



Republic of the Philippines
Province of Laguna

A Government of the People, from the People and for the People.

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LAGUNA HEALTH ACCESS PROGRAM (THE ORANGE "E.R." CARD OF LAGUNA)

RATIONALE

Health is one important aspect to be considered in the development of the individual and the family that often been neglected due to family's insufficient income. Low per capita income of indigent families in Laguna (annual per capita income of a family is P16, 457.00 – 2007 poverty threshold – NSO against the P10, 636.00 – 2007 food threshold) makes their hospitalization opportunities lessen.

Laguna's increasing poverty incidence is an indication that there is a high demand for providing quality services including health care program to its constituents. There are several poverty alleviation programs and health programs being implemented in the province and hospitalization of clients has the biggest demand. **THE LAGUNA HEALTH ACCESS PROGRAM or THE ORANGE "ER" CARD of LAGUNA** is another health program cropped to somehow answer the increasing demand in the hospitalization of the poorest of the poor legitimate residents of Laguna.

OBJECTIVES

- To provide a quality health care program that will benefit the province' low income families/residents by providing subsidized hospitalization services in the hospitals owned by the Provincial Government of Laguna.
- To give the beneficiaries the full range of medical services as in-patients and out-patients in the government hospitals of the province.

DEFINITION OF TERMS

Category – is the classification system of the cardholder's gross monthly income categorized as A, B, C and D. Class A as the lowest and class D as the highest.

In-patient case – Confinement in a hospital for a minimum of 24 hours.

Out-patient case – any condition which does not require hospital confinement.

Hospitalization Assistance – medical services provided to the cardholder and dependents when needed.

Benefit Packages – are the hospitalization benefits the beneficiaries and dependents can avail to the nine hospitals.

Cardholder – is the head of the family and principal owner of the card beneficiary of the program.

Dependents – Family members who are qualified dependents of the cardholder.

Head of the family – the cardholder who could be the husband or the wife or the male or female head in the family.

Provincial Government Hospitals - refer to the nine (9) hospitals in Laguna such as the Laguna Provincial Hospital, Jose P. Rizal Memorial Hospital, Gen. Cailles District Hospital, Luisiana District Hospital, Majayjay District Hospital, Nagcarlan District Hospital, San Pablo District Hospital, San Pedro Municipal Hospital and the Pagamutang Pangmasa ng Laguna.

Validity – the term or period of the validity or use of the card.

Renewal – the process of renewing the membership of the cardholder three months prior to its expiration.

Updating of Information – the process of updating the records of the cardholder and dependents which include all the information and their status based on the birth month of the cardholder.

CATEGORY (CLASSIFICATION SYSTEM)

Category A: P6, 000.00 and below -100% Free

Category B: P6, 001.00 –P8, 000.00-85% Discount

Category C: P8, 001.00 –P10, 000.00 -70% Discount

Category D: P10, 001.00 –P12, 000.00 -50% Discount

BENEFIT PACKAGE (IN-PATIENT)

1. Cardholders and dependents can avail of the medical services in the hospital if medically necessary 24 hours onward:
 - a. Minor and major surgery
 - b. Laboratory and diagnostic services with request/prescription from the physician of the 9 provincial/district hospitals or any government hospitals or rural health units in the province.
2. Provision of medicines. In the event medicines are not available the Office of the Provincial Social Welfare & Development (OPSWD) will provide financial assistance. However, assistance will be extended once every confinement and subject to the policies of the OPSWD.
3. Patients will be placed at the service ward, but in cases of emergency and service ward not available the patient will be placed at the pay ward temporarily and upon vacancy the patient will be transferred to the service ward. (Stay in the pay ward is equivalent to the use as the service ward)
4. In case the patient needs to be referred to other hospital not covered by the Orange Card for necessary treatment as assessed by the physician the Office of the Provincial Social Welfare will provide financial assistance once per confinement and subject to the procedures of the OPSWD.

