

NSF Frequently Asked Questions

Where will we get our facility's Newborn Screening Certificate?

The DOH-NIH Certificate will be issued to all newborn screening facilities once they start performing newborn screening. It will be sent to the facility through the Newborn Screening Center- Southern Luzon (NSC-SL).

NSC-SL will also issue a temporary certification to new facilities on their first purchase order, in lieu of possible delays in the processing of DOH-NIH Certificate.

What are the requirements to receive the annual newborn stickers?

Only the active Newborn Screening Facilities (NSFs) will receive annual newborn screening stickers. Basis for the activity is the newborn screening samples sent over the previous year under your facility name and code. It will be sent by the Newborn Screening Center- Southern Luzon via accredited courier together with your NBS results.

We have not received the Newborn Screening certificate even if our facility has been offering newborn screening for several years, what could be the problem?

These are the possible reasons:

- The certificate was lost in transit.
- The certificate was received by the NSF but there were no endorsements to your Newborn Screening Coordinator.
- The certificate was returned to the sender.

Please call or email the Newborn Screening Reference Center to check if your DOH-NIH certificate has been sent. Kindly send a letter stating non-receipt and request for a second copy. Once approved, the NSRC will process another certificate for your facility.

What should we do if we misplace our Newborn Screening Certificate and/or Annual NBS Sticker?

Kindly send a request letter with an affidavit of loss to NSRC.

While we are checking your NSF status and tracking your sticker, the Newborn Screening Reference Center will provide a certification in lieu of the annual sticker, upon request.

We have not received the annual sticker and our PhilHealth accreditation is about to expire, what should we do?

Please call or email the Newborn Screening Center- Southern Luzon or the Newborn Screening Reference Center. Annual NBS Sticker is sent to the Newborn Screening Facility together with the NBS results.

Failure to receive the NBS sticker maybe due to the following reasons:

- The NBS Sticker was already received but no endorsement was made to the NBS Coordinator.
- The NBS Sticker was lost during transit.
- The NBS Sticker was not sent to your facility because of inactive status.

Where will I follow up my order?

You may follow up your orders to our Purchasing Department at purchasing@nscsl.com.ph and supply@nscsl.com.ph

What are the requirements to change the name of the facility?

Please send a formal communication signed by the Medical Director/Chief of Hospital/Municipal/City/Provincial Health Officer/Clinic Owner/Clinic Manager and attach any of the following documents:

- PRIVATE facility: copy of DTI/SEC or Business/Mayor's Permit
- GOVERNMENT facility: copy of resolution signed by the "Sangguniang Bayan"/DOH Certification or any proof issued by any government agency attesting the approval of their change of name

What will our facility do if there is a duplication of claims on the same filter card numbers?

If claim is denied due to duplication of the filter card number, you can get a certification from the Newborn Screening Center- Southern Luzon that the card was indeed released to your facility and submit it to PhilHealth with a copy of newborn screening test result when you file for a motion for reconsideration.

If it becomes frequent, report it to PhilHealth Main Office thru the Newborn Screening Center- Southern Luzon and/or the Newborn Screening Reference Center (NSRC).

What will our facility do if there are delays in the reimbursement for PhilHealth causing also a delay in payments to Newborn Screening Center (NSC)?

Your facility may follow up with the concerned PhilHealth regional offices and reconcile the status of your claims.

For any updates, please visit PhilHealth's website: www.philhealth.gov.ph where they post all PhilHealth circulars, advisories and news. Further inquiries may be directed to PhilHealth's Corporate Action Center at (02) 441-74442 or through actioncenter@philhealth.gov.ph.

Frequently Asked Questions

1. What is newborn screening?

Newborn Screening (NBS) is a public health program where a few drops of blood are taken from the baby's heel for testing to find out if your baby has a congenital disorder that may lead to mental retardation or even death if left untreated.

2. What is Expanded Newborn Screening (ENBS)?

The expanded newborn screening program increased the screening panel of disorders from six (6) to twenty- nine.

