

# Stats and Charts

2022

# 2022 Stats and Charts

(as of December 31, 2022)

PhilHealth positions, monitors and assesses its programs relative to how it contributes in achieving the three dimensions of the UHC cube.



## Population Coverage

“Who are covered?”



## Service Coverage

“What services are covered?”



## Financial Coverage

“How much is covered?”

# Population Coverage

*Who are Covered?*



# Registered Members and Dependents

as of December 31, 2022

Membership Category	Members	Dependents	Beneficiaries (Total)
<b>Direct Contributors</b>	<b>35,305,072</b>	<b>29,749,054</b>	<b>65,054,126</b>
Employed: Private	17,114,873	12,434,149	29,549,022
Employed: Government	2,861,807	4,094,640	6,956,447
Informal / Self-Earning	10,527,770	9,559,109	20,086,879
OFWs / Migrant Workers	3,300,824	2,517,998	5,818,822
Lifetime Members	1,416,433	1,091,029	2,507,462
<i>Kasambahay</i>	75,011	48,286	123,297
Others*	8,354	3,843	12,197
<b>Indirect Contributors</b>	<b>23,721,597</b>	<b>15,322,860</b>	<b>39,044,457</b>
Indigents / NHTS-PR**	13,674,602	11,754,805	25,429,407
Senior Citizens	9,093,455	2,658,203	11,751,658
Sponsored Program	953,540	909,852	1,863,392
<b>Total</b>	<b>59,026,669</b>	<b>45,071,914</b>	<b>104,098,583</b>

## Notes:

\* Includes Family Drivers. Filipinos w/ Dual Citizenship, Naturalized Filipino Citizens, PRA Foreign Retirees, Citizens of Other Countries working / residing / studying in the Philippines

\*\* Indigent count of members and dependents are based on DSWD LisTahanan database and are subject for further validation.

■ 2022 Projected Population is 111,572,254 updated estimation from the 2015 PopCen by PSA (<https://psa.gov.ph/content/updated-projected-mid-year-population-philippines-2020-2025>).



## All Filipinos Covered

Prior to 2019, PhilHealth has primarily reported “coverage rate” or the entitlement of members based on premium payments. But with the signing of the UHC Act (RA11223), all Filipinos are already automatically included under the National Health Insurance Program (NHIP) – making **PhilHealth’s coverage rate at 100%**.

The term “Registered” used here refers to beneficiaries already listed in the PhilHealth database.

### PhilHealth Beneficiaries

- PhilHealth Beneficiaries are referred to as Members plus their respective qualified Dependents

Members + Dependents = Beneficiaries

# Registered Members and Dependents

as of December 31, 2022

## Distribution by Members and Dependents

Membership Category	Members	Dependents	Beneficiaries (Total)
<b>Direct Contributors</b>	<b>60%</b>	<b>66%</b>	<b>62%</b>
Employed: Private	29%	28%	28%
Employed: Government	5%	9%	7%
Informal / Self-Earning	18%	21%	19%
OFWs / Migrant Workers	6%	6%	6%
Lifetime Members	2%	2%	2%
<i>Kasambahay</i>	0.13%	0.11%	0.12%
Others*	0.01%	0.01%	0.012%
<b>Indirect Contributors</b>	<b>40%</b>	<b>34%</b>	<b>38%</b>
Indigents / NHTS-PR	23%	26%	24%
Senior Citizens	15%	6%	11%
Sponsored Program	2%	2%	2%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>



### Dependents:

- Legal spouse/s who is/are not an active member;
- Unmarried and unemployed legitimate, illegitimate children, and legally adopted or stepchildren below 21 years of age;
- Foster children as defined in Republic Act 10165 (Foster Care Act of 2012); and
- Parents who are 60 years old and above, not otherwise an enrolled member.

### Important:

- Qualified dependents shall be declared by the principal member. Their names shall be listed under the principal member's Member Data Record (MDR) to ensure hassle-free benefit availment.

### Note/s:

\* Includes Family Drivers. Filipinos w/ Dual Citizenship, Naturalized Filipino Citizens, PRA Foreign Retirees, Citizens of Other Countries working / residing / studying in the Philippines.

# Premium Contributions

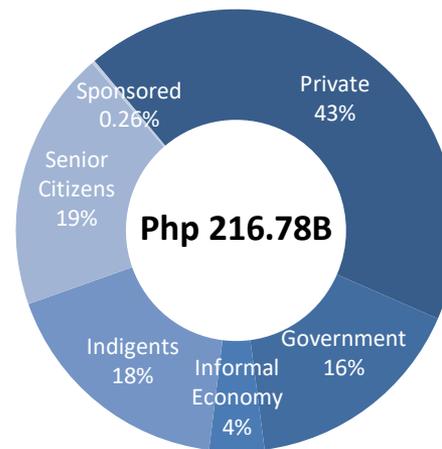
January 1 to December 31, 2022



## Distribution by Membership Category

Membership Category	Amount
<b>Direct Contributors</b>	<b>Php 136,715,403,725</b>
Employed: Private	92,446,533,786
Employed: Government	35,528,325,450
Informal Economy	8,740,544,489
<b>Indirect Contributors</b>	<b>Php 80,064,452,340</b>
Indigents / NHTS-PR	38,237,655,000
Senior Citizens	41,318,550,000
Sponsored*	508,247,340
<b>Total</b>	<b>Php 216,779,856,065</b>

## % Distribution by Membership Category



### Note/s:

\* Includes Special Government Programs (PAMANA and Bangsamoro), NGAs, POS, PWD-unemployed, LGU, etc.

