



University of the Philippines
OFFICE OF THE PRESIDENT

MEMORANDUM NO. PAJ 24-25

TO : VICE PRESIDENTS & SECRETARY OF THE UNIVERSITY
CHANCELLORS
DIRECTORS, UP PGH
DEAN, UP TACLOBAN COLLEGE
DIRECTORS/HEADS OF OFFICES/UNITS

SUBJECT : EXPANDED EHOPE BENEFIT PROGRAM

DATE : 25 September 2024

The UP Board of Regents (BOR), in its 1392nd meeting on 30 August 2024, approved the expansion of the Enhanced Hospitalization Program (eHOPE) further expanding the coverage of the program to include:

1. Pre-operation and pre-confinement medical diagnostics and laboratory procedures;
2. Selected outpatient procedures covered by PhilHealth, along with related medications prescribed upon discharge; and
3. Inclusion of expenses for executive check-up of University Officials, including Deans of Constituent Universities, at the Philippine General Hospital, in excess of the current ₱10,000.00 financial assistance to be charged against eHOPE. The total expense for the executive check-up is up to ₱25,000.00

The attached guidelines shall be the basis for the implementation of the Expanded eHOPE benefit program.

For guidance and compliance.


ANGELO A. JIMENEZ

President

GUIDELINES FOR THE IMPLEMENTATION OF THE UP EXPANDED EHOPE BENEFIT PROGRAM

I. RATIONALE

The University of the Philippines, in accordance with RA 9500, is mandated to *protect and promote the professional and economic rights and welfare of its academic and non-academic personnel*. Anchored on this mandate, the University institutionalized the Financial Assistance Program for Hospitalization Expenses (FAPHE), among others, to provide economic support to employees to cover their hospitalization expenses. In 2016, after a series of studies and proposals, the University expanded FAPHE's coverage and replaced it with the Enhanced Hospitalization Programme (eHOPE).

While the current eHOPE, further enhanced in 2023, offers better and expanded benefits compared to its predecessors, it is yet to respond to the demand of its constituents. Specifically, the need to cover the expenses incurred by employees who underwent outpatient medical procedures and/or pre-operation/pre-confinement diagnostic and laboratory medical procedures.

To address this, the eHOPE Technical Working Group, led by the Office of the Vice President for Administration (OVPA) with the help of UP Philippine General Hospital and UP Manila, conducted a cost-benefit analysis in 2024 to support the proposal for further expansion of the program. The following are the highlights of the analysis:

1. Coverage of pre-operation/pre-confinement diagnostic and laboratory medical procedures will reduce healthcare costs as having the diagnostic procedure done outside confinement reduces expenses in room and other hospital amenities;
2. Expansion of access to essential medical services without the need for hospitalization potentially reduces overall healthcare cost as outpatient expenses are less costly compared with inpatient rates.
3. Expansion of access to treatment procedures for severe medical cases usually done outside of confinement (i.e., chemotherapy, radiation treatment, hemodialysis)
4. Expansion of the program is less costly than if the University avails the services of a Health Maintenance Organization (HMO).

The expansion of eHOPE was approved by the UP Board of Regents (BOR) during its 1392nd Meeting on 30 August 2024. **Following this, as authorized by the BOR, these Expanded eHOPE Benefit Program guidelines are being issued to guide the concerned units in implementing the program and provide guidance to employees in availing eHOPE benefits.**

II. EHOPE BENEFIT PROGRAM HISTORY and BASIS OF IMPLEMENTATION

1. Republic Act 9500 (UP Charter of 2008)

The University shall "protect and promote the professional and economic rights and welfare of its academic and non-academic personnel." (Section 3.e)

2. 1392nd UP Board of Regents Meeting (30 August 2024)

Approved the proposal for an expansion in the coverage of the eHOPE benefit program based on the needs and demands of the UP employees. Details of the expansion are stipulated in these guidelines.

3. 1380th UP Board of Regents Meeting (27 April 2023)

Approved to amend the eHOPE program to allow greater benefit coverage for UP employees as follows:

- a. Increased yearly benefit cap from ₱80,000.00 to ₱100,000.00;
- b. Increased coverage for professional fees;
- c. Expanded eligibility to UP Contractuals whose funding is sourced from UP Revolving/Trust Fund

4. 1322nd UP Board of Regents Meeting (24 November 2016)

Approved eHOPE to replace Financial Assistance to Program for Hospitalization Expenses.

5. 1161st UP Board of Regents Meeting (25 July 2002)

Approval of provision of ₱10,000.00 financial assistance for the executive check-up expenses of selected University Officials.

