

3.0 Medical Assistance

Schedule of Availability and Location of Service

Monday to Friday, 8:00 a.m. - 5:00 p.m.
7th Floor, Ben-Lor Building, 1184 Quezon Ave., Quezon City

Who May Avail of the Service

OVP provides medical assistance to partially subsidize the healthcare costs of indigents and the marginalized. The amount provided is based on the bill or quotation submitted or the following amounts per case type, whichever is *lower*:

CASE TYPE	MAXIMUM AMOUNT (₱)
Chemotherapy/Radiation/Brachy Therapy	25,000
Operation / Surgery / Transplant	15,000
Hospitalization	15,000
Hemodialysis	10,000
Implant (General)	10,000
Laboratory / Diagnostic Procedure	5,000
Medicines	5,000 or One-Month's Supply, whichever is lower

Pregnancy and aesthetic related cases are **not** covered. Qualified beneficiaries can avail of the medical assistance only every six (6) months.¹

If the application for assistance is done through a representative, the representative must be part of the Family Composition of the patient in the Social Case Study Report from the Department of Social Welfare and Development (DSWD).

What Are the Requirements

Patients and/or their representatives must first register their application with the office and obtain an appointment schedule. Appointment schedules *cannot* be transferred and are for the sole use of the patient whose name was registered with the office when the appointment was schedule.

During their scheduled interview, patients or their representatives must submit the accomplished Application Form together with the supporting documents, namely the **Common Requirements** and applicable **Additional Requirements per Case Type**.

Duration of Medical Assistance : **10 working days from approval**
Application Process : *Only until notice to bank to transfer funds*

¹ Six (6) month period is counted from the date of the fund transfer or provision of assistance.

- 👉 Due to the limited appointment schedules per day, the date of the appointment schedule is determined on a First Come, First Served basis.
- 👉 In the event that the available appointment schedules are more than two (2) months from the time of registration, the Office may temporarily suspend the issuance of appointment schedules until the interval normalizes.

Common Requirements for All Case Types

Document Requirement	Validity Conditions
1. Original Copy of the Application Form , filled-up and signed by the Patient or his/her Authorized Representative	<ul style="list-style-type: none"> • Dated and signed
2. Original Copy of the DSWD Social Case Study Report	<ul style="list-style-type: none"> • Dated and signed not more than one (1) year prior to the date of the interview • Issued by the DSWD Social Worker and addressed to the OVP or any acceptable generic alternative • If it is the Patient's second application within a one-year period, a certified true copy of the DSWD Social Case Study Report, instead of the original, shall suffice.
3. Photocopy of Medical Records (e.g., Clinical Abstract, Medical Certificate)	<ul style="list-style-type: none"> • Signed by the attending physician with license number indicated in the medical record • Dated not more than six (6) months prior to the date of the interview
4. Photocopy of one (1) valid Identification Card (ID) of: <ul style="list-style-type: none"> • Patient • Authorized Representative, if applicable • Bank account holder, if different from the Patient or Authorized Representative 	<ul style="list-style-type: none"> • Valid as of the date of the interview • Listed by PAD as an acceptable ID • Front and back of the card were photocopied • Original must be presented
5. Photocopy of Latest Bank Deposit Slip <ul style="list-style-type: none"> • For Savings Account: ATM Card or Passbook or Bank Statement • For Current Account: Bank Statement 	<ul style="list-style-type: none"> • Dated not more than one (1) month prior to the date of the interview

