

PhilHealth Region X

ADVISORY

No. 2023-017



TO ALL ACCREDITED HEALTH CARE INSTITUTIONS

In light of the recent security incident affecting PhilHealth systems and applications, we would like to appeal to our partner health care institutions (HCIs) to please bear with us and continue to serve PhilHealth members while configuration is ongoing to restore normal operations the soonest possible time.

In the meantime, the following procedures shall be observed as per official statement issued by PCEO Emmanuel R. Ledesma on September 23, 2023:

- Accredited HCIs are advised to accept patient's copy of MDR and PhilHealth ID for benefit availment;
- In case these documents are not available or patients need to update their records or are not yet registered with PhilHealth, HCIs shall require a duly accomplished PhilHealth Member Registration Form (PMRF) and the corresponding supporting documents as follows:

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- a. PhilHealth Member Registration Form
- b. Birth Certificate
- c. Marriage Certificate
- d. Valid ID of Member
- e. Senior Citizen ID
- f. Certificate from DSWD that the member is Financially Incapable
- g. 4Ps (New Beneficiary) - Certificate from Municipal Link that they are 4Ps grantees with valid ID.

- Patients availing of the benefits should accomplish and submit the PMRF within the availment period. In processing the PMRF, the date of registration to PhilHealth shall follow the date that the PMRF has been accomplished;
- HCIs should also require all availing patients to indicate their active contact information in the PMRF so that they can be reached easily for any clarification or follow-ups;
- On non-denial of claims to be filed by HCIs, the rule on filing is covered by the Systems Optimization Advisory prescribing that filing is extended. The advisory covers the period starting June 1, 2023 to September 30, 2023.

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Rest assured that the restoration of PhilHealth's Claim System is being prioritized to ensure prompt payment of claims and the restoration of normal operations the soonest possible time.

Thank you for understanding.

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