III. PROGRAM DESCRIPTION

Expanded eHOPE Benefit Program, an essential component of the comprehensive program for the health and wellness of UP employees, is a financial assistance program of the University to help defray the cost of hospitalization and medical expenses incurred by UP employees. This is a manifestation of the University's commitment to the employee's overall welfare and well-being.

IV. GUIDELINES OBJECTIVES

These guidelines shall:

- Guide the UP employees in availing the benefits of the program;
- Guide the office in charge of implementing and monitoring the program;
- Provide a mechanism for partnership with service providers; and
- Establish a report and monitoring mechanism to support program improvement.

V. SCOPE AND COVERAGE

1. **eHOPE Benefits.** As approved in the 1380th UP Board of Regents Meeting, eligible eHOPE beneficiaries are entitled to financial assistance for hospitalization and medical expenses up to an accumulated ₱100,000.00 for medical procedures and maximum aggregate amount of medicine amounting to ₱10,000.00 per year.
2. **eHOPE Coverage.** As approved in the 1322nd UP Board of Regents Meeting (24 November 2016), 1380th UP Board of Regents Meeting (27 April 2023), and 1392nd UP BOR Meeting (30 August 2024), the eHOPE benefit program shall cover the following:
 - a. Hospitalization expenses incurred during confinement
 - Medical/diagnostic procedures such as ultrasound, MRI, X-ray, CT scan, biopsy, mammography, echocardiography, angiogram, blood chemistry, and other laboratory examinations.
 - Prescribed drugs and medicines in accordance with the Generics Act of 1988 (RA 6675).
 - Professional fees of PhilHealth-accredited physicians and specialists up to a maximum of twice the amount based on the Relative Value Unit (RVU) set by PhilHealth for specific medical cases (i.e., applicable PhilHealth case rates).
 - Expenses for room and board for the duration of the confinement.
 - b. Pre-operation, Pre-confinement medical diagnostics and laboratory procedures.
 - Ultrasound
 - MRI
 - X-Ray
 - CT-Scan
 - Biopsy
 - Mammography
 - Echocardiography
 - Angiogram
 - Blood Chemistry and other laboratory examinations
 - Other REQUIRED pre-operation, pre-confinement medical diagnostics prior to medical procedure during confinement.

The pre-confinement/pre-operation medical diagnostics and laboratory procedures must be certified by the attending physician and validated by the UHS representative in the eHOPE committee.

Medical diagnostics and laboratory procedures conducted that are not for the clearance required for confinement/operation are not supported in this eHOPE benefit program.

- c. Outpatient surgical procedures that can be done without hospital confinement and are also covered by PhilHealth and medicine related to the outpatient procedure prescribed upon discharge.
- Cataract extraction and other ambulatory ophthalmology operations
 - Cholecystectomy
 - Endoscopic procedures (gastroscopy, colonoscopy, arthroscopy, etc.) as prescribed by medical doctor (can be categorized under section IV.2.b of this guidelines)
 - Dilation and Curettage (D&C) and other ambulatory gynecologic procedures
 - Excision of soft tissue masses
 - Outpatient surgical procedures on wounds acquired in accidents that happened in the line of duty (emergency cases)
 - Other similar ambulatory *surgical* procedures
- d. Outpatient medical treatment procedures that can be done without hospital confinement and are also covered by PhilHealth and medicine related to the outpatient procedure prescribed upon discharge.
- Chemotherapy Administration
 - Radiation Treatment Delivery
 - Hemodialysis and other dialysis procedures

Items a, c, and d are covered by PHILHEALTH, and the eHOPE benefit is only available once PHILHEALTH deductions based on applicable case rates have been made.

- e. Executive check-up for University Officials in excess of the current ₱10,000.00 financial assistance but up to a limit of ₱25,000.00 worth of executive check-up.

3. Eligibility Criteria. Eligible employees for financial assistance under eHOPE Benefit program items 2.a to 2.d shall be the following:

- a. Regular permanent faculty members, full-time or part-time
- b. Full-time faculty members who are not tenured provided they have rendered at least one (1) year of continuous service in the University
- c. Permanent REPS and administrative staff
- d. Temporary REPS and administrative staff provided they have rendered at least one (1) year of continuous service in the University
- e. UP contractuales and casuals (including faculty, REPS and administrative staff) who have rendered at least one (1) year of continuous service to the University, have an employer-employee relations with the University, and whose salaries are paid out of the Personnel Services (PS) allocations to UP in the General Appropriations Act (GAA)

- f. UP contractuales and casuals (including faculty, REPS, and administrative staff) who have rendered at least one (1) year of continuous service to the University, have an employer-employee relations with the University, and whose salaries are charged against the Revolving Fund (RF)/ Trust Fund (TF).
- g. International Faculty as defined and approved by the BOR in its 1392nd meeting (K. Welfare benefits for International Faculty)

To be eligible, claimants must be in *active* service in UP at the time of the claim. Part-time faculty members (occupying plantilla items that are tagged as Part Time) shall be entitled to reduced benefits in proportion to the extent of their service to the University.

