

		ASSA RECOGNITION AWARD
CATEGORY	:	Customer Service Recognition Award and Transformation Recognition Award
ORGANISATION	:	Philippine Health Insurance Corporation (PhilHealth)
CONTACT PERSON	:	Group Vice President Alberto C. Manduriao and Project Coordinator Harold C. Lapuz
NAME OF PROJECT	:	P-CARES Project or the PhilHealth Customer Assistance, Relations and Empowerment Staff Project
WHY SHOULD IT BE RECOGNISED	:	The P-CARES Project recently won in the Best Practice Competition organised by the Development Academy of the Philippines. As such, it automatically gained a slot in the 4 th International Best Practice Competition organised by the Center for Organizational Excellence Research, New Zealand.
SUMMARY OF THE PROJECT	:	<p>The PhilHealth CARES (P-CARES) Project brings services nearer to the people. What used to be delivered in Corporate offices is brought to the patient’s bedside.</p> <p>The P-CARES are registered nurses engaged by the Corporation to assist patients at the point-of-benefit availment. They are deployed to accredited hospitals all over the Philippines.</p> <p>They ensure that those who are eligible would be able to access the PhilHealth benefits. They help make benefits effective for the members by empowering them. Among the activities they carry out are the following:</p> <ul style="list-style-type: none"> • Ensure that the benefits provided to members (e.g. case type and amount) correspond to the diagnosis and/or data reflected in the clinical charts; • Screen and report to PhilHealth potential issues about the quality of services provided by hospitals; • As may be needed, assist the members in coordinating medical

	<p>concerns with the hospitals;</p> <ul style="list-style-type: none">• Gather data and participate in studies and research pertaining to the implementation of benefit packages and compliance to PhilHealth policies;• Perform patient navigation activities to ensure that benefits are utilised effectively by members particularly those who avail of the packages for catastrophic illnesses;• Liaise with the local governments, employers, PhilHealth offices and other government agencies to establish the eligibility of patients in cases where IT systems could not provide any information or provides information that is negated by patients.
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