

MedSys

E-CLAIMS SYSTEM

User's Manual



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Introduction

Overview



The **e-Claims System** is part of the Philippine Health Insurance Corporation to provide a greater public service to Filipinos by converting the manual claims processing to an automated one. Being one of the leading hospital information system providers in the Philippines, **MedSys** created eClaims System to ease the process while providing a time efficient and accurate result.

The program itself is protected by the use of password and defined rights to secure all user-entered data and to maintain its confidentiality.

Objectives


- To serve as an initial step towards a paperless hospital claims reimbursement
- To speed up the period of filing and processing of claims
- Provide mechanism for hospitals to verify status of already submitted claims by using the Claims Series LHIO number generated by PhilHealth

Features

- **Data-entry restriction** - Warning messages are flashed for possible invalid entries. This ensures all data inputted would be made useful for any transaction that may occur.
- **Password-protected** - The use of password is necessary to restrict unauthorized access. Thus the program only accepts passwords which are registered into it. This feature ensures the confidentiality and integrity of data entered in the program.
- **User-friendly** - The program is designed with a simple and friendly user interface (UI)

Getting Started

How to Start the Program

- 1 Double-click the  **eClaimsApps** executable file icon located in your computer desktop.
- 2 The Login window will be displayed asking you to enter your employee number and password for security purposes.

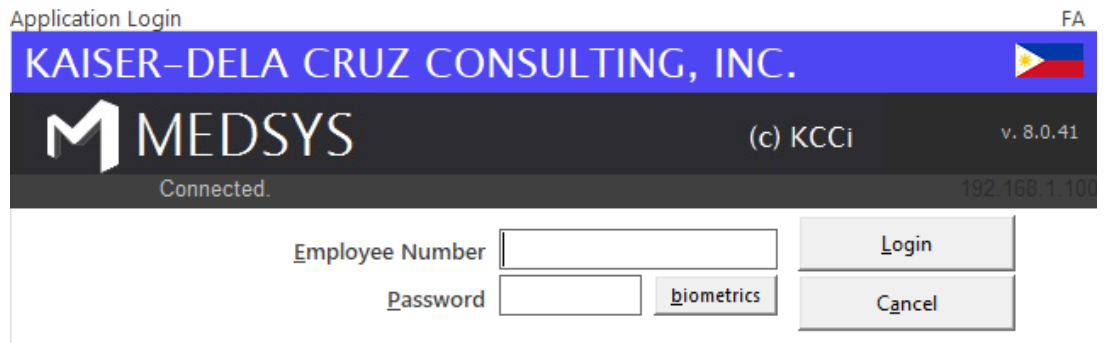
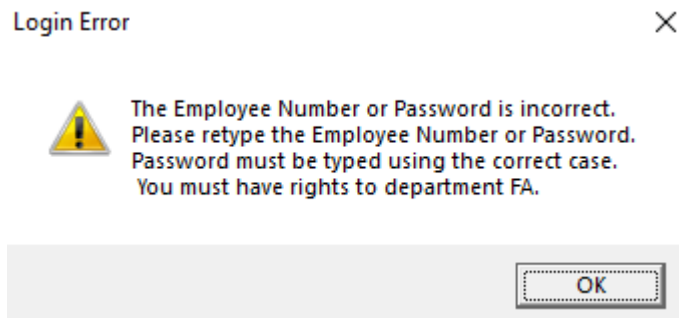


Figure 1: Login Window

- 3 If accepted, you can now start a transaction. Otherwise, a message below will be displayed



How to Change Password

It is advisable to change your password as often as possible for security reasons. To change you current password, follow these steps.

- 1 From the **Login** window, type your employee number and then press <Enter>.
- 2 Under the **Password** entry, press <F12>. Pressing this function key will invoke the **Change Password** window.

Change User Password

User ID: 8

User Name: MEDSYS, MEDSYS MEDSYS

Old Password:

New Password:

Confirm Password:

Save Close

Tips:

1. Use at least 5 characters
2. Use numbers and special characters
3. Use mixed-case letters
4. Remember your password, do not write it down
5. Do not share your password
6. Do not use your name or employeeid as your pw

skip


Figure 2: Change Password Window

- 3 Under the **Change Password** window, type the following data.
 - Old Password - Type your existing password.
 - New Password - Type your new password not exceeding to 15 characters.
 - Confirm Password - Retype your new password to confirm and then press <Enter> or you can click the **Save** button.

How to End the Program

It is important for users to close the program when they are done to end-up their session. Other users might use the open program using the same password.

