

PhilHealth NCR and PNP Anti-Cybercrime Group forge alliance against online fixers

During the pandemic, various online assistance schemes offering services to obtain PhilHealth IDs and Member Data Record (MDR) and other government issued IDs have proliferated in social media platforms. This was mainly due to the strict quarantine status being implemented at the time which made it difficult for people to transact with different government offices or establishments including PhilHealth. Thus, for convenience, would-be-members were inclined to avail of their services in order to process their PhilHealth IDs and MDRs for a fee. Payments were made through virtual wallets and other billing payment centers. The alleged IDs and MDRs were subsequently delivered to the members via transport riders.



Signing of Memorandum of Understanding between PNP ACC and PhilHealth NCR

Unfortunately, problems arose when some of the members who transacted through online assistance schemes went to PhilHealth Local Health Insurance Offices (LHIOs) to pay for their premium contributions and found out that the PhilHealth Identification Number (PIN) they received was invalid or not existent in the PhilHealth database. It was found out that their IDs were fake.

In response to this, a PRO NCR Task Force for PhilHealth Fake IDs was created to conduct an investigation and to make recommendations



(1st row, L-R) Atty. Almel Mangandog, VP Dr. Bernadette C. Lico, PBGEN Joel B. Doria, PCOL Arnel Gongona, PCOL Bernard Yang, (2nd row, L-R) Legal officers of PhilHealth NCR, PhilHealth NCR South BM Dr. Raul Tuquero, PhilHealth NCR Central BM Atty. Recto Pantli)

involving unscrupulous individuals or groups who were identified as “fixers” in the registration or in fabrication of fake PhilHealth IDs and other related documents through online fixing using Facebook and Messenger app at the expense of unsuspecting PhilHealth members.

To combat the proliferation of fake PhilHealth IDs and other related documents, the PhilHealth Regional Office (PRO) NCR and Rizal Office, headed by Vice President Bernadette C. Lico, coordinated with the PNP Anti-Cybercrime Group (PNP-ACG) to assist and help the Task Force in their investigations involving fake IDs and other cyber-related incidents/cases pertaining to official documents within its area of jurisdiction.

After a series of meetings held between the members of Task Force PhilHealth IDs and PNP-ACG, a Memorandum of Understanding (MOU) was entered into between the PhilHealth PRO NCR and Rizal and PNP-Cybercrime Group.

Last November 8, 2022, PhilHealth NCR & Rizal and PNP Anti-Cybercrime Group had a formal signing ceremony of the MOU at Maringal Hall, 5th floor, Forensic Group Building, Camp Crame, Quezon City.

“With the partnership of PRO NCR and PNP-ACG in place, we are hoping to curb the problem of the PhilHealth fake IDs and MDRs. Online fixers are now warned to stop doing their illegal acts”, Lico stressed.