



(RESEARCH ARTICLE)



Compliance and Satisfaction of Selected Philhealth Konsulta Package Program Service Providers

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Abstract

The study explored the compliance and satisfaction levels of PhilHealth Konsulta Package Program providers in Albay's First District, focusing on three accredited facilities: Malilipot Rural Health Unit, Mother and Child K-Linic Tabaco City, and Tiwi Doctors Hospital. Using a qualitative narrative analysis, the researcher examined how these providers adhere to regulatory standards set by PhilHealth. Compliance was demonstrated through documentation practices, service delivery protocols, and adherence to prescribed health packages. Providers consistently followed guidelines on patient enrollment, diagnostics, and preventive care, although variations in implementation were noted due to resource constraints. The study ensured participant anonymity through coded identifiers, allowing candid insights into operational realities while maintaining ethical standards.

Satisfaction among providers was generally positive, with participants expressing appreciation for the program's intent to expand access to primary care. However, satisfaction levels varied depending on infrastructure, staffing, and support from local government units. Providers valued the opportunity to serve more patients and recognized improvements in health-seeking behavior among communities. Nonetheless, concerns were raised regarding delayed reimbursements, limited diagnostic capabilities, and inconsistent supply chains. These factors affected morale and service efficiency. Despite these challenges, providers remained committed to the program's goals, emphasizing the need for continuous training, clearer communication from PhilHealth, and streamlined reporting systems to enhance service quality and provider experience.

Challenges encountered by Konsulta Package Program providers included logistical limitations, administrative burdens, and gaps in inter-agency coordination. The lack of electronic medical records, insufficient manpower, and unclear referral pathways hindered optimal service delivery. To address these issues, the study proposed a multi-tiered action plan: (1) strengthen capacity-building initiatives through regular training and mentorship; (2) improve digital infrastructure to support data management and reporting; (3) establish clearer guidelines for reimbursement and referral protocols; and (4) foster collaboration between PhilHealth, LGUs, and service providers to ensure policy alignment and resource mobilization. These recommendations aim to enhance compliance, boost provider satisfaction, and ensure the Konsulta Program's sustainability and impact.

Keywords: Konsulta; Reimbursement; Referral Protocols; Accessibility to PhilHealth

1. Introduction

A healthy nation thrives when its citizens are physically, mentally, and socially well. This requires more than hospitals and medicine—it demands strong public health systems, clean environments, nutritious food, and equitable access to education. Global frameworks recognize health as a fundamental human right, with countries like Singapore, Japan, and

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South Korea offering free diagnostics and hospitalization. However, many nations struggle to deliver quality healthcare due to limited resources, weak governance, and insufficient political will. The World Health Organization (WHO) and the United Nations (UN) have reinforced international health policies, including Universal Health Coverage (UHC) and the International Health Regulations (IHR), to promote health equity and manage global health threats.

In the Philippines, healthcare access remains a challenge, with 42.7% of total health expenditure in 2024 paid out-of-pocket. This financial burden forces many Filipinos to choose between treatment and basic needs. To address this, the government enacted Republic Act No. 11223, the Universal Health Care Act of 2019, which automatically enrolls all citizens in PhilHealth. A key initiative under this law is the Konsultasyong Sulit at Tama (Konsulta) Program, which provides primary care services through accredited providers. The program aims to reduce out-of-pocket expenses and improve access to consultations, diagnostics, and preventive care—especially in underserved regions like Bicol, where rural and low-income communities face significant healthcare barriers.

This study examined the implementation of the Konsulta Program in Albay's First District, focusing on provider compliance, satisfaction, and operational challenges. Through qualitative narrative analysis, the researcher gathered insights from three accredited facilities, highlighting the importance of provider engagement and resource optimization. The findings revealed gaps in infrastructure and administrative processes but also affirmed the program's potential to improve healthcare delivery. By aligning with national policies and international standards, the Konsulta Program can be strengthened to meet the evolving needs of Filipino communities. This research contributes to public administration efforts and supports the broader goal of achieving universal health coverage across the Philippines.