Additional Requirements Per Case Type

Case Type	Particulars and Validity Conditions
Chemotherapy / Radiation Therapy / Brachy Therapy	<ul style="list-style-type: none"> • Treatment Protocol with cost breakdown issued by the attending physician with the following validity conditions: <ul style="list-style-type: none"> ○ Signed by the physician with license number ○ Dated not more than six (6) months prior to the date of the interview
Operation / Surgery / Transplant	<ul style="list-style-type: none"> • Estimated cost of operation issued by the attending physician with the following validity conditions: <ul style="list-style-type: none"> ○ Signed by the physician with license number ○ Dated not more than six (6) months prior to the date of the interview
Hospitalization	<ul style="list-style-type: none"> • If confined, latest Statement of Account dated not more than three (3) months prior to the date of the interview • If discharged, latest Statement of Account and Promissory Note signed by the hospital and the patient both dated not more than three (3) months prior to the date of the interview and duly signed by the authorized accounting officer or credit collection officer
Hemodialysis	<ul style="list-style-type: none"> • Price Quotation per session excluding the cost of dialyzer and professional fees dated not more than six (6) months prior to the date of the interview
Implant (General)	<ul style="list-style-type: none"> • Philippine Charity Sweepstakes Office (PCSO) Guaranty Letter and copy of manufacturer quotation approved by the PCSO or Price Quotation signed and dated not more than three (3) months prior to the date of the interview
Medicines	<ul style="list-style-type: none"> • Prescribed medicines issued by the attending physician with the following validity conditions: <ul style="list-style-type: none"> ○ Signed by the physician ○ Dated not more than three (3) months prior to the date of the interview ○ With license number and contact details of the physician • Price Quotation from a drug store
Laboratory / Diagnostic Procedure	<ul style="list-style-type: none"> • Request letter issued by the attending physician with the following validity conditions: <ul style="list-style-type: none"> ○ Dated not more than three (3) months prior to the date of the interview ○ Signed by the physician with license number • Quotation from hospital or clinic where the procedure will be undertaken

How to Apply for Medical Assistance

STEP 1 : REGISTRATION AND SCHEDULE

Patients or their representatives must register the complete names and contact details with the Office. During this time, they will be given an appointment schedule and the application form.

No documents are needed at this stage.

Registration and issuance of an appointment schedule may be denied if it is found that in the Office's database that the Patient received Medical Assistance from OVP within the last six (6) months (Six [6] month period is counted from the date of the fund transfer or provision of assistance) or if the Patient has been blacklisted by OVP due to fraud.

Queuing is based on the physical line. The Office does not allow people to list in advance for the issuance of appointment schedules. It also will not honor any lists submitted by any group.

Person-in-Charge:
PAD Officer

Turn-Around Time:
15 to 30 minutes

In case the application form is lost, it may be downloaded at the OVP website. If the appointment schedule slip is lost, Patients or their Representatives must call and notify the Office so that arrangements can be made for the appointment to push through.

STEP 2 : COMPLETE THE REQUIREMENTS

Patients or their Representatives must complete the **Common Requirements** and the applicable **Additional Requirements per Case Type** listed on the back of the Application Form and present these on their appointment schedule.

Person-in-Charge:
PAD Officer

Turn-Around Time:
1-2 Hours

Inclusive of Queuing Time. Actual Interview is 15 Minutes.

STEP 3 : INTERVIEW AND EVALUATION

Patients or their authorized Representative must arrive on time based on their appointment schedule with their accomplished Application Form as well as **complete, updated and valid** requirements.

At this stage, the Representative must be part of the Patient's Family Composition based on the DSWD Social Case Study. If applicable, the Bank Account that will be used to receive the assistance must be in the name of the Patient or any member of the Patient's Family Composition based on the DSWD Social Case Study.

The appointment or interview will be cancelled at any time if it is found based on the Office's database and records that: (a) the name of the Patient in the application is different from the name of the Patient that was registered when the schedule was obtained; (b) the Patient received assistance from OVP within the last six (6) months; (c) the Patient has been blacklisted by OVP due to fraud.

STEP 4 : NOTICE TO BANK FOR FUND TRANSFER

If the application is approved, PAD will prepare the necessary documents and submit the advisory to LANDBANK to transfer the assistance to the designated bank account.

Once the advisory has been given, the processing time for the actual fund transfer is within the control of LANDBANK and the corresponding bank of the account that will be used.

Person-in-Charge:
Public Assistance Officer

Turn-Around Time:
5-10 days

If the assistance does not exceed ₱5,000, the assistance may be given on the same day of the appointment / interview.

4.0 Burial Assistance

Schedule of Availability and Location of Service

Tuesday to Friday, 8:00 a.m. - 5:00 p.m.
 7th Floor, Ben-Lor Building, 1184 Quezon Ave., Quezon City

Who May Avail of the Service

OVP provides burial assistance to indigents and the marginalized and help them partially subsidize the burial costs of deceased family members. The total price of the funeral contract must not exceed ₱25,000. The maximum amount that can be provided is ₱3,000. Funeral contracts that exceeds ₱25,000 are *not* covered even if the remaining balance is less than ₱25,000 (e.g., total Cost is ₱30,000 and applicant has already paid ₱10,000). Assignees of funeral plans are also disqualified from applying.

