

2. Billing and Claims Section Services (Issuance of Billing Discharge Clearance)

This service is provided to patients for discharge with a cleared/settled hospital bill. Early compliance to Philhealth requirements and completeness of the patient's chart ensure a smooth issuance of Billing Discharge Clearance.

Office or Division:	St. Paul Hospital			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Patients or Authorized Representatives			
Checklist of Requirements			Where to Secure	
Complete Patient's Chart – (1 original) Authorization Letter, if Philhealth member is out of town – (1 original) Valid ID of the Authorized Representative – (1 original)			Ward Station Philhealth Member Authorized Representative	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for the advice from the nurse station when to proceed to the Billing Section.	1.1 Receive the chart of the patient for discharge and review hospitals charges	None	20 Minutes	<i>Billing Clerk</i> Billing and Claims Section
	1.2 Encode the Patient's confinement data, calculate hospital charges and generate Statement of Account	None	15 Minutes	<i>Billing Clerk</i> Billing and Claims Section
	1.3 Check/proofread the Statement of Account and affix signature	None	10 Minutes	<i>Billing Clerk and Administrative Officer</i> Billing & Claims Section

	1.4 Call the Nurse Station and inform the Nurse Supervisor/ Nurse on Duty to advise the watcher to proceed to the Billing Office or announce in the paging system to get the billing statement.	None	5 Minutes	<i>Billing Clerk</i> Billing and Claims Section
2. Upon the advice of the Nurse-On-Duty (NOD), proceed to Billing Office	<p>2.1 Verify the identity and relationship of the watcher to the patient. Explain the bill to the watcher.</p> <p>a. If the bill of the patient is fully covered by PhilHealth, proceed to Step #3.1.</p> <p>b. If the patient has a hospital bill in excess of PhilHealth, instruct the member/watcher to settle the excess bill or to proceed to Medical Social Service for medical assistance and back to the Billing Office afterwards.</p>	None	10 Minutes	<i>Billing Clerk</i> Billing and Claims Section

<p>3. If needed, secure the cash or obtain financial assistance from the Medical Social Service whichever is applicable.</p> <p>3.1 Return to the Billing Office and give back the Statement of Account.</p>	<p>3.1 Receive the Statement of Account and reprint it to adjust to the actual settlement of the patient's bill.</p> <p>3.2 Explain and give the Final Statement of Account and Philhealth Claim Signature Form (CSF) for signature of the member or patient or the authorized representative</p>	None	15 Minutes	<i>Billing Clerk</i> Billing and Claims Section
<p>4. Secure signature and return to Billing Office and give the signed Statement of Account and PhilHealth forms.</p>	<p>4.1 Receive and review the signed documents submitted by the patient/watcher.</p> <p>4.2 Give their file copy of the Statement of Account and the Billing Discharge Clearance. Instruct the watcher to proceed to the Cashier's Office for cash payment (if there is any) and sign on the Discharge Clearance.</p> <p>4.3 Instruct patient to proceed to the nurse station and present the signed Discharge Clearance</p>	None	15 Minutes	<i>Billing Clerk</i> Billing and Claims Section

5. Receive the copy of the Statement of Account and Billing Discharge Clearance	5. For patient that needs to pay in cash, instruct to proceed to the Cashier for the cash settlement of bill.	None	5 Minutes	
	TOTAL	None	1 Hour and 25 Minutes	