

ISANG MEDICARE PARA SA LAHAT



PhilHealth

Philippine Health Insurance Corporation

ANNUAL REPORT 2003

PhilHealth
Your Partner in Health

OVERSEAS FILIPINOS WORLDWIDE

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financial highlights

Collections

2003 - P 12,748,034,500.14
2002 - P 12,271,040,389.11

Amidst the SARS, the El Niño and the Oakwood mutiny, PhilHealth collections remained resilient in 2003 as it posted a 4% growth over 2002. The robust growth shored up the funds for benefit payments.

Benefit Payments

2003 - P 10,961,000,505.40
2002 - P 8,839,294,863.02

PhilHealth's benefit payments in 2003 grew by 24% over last year's payments showing that the massive program advocacy it launched has paid-off. The introduction of new benefit packages, adjustments in room rates and increases in membership were also instrumental in the growth.

Investments

2003 - P 40,590,033,406.10
2002 - P 36,308,400,888.37

Keepers of the PhilHealth coffers once again displayed their financial acuity as corporate investments shot up by 12% in 2003 to reach P40.59 billion, up from P36.31 billion the previous year. Past year's performance in this area leaves no room for doubt on this claim. The impressive handling of investment portfolios also boosted the collection performance of the Corporation.



Ang kalusugan ng pamayanan ay pangunahing layunin tungo sa ating matatag na bansa at mahalaga upang mapagtagumpayan natin ang kahirapan.

Malugod kong binabati ang mga namamahala at mga tauhan ng PhilHealth sa inyong pagsisikap na mabigyan ng de-kalidad at abot-kayang serbisyong pangkalusugan ang higit na nakararami sa ating mga kababayan, lalo na ang mga mahihirap.

Ipinakita ng PhilHealth ang katapatan sa paglilingkod sa ating mga kababayan nang nalagpasan ninyo noong taong 2002 ng limandaang porsiyento ang itinakdang PhilHealth coverage para sa mahihirap. Patunay ng patuloy na kahusayan ninyo na umabot na ngayon sa mahigit sa 8 milyon ang kabuuan ng mahihirap na kasali sa PhilHealth Greater Medicare Access Program. Dapat pa nating palawakin ang serbisyong kaloob ng PhilHealth!

Mabuhay !



GMA
Gloria Macapagal-Arroyo
President, Republic of the Philippines

President Gloria Macapagal-Arroyo made the National Health Insurance Program (NHIP) one of her priority poverty alleviation programs. In all her three State of the Nation Addresses (SONA), she made mention of the role of the NHIP in national progress as a whole and health development in particular. With her firm commitment, PhilHealth saw its benefit payments rise from P6.7 billion in 2000 to P11.5 billion in 2003 and the membership in the GMA Sponsored Program leap from 1.7 million Filipinos in 2000 to 8.8 million in 2003.

Towards the end of 2003, President Gloria made the all-important marching order to PhilHealth and commitment to the Filipino people: *PhilHealth para sa lahat ng mahihirap!*

And your PhilHealth seized such opportunity and continues to take on the challenge of President Gloria in fast-tracking universal social health insurance.



1st SONA – July 23, 2001

"At upang iwasan ang malaking gastos sa pagpapagamot, itong taon, ilalahok sa National Health Insurance ang kalahating milyong maralitang taga-lunsod. Sa ganoong paraan, ang insurance ang magbabayad ng pagpapagamot."

2nd SONA – July 22, 2002

"Target natin: 500,000 maralita para sa health insurance. Nakamit natin: apat na milyon."

3rd SONA – July 28, 2003

"Sa PhilHealth insurance, bago ako naging Pangulo, isa't kalahating milyong maralita ang sakop. Ngayon, halos pitong milyon na. Gusto kong palawakin ang mga ito: ang murang gamot at dapat hangarin natin na lahat ng dukha ay masakop sa PhilHealth. And to finance the universal coverage of PhilHealth, I ask Congress to pass the bill on the indexation of sin taxes."

chairman of the board from the chairman



Amidst a very challenging year for the country and the world-at-large in the field of health care....

PhilHealth strengthened its foothold and intensified its efforts to introduce social health insurance to more Filipinos.