- Source: Financial Statements as of December 2022

# Service Coverage

*What Services are Covered?*



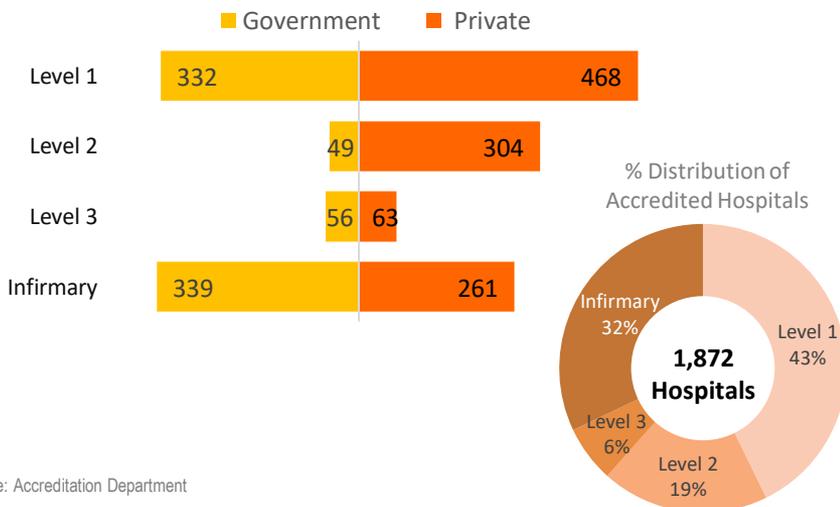
# Accreditation

## Health Care Providers - Institutions

as of December 31, 2022

Category	Government	Private	Total
Hospitals	776	1,096	1,872
Other Facilities	5,514	3,511	9,025
<b>Total</b>	<b>6,290</b>	<b>4,607</b>	<b>10,897</b>

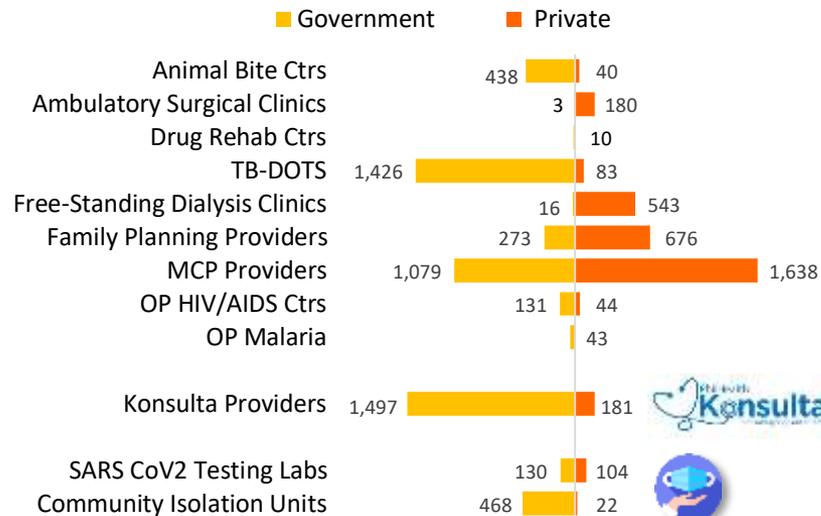
### Accredited Hospitals



Source: Accreditation Department



### Other Accredited Facilities



#### Accredited Facilities

A list of Accredited Facilities may be downloaded from the PhilHealth website:

[www.philhealth.gov.ph/partners/providers/institutional/map/](http://www.philhealth.gov.ph/partners/providers/institutional/map/)