As for item 2.e (eHOPE coverage for the Executive check-up of University Officials), the University Officials indicated in the BOR approval are the President, Secretary of the University, Assistant Secretary, Executive Vice President, Vice Presidents, Assistant Vice Presidents, Chancellors, and Vice Chancellors, Dean and Associate Deans of the UP Tacloban College, and Director and Deputy Director of the UP Philippine General Hospital¹.

- 4. Exclusion.** Excluded from coverage under eHOPE benefit program are:
- a. hospitalization expenses for confinement related to cosmetic surgery;
 - b. self-inflicted injury and illness; and
 - c. annual medical/physical examination which are covered by specific CU policies.

VI. GENERAL POLICIES AND OPERATIONAL GUIDELINES

1. Role of Human Resources Development Office

- a. The Human Resources Development Office (HRDO) shall implement the Expanded eHOPE benefit program in their respective constituent university/autonomous college (CU/AC). The CU/AC is authorized to craft internal guidelines but anchored on this document to better fit their implementation at the CU/AC level.
- b. The HRDO shall include an orientation on Expanded eHOPE benefit program during their Onboarding Program/Session for new employees and ensure that a briefer and list of updated partner service providers are made available to employees.

2. Availing of eHOPE benefits through a Partner Medical Service Provider

Partnerships with medical service providers shall be established to implement a '*No Cash Out*' system for the employees, within the maximum allowable amount provided for by eHOPE.

¹ Dean/Associate Deans of UP Tacloban, and Director/Deputy Director of UP PGH are not covered in the PhP 10,000 financial assistance program. These officials may avail of the executive check-up up to PhP25,000 charged to eHOPE funds.

UP is currently expanding the partner medical service providers other than the Philippine General Hospital through a memorandum of agreement. CU may initiate establishing partnerships, especially for CUs that are far from the Philippine General Hospital.

Through this scheme, UP shall provide a Letter of Guarantee to the service provider as proof that UP will cover the medical expenses of the employee. Only employees with an available account balance in the eHOPE benefit program shall be issued with a Letter of Guarantee.

a. Application

Eligible beneficiaries may initiate the request for financial assistance as soon as possible, whether for hospitalization or outpatient procedures, by coordinating with and submitting the following documents to the HRDO:

i. Hospitalization

- eHOPE Application Form
- Medical Abstract/Medical Certificate
- Statement of Account showing PhilHealth and other Health Insurance Deductions
- Confinement Order
- Certificate from attending physician for the need for pre-operation, pre-confinement medical diagnostics and laboratory procedure, as necessary

ii. Outpatient Procedure (eHOPE coverage 2.b, 2.c, or 2.d)

- Expanded eHOPE Application Form
- Medical Abstract/Medical Certificate
- Statement of Account showing PhilHealth and other Health Insurance Deductions
- Doctor's Order for *Pre-operation* Laboratory Procedures, Surgical Procedures, Medical Treatment Procedures

In case the employee cannot sign the eHOPE benefit program application form, the next of kin or other authorized representative of the employee may submit the form for validation and processing. The accomplished form shall be kept by the HRDO, to be retrieved during the post-hospitalization processing of payment to service provider.

b. HRDO Clearance and Issuance of Letter of Guarantee.

The HRDO shall review the application of the employee. Only employees with an available eHOPE account balance shall be issued with a Letter of Guarantee (LG). An LG is a document to be provided for to the partner medical service provider informing that UP shoulders the applicable hospital expenses that are covered by the eHOPE benefit and available eHOPE account balance of the employee.

HRDO shall send a copy of the LG to the service provider via email. The original copy of the LG shall also be provided to the

employee/representative. It shall indicate the account balance of employees, as reference for the service provider.

- c. **Post-Hospitalization or Post-Procedure Requirements.** Within thirty (30) working days after the employee's discharge from the medical service facility, the employee shall submit to the HRDO the following documents to support the payment to the service provider:
- i. Discharge Order/Copy of Going Home Instructions
 - ii. Statement of Account showing PhilHealth and other health insurance deductions

Failure to submit the required document by the set timeline may forfeit the entitlements of the employee; however, the employee may file an appeal subject to the approval of the eHOPE committee.

HRDO shall make sure to follow up with the employee to ensure timely compliance.

- 3. Availing of eHOPE Benefit program benefits through Reimbursement**
Employees, especially those who are availing the services of a non-partner service provider, may request financial assistance through reimbursement of allowable expenses.

