ng Health Program Officer MPO-Financial and External Relations Division (MPO-FERD)</p>
3. Receive actions taken from the MPO via email.	<p>3.1. Drafting of memorandum of endorsement to appropriate offices/facilities.</p> <p>3.2. Review and approval of the endorsement memo.</p> <p>3.3. Endorse the concern to the appropriate offices and health facilities,</p>	<p>None</p> <p>None</p> <p>None</p>	<p>30 minutes</p> <p>4 hours</p> <p>10 minutes</p>	<p>Senior Health Program Office MPO- PPSDD/Supervisi ng Health Program Officer MPO-FERD</p> <p>Director IV MPO</p> <p>Senior Health Program Office MPO-</p>

	<p>copy furnish the client via email and other concerned offices</p> <p>3.4. Monitor the resolution of the offices/facilities on the concerns forwarded.</p>	None	2 days	<p>PPSDD/Supervising Health Program Officer MPO-FERD</p> <p>Senior Health Program Office MPO-PPSDD/Supervising Health Program Officer MPO-FERD</p>
4. Receive resolution of the offices /facilities on the concerns forwarded	4.1. Furnish/inform client with the actions taken through the letter or email.	None	20 minutes	<p>Senior Health Program Office MPO-PPSDD/Supervising Health Program Officer MPO-FERD</p>
TOTAL		None	3 days	

Handling of Concerns (Complex)

This service intends to accommodate all complex concerns that require evaluation in the resolution of complicated issues, such as, but not limited to, administrative, financial, service, human resources, logistics, environmental, and consumer concerns in relation to the mandates of the MPO.

Office or Division:	Malasakit Program Office - Policy, Plans, and System Development Division (PPSDD)			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Email or hard copy of the letter of concern - one (1) scanned/photocopy/original copy			Requesting party/clients	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Forward a letter of concern/s to MPO.	1.1. Receive the letter/email from the client. * If emailed, the receiving officer will encode the concern received and then will endorse it via email to the action officer. * If hard copy, the receiving officer will encode the concern received and then will endorse it to the action officer.	None	2 hours	Administrative Assistant III Malasakit Program Office Policy, Plans, and Systems Development Division (MPO-PPSDD) Administrative Assistant I MPO-Admin Unit
2. Receive acknowledgment from the MPO	2.1. Assess and evaluate the classification of the concern.	No ne	1 hour	Senior Health Program Office MPO-PPSDD/Supervisi

	<p>* If for information, update the monitoring matrix, scan documents, and save them to Google Drive for filing. <i>proceed to agency action 4.1</i></p> <p>* If for endorsement, update the monitoring matrix, scan documents, save to Google Drive for filing, then endorse to the appropriate office. <i>proceed to agency action 3.1</i></p> <p>* For actions taken, update the concern monitoring matrix, scan documents, save to Google Drive, and coordinate with the client <i>proceed to agency action 4.1</i></p>			<p>ng Health Program Officer MPO-FERD</p>
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3. Receive actions taken from the MPO via email.	3.1. Draft of memorandum of endorsement to appropriate offices/facilities	None	30 minutes	Senior Health Program Office MPO-PPSDD/Supervising Health Program Officer MPO-FERD
	3.2. Review and approval of the endorsement memo.	None	4 hours	Director IV MPO
	3.3. Endorse the concern to the appropriate offices and health facilities, copy furnish the client via email and other concerned offices	None	10 minutes	Senior Health Program Office MPO-PPSDD/Supervising Health Program Officer MPO-FERD
	3.4. Monitor the resolution of the offices/facilities on the concerns forwarded	None	6 days	Senior Health Program Office MPO-PPSDD/Supervising Health Program Officer MPO-FERD
4. Receive resolution of the offices /facilities on the concerns forwarded	4.1. Furnish/inform client with the actions taken through the letter or email.	None	20 minutes	Senior Health Program Office MPO-PPSDD/Supervising Health Program Officer MPO-FERD
TOTAL		None	7 days	

Handling of Concerns (Highly Technical)

This service intends to accommodate all highly technical concerns that require the use of technical knowledge, specialized skills, and training in the processing and/or evaluation of those concerns, such as but not limited to administrative, financial, service, human resources, logistics, environmental, and consumer concerns in relation to the mandates of the MPO.

Office or Division:	Malasakit Program Office - Policy, Plans, and System Development Division (PPSDD)			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen G2B - Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Email or hard copy of the letter of concern - one (1) scanned/photocopy/original copy			Requesting party/clients	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/Forward a letter of concern/s to MPO.	<p>1.1. The Receiving officer receives the letter/email from the client.</p> <p>* If emailed, the receiving officer will encode the concern received and then will endorse it via email to the action officer.</p> <p>* If hard copy, the receiving officer will encode the concern received and then will endorse it to the action officer.</p>	None	2 hours	<p>Administrative Assistant III Malasakit Program Office Policy, Plans, and Systems Development Division (MPO-PPSDD)</p> <p>Administrative Assistant I MPO-Admin Unit</p>

<p>2. Receive acknowledgement from the MPO</p>	<p>2.1. Action officer will assess and evaluate the classification of the concern.</p> <p>* If for information, update the monitoring matrix, scan documents, and save them to Google Drive for filing. <i>proceed to agency action 4.1</i></p> <p>* If for endorsement, update the monitoring matrix, scan documents, save to Google Drive for filing, then endorse to the appropriate office. <i>proceed to agency action 3.1</i></p> <p>* For actions taken, update the concern monitoring matrix, scan documents, save to Google Drive, and coordinate <i>proceed to agency action 4.1</i></p>	<p>None</p>	<p>1 hour</p>	<p>Senior Health Program Office MPO-PPSDD/Supervising Health Program Officer MPO-FERD</p>
<p>3. Received actions taken from the MPO via email.</p>	<p>3.1. Drafting of memorandum of endorsement to appropriate offices/facilities</p> <p>3.2. Review and approval of the endorsement memo.</p>	<p>None</p> <p>None</p>	<p>30 minutes</p> <p>4 hours</p>	<p>Senior Health Program Office MPO-PPSDD/Supervising Health Program Officer MPO-FERD</p> <p>Director IV MPO</p>