With the presence of PhilHealth, the mission of the Department of Health in guaranteeing equitable, sustainable, and quality health for all Filipinos is more attainable. Even the administration of President Gloria Macapagal-Arroyo has recognized the Program's potential in helping bring forth a strong republic as it now ranks among her flagship programs. She has given the program a much-needed boost by issuing pronouncements on national TV that target enrolment of hundreds of thousands of indigent families in social health insurance. With the support of the administration, your zest for exceeding your targets and the equally unfailing efforts that we promise from our end, the Filipinos will have a better chance for an improved quality of life through an improved quality of health.

2004 promises to be an even more challenging year for all of us. And I count on PhilHealth to once again rise to the occasion. I am more than ever, proud to be part of PhilHealth.

Dr. Manuel Dayrit
Health Secretary
and Chairman of the PhilHealth Board

the president's report

2003 has been an unprecedented year for your PhilHealth. It was a year PhilHealth not only reached, but breached its targets. It was a year PhilHealth broke new grounds, literally and figuratively.

This annual report chronicles what PhilHealth has done for the past year. It records the steps we have taken in our goal of PhilHealth Para sa Lahat!

To our partners and to our members, your PhilHealth in 2003.

PhilHealth... Ka-Pamilya Ka

We gave GMA (Greater Medicare Access) Sponsored Cards to more than 8.8 million Filipinos in 2003, more than all the previous years combined. Almost an equal number of members in our Individually Paying Program (IPP) are currently enrolled. In support of the administration's campaign to bring back to the productive fold of the country those that have taken arms and gone to the boondocks, PhilHealth facilitated the distribution of more than 3,000 IDs to rebel returnees.

Our campaign to enroll the formally employed in the government and private sectors has not been pursued as vigorously as this. All in all, your PhilHealth now covers about 54% of the population.

Towards its goal of universal coverage, your PhilHealth started reaching out to two major sectors: the Overseas Filipino Workers (OFWs) and the community-based health insurance groups.

Ok ako sa PhilHealth !

Our benefit payments of P10.9 billion represent an increase of 24% over our previous year's payments. PhilHealth rolled out more



IPP Registration

1999	32,944
2000	494,462
2001	929,589
2002	1,364,387
2003	1,768,175

the president's report



benefits this year than in any other year. More significantly, these are targetted to address the country's major health concerns.

Our PhilHealth Regional Offices (PROs), all 16 of them nationwide, continue to be at the forefront of our operations and the locus of our success. Relentlessly, they pursued the goals of the program against any and all adversities. And with your support, we've yielded excellent results.



Kabalikat ng Inyong Kabalik

PhilHealth would also like to acknowledge our partners in service. Our ever-growing family of accredited health care providers which in addition to hospitals, ambulatory surgical clinics and rural health units (RHUs) now include free-standing dialysis centers, maternity clinics and TB DOTS centers. PhilHealth members can avail of their benefits in any of the more than 1,500 accredited facilities nationwide.



With their support, PhilHealth is able to realize its goal of service "*kahit kailan, kahit saan*". Before the close of the year, PhilHealth and the Philippine Hospital Association (PHA) finalized the contents of the so-called "rules of engagement" -- a Memorandum of Agreement (MOA) in the inspection, investigation and monitoring of accredited hospitals throughout the country to ensure compliance with the warranties of accreditation and thus promote quality care and curb abuses in claims. It was also during the year that PhilHealth forged an agreement with the National Bureau of Investigation (NBI) to assist PhilHealth in its undertakings.

To assist PhilHealth in collecting members' premiums are the 42 banks with 3,383 branches nationwide and 26 LBP-accredited Countryside Financial Institutions (CFIs). Before the year ended, PhilHealth awarded three banks for their exemplary performance

in 2002 in terms of timeliness of remittance, completeness of documents and remittance and excellent service. A fourth bank was given a special citation for the steady growth of its collections.

2002 Best Collecting Partners

Large Bank Category	:	Philippine National Bank
Medium Bank Category	:	RCBC Savings Bank
Small Bank Category	:	Export and Industry Bank
Special Citation	:	United Coconut Planters Bank

More than ever, PhilHealth has been supported by a number of foreign institutions who have helped shape the directions PhilHealth is taking. PhilHealth's first foreign assisted project, with the German Technical Cooperation, continues to flourish. GTZ is instrumental in a number of initiatives including quality assurance, organizational development, and local social health insurance capability building. Work is also on-going with the United States Agency for International Development (USAID), the Australian Agency for International Development (AUSAid) and the World Bank, among others.