3. Why is it important?

Most babies with metabolic disorders look "normal" at birth. By doing ENBS, metabolic disorders may be detected even before clinical signs and symptoms are present. As a result of this, treatment can be given early to prevent consequences of untreated conditions.*

4. When is it done?

ENBS is ideally done immediately after 24 hours from birth.

5. How is it done?

A few drops of blood are taken from the baby's heel, blotted on a special absorbent filter card and then sent to Newborn Screening Center- Southern Luzon.

6. Who will collect the sample for ENBS?

The blood sample for ENBS may be collected by any of the following licensed health care worker such as physician, nurse, medical technologist or trained midwife.

7. Where is ENBS available?

ENBS is available in hospitals, lying-ins, rural health units, health centers and some private clinics and laboratories.

8. How much is ENBS?

Expanded newborn screening costs ₱1750 and is included in the Newborn Care Package (NCP) for PhilHealth members.

9. What is Newborn Care Package?

NCP is a PhilHealth benefit package for essential health services of the newborn during the first few days of life. It covers essential newborn care, expanded newborn screening, and hearing screening tests.

10. What are the eligibility conditions for newborn to avail of the NCP?

Newborns are eligible for NCP if ALL of the following are met:

- Either of the parents are eligible to avail of the benefits,
- Born in accredited facilities that perform deliveries, such as hospitals and birthing homes; and
- Services were availed of upon delivery.

11. How can results be claimed?

Results can be claimed from the Newborn Screening Facility (NSF) where ENBS was availed. Normal ENBS results are available by 7 – 14 working days from the time samples are received at NSC-SL.

Positive ENBS results are relayed to the parents immediately by the NSF. Please ensure that the address and phone number you will provide to the health facility are correct.

12. What is the meaning of the newborn screening result?

A NEGATIVE SCREEN means that the ENBS result is normal.

A POSITIVE SCREEN means that the newborn must be brought back to his/her health practitioner for further testing.

13. What must be done when a baby has a positive ENBS result?

Babies with positive results must be referred at once to a specialist for confirmatory testing and further management.

14. What happens to the dried blood samples after screening?

After the dried blood spot has been tested, it will be stored in a secure locked area. The stored sample is retained to allow for normal quality assurance and may be used for ethics committee approved researches for the benefit of the public.

15. What is the difference between screening and confirmatory tests?

Screening and confirmatory are two different tests and may produce different results. A screening test is done to identify the population at HIGH RISK while the confirmatory test either CONFIRMS or RULES OUT a condition in newborns with an out-of-range screening result.

16. Why is a second test for preterm, LBW, or sick babies required at day 28 of life?

A number of factors, including infant condition, treatment, and maternal status, increase the risk of missed or unreliable testing for premature, low birth weight, and sick newborns (e.g. abnormal results such as elevated amino acids may resolve at 28 days of life; thyroid function may have matured to expected levels at 28 days of life.) Initial screening cannot wait for 28 days because the goal of screening is to identify and treat every affected infant before the onset of symptoms, as it can result in irreversible mental and physical damage. Hence, there is a need to repeat their NBS on the 28th day of life to ensure the reliability of results. There are also numerous published international and local studies to back up this protocol.

17. Where do we get the confirmatory testing results?

Contact the facility that collected/sent the samples for confirmatory testing (e.g. Newborn Screening Center- Southern Luzon for Hemoglobinopathies, Thalassemia, and Metabolic Disorders; G6PD Confirmatory Testing Center for G6PD deficiency, etc.).

18. Is newborn screening test different from newborn hearing test?

Newborn Screening is a simple blood test to find out if your baby has a congenital disorder that can lead to mental retardation or even death if left untreated.

Newborn HEARING Screening test on the other hand, is a noninvasive test used to detect hearing loss in newborns using a tool called Otoacoustic Emissions (OAE) or Automated Auditory Brainstem Response (AABR). For more information about the hearing screening test, please visit <http://www.nhsrsrc.ph> or ask your doctor about it.