The applicant must be part of the Family Composition of the deceased based on the Social Case Study Report from DSWD.

Duration of Burial Assistance Application Process : **1-3 hours**
Inclusive of Queueing Time

What Are the Requirements

Document Requirement	Validity Conditions
1. Original Copy of the filled-up Application Form , signed by the Authorized Representative	<ul style="list-style-type: none"> Dated and signed prior to the scheduled interment
2. Original Copy of the DSWD Social Case Study Report	<ul style="list-style-type: none"> Addressed to the OVP or generic Signed and dated not more than one (1) year prior to the date of the interview Issued by DSWD or LGU Social Worker
3. Photocopy of Registered Death Certificate	<ul style="list-style-type: none"> With registry number
4. Photocopy of the Funeral Contract	<ul style="list-style-type: none"> Total Cost of the Contract should not be more than ₱25,000
5. Photocopy of at least one (1) valid Identification Card of the Deceased	<ul style="list-style-type: none"> Valid as of the date of the interview Listed by PAD as an acceptable ID Original must be presented Front and back of the card were photocopied
6. Photocopy of at least one (1) valid Identification Card of the Authorized Representative of the Deceased	<ul style="list-style-type: none"> Valid as of the date of the interview Original must be presented Front and back of the card were photocopied Listed by PAD as an acceptable ID Authorized Representative is identified as a family member of the deceased in the DSWD Social Case Study Report

How to Apply for Burial Assistance

APPLICATION, INTERVIEW AND PROVISION

The provision of Burial Assistance is a one-step process and does not require any appointment.

Applicants are advised to bring their all of the requirements/ supporting documents with them when they come to the Office within the designated hours (Tuesday to Friday, 8:00 a.m. to 12:00 p.m.) to apply for Burial Assistance. The list and validity conditions can be viewed on the OVP website.

The Application Form can be filled-up during the interview.

If all of the requirements are in order, the Public Assistance Officer will process the application. The applicant will then receive the burial assistance and sign an acknowledgement receipt.

Person-in-Charge:
Public Assistance Officer

Turn-Around Time:
1-3 hours
Inclusive of Queueing Time. Actual
Interview is 15-30 minutes.

5.0 Annexes

- Annex A** - Medical Assistance Application Form
- Annex B** - Burial Assistance Application Form
- Annex C** - Medical and Burial Assistance Feedback Form

Endorsed by:

PAOLO RAYNOR E. SALVOSA

Director for Technical Services/
Deputy Quality Management
Representative

JENNIFER J. TAN

Director for Administrative and Financial
Services/ Deputy Quality Management
Representative

Recommending Approval:

SOFIA C. YANTO-ABAD

Assistant Chief of Staff/
Quality Management Representative

Approved:

PHILIP FRANCISCO U. DY

Chief of Staff

Office of the Vice President of the Philippines

Medical and Burial Assistance Feedback Form

Petsa:

Mahalaga sa amin ang inyong mga puna o mungkahi para sa pagpapabuti ng aming serbisyo. Pakigrado ang inyong karanasan ayon sa mga katanungan sa baba kung saan 1 ang pinakamababa at 5 ang pinakamataas.

	<i>Bilugan ang angkop na grado</i>				
	1	2	3	4	5
Malinaw makipag-usap ang mga nakatransaksyon	1	2	3	4	5
Magalang makisalamuha ang mga tauhan sa tanggapan	1	2	3	4	5
Maayos at mabilis ang paglilingkod	1	2	3	4	5
Malinis at maayos ang tanggapan	1	2	3	4	5
Pangkalahatang grado	1	2	3	4	5

Merong ba kayong ibang mga mungkahi, reklamo o puna?

Upang matugunan naming kayo, maaari ninyong ibigay ang inyong pangalan at contact number o email.

Pangalan :
Contact No. / Email :

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Petsa:

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Malinaw makipag-usap ang mga nakatransaksyon	1	2	3	4	5
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Maayos at mabilis ang paglilingkod	1	2	3	4	5
Malinis at maayos ang tanggapan	1	2	3	4	5
Pangkalahatang grado	1	2	3	4	5

Merong ba kayong ibang mga mungkahi, reklamo o puna?

Upang matugunan naming kayo, maaari ninyong ibigay ang inyong pangalan at contact number o email.

Pangalan :
Contact No. / Email :