We believe that PhilHealth needs to be ahead of the times if we are to achieve our goals. It is for this reason that PhilHealth started on a re-engineering program. Anchored on a revisited Vision and Mission statements from where the Medium Term Plans of the Corporation were drafted, PhilHealth embarked on an exercise to prepare for the future.

Unprecedented increases in benefits, partnership with community-based organizations, OFW's and other social security agencies, highlight your PhilHealth in 2003.


Francisco T. Duque III, MD, MSc
President & CEO

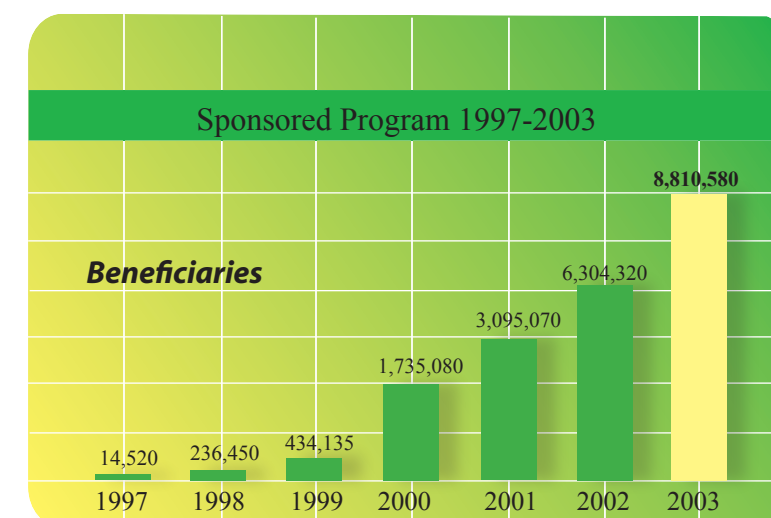
2003 would be remembered as the year the GMA Sponsored Program took off. Building on the gains of the Plan 500 when President Gloria challenged PhilHealth to enroll 500,000 urban poor Filipinos which PhilHealth surpassed five times, PhilHealth now covers almost nine million beneficiaries or close to 1.8 million families nationwide.

The Philippine Charity Sweepstakes Office (PCSO) committed P67 million for the program. Together with the premium support of the LGUs and the National Government, this would cover about 540,000 families nationwide. To fast-track universal coverage of the poor, the PCSO further committed an additional P1.5 billion for the program.

The crafters of the bill that became the NHIP continue to support the program. As of the end of 2003, 72 legislators have participated.

PhilHealth's capitation scheme provided a 'value added' that made it hard for the LGUs to resist. An LGU earned back P300.00 for every P1,188.00 it paid for the enrolment of a family in the Sponsored Program. While the capitation helped the LGUs improve

their local health facilities, the indigent families also benefited from the Outpatient Diagnostic Package offered to them in the deal. To begin with, the premium of P1,188.00 per family is discounted according to income classification of the LGU and is co-shouldered by the national government.



The role of the Overseas Filipino Workers (OFWs) in national development needs no further discussion.

PhilHealth currently provides coverage for OFWs through the Individually Paying Program (IPP). However, PhilHealth seeks the integration of the Medicare Program currently being administered by the Overseas Workers Welfare Administration (OWWA) to PhilHealth. As the agency mandated to provide social health insurance to all Filipinos, PhilHealth not only has the legal underpinnings to assume such functions but also has the expertise to administer the program being the champion of social health insurance in the country.

One of the distinct advantage of PhilHealth which lends urgency to the transfer of said function is that PhilHealth has a pension component that allows members who have paid 120 monthly contributions and have reached the retirement age to automatically become non-paying members for life. Members of NHIP earn points and later enjoy the security of PhilHealth when the members need it the most without having to pay additional premiums.

PhilHealth had initiated the conduct of consultations among OFW groups in and out of the country. Various non-government institutions and OFW groups have thrown their support for PhilHealth's assumption of Medicare functions. Consultations and discussions were held with the OFW groups in Hong Kong, Singapore, and Dubai, KAKAMPI, Migrant NGO Forum, Philippine Association of Service Exporters, Inc (PASEI), Development Action for Women Network (DAWN), migrant families of CAR and Region I, the Northern Mindanao OFW Organizations, Catholic Bishops Conference of the Philippines (CBCP), and with the concerned members of both chambers of Congress.