To close the program:

- Click  which is located at the upper right corner of the main window or
- Click **Exit** from **Transaction Entry** pull-down menu or
- Press **Ctrl + X**

Program Operation

Searching of Patient

This option allows you to search for patient(s).

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Data Entry Settings

PATIENT LIST

Patient Type :

Admission Date :

Search Key : Advanced Search

Admission#	Patient Name	Confinement Period
17000001		01/01/2017 - 01/02/2017
17000002		01/01/2017 - 01/04/2017
17000003		01/01/2017 - 01/03/2017
17000004		01/01/2017 - 01/03/2017
17000005		01/01/2017 - 01/05/2017
17000006		01/01/2017 - 01/03/2017
17000007		01/01/2017 - 01/04/2017
17000008		01/01/2017 - 01/04/2017

Member Eligibility

Upload Documents

Electronic Claim Submission

Claims Inquiry

Check Voucher Details

Exit

Figure 3.1: e-Claims: Patient List Window

- **Patient Type** – There are two types of patient: IN-PATIENT and OUT-PATIENT. Select the preferred one.
- **Admission Date** – Refers to the date when the patient is admitted
- **Search Key** – This is used when you prefer to search for a specific patient regardless of the admission date

- To search for patients, enter the **Patient Type** and **Admission Date** and click on **Display** button. Searched result will be displayed just below the window to match your query.

NOTE: To search for a specific patient only, click on the **Advance Search** checkbox and enter the Admission No. or LastName of patient on the **Search Key** textbox. Click on the **Display** button to match your query.

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Data Entry Settings

PATIENT LIST

Patient Type :

Admission Date :

Search Key : Advanced Search

Admission#	Patient Name	Confinement Period
17001526		07/08/2017 - 07/10/2017
16000054		06/30/2016 - 07/02/2016
17002210		09/08/2017 - 09/11/2017
17002679		10/23/2017 - 10/24/2017
16000275		08/18/2016 - 08/21/2016
16000281		08/19/2016 - 08/23/2016
17000952		05/07/2017 - 05/13/2017
16000309		08/23/2016 - 08/26/2016
16000526		09/24/2016 - 09/28/2016
17001701		07/24/2017 - 07/28/2017
16000558		09/29/2016 - 10/02/2016
16001023		12/05/2016 - 12/10/2016
17002168		09/06/2017 - 09/08/2017
17000288		02/09/2017 - 02/14/2017
17000176		01/24/2017 - 01/27/2017
17001428		06/29/2017 - 07/01/2017
17002645		10/18/2017 - 10/22/2017
17003101		12/04/2017 - 12/06/2017
17000454		03/02/2017 - 03/04/2017
17000671		03/30/2017 - 04/05/2017
17003069		11/30/2017 - 12/02/2017

Figure 3.2: e-Claims: Patient List Advanced Search Window

e-Claims Procedure

Step 1: Member Eligibility Checking

This option allows you to check member's eligibility for PhilHealth claims.

1. Search for a patient and click on the **Member Eligibility** button located on the right side of the window. The window below will appear.

Check Member Eligibility

Fields with (*) are required.

PATIENT INFORMATION

* Last Name : CARASLUH LN TWENTY * Admission Date : 02/05/2018
* First Name : CARASLUH FN TWENTY * Discharge Date : 02/10/2018
* Middle Name : CARASLUH MN TWENTY * Patientls : MEMBER
Suffix :
* Sex : MALE
* Date of Birth : 01/21/1974
[Update Patient Information](#)

PHILHEALTH WEB SERVICE CALL

Initial (For Member Verification)
 Final (Generate Tracking No.)
[Go - Call](#)

MEMBER INFORMATION

* PIN : 190268419091 [Forgot PIN?](#)
* Last Name : CARASLUH LN NINETEEN
* First Name : CARASLUH FN NINETEEN
* Middle Name : CARASLUH MN NINETEEN
Suffix :
* Sex : MALE
* Date of Birth : 01/20/1974
Street : * Barangay : CARLATAN
* ZIP Code : 2500 SAN FERNANDO LA UNION
* Member Type : EMPLOYED PRIVATE