2. Materials and Methods

Qualitative research is an inquiry approach rooted in methodological traditions that seek to understand social or human problems through rich, contextual exploration. It emphasizes building a holistic picture by analyzing words, capturing detailed perspectives of participants, and conducting research in natural settings. In this study, a qualitative design was chosen to explore the complex experiences, perceptions, and behaviors of PhilHealth Konsulta Program service providers, making it ideal for uncovering the depth and nuance of their realities.

By employing qualitative methods, the researcher was able to gain meaningful insights into the lived experiences of Konsulta providers in the First District of Albay. Through in-depth interviews, the study captured their challenges, satisfaction, and perspectives—elements that quantitative data alone could not fully reveal. This approach allowed the voices of healthcare providers to be heard authentically, offering a deeper understanding of how the Konsulta Program operates on the ground and how it impacts both service delivery and provider engagement.

3. Results

The study revealed that while PhilHealth Konsulta Program providers in Albay's First District are committed to delivering quality care, systemic challenges hinder optimal performance. To address these, four key strategies were proposed: (1) streamline inter-agency coordination by establishing a unified digital platform and liaison teams to expedite licensing, staffing, and claims processing; (2) enhance infrastructure and diagnostics through strategic partnerships with private providers via formal agreements and shared service models; (3) strengthen financial and IT support by increasing per-patient funding, adopting tiered allocations, and investing in staff training and digital systems for efficient claims management; and (4) implement a continuous quality improvement framework that uses feedback-driven monitoring to track provider satisfaction, patient outcomes, and operational issues. These recommendations aim to improve service delivery, reduce administrative delays, and promote sustainable healthcare practices across Konsulta facilities.

4. Discussion

Tiwi Doctors Hospital, Mother and Child K-Linic Tabaco City, and Malilipot Rural Health Unit have demonstrated compliance with the PhilHealth Konsulta Package Program's regulatory standards, particularly in licensing, infrastructure readiness, and staffing. These accredited providers consistently deliver essential services such as consultations, diagnostics, and preventive care, reflecting a high level of satisfaction with the program's implementation. Despite their commitment, they face persistent challenges, including incomplete infrastructure, limited diagnostic equipment, and staffing shortages that strain service delivery. Slow inter-agency coordination, administrative bottlenecks, and financial constraints—especially delays in claims processing—further complicate operations. Additionally, IT system limitations hinder efficient data management and reporting. To address these issues, a targeted

action plan is necessary. This may include upgrading infrastructure, expanding diagnostic capabilities, hiring and training additional personnel, streamlining administrative processes, and enhancing digital systems for better claims and patient record management. Strengthening collaboration between PhilHealth, local government units, and service providers is also essential to ensure smoother coordination and resource allocation. By addressing these systemic gaps, the Konsulta Program can more effectively fulfill its goal of providing accessible, quality, and affordable primary healthcare, particularly in underserved areas like the First District of Albay.

5. Conclusion

In conclusion, building a healthy nation requires a holistic approach that prioritizes equitable access to healthcare, preventive services, and supportive environments. The PhilHealth Konsulta Program, as part of the Philippines' Universal Health Care Act, represents a strategic effort to reduce financial barriers and expand primary care—especially in underserved regions like Albay's First District. This study's qualitative analysis of three accredited providers revealed both commendable compliance and persistent operational challenges. Despite limitations in infrastructure, staffing, and inter-agency coordination, the program shows promise in improving service delivery and aligning with global health standards. Strengthening administrative systems, enhancing diagnostic capacity, and fostering collaborative partnerships are essential to optimize the program's impact. Ultimately, the Konsulta Program serves as a vital mechanism for advancing universal health coverage and ensuring that every Filipino, regardless of socioeconomic status, can access quality healthcare.

Compliance with ethical standards

Disclosure of conflict of interest

No conflict of interest should be disclosed.

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