BENEFIT PACKAGE (OUT-PATIENT)

- Laboratory and diagnostic services as ordered by the physician from the 9 provincial/district hospitals and any rural health units of the province
- Medical Consultation
- Minor surgery
- Dialysis (if available in the hospital)
- Chemotherapy (if available in the hospital)
- Cataract Extraction (If available in the hospital)
- Other procedures done less than 24 hours
- Medicines are not included in the package

SPECIAL BENEFIT PACKAGES

MATERNITY PACKAGE

- Normal Delivery (No limit)
 - Caesarean Section (No limit)
 - Newborn Care Screening
 - Vaccination (BCG, etc.)
- . TB treatment through DOTS
- . Anti Tetanus

MEDICAL SERVICES NOT COVERED BY THE PROGRAM

1. Medical requirements for pre-employment (Physical examination & laboratory test)
2. Dental services
3. Cosmetic procedures and other dermatological cases that are non – emergency in nature as assessed by the physician
4. Hospital charges for special or private nursing services, supplemental foods and medicines like vitamins and minerals, extra accommodation and non-medical personal appliances such as radio, television, telephone, computer and the likes
5. Recuperation such as confinement in a sanitarium or convalescent home, rehabilitation medicines, custodial, domiciliary care, and government imposed quarantines like H1N1.
6. Refusal to undergo recommended treatment or demanding treatment for which doctors believe a professionally acceptable alternative exists
7. Blood Screening (For HIV/AIDS test & STD test)
8. Organ transplants or acquisition of an organ.
9. Circumcision, infertility or fertility, artificial insemination, sex change
10. Suicide, abortion, accident when under the influence liquor and other intentional incident that result to or need medical attention
11. Chiropractic treatment, iridology, chelation; cell implant therapy
12. Speech Therapy

WHO CAN AVAIL OF THE ORANGE CARD

- Registered voters of the province of Laguna of low income that categorize the poorest of the poor.
- Head of the Family as the cardholder (married, single or widow or solo parent)
- For live- in couple, preferably the female is the cardholder.

WHO ARE THE BENEFICIARIES AND DEPENDENTS

- Children below 21 yrs old (not married and unemployed)
- Over 21 years old but with disability, either physical or mental, or any disability acquired that renders them totally dependent on the cardholder for support.
- Illegitimate children, legitimated, adopted or stepchildren below 21 years (unmarried and unemployed)
- Spouse/partner
- Parents 60 years old and above
- Single parent below 21 years old not married and her/his children are dependents of the head of the family.

PROCESS OF APPLICATION IN AVAILING ORANGE CARD

1. Interview the applicant and filling – up of application form by the Municipal Social Welfare & Development Officer (MSWDO)
2. Submission of application form to the Office of the Provincial Social Welfare and Development (OPSWD) for screening and validation of information by conducting home visit to the applicant by the social worker for approval.
3. Screening and checking of requirements of applicants.
4. If approved, submission of information to the Management and Information System Office (MISO) for processing and printing of Identification Card.
5. Releasing of ID cards

DOCUMENTS NEEDED

- ComElecVoter's ID
- Marriage Contract
- Certification from the Barangay Chairman (Live-in couple)
- Birth Certificate (Affidavit of two Disinterested Persons in case of no Birth Certificate)
- Senior Citizen ID (In case of no birth certificate)
- 2X2 latest picture (white background)

VALIDITY AND RENEWAL OF THE ORANGE CARD

1. The Laguna Health Access Card or The Orange Card is valid for three (3) years (2010 – 2013).
2. Renewal of membership will be done at the Office of the Provincial Social Welfare & Development.
3. There will be an updating of information annually based on the birth month of the cardholder to monitor their status and to ensure that the cardholder still resides in Laguna. The social worker will conduct home visit to validate the information.
4. Expired ID cards will not be honored.

HOW TO USE THE CARD (Process/Flow of Availing Medical Services)

1. To avail of medical services the cardholder should secure **CERTIFICATION OF MEMBERSHIP** to the OPSWD for validation of information and present to the hospital personnel particularly to the social service section together with the **ORANGE "ER" CARD**.
2. Upon discharge, the social service section of the hospital shall prepare the bill of the patient for necessary discount.
3. Only the Chief of Hospital through the Social Service Section and the Office of the Provincial Social Welfare and Development (OPSWD) can refer patient for membership to the program as assessed to be indigent and no means to pay the bill.