# Accreditation

## Health Care Providers – Institutions (Konsulta Providers, MCPs & TB-DOTS)

as of December 31, 2022

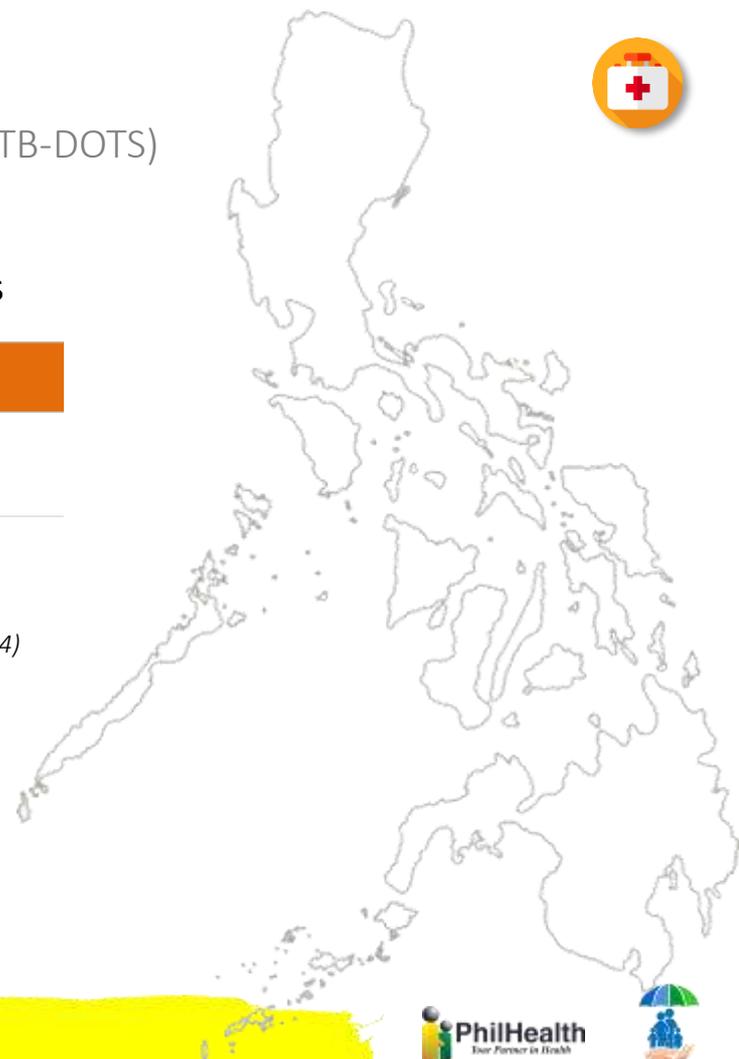


	Konsulta Providers	Maternity Care Package	TB-DOTS Package
<b>Accredited Outpatient Clinics</b>	<b>1,678</b>	<b>2,717</b>	<b>1,509</b>
Number of Cities & Municipalities with Accredited Outpatient Clinics*	910	1,041	935
<i>% to Total Cities &amp; Municipalities (Number of Cities &amp; Municipalities nationwide: 1,634**)</i>	56% (910 / 1,634)	64% (1,041 / 1,634)	57% (935 / 1,634)

Note/s:  
\* A city or municipality may have more than one outpatient clinic accredited by PhilHealth to provide NHIP benefits and services; Further, a single facility can also apply and be accredited either as MCP, a TB-DOTS facility or any combination thereof

\*\* Per Department of Interior and Local Government, there are 1,634 LGUs nationwide (as of June 30, 2021): [bit.ly/39ntcJL](https://bit.ly/39ntcJL)

▪ PhilHealth Benefits: [www.philhealth.gov.ph/benefits/](https://www.philhealth.gov.ph/benefits/)



# Accreditation

## Health Care Professionals

as of December 31, 2022

Professionals	Count
<b>Physicians</b>	<b>43,528</b>
General Practitioners	10,920
General Practitioners (with Training)	9,598
Medical Specialists	23,010
<b>Other Professionals</b>	<b>3,723</b>
Dentists	695
Nurses*	71*
Midwives	2,957
<b>Total</b>	<b>47,251</b>



### Accredited Professionals\*\*

A list of accredited professionals may be accessed from the PhilHealth website:

[www.philhealth.gov.ph/partners/providers/professional/accredited/](http://www.philhealth.gov.ph/partners/providers/professional/accredited/)

#### Note/s:

\* Accredited Nurses are those primarily assigned in Maternity Care Package (MCP) and/or Family Planning (FP) Providers.

\*\* Accreditation process: [www.philhealth.gov.ph/partners/providers/professional/process.html](http://www.philhealth.gov.ph/partners/providers/professional/process.html)

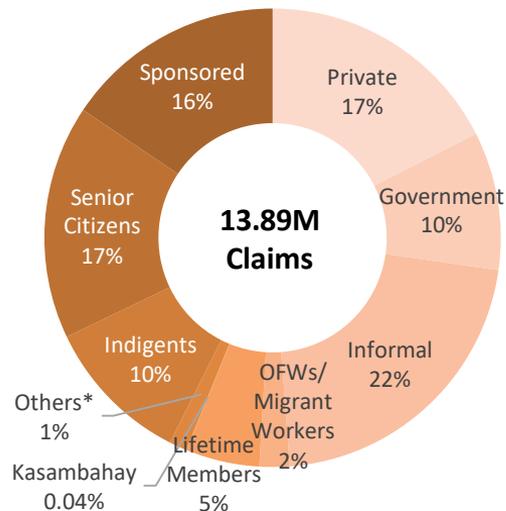
# Claims Payment



January 1 to December 31, 2022

Membership Category	Claims Amount	Claims Count
<b>Direct Contributor</b>	<b>Php 71,268,128,643</b>	<b>7,977,744</b>
Employed: Private	22,816,805,794	2,432,067
Employed: Government	10,603,194,624	1,355,766
Informal/Self Earning	25,230,920,052	2,991,645
OFWs/ Migrant Workers	1,856,254,685	296,163
Lifetime Members	9,473,522,147	724,513
Kasambahay	54,539,800	5,970
Others*	1,232,891,541	171,620
<b>Indirect Contributor</b>	<b>Php 58,361,491,582</b>	<b>5,916,112</b>
Indigent/NHTS PR	11,908,260,317	1,453,929
Senior Citizen	28,544,845,131	2,296,221
Sponsored	17,908,386,135	2,165,962
<b>Total</b>	<b>Php 129,629,620,225</b>	<b>13,893,856</b>

% Distribution by Claims Count



Notes:

\*Includes Family Drivers. Filipinos w/ Dual Citizenship, Naturalized Filipino Citizens, PRA Foreign Retirees, Citizens of Other Countries working / residing / studying in the Philippines

- Processed using PhilHealth Claims Dashboard extracted January 16, 2023.
- Claims payment includes all claims paid from January 1 to December 31, 2022.