PHILHEALTH WEB SERVICE RESPONSE

ELIGIBLE TO AVAIL PHILHEALTH BENEFITS? : YES
REMAINING DAYS :
TRACKING NO. :
[[MEMBER INFORMATION]]
PHILHEALTH IDENTIFICATION NO. : 190268419091
MEMBER CATEGORY :
LAST NAME : CARASLUH LN NINETEEN
FIRST NAME : CARASLUH FN NINETEEN
MIDDLE NAME : CARASLUH MN NINETEEN
SUFFIX :
DATE OF BIRTH : 01-20-1974
[[PATIENT INFORMATION]]
LAST NAME : CARASLUH LN NINETEEN
FIRST NAME : CARASLUH FN NINETEEN
MIDDLE NAME : CARASLUH MN NINETEEN
SUFFIX :
DATE ADMITTED : 02-05-2018
DATE DISCHARGE : 02-10-2018
DATE OF BIRTH : 01-20-1974

EMPLOYER INFORMATION

* PEN : 202113300068 [Search Employer Online?](#)
* Name : SAINT LOUIS UNIVERSITY INSTITUTE FOR INCLUSIVE EDUCATION FOU
* Address : , VALENCIA, 13

[Print PBEF](#) [Save / Update Member Eligibility](#) [Close](#)

Figure 4: Check Member Eligibility Window

NOTE: All the information shown here is retrieved from the Form 1 Entry in PhilHealth module. You have options to edit or update it.

There are two (2) steps to be done for member's eligibility checking:

- Initial Call – This is done upon admission
 - Final Call – This is done after discharge. Tracking Number will be generated to confirm member's eligibility to avail appointment
2. Click on the **Go-Call** button to check and verify member's eligibility. Results will be displayed on **PHILHEALTH WEB SERVICE RESPONSE** window.

The following button options can be clicked from:

- **Print PBEF** – This will print the PhilHealth Benefit Eligibility Form (PBEF)
- **Save/Update Member Eligibility** – This will save change(s) made
- **Close** - This will close the window

PIN Verification Utility

This option allows you to search for member's PhilHealth Identification Number (PIN) through the Institutional Health Care Provider (IHCP)

- Under **Member Information** section, click on **Forgot PIN**. The window below will appear.

The screenshot shows a window titled "PIN Verification Utility". At the top, it says "Fields with (*) are required." Below this is a section titled "MEMBER INFORMATION". The fields are: "* Last Name" with the value "CARASLUH LN TEN", "* First Name" with "CARASLUH FN TEN", "* Middle Name" with "CARASLUH MN TEN", "Suffix" which is empty, and "* Date of Birth" with a dropdown menu showing "01/01/1974". At the bottom of the window are two buttons: "Get Member PIN" and "Cancel".

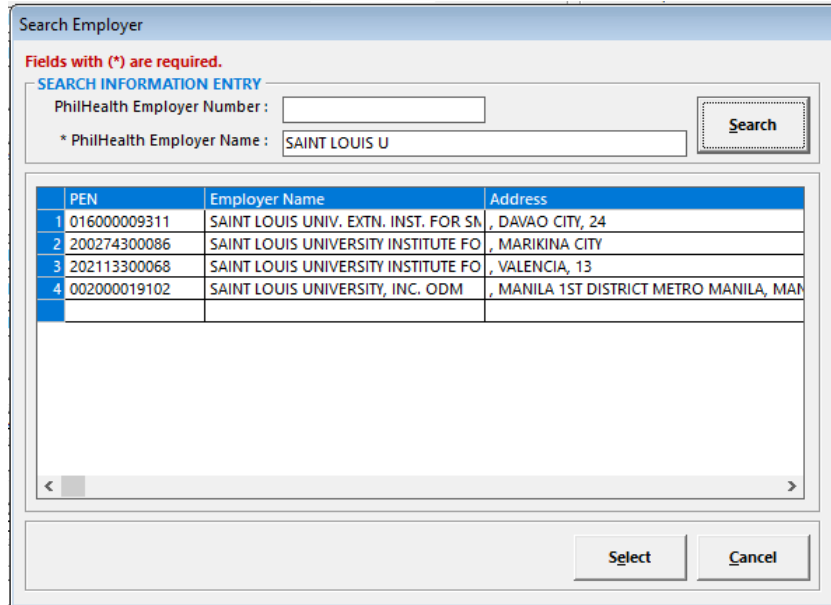
Figure 5: PIN Verification Utility Window

- Enter required member's information and click on **Get Member PIN** for lookup.

Employer Online Search

This option allows you to search online for employers with PhilHealth Employer Number (PEN).

- a. Under **Employer Information** section, click on **Search Employer Online**. The window below will appear.