- a. **Application.** Eligible beneficiaries of eHOPE shall submit the following document for the processing of eHOPE benefits:
- i. Expanded eHOPE benefit program Application Form
 - ii. Medical Abstract/Medical Certificate
 - iii. Confinement Order, if confined
 - iv. Discharge Order/Copy of Going Home Instructions
 - v. Statement of Account showing PhilHealth and other Health Insurance Deductions
 - vi. Original Copies of Official Receipts of Hospital Bills, Medicines, and Laboratory tests

The employee shall submit the aforementioned documents to the HRDO within thirty (30) working days after the employee's discharge from the medical service facility. In case the employee is not capable to submit the documents to the HRDO, an authorized representative may do so on their behalf.

Failure to submit the required document by the set timeline may forfeit the entitlements of the employee; however, the employee may file an appeal subject to the approval of the eHOPE committee.

4. Evaluation of Application

Both the 'No Cash Out' scheme and reimbursement requests will be reviewed and evaluated by the eHOPE Committee.



- a. **Composition.** The eHOPE Committee shall be composed of the HRDO Director as Chairperson with members from the following offices:

- University Health Service or its equivalent
- Budget Office or its equivalent
- Representatives from the recognized Union Organization

The Committee shall be supported by the assigned staff from HRDO.

- b. **Approval.** Endorsed by the eHOPE Committee, the employee's application shall be cleared for funding by the Budget Office. For UPSA, the application will be approved by the Vice President for Administration. For CU, the application will be approved by the Chancellor or equivalent official, subject to the endorsement of the Vice Chancellor for Administration or equivalent official.

5. Processing of Payment/Reimbursement

- a. **Processing of Payment for Service Providers.** CU shall comply with the timeline set in the Memorandum of Agreement (MOA) for the processing of payment.
- b. **Processing of Reimbursement.** HRDO shall coordinate with employee's home unit, Budget, Accounting, and Cash Offices for the processing of reimbursement. These offices must adhere to the Data Privacy regulations of the University.
- c. **Refund of Benefit.** Payment under eHOPE benefit program shall be subject to refund by employee recipient if the same would later be found not in order by concerned competent authority.

6. Source of Funds

Funding of the eHOPE Benefit program benefits shall be shared by the UP System Administration (70%), on a reimbursement basis, and the concerned CU (30%). The 100% eHOPE benefit of UP Contractuals, whose salaries are charged against the Revolving Fund/Trust Fund, shall be charged against the same funding source and is subject to availability of funds. eHOPE benefit program expenses of the UP-PGH shall be charged to the UP-PGH Internal Operating Budget.

7. Establishment of Partnership with Service Providers

UP and its CU/Units are authorized to establish partnerships with medical service providers to implement a 'No Cash Out' scheme.

- a. **System-Level Memorandum of Agreement.** On the System-level, the OVPA shall establish partnerships with selected service providers based on the data gathered by the OVPA in relation to the

implementation of eHOPE and based on the quality of their service. List of service providers with active MOA shall be posted on the System HRDO Website.

- b. **CU-Level Memorandum of Agreement.** CU may establish partnerships with selected service providers, especially those not covered by the System-level agreement.

VII. DATA PRIVACY

1. **Data Privacy:** The University shall collect, process, and store employee personal data strictly in accordance with the DPA and relevant implementing rules and regulations.
2. **Confidentiality:** All employee health information shall be treated as confidential and protected from unauthorized access, disclosure, or use.
3. **Consent:** Employees shall provide informed consent for the collection, processing, and use of their personal data for the purposes of the hospitalization program.
4. **Security:** The University shall implement appropriate technical, organizational, and administrative measures to protect employee personal data from unauthorized access, disclosure, or use.
5. **Accountability:** The University shall be accountable for the processing of employee personal data and shall take appropriate steps to ensure compliance with the DPA.

VIII. REPORTING, MONITORING, AND EVALUATION

UPSA HRDO and CU/Autonomous College HRDOs shall submit a **quarterly report** using the attached template every 15th day of the month succeeding the end of a quarter. The said report shall be accompanied by a narrative report indicating the summary of the data adhering to the Data Privacy regulations of the University and of this guideline, discussions on facilitating and hindering factors on the implementation, and recommendations for improved implementation.

As necessary, OVPA may request reports beyond this regular submission; thus, the UPSA HRDO and CU HRDO shall ensure that their database is regularly updated.

IX. EFFECTIVITY

The expansion of eHOPE, as stated in this consolidated implementing guidelines, is effective upon the date of approval of the Board of Regents on the proposed expansion of eHOPE (30 August 2024).

Annexes:

1. Expanded eHOPE Application Form
2. Letter of Guarantee
3. Memorandum of Agreement Template
4. Monitoring and Report Template