	<p>3.3. MPO will endorse the concern to the appropriate offices and health facilities, copy furnish the client via email and other concerned offices</p> <p>3.4. Monitor the resolution of the offices/facilities on the concerns forwarded</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>19 days</p>	<p>Senior Health Program Office MPO-PPSDD/Supervising Health Program Officer MPO-FERD</p> <p>Senior Health Program Office MPO-PPSDD/Supervising Health Program Officer MPO-FERD</p>
4. Receive resolution of the offices /facilities on the concerns forwarded	4.1. Furnish/inform client with the actions taken through the letter or email.	None	20 minutes	Senior Health Program Office MPO-PPSDD/Supervising Health Program Officer MPO-FERD
TOTAL		None	20 days	

Hiring of Contract of Service Personnel

MPO processes applications for the vacant Contract of Service positions.

Office or Division:	Malasakit Program Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. Requirements for Application				
Letter of Intent - One (1) Original/Photocopy/Scanned Copy		Requesting party		
Accomplished, duly signed, and notarized Personal Data Sheet Form (CS Form No. 212, Revised 2017) - Four (4) Original/Photocopy/Scanned Copy		CSC Website		
Accomplished and duly signed Work Experience Sheet Form (CS Form No. 212, Revised 2017) - Four (4) Original/Photocopy/Scanned Copy		CSC Website		
Certified True Copy of Transcript of Records - One (1) Original/Photocopy/Scanned Copy		Registrar's Office of the University		
Certified True Copy of Diploma - One (1) Original/Photocopy/Scanned Copy		Registrar's Office of the University		
Certificate of Trainings - One (1) Photocopy/Scanned Copy for each training		Requesting party		
B. Requirements for Signing of Contract				
NBI Clearance - One (1) Original Copy		National Bureau of Investigation		
Chest X-ray Result - One (1) Original Copy		Accredited DOH Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Requirements	1.1 Receive and check for completion of Documents	None	5 minutes	Administrative Officer Malasakit Program Officer-Administrative Unit (MPO-Admin Unit)
	1.2 DTRAK and scan all document	None	10 minutes	Administrative Assistant I MPO-Admin Unit

2. Await Result of Result of Initial Evaluation of the Application	2.1. Evaluate if the applicant qualifies the general and documentary requirements for the position.	None	7 days	Administrative Officer MPO-Admin Unit
	2.2. Submit summary report of qualified applicants for examination to the Director.	None	2 hours	Administrative Officer MPO-Admin Unit
3. Receive Result of Initial Evaluation of the Application	3.1. Notify clients of the results and the schedule of examination via text message and email. *If applicant is qualified for the position, proceed to <i>agency action 4.1.</i>	None	2 hours	Administrative Officer MPO-Admin Unit
4. Take the Examination	4.1 Conduct of Examination.	None	3 hours	Administrative Officer MPO-Admin Unit
5. Await Results of Examination	5.1 Submit examination papers to the appropriate Division Chiefs	None	1 hour	Administrative Officer MPO-Admin Unit
	5.2. Check examination.	None	3 days	Chief Health Program Officer MPO-Policy Plans, and Systems Development Division (MPO-PPSDD)/Chief

				Health Program Officer MPO-Financial and External Relations Division (MPO-FERD)
	5.3. Submit summary report of qualified applicants for interview to the Director.	None	2 hours	Administrative Officer MPO-Admin Unit
6. Receive Results of the Examination	6.1. Notify applicants of the result of examination and the schedule of the interview via text message and email. *If applicant passes the examination, proceed to <i>agency action 7.1.</i>	None	2 hours	Administrative Officer MPO-Admin Unit
7. Attend Interview	7.1 Conduct of the interview.	None	4 hours	Director IV MPO/CHPO MPO-PPSDD/CHPO MPO-FERD
8. Awaits Final results of Examination	8.1. Deliberate and evaluate the results of both examination and interview of the applicant.	None	5 days	Director IV MPO/CHPO MPO-PPSDD/CHPO MPO-FERD
9. Receive Final Results of the Application	9.1. Notify applicants of the result of the application via text message and email. *If applicant passed the application, notify the applicant on the date of submission of the requirements for signing the Contract	None	2 hours	Administrative Officer MPO-Admin Unit

	of Service then proceed to <i>agency action 10.1.</i>			
	9.2. Prepare the Contract of Service	None	2 hours	Administrative Officer MPO-Admin Unit
10. Submit Requirements for Processing of Contract of Service	10.1. Receive and check completion of documents. *If the requirements are complete, notify the applicant on the schedule for Contract of Service signing, then proceed to <i>agency action 11.1.</i> *If the requirements are incomplete, return them to the applicants for compliance.	None	30 minutes	Administrative Officer MPO-Admin Unit
11. Sign of Contract of Service	11.1. Facilitate the signing of Contract of Service with the applicant and the Director of MPO. 11.2. Inform the applicant of the start date of the service. 11.3. Orient the hired applicant about the office's procedures.	None	2 hours	Administrative Officer MPO-Admin Unit
		None	10 minutes	Administrative Officer MPO-Admin Unit
		None	4 hours	Administrative Officer MPO-Admin Unit
Total		None	18 days, 2 hours, and 55 minutes	