The screenshot shows a window titled "Search Employer". At the top, it says "Fields with (*) are required." Below this is a section for "SEARCH INFORMATION ENTRY". It contains two text boxes: "PhilHealth Employer Number:" (empty) and "* PhilHealth Employer Name:" (containing "SAINT LOUIS U"). A "Search" button is to the right. Below the search criteria is a table with three columns: "PEN", "Employer Name", and "Address". The table contains four rows of search results. At the bottom of the window are "Select" and "Cancel" buttons.

	PEN	Employer Name	Address
1	016000009311	SAINT LOUIS UNIV. EXTN. INST. FOR SM	, DAVAO CITY, 24
2	200274300086	SAINT LOUIS UNIVERSITY INSTITUTE FO	, MARIKINA CITY
3	202113300068	SAINT LOUIS UNIVERSITY INSTITUTE FO	, VALENCIA, 13
4	002000019102	SAINT LOUIS UNIVERSITY, INC. ODM	, MANILA 1ST DISTRICT METRO MANILA, MAN

Figure 6: Search Employer Window

- b. Enter the employer name on the **PhilHealth Employer Name** textbox and click on **Search** button. Results will be displayed below to match your query.
- c. Click on the **Select** button to choose the correct employer for the member or click on the **Cancel** button to close the window.

Step 2: Upload Documents

This option allows you to upload supporting documents.

1. Search for a patient and click on the **Upload Document** button located on the right side of the window. The window below will appear.

SUPPORTING DOCUMENTS

Document Code	Document Url
---------------	--------------

Figure 7: Supporting Documents Window

Document Types:

- Anesthesia Record
- Clinical Abstract
- Certification of Approval / Agreement from the Employer
- Claim Form 1
- Claim Form 2
- Claim Form 3
- Certificate of Eligibility
- Claim Signature Form
- Confirmation Test Results by Saccl or RITM
- Diagnostic Test Result
- HIV Screening Test Result
- Malarial Smear Results
- Member's Birth Certificate
- Member Empowerment Form

- Member's Marriage Contract
- NTP Registry Card
- Operative Records
- Official Receipts
- Patient's Birth Certificate
- PhilHealth Member Registration Form
- PhilHealth Official Receipts
- Pre-Authorization Clearance
- Proof of MDR with Payment Details
- Statement of Account
- TB-Diagnostic Committee Certification (-) Sputum
- Three Years Payment of (2400 X 3 Years of Proof of Payment
- Valid PhilHealth Indigent ID
- Waiver for Consent for Release of Confidential Patient Health Information

2. Select **Document Type** to be uploaded by clicking on the drop-down arrow.
3. Click on the **Browse** button to locate the scanned document on your local computer. Selected document will automatically be uploaded.

NOTE: For **RTH (Returned to Hospital)**, click on the **For RTH** checkbox. Once the document is uploaded, go to **Claim Status Inquiry** option and click on **Submit Required Documents** to submit it.

Step 3: Electronic Claim Submission

This option allows you to submit your claims electronically to PhilHealth server.

NOTE: Transmittals done in PhilHealth module will be accessed here.

1. Go to **Data Entry > Electronic Claim Submission** or click on the Electronic Claim Submission button located on the right side of the window. The window below will appear.

Transmittal #
38

Admission #	Patient Name	Confinement Period	Member Number
<input checked="" type="checkbox"/> 50027	CARASLUH LN TWENTY FOUR	01/10/2018-01/14/2018	190268419156

CLAIM STATUS

Processed Claims
 Pending Claims

TRANSMISSION RECEIPT INFORMATION

HOSPITAL CODE : 20132
TRANSMISSION CONTROL NUMBER : 0201-3218-0100-0005
TRANSMISSION DATE : 01-15-2018
TRANSMISSION TIME : 03:23:04PM
RECEIPT TICKET NUMBER : 011518000010
CLAIM SERIES LHIO : 180115040000104
REMARKS

Buttons: Preview XML, Submit, Close, Get Uploaded Claim Series Lhio

Figure 8: Electronic Claim Submission Window

2. Select **Transmittal Date** you prefer.
3. Choose **Member Type**.
4. Click **Display Claims**. List of claims will be displayed to match your query.

The following button options can be clicked from:

- **Preview XML** – This will generate the Extensive Markup Language (XML) file for preview. This will be used when you want to review first the generated XML before sending it
- **Submit** – This will generate and submit directly the Extensive Markup Language (XML) file to PhilHealth server. Results will be displayed on the **Transmission Receipt Information** window.
- **Get Uploaded Claim Series Lhio** – This is used when you want to retrieve the Lhio series number for a specific claim in case you were unable to receive one during transmission.