# Claims Payment: COVID-19 Related Claims

January 1 to December 31, 2022

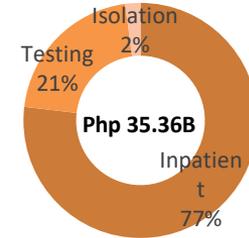


Illness Code	Description	Claims Amount	Claims Count
<b>Isolation</b>		<b>Php 736,830,423</b>	<b>32,939</b>
C19CI	Community Isolation Package	734,066,586	32,702
C19CIS	Admissions Referred to the ICU from Higher Level Facilities for Step Down Care	1,858,536	84
C19HI	COVID-19 Home Isolation Benefit Package	905,301	153
<b>Inpatient</b>		<b>Php 27,177,262,519</b>	<b>130,136</b>
C19FRP	Full Financial Risk Protection - Health Workers	1,082,497,250	6,738
C19IP1	Mild Pneumonia (Elderly or with Comorbidities)	1,003,771,808	23,753
C19IP2	Moderate Pneumonia	8,033,275,865	60,398
C19IP3	Severe Pneumonia	7,743,244,874	25,190
C19IP4	Critical Pneumonia	9,297,063,822	13,320
IMP01	Intermediate Package - Moderate Pneumonia	9,420,080	526
IMP02	Intermediate Package - Severe / Critical Pneumonia	7,988,820	211
<b>Testing</b>		<b>Php 7,448,556,982</b>	<b>3,097,588</b>
C19T1	All Services and Supplies for the Testing are Provided by the Testing Laboratory	5,512,754,983	1,792,569
C19T2	Test Kits are Donated to the Testing Laboratory	1,557,169,291	937,921
C19T3	Test Kits are Donated to the Testing Laboratory, Cost of Running the Laboratory and the RT-PCR Machine For Testing are Subsidized by the Government	202,649,005	237,881
C19X1	All Services and Supplies for Testing are Procured and Provided by the Testing Laboratory	109,410,274	45,758
C19X2	PCR Cartridges are Donated to the Testing Laboratory	28,778,657	34,270
C19X3	PCR Cartridges are Donated to the Testing Laboratory; Cost of Running the Cartridge-Based PCR Test is Subsidized by the Government	37,790,770	49,181
C1AT1	Facility Based COVID-19 Rapid Antigen Test	4,000	8
	<b>Total</b>	<b>Php 35,362,649,924</b>	<b>3,260,663</b>

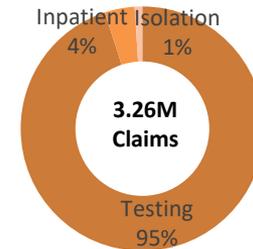
**Note/s:**

- Processed using PhilHealth Claims Dashboard extracted January 16, 2023; Claims payment includes all claims paid from January 1 to December 31, 2022
- Excludes Paid Testing Claims done by Philippine Red Cross (Interim Financing Mechanism)

% Distribution by Claims AMOUNT (Covid-19)



% Distribution by Claims COUNT (Covid-19)



# Claims Payment

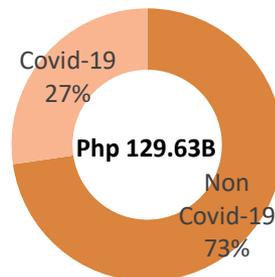
## Covid-19 and Non-Covid-19 Claims

January 1 to December 31, 2022

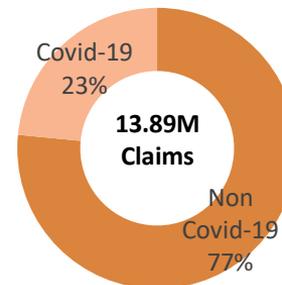


Classification	Claims Amount	Claims Count
Non-CoVid-19	Php 94,226,970,302	10,633,193
CoVid-19-Related	35,362,649,924	3,260,663
<b>Total</b>	<b>Php 129,629,620,225</b>	<b>13,893,856</b>

% Distribution by Claims AMOUNT  
(Non Covid-19 vs Covid-19)



% Distribution by Claims COUNT  
(Non Covid-19 vs Covid-19)



Note/s:

- Processed using PhilHealth Claims Dashboard extracted January 16, 2023; Claims payment includes all claims paid from January 1 to December 31, 2022.
- Excludes Paid Testing Claims done by Philippine Red Cross (Interim Financing Mechanism)

# Claims Payment

January 1 to December 31, 2022



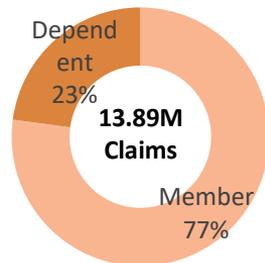
## Distribution of Claims Paid by Patient Type

Patient Type	Claims Amount	Claims Count
Member	Php 103,086,905,000	10,713,615
Dependent	26,542,715,226	3,180,241
<b>Total</b>	<b>Php 129,629,620,225</b>	<b>13,893,856</b>

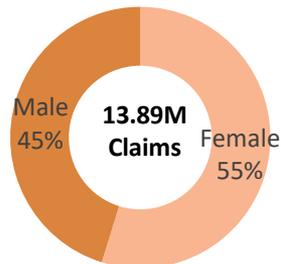
## Distribution of Claims Paid by Sex

Patient Sex	Claims Amount	Claims Count
Female	Php 70,783,331,303	7,613,208
Male	58,846,288,922	6,280,648
<b>Total</b>	<b>Php 129,629,620,225</b>	<b>13,893,856</b>

## % Distribution by Claims COUNT (Patient Type)



## % Distribution by Claims COUNT (Sex)



**29 Days**  
Average Turn-Around-Time for Claims Received/Re-filed and Paid  
(Jan 1 to Dec 31, 2022)

Note/s:

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- Claims payment includes all claims paid from January 1 to December 31, 2022.