"pogi" points

Cooperatives under POGI

1. Cavite Farmers Credit Cooperative (CAFCCO)
2. Cavite Farmers Feedmilling and Marketing Cooperative (CAFFMACO)
3. Imus Metro Credit Cooperative
4. Imus Vendors Development Cooperative
5. Gen. Marciano Alvarez (GMA) Multi-Purpose Cooperative
6. San Jose Water District Service & Development Cooperative (SAJOASEDECO)
7. Sts. Peter & Paul Multi-Purpose Cooperative (SPPMPC)
8. Holy Child Multi-Purpose Cooperative (HCMPC)
9. Libagon Area Multi-Purpose Cooperative (LAMP)
10. St. Ignatius Loyola Multi-Purpose Cooperative (SILOMCO)

The Filipinos are known for their *Bayanihan* spirit. Community support is a cornerstone of the country's development and it is not surprising that there is a rich history of community-based health financing initiatives. And PhilHealth intends to build on such gains.

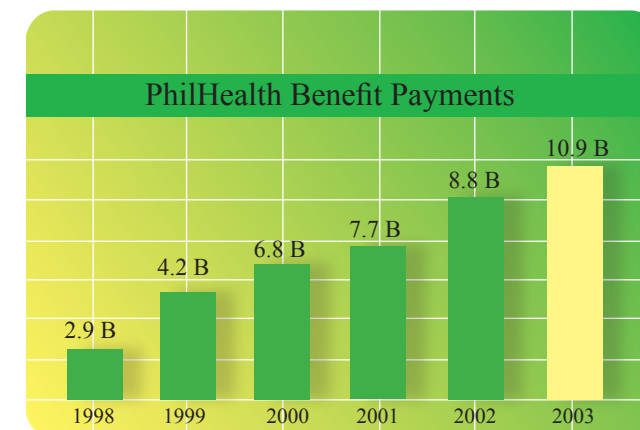
A paradigm shift happened as the previous adversarial stance of PhilHealth towards organized groups was overtaken by one that recognizes these groups as vital partners in the attainment of universal coverage. Thus, the PhilHealth Organized Groups Interface (POGI) was launched in 2003.

With the support of the social health insurance component of the German Technical Cooperation (GTZ-SHI), PhilHealth pilot tested the POGI in two areas, one in Southern Leyte in PRO VIII and another in Cavite in PRO IV-A. Five cooperatives in Southern Leyte and six in Cavite are participating in this landmark activity.

Under this scheme, cooperatives are classified either as A, B, or C depending on their level of organizational maturity and financial efficiency. All cooperatives regardless of categorization are entitled to the regular benefit package of PhilHealth.

dagdag benepisyo para sa lahat

PhilHealth is about giving access to health services. In 2003, PhilHealth expanded its benefit package to cover services most needed by the members and would redound to better health services. As a result, PhilHealth's benefit payments reached P10.9 billion in 2003.



A number of benefit enhancements were made in 2003 and these contributed to the phenomenal growth in benefit payments.

Increase in Room and Board Rates

PhilHealth started the year with an increase in room and board rates. Effective admissions on April 1, 2003, room and board rates for primary hospitals were increased from P150 to P200, secondary hospitals from P220 to P300 and tertiary hospitals to P400 per day of hospitalization.

TB Package

The Philippines has one of the highest incidence of tuberculosis in the world. In response to this, PhilHealth developed the TB-defined package which was made available starting April 1, 2003. The package follows the anti-TB treatment known as Directly-Observed Treatment Short-Course or DOTS which is reported to have a cure rate of as much as 96%.

Normal Spontaneous Deliveries

Since Medicare started, normal deliveries were not being reimbursed. In a historic first, PhilHealth started to reimburse the first two Normal Spontaneous Deliveries (NSD) done in lying-in clinics, midwife-managed clinics, birthing homes, and rural health units (RHUs) effective May 1, 2003. The package which is paid with a case payment rate of P4,500 covers prenatal care, delivery care, newborn care and postpartum care to PhilHealth members and beneficiaries.

Dialysis in Free Standing Clinics

Dialysis has long been reimbursed by PhilHealth but availment of such services are limited to hospital facilities. With the setting up of free standing dialysis centers offering services comparable to hospital-based facilities, PhilHealth saw the opportunity to expand PhilHealth services by reimbursing dialysis treatment in free-standing dialysis clinics effective April 1, 2003.

SARS Package

The global community grappled with a mysterious public health menace in 2003, the Severe Acute Respiratory Syndrome or SARS.