- **Close** - This will close the window

Claim Status Legend:

- Processed Claims – Claims submitted to PhilHealth server
- Pending Claims – Claims in queue for submission. These are the transmittals done in Philhealth module and ready for online submission

Claim Status Inquiry

This is used to check the status of submitted claims.

- To open its window,
 - Go to **Data Entry > Claims Inquiry** or click on the Claims Inquiry button located on the right side of the window.

The screenshot shows the 'Claims Inquiry' window. At the top, there are search filters for 'Date Admitted' (01/01/2018) and 'Date Discharged' (01/17/2018), with a 'Display Claims' button. To the right, a 'CLAIM STATUS' summary shows: IN PROCESS: 2, DENIED: 0, WITH VOUCHER: 3, RETURN: 0, WITH CHECKQUE: 0, and VOUCHERING: 0. Below this is a 'LIST OF CLAIMS' table with the following data:

Claim Series Lhio	Patient Name	Confinement Period	Claim Date Received	Status
180104040000104	CARASLUH LN TWENTY SEVEN, C	01-01-2018 - 01-04-2018	01-04-2018	WITH VOUCHER
180111040000104	CARASLUH LN TWENTY SIX, CARA	01-01-2018 - 01-04-2018	01-11-2018	WITH VOUCHER
180112040000104	CARASLUH LN TWENTY TWO, CAI	01-06-2018 - 01-10-2018	01-12-2018	IN PROCESS
180112040000204	CARASLUH LN TWENTY ONE, CAF	01-05-2018 - 01-10-2018	01-12-2018	IN PROCESS
180115040000104	CARASLUH LN TWENTY FOUR, CA	01-10-2018 - 01-14-2018	01-15-2018	WITH VOUCHER

At the bottom of the window, there are three buttons: 'Submit Required Documents', 'View Claim Details', and 'Close'.

Figure 9: Claims Inquiry Window

- Enter the preferred **Date Admitted** and **Date Discharged**.
- Click on **Display Claims** to show searched results

CLAIMS STATUS LEGEND:

- IN PROCESS - Claims already received by PhilHealth and currently under validation and verification
- RETURN - Returned claims
- DENIED - Disapproved claims
- WITH CHECKQUE - Claims with cheque done
- WITH VOUCHER - Claims with voucher done
- VOUCHERING - Claims with an ongoing voucher

The following button options can be clicked from:

- **Submit Required Documents** – This is used for RTH (Returned to Hospital) claims. Uploaded RTH documents on **Step 3: Upload Documents** will be sent to PhilHealth server using this option.

Code	Document URL	Submitted?
CF2	http://localhost:8085/ClientDocument/20132/2018/5/31/4/e213c4bb-ef93-4fde-a15a	YES
CSF	http://localhost:8085/ClientDocument/20132/2018/5/31/4/da2ade9a-4c19-4bc6-bb1	YES
SOA	http://localhost:8085/ClientDocument/20132/2018/5/31/4/534ab946-3e6b-4069-93e	YES
CF2	http://localhost:8085/ClientDocument/20132/2018/5/31/4/54c03c2b-d404-4060-9553	YES

Figure 9.1: Submission of Additional Required Documents Window

- **View Claim Details** – This is used to view details of claims submitted.
- **Close** - This will close the window

Voucher Details Checking

This is used to check the details of the voucher made.

1. To open its window,
 - Go to **Data Entry > Voucher Details** or click on the Voucher Details button located on the right side of the window.

The screenshot shows a software window titled "Voucher Details". At the top, there is a search field labeled "* Voucher Number:" with a "Search" button. Below this, the "VOUCHER DETAILS" section contains two input fields: "Voucher Number:" with the value "201-010002-18G04" and "Voucher Date:" with the value "01-15-2018". There are two tabs: "CLAIMS" (selected) and "SUMMARY". A "View Charges" button is located in the top right of the table area. The table has five columns: "Claim Series Lhio", "Patient Name", "Confinement Period", "Member Number", and "Claim Date Received". It contains two rows of data. A "Close" button is at the bottom right.

Claim Series Lhio	Patient Name	Confinement Period	Member Number	Claim Date Received
180104040000104	CARASLUH LN TWENTY SEVEN, C	01-01-2018 - 01-04-2018	190268419180	01-04-2018
180111040000104	CARASLUH LN TWENTY SIX, CARA	01-01-2018 - 01-04-2018	190268419172	01-11-2018

Figure 10: Voucher Details Window

2. Enter **Voucher Number** and click on the **Search** button. Results will be displayed below to match your search query.

MEDSYS E-CLAIMS FLOWCHART