MODE OF PAYMENT

1. The Social Service Section of the hospital shall prepare the statement of account, billing statement, summary together with other attachment such as photocopy of the card and the certification of membership to be submitted to the OPSWD for processing of payment. All documents should be submitted to the OPSWD on a weekly basis (Every Thursday of the week).
2. When received by the OPSWD, preparation of Obligation Request and Disbursement Voucher should be prepared and together with the attachments shall be forwarded to the Provincial Budget Office for allocation of budget.
3. From the Budget Office all documents shall be submitted to the Provincial Accounting Office for accounting procedures then to the Provincial Treasurer's Office for disbursement and preparation of check.

OPERATION AND MANAGEMENT

1. Formation of group composed of staff required in the operation and management of the program.
 - a. Operation Team – responsible in the renewal and processing of membership including the printing of orange cards.
 - b. Management Team – responsible in the administrative works and supervision.
2. Office of the Provincial Social Welfare & Development shall be the over-all supervisor of the team.

ALLOCATION OF BUDGET

1. P ____ Million will be allocated on the last quarter of year 2010 to start the program.
2. P ____ Million will be allocated in 2011 and additional allocation of budget on the next two years of implementation for grants and subsidy.
3. P ____ Million shall be allocated for the equipments and P _____ for the operation and maintenance.
4. Payment incurred during hospitalization will come from the general funds of the provincial government.

AGENCIES INVOLVED AND THEIR ROLES

PROVINCIAL GOVERNMENT HOSPITALS

- Provide quality medical services to the beneficiaries of the program that are medically necessary.
- Endorse to the Office of the Provincial Social Welfare & Development by the chief of hospital through their social service section patients referred to other hospitals not covered by the Orange Card for financial assistance.
- Refer indigent patients who don't have the means to pay the bill to the OPSWD for membership in the program.

OFFICE OF THE PROVINCIAL SOCIAL WELFARE AND DEVELOPMENT (OPSWD)

- Act as the lead implementor of the program as well as in the monitoring and evaluation.
- Coordinate with the Mayors and Municipal/City Social Welfare and Development Officers as partners in the identification, assessment and screening of applicants.
- Responsible in the final assessment and screening of the applicants and approval.
- Responsible in the renewal of membership.
- Responsible in the preparation of billings, OBR/voucher and other attachments for processing of payment.

MANAGEMENT INFORMATION SYSTEM OFFICE (MISO)

- Responsible in the data base system to every hospital and the OPSWD.
 - To ensure that the patient availing the medical services is the right.
 - Beneficiary/dependent of the program.
 - How many uses the cards and the amount or the bill incurred during hospitalization.
 - Expenditure versus the budget allotted to the hospital for the year.
 - List of member's information system.
 - How many times the card was used.
 - In charge in the production/printing of orange card.

SECTORAL CONCERN OFFICE

- Responsible in the advocacy of the program to the grassroots level and other sectors of the community.
- Identify the poorest of the poor family and recommend to the Municipal Social Welfare and Development Office for assessment.

PUBLIC AFFAIRS OFFICE (PAO)

- Coordinate with the barangay officials to gain their support and as partner in increasing the awareness of the community about the program.
- In charge of the advocacy of the program
- Public Information Office
- Responsible in the TRI – Media activities for a more and wide range campaign of the program.

**PROVINCIAL BUDGET OFFICE
PROVINCIAL TREASURER'S OFFICE
PROVINCIAL ACCOUNTING OFFICE**

DISCIPLINARY MEASURES FOR CARDHOLDER

Disciplinary measures and actions shall be imposed to members who violated the policies and guidelines of the program such as:

- a. Reprimand order from the Office of the Governor to explain and liable for what has done.
- b. Filing of case in the court based on the gravity of the case.
- c. Penalty shall be based on the current law of the Philippines.

EFFECTIVITY

This order shall take effect immediately.

**JEORGE "ER" EJERCITO ESTREGAN
GOVERNOR**