Members and their qualified dependents are given a maximum of P50,000 per case. This covers the payment for professional health services, drugs and medicines, radiographic services, laboratory examination, supplies and transfer services from the referring hospital to the DOH-designated hospital for SARS. With our health workers facing greater risk of contracting the disease, their SARS benefit package was pegged at P100,000.

Believing there is strength in numbers, six of the country's social security and assistance organizations revived the Philippine Social Security Association (PHILSSA). The six original member-organizations of PHILSSA are the Armed Forces of the Philippines – Retirement and Separation Benefit System (AFPRSBS), the Employees Compensation Commission (ECC), Government Service Insurance System (GSIS), the Philippine Health Insurance Corporation (PhilHealth), the Home Development Mutual Fund (HDMF) and the Social Security System (SSS). The Philippine Charity Sweepstakes Office (PCSO) later joined the organization.

By February 2004, PHILSSA embarks on another first. PHILSSA would be having its 1st National Convention on February 2 and 3 at the Philippine International Convention Center (PICC) with no less than Her Excellency President Gloria Macapagal-Arroyo as guest speaker.



PHILSSA Officers :

Dr. Francisco T. Duque III (PhilHealth) - Chairman
Mr. Cesar M. Jayme, Jr. (AFPRSBS) - Vice Chairman
Atty. Winston F. Garcia (GSIS) - Treasurer
Ms. Corazon S. de la Paz (SSS) - Member
Atty. Romero Federico S. Quimbo (HDMF) - Member
Mr. Elmor D. Juridico (ECC) - Member
Ms. Ma. Livia "Honeygirl" S. De Leon (PCSO) - Member

Mr. Octavino Q. Esguerra - Secretary General
Mr. Ruben John A. Basa - Deputy Secretary General



PHILSSA'S VISION

Member agencies individually and synergistically contributing to and benefiting from the development, enhancement and promotion of social security programs, ever responsible to the needs of our people.



PHILHEALTH



PCSO



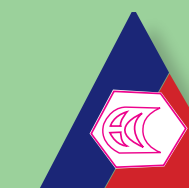
GSIS



SSS



HDMF



ECC



AFPRSBS

board of directors



HON. MANUEL M. DAYRIT, MD, MSc
Chairman of the Board
Secretary of Health
Member, Audit Committee



HON. FRANCISCO T. DUQUE III, MD, MSc
Vice Chairman of the Board
PhilHealth President and CEO
Chairman, Investment Committee

board of directors



Hon. Virgilio Angelo
OWWA Administrator, DOLE



Hon. Luwalhati F. Pablo
Undersecretary, DSWD
Member, Nominations Committee



Hon. Lorenzo M. Hocson, MD
Employers Sector
Chairman, Nomination Committee



Hon. Austere A. Panadero
Assistant Secretary, DILG
Member, Investment and Nominations
Committees



Hon. Arlyn Guico, MD
Health Care Providers Sector
Member, Remuneration Committee



Hon. Corazon S. de la Paz
President & CEO, SSS
Member, Investment Committee
Chairman, Audit Committee



Hon. Gregorio C. del Prado
Labor Sector
Chairman, Remuneration Committee



Hon. Ma. Asuncion E. Villanueva
Self-Employed Sector
Member, Remuneration and
Nomination Committee



Hon. Ernesto O. Domingo, MD
Health Care Providers Sector



Hon. Reynaldo P. Palmiery
EVP & COO, GSIS
Member, Investment and
Audit Committee



office
of the president



office of the coo

executive officers



Dr. Francisco T. Duque, III
President & Chief Executive Officer



Ruben John A. Basa
Manager,
Corporate Planning Department
& OIC-HEA



Daniel F. De Leon,
Vice President,
Internal Audit Department



Octavino Q. Esguerra
Senior Vice-President
& Chief Actuary



Dr. Ofelia O. Alcantara
OIC, Foreign Assistance
Coordinating Office



Linda B. Laureta
Manager,
Corporate Communications
Department



Atty. Angelito G. Grande
Office of the Corporate Secretary



Atty. Germain G. Lim
OIC, Protests and Appeals Review Department
& Assistant Corporate Secretary



Marietta B. Ramos
Manager,
Internal Audit Department



Lorna O. Fajardo
Chief Operating Officer



Mario S. Matanguihan
Manager,
Management Information
Systems Department



Dr. Elizabeth S. Fernandez
OIC,
Claims Review Office



Val S. Valila
Vice President and Head,
PMO



Reynaldo N. Dalma Jr.
Senior Vice-President,
Management Services Sector



Dr. Shirley B. Domingo
Manager, Human Resource Department



Evelyn C. Bangalan
Manager, Treasury Department



management services sector



Dr. Eduardo P. Banzon
Vice-President,
Health Finance Policy & Services Sector
and OIC, Benefits Development Office