# Claims Payment

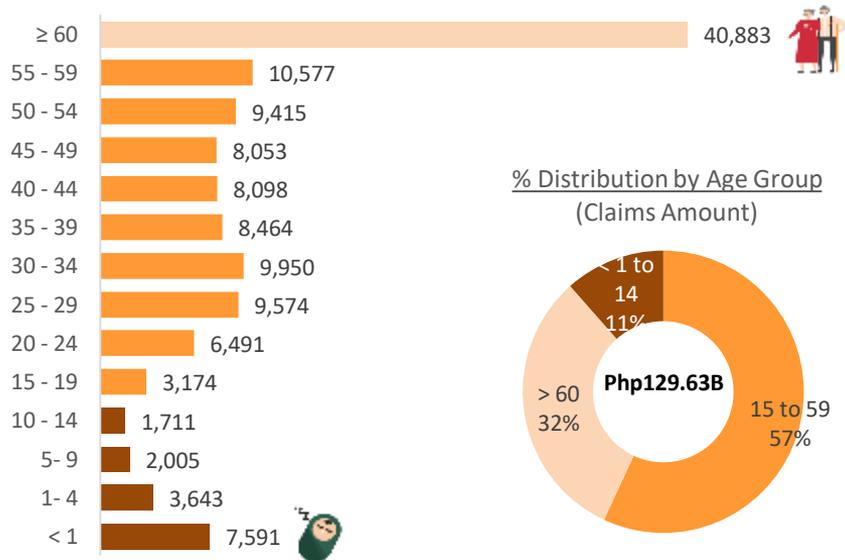
## Distribution of Claims Paid by Age Group

January 1 to December 31, 2022

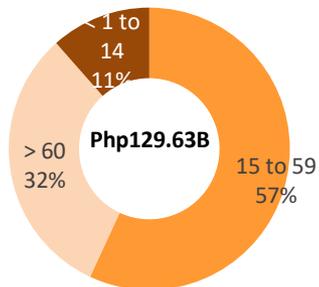


### Distribution by Claims AMOUNT

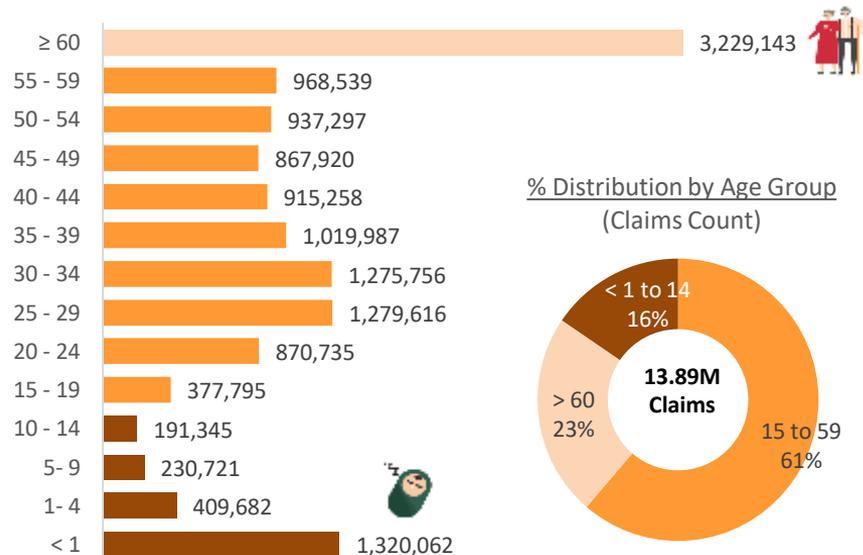
(in Million Pesos)



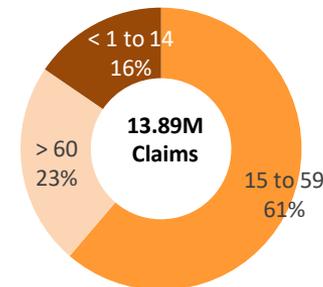
### % Distribution by Age Group (Claims Amount)



### Distribution by Claims COUNT



### % Distribution by Age Group (Claims Count)



#### Notes:

- Processed using PhilHealth Claims Dashboard extracted January 16, 2023.
- Claims payment includes all claims paid from January 1 to December 31, 2022.

# Claims Payment

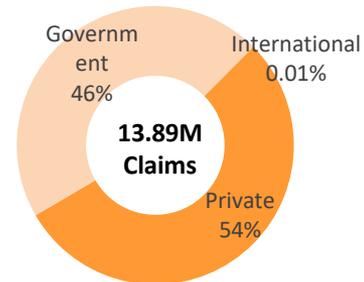
January 1 to December 31, 2022



## Distribution of Claims Paid by Sector

Sector	Claims Amount	Claims Count
Private	Php 78,707,196,914	7,518,182
Government	50,906,261,713	6,374,965
International	16,161,599	709
<b>Total</b>	<b>Php 129,629,620,225</b>	<b>13,893,856</b>

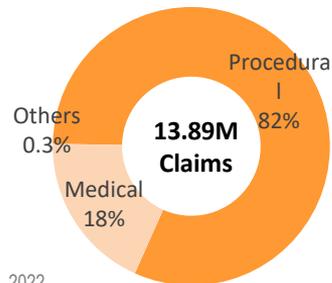
% Distribution by Sector  
(Claims Count)



## Distribution of Claims Paid by Illness Type

Illness Type	Claims Amount	Claims Count
Procedural	Php 98,809,170,946	11,309,175
Medical	29,934,090,085	2,542,945
Others*	886,359,194	41,736
<b>Total</b>	<b>Php 129,629,620,225</b>	<b>13,893,856</b>

% Distribution by Illness Type  
(Claims Count)



Note/s:

\*Includes Z Benefits

Processed using PhilHealth Claims Dashboard extracted January 16, 2023; Claims payment includes all claims paid from January 1 to December 31, 2022.