Dr. Madeleine R. Valera
Vice-President,
Quality Assurance Research
& Policy Development Group



health finance policy and services sector



Dr. Nelia D. Tanio
OIC, Accreditation Department



Atty. Valentin C. Guanio
Vice-President, Legal Services Group



Atty. Alex B. Canaveral
Manager, Arbitration Department



legal services group



Atty. Enerito O. Yanez
Manager, Prosecution Department



Atty. Jay R. Villegas
OIC, Fact-Finding & Administrative
Investigation Department



health insurance operations sector



ncr group



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Senior Vice-President,
Health Insurance Operation Sector



Gregorio C. Rulloda
Vice-President,
Membership Contribution
Management Group



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OIC, Program Management for Claims



Dr. Leo Douglas V. Cardona, Jr.
Manager, Contributions Accounts
Management Department



Arsenia B. Torres
OIC, Program Management Group
for Membership and Marketing



Rodolfo M. Balog
Vice President, NCR Group



Lolita V. Tuliao
Manager,
Membership and Data Management
Department



Leticia P. Portugal
Manager, NCR Claims Department



Atty. Khaliqzaman M. Macabato
Manager, PCO-ARMM



Elvira C. Ver
CAR



Ernesto V. Beltran
Region 1



Atty. Domingo A. Pauig
Region 2



Tito M. Mendiola
Region 3



north luzon group



Dr. Carmelita A. Laureano
Region 4-A



Paolo Johann C. Perez
Region 4-B



Orlando D. Inigo
Region 5



south luzon group



Marilyn C. Geduspan
Region 6



William O. Chavez
Region 7



Atty. Reynaldo A. Capangpangan
Region 8



visayas group



Romeo D. Alberto
Region 9



Dennis B. Adre
Region 11



Ramon F. Aristoza, Jr.
Region 12



mindanao group



Datu Masiding M. Alonto, Jr.
Region 10



Johnny Y. Sychua
CARAGA

directory of pros & sos

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Imus Service Office
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Occidental Mindoro Service Office
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Odiongan Municipal Town Hall
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Catanduanes Service Office
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Roxas City Service Office
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Grupo St., Tagbilaran City, Bohol
(038) 235-5622

Danao City Service Office
Rizal Street, Danao City
Cebu
(032) 200-3827

Carcar Service Office
Barangay Perrelos, Carcar,
Cebu City
(035) 487-8501

Bindoy, Negros Occidental Service Office
Poblacion Bindoy, Negros Occidental
(035) 405-8016

Talibon, Bohol Service Office
2nd Floor Municipal Building,
Municipality of Bohol

PhilHealth Regional Office VIII

VLC Building 208 MH Del Pilar St.,
Tacloban City
(053) 325-3563
region8@philhealth.gov.ph

Catarman Service Office
Northern Samar Provincial Hospital,
Balite Street, Catarman,
Northern Samar
(053) 354-1607

Borongan Service Office
Real Street, Poblacion
Borongan, Eastern Samar
(055) 261-3329

Ormoc Service Office
Superdome Building,
Ormoc City, Leyte
(053) 255-4859

Maasin Service Office
Barangay Manatahan, Maasin City
Southern Leyte
(053) 381-3882

PhilHealth Regional Office IX

BGIDC Corporate Center,
Gov. Lim Avenue, Zamboanga City
(062) 992-1910
region9@philhealth.gov.ph

Ipil Service Office
2nd Floor Block B Mandarin Building,
Don Andres Street, Ipil,
Zamboanga Sibugay
(062) 333-5495

Pagadian Service Office
3rd Floor Bajamunde Building, Ramon
Magsaysay Avenue, Santiago District
Pagadian City
(062) 214-4303

Dipolog Service Office
3rd Floor Romulos Building corner Tomas
Claudio Quezon Avenue, Dipolog City
(065) 212-7860

Basilan Service Office
Samuel Tan Building N. Valderosa Street
Isabela, Basilan Province
(062) 200-3091

Jolo Service Office
Notre Dame of Jolo MPC, Travesi Street,
Jolo, Sulu
(085) 341-8911 loc. 2726

Bongao Service Office
Capitol Hill, Bongao
Tawi-Tawi

PhilHealth Regional Office X

6th Floor Trinidad Building, Corrales-
Yacapin Streets,
Cagayan De Oro City
(08822) 711-206
region10@philhealth.gov.ph

Iligan Service Office
3rd Floor Gonzales-Gimeno Building,
4 Macapagal Avenue, Tubod, Iligan City
(063) 492-1441

Marawi Service Office
2nd Floor Norpen Building,
Pumping St., Marawi City
(063) 352-0698

Valencia Service Office
2nd Floor Alkuno Building,
Sayre Highway, Bukidnon
(08822) 828-1122 / 222-3737

Ozamis Service Office
2nd Floor DF Building, Port Road,
Ozamis City
(08822) 521-3843

Gingoog City Service Office
Bariquit Building, National Highway,
Gingoog City
(08822) 427-071

Camiguin Service Desk
Mambajao Municipal Hall
Mambajao, Camiguin Province
(08822) 387-1252

Tangub Service Desk
Tangub City Health, Tangub City

Oroquieta Service Desk
Provincial Health Office, Oroquieta City
Misamis Occidental
(088) 531-0012

PhilHealth Regional Office XI

3rd Floor Reyes Building,
Matina, Davao City
(082) 298-3000 to 3004
region11@philhealth.gov.ph

Digos Service Office
Derequito Building, Rizal Avenue
Davao Del Sur
(082) 553-7247

Tagum Service Office
Melendres Compound
National Highway, Magugpo East
Tagum City
(084) 400-3498

Nabunturan Service Office
Cho Building, National Highway,
Poblacion Nabunturan,
Compostela Valley
(084) 376-0692

Mati Service Office
Sunlite Commercial Building, Mabini St.,
Mati, Davao Oriental
(087) 388-4920

PhilHealth Regional Office XII

Plaza de Espanol Building
Posadas cor. Abad Santos Street
Koronadal City, South Cotabato
(083) 228-9731
region12@philhealth.gov.ph

Kidapawan Service Office
G/F Zepol Building, Quezon Boulevard
Kidapawan City
(064) 278-4360

General Santos City Service Office
G/F Falgui Building, National Highway
cor. Marin Village Road,
General Santos City
(085) 554-6893

Cotabato City Service Office
Door 3 FA Tan Building,
SK Pendatun St., Cotabato City
(064) 421-7292

PhilHealth Regional Office - CAR

SSS Baguio Branch Building,
Harrison Road Baguio City
(074) 446-0371
car@philhealth.gov.ph

Mt. Province Service Office
2nd Floor Pachao Building
Poblacion Bontoc, Mt. Province
(074) 604-1510

Abra Service Office
2nd Floor Seares Building,
Rizal Street, Bangued Abra
(074) 752-7924

Ifugao Service Office
2nd Floor JDT Bldg. Poblacion
Lagawe, Ifugao

Kalinga Service Office
Almora Building, Dagupan,
Tabuk, Kalinga

PhilHealth Regional Office- CARAGA

3rd Floor D&V Plaza Building,
JC Aquino Ave., Butuan City
(085) 341-2689
caraga@philhealth.gov.ph

San Francisco Service Office
Sergio E. Ragas Building, Del Pilar St.,
San Francisco Agusan Del Sur
(085) 343-9288 T/F

Surigao City Service Office
Floserfina M. Sering Building,
Burgos St., Surigao City
(086) 231-9261

Bislig City Service Office
2nd Floor DBP Building, Espiritu Street,
Bislig City
(086) 853-2262

Tandag Surigao Del Sur Service Office
Gov. Vicente Pimentel Jr. Bldg.
Damasco St. Tandag Surigao del Sur

NCR PhilHealth Members Assistance Center (PMAC)

G/F Citystate Centre Building,
709 Shaw Boulevard, Barangay Oranbo,
Pasig City
Trunkline: 637-9999

Manila Service Office
Esther Building,
1945 Taft Avenue, Manila
528-0007/528-0126/ 528-0127

Las Piñas Service Office
267 Real St., Pamplona, Las Piñas
873-6040/ 873-6066/ 873-6071

Quezon City Service Office
1050 Quezon Ave. cor. Rocas St.,
Quezon City
374-6934 to 37

PCO-ARMM

3rd Floor Albani Building
Osmeña Street, Marawi City,
(0920) 9040172