# Claims Payment

January 1 to December 31, 2022

## Distribution of Claims Paid by HCI Class

HCI Class	Claims Amount	Claims Count	Percentage to Total Claims Count
Level 3 Hospital	Php 45,724,239,412	4,599,592	33%
Level 2 Hospital	39,837,585,432	3,649,624	26%
Level 1 Hospital	24,631,434,816	2,625,141	19%
Free Standing Dialysis Clinic	8,484,695,357	1,066,127	8%
MCP Provider	3,224,725,152	598,978	4%
Diagnostic Service Provider	1,383,437,280	579,612	4%
Infirmery/Dispensary	2,134,857,134	388,078	3%
Ambulatory Surgical Clinic	2,851,801,264	203,448	1%
Animal Bite Package Provider	229,912,825	79,925	1%
TB-DOTS Package Provider	251,741,344	50,224	0.36%
Community Isolation Unit	735,987,131	32,803	0.24%
HIV Treatment Hub	108,463,468	15,191	0.11%
Family Planning Clinic	12,118,800	4,119	0.03%
Facility Confinements Abroad	16,195,268	716	0.01%
Drug Abuse Treatment And Rehabilitation Center	2,310,042	252	0.002%
Outpatient Malaria Provider	109,900	23	0.0002%
Primary Health Clinic	5,600	3	0.00002%
<b>Total</b>	<b>Php 129,629,620,225</b>	<b>13,893,856</b>	<b>100%</b>



In terms of Claims Count, Hospitals\* comprise 81% of all paid claims by PhilHealth from Jan 1 to Dec 31, 2022. As for Claims Amount, the percent distribution is at 87%

*\* Includes Levels 1 to 3 Hospitals and Infirmaries/Dispensaries*

Notes:

- Processed using PhilHealth Claims Dashboard extracted January 16, 2023; Claims payment includes all claims paid from January 1 to December 31, 2022

# Claims Payment

## Top 10 Medical Cases (ranked by count)\*

January 1 to December 31, 2022

Rank	Illness Description	Claims Amount	Claims Count
1	Pneumonia Moderate And High Risk	Php 4,969,675,781	321,442
2	Dengue Fever (Mild / Severe)	1,928,575,318	202,906
3	Acute Gastroenteritis	845,595,017	156,531
4	Covid-19 Pneumonia Package	27,177,262,519	130,136
5	Hypertensive Emergency Urgency	978,098,300	118,871
6	Urinary Tract Infection Admissible	765,689,750	115,355
7	Stroke Infarction (Hemorrhagic / Non Hemorrhagic)	3,171,897,042	110,504
8	Peptic Ulcer Disease with / without Hemorrhage	698,569,051	109,917
9	Newborn Sepsis	750,128,168	58,128
10	Asthma In Acute Exacerbation	437,589,529	55,527

### Notes:

\*Case rate category that covers medical cases reimbursed by the Corporation; Ranking was based on the Illness Grouping.

Processed using PhilHealth Claims Dashboard extracted January 16, 2023; Claims payment includes all claims paid from January 1 to December 31, 2022



# Claims Payment

Top 10 RVS based Packages and Procedures (ranked by count)\*

January 1 to December 31, 2022



Rank	Illness Description	Claims Amount	Claims Count
1	Hemodialysis Procedure	Php 17,339,014,971	3,625,328
2	Covid-19 Testing Package	7,448,556,982	3,097,588
3	Expanded Newborn Care Package	2,462,236,733	871,801
4	Normal Spontaneous Delivery	5,851,369,373	862,547
5	Caesarean Section	6,463,780,418	328,410
6	Chemotherapy Administration	1,627,331,564	244,648
7	Intensity Modulated Treatment Delivery, Single or Multiple Fields/Arcs, via Narrow Spatially and Temporally Modulated Beams, Binary, Dynamic MLC per Session	1,363,724,572	169,916
8	Cataract Extraction	2,050,611,152	128,693
9	Outpatient HIV / AIDS Packages	778,675,792	113,191
10	Radiation Treatment Delivery (Cobalt or Linear Accelerator)	506,780,347	98,317

Note/s:

\*Case rate category that covers procedural cases reimbursed by the Corporation; Ranking was based on the Illness Grouping.

Processed using PhilHealth Claims Dashboard extracted January 16, 2023; Claims payment includes all claims paid from January 1 to December 31, 2022

# Claims Payment

Utilization related to SDGs\*

January 1 to December 31, 2022



SDG-Related Packages	Claims Amount	Claims Count
<b>Maternal Benefits</b>	<b>Php 8,410,781,367</b>	<b>841,114</b>
Caesarean Delivery	4,041,995,441	205,964
Normal Delivery	3,871,629,689	572,063
Undelivered Cases (Baby Delivered In Referral Facility) In Non-Hospital Facilities	5,200	8
Breech Extraction	52,777,321	4,397
Maternal Comorbidities Conditions	430,377,584	58,217
Subtotal or Total Hysterectomy After Cesarean Delivery	13,996,131	465
<b>Newborn Care</b>	<b>Php 1,805,714,362</b>	<b>650,521</b>
Newborn Care Package	1,805,714,362	650,521
<b>Infectious Diseases</b>	<b>Php 785,100,212</b>	<b>117,321</b>
Pulmonary Tuberculosis	205,378,681	32,963
Outpatient HIV / Aids Packages	579,721,532	84,538
<b>Family Planning</b>	<b>Php 253,957,979</b>	<b>79,182</b>
Bilateral Tubal Ligation	154,265,759	39,362
Vasectomy, Unilateral Or Bilateral	227,646	59
Insertion of Intrauterine Device (IUD)	33,220,459	16,882
Subdermal Contraceptive Implant	66,244,115	22,879
<b>Tropical Diseases</b>	<b>Php 192,800</b>	<b>50</b>
Malaria	192,800	50
<b>Total</b>	<b>Php 11,255,746,720</b>	<b>1,688,188</b>

Note/s:

\*SDGs: <https://sustainabledevelopment.un.org/sdgs>

Processed using PhilHealth Claims Dashboard as of January 16, 2023. Claims payment only includes claims admitted and paid from January 1 to December 31, 2022.



# Financial Coverage

*How Much is Covered?*

# Benefit Expense

January 1 to December 31, 2022



## Distribution by Membership Category

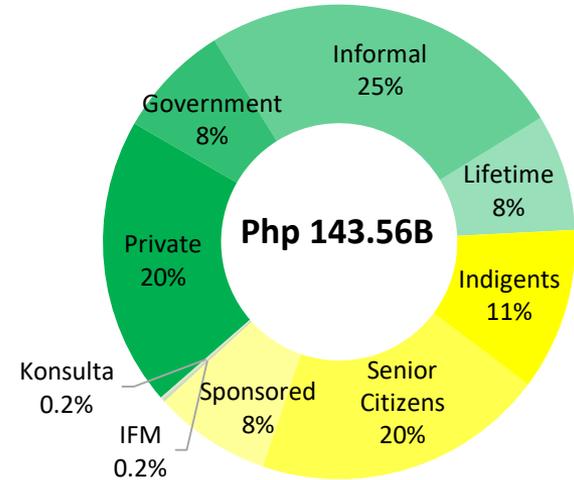
Membership Category	Amount
<b>Direct Contributors</b>	<b>Php 86,970,165,112</b>
Employed: Private	28,281,918,690
Employed: Government	11,240,792,473
Informal	36,034,807,436
Lifetime Members	11,412,646,513
<b>Indirect Contributors</b>	<b>Php 56,092,416,694</b>
Indigents / NHTS-PR	15,879,870,523
Senior Citizens	28,695,167,678
Sponsored Program	11,517,378,492
<b>Interim Financing Mechanism (IFM)*</b>	<b>Php 269,004,561</b>
<b>Konsulta</b>	<b>Php 228,816,027</b>
<b>Total</b>	<b>Php 143,560,402,394</b>

Note/s:

\*Payments to Philippine Red Cross (PRC) for COVID-19 tests

Source: Financial Statements as of December 31, 2022

% Distribution by Membership Category



# Supplemental Information



# Client Awareness and Satisfaction Survey



2022 Results

	Individuals	Employers	Health Care Institutions	Health Care Professionals
<b>Satisfaction</b>	<b>94.28%*</b>	87.96%	88.44%	82.98%
<b>Net Satisfaction</b>	<b>93.77%</b>	86.34%	86.82%	79.83%

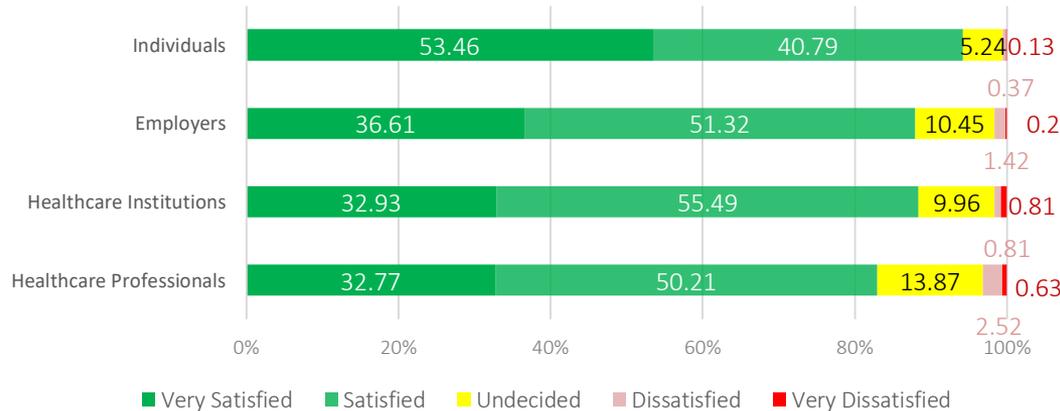
\*Translates to 94 out of a 100 individuals are satisfied with PhilHealth and its services.

**93.8% = Excellent**

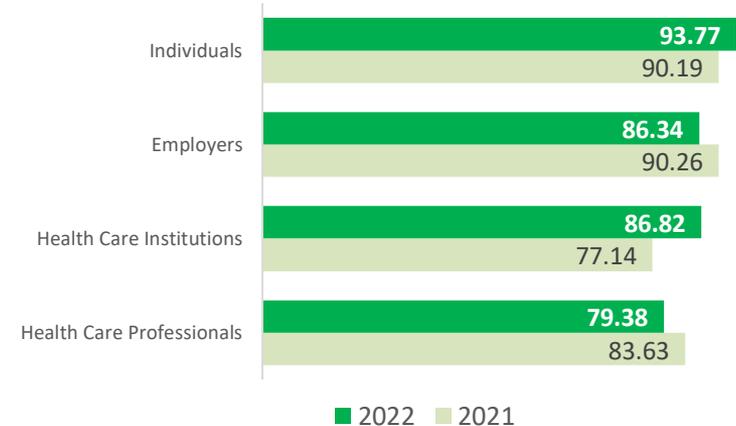
Net Satisfaction: Individuals

Aside from Individuals, PhilHealth's Net Satisfaction Rating also increased most notably in Health Care Institutions - a testament to the Corporation's commitment in the improvement of partnership with facilities. Ratings for Employers and Health Care Professionals also remained "EXCELLENT" in 2022:

Satisfaction Rating by Type of Client  
(in Percent)



Net Satisfaction Rating: 2022 vs 2021  
(in Percent)



Notes:

- Questionnaire by the Governance Commission for GOCCs (GCG)
- Survey conducted by Novotrends PH
- Adjectival Equivalent of Numerical Rating based on Social Weather Stations' (SWS) Scale: ≥70 = Excellent; 50 to 69 = Very Good; 30 to 49 = Good; 10 to 29 = Moderate; 9 to -9 = Neutral; -10 to -29 = Poor; -30 to -49 = Bad; -50 to -69 = Very Bad; and -70 and Below = Execrable



# Supplemental Info.



7,088 PhilHealth personnel nationwide\*

## CONTACT INFORMATION

**Call Center Hotline 84417442**

*(Self-help only; agent assistance temporarily not available)*

**Callback Channel: 0917-898-7442 (PHIC)**

**Text "PHICcallback [space] Mobile No. or Metro Manila landline [space] details of your concern"** and PhilHealth will call you during office hours (weekdays only).



[actioncenter@philhealth.gov.ph](mailto:actioncenter@philhealth.gov.ph)  
[facebook.com/PhilHealthOfficial/](https://facebook.com/PhilHealthOfficial/)  
[twitter.com/teamphilhealth/](https://twitter.com/teamphilhealth/)

Aside from the Head Office (709 Shaw Blvd., Pasig City), there are more than 360 PhilHealth stations established nationwide\*\*

- 17 Regional and 5 Branch Offices
- 114 Local Health Insurance Offices
- 69 PhilHealth Express
- 14 Satellite Offices
- 19 Business Centers
- 26 Service Desks
- 104 Malasakit Centers

PhilHealth also has **545** PhilHealth CARES\*\*\* deployed in **961** healthcare facilities nationwide ready to cater to members' needs. Further, there are also 136 PhilHealth Malasakit personnel deployed in Malasakit Centers.

### Notes:

\*Filled positions as of December 31, 2022

\*\*Exact location of regional offices (and contact details) can be accessed online: [www.philhealth.gov.ph/about\\_us/map/regional.htm](http://www.philhealth.gov.ph/about_us/map/regional.htm); Further, due to the pandemic, the operating hours of smaller offices are subject to change (e.g. community quarantine status, disinfection schedules, scheduled days / operating hours, etc.).

\*\*\*PCARES: PhilHealth Customer Assistance, Relations and Empowerment Staff - [www.philhealth.gov.ph/circulars/2016/circ2016-009.pdf](http://www.philhealth.gov.ph/circulars/2016/circ2016-009.pdf)

- **Local Health Insurance Offices (LHIOs):** offices strategically located in high-traffic areas processing membership concerns (e.g. registration, updating of records, inquiries, etc.), receiving of accreditation documents (healthcare facilities, professionals), claims processing (facilities and individual claims), and collections/cashiering functions (premium payments, employer remittances)
- **Satellite Offices / Business Centers:** smaller offices compared to LHIOs, these units are strategically located in high-traffic areas processing membership concerns, receiving of accreditation documents, and claims processing; no collections/cashiering functions (except for SM Aura, Taguig and POEA, Mandaluyong)
- **PhilHealth Express:** smaller offices or "booths" usually situated in high traffic areas (e.g. malls, markets, etc.) processing only membership concerns and receiving of individual claims; no cashiering functions
- **Service Desks:** "booths" or "desks" usually located in LGUs (e.g. municipal hall, city hall, etc.) processing only membership concerns; no cashiering functions; scheduled set-up (e.g. only open a fixed number of days per week); also set-up in far-flung and/or Geographically-Isolated and Disadvantaged Areas (GIDAs)
- **Malasakit Centers:** situated in government hospitals, these centers are one-stop-shops intended to provide indigent patients access to various medical assistance funds of the government. These centers house PhilHealth and the Department of Social Welfare and Development, among others.

Prepared by the:  
Corporate Planning Department

*Sources/Inputs/Acknowledgements:*

Accreditation Department  
Area Offices  
Comptrollership Department  
Corporate Communications Department  
Health Finance Policy Sector  
Human Resource Department  
Information Technology and Management Department  
Member Management Group  
Organization and Systems Development Office  
PhilHealth Regional Offices  
Program Management Team – Claims  
Program Management Team – PCARES  
Standards Monitoring Department  
Task Force Informatics

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*Updated as of February 9, 2023*