

# PhilHealth

*Freedom*

*- of -*

*Information*

PEOPLE'S MANUAL



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## *Rationale*

The 1987 Philippine Constitution provides that the State “adopts and implements a policy of full public disclosure of all its transactions involving public interest” subject to reasonable limitations and further provides for the right of every Filipino to “information on matters of public concern<sup>2</sup>.” Embodied in these two provisions, the State recognizes the inalienable right of every Filipino to free and open access to information.

In the interest of advancing this right, Executive Order (E.O.) 02, s. 2016<sup>3</sup> was issued. The E.O. provided that all government offices should develop a Freedom of Information (FOI) Manual<sup>4</sup>. The PhilHealth FOI Manual was created in compliance with the E.O. and to serve as a guide in facilitating the full exercise of the Filipino Citizen’s Right to Information.

## *Objective*

In accordance with the provisions of E.O. No. 02, s. 2016, the PhilHealth FOI Manual aims to achieve the following objectives:

1. Define the channels essential for Filipinos to access information from the Corporation;
2. Capacitate the Corporation to handle FOI requests; and,
3. Provide the Filipino citizens with a guide on how to exercise their Right to Information

## *Scope*

The PhilHealth FOI People’s Manual provides the guidelines and procedures applicable to all FOI requests submitted to the Corporation.

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<sup>1</sup> Art. II, Sec. 28, The 1987 Constitution of the Republic of the Philippines.

<sup>2</sup> Art. III, Sec. 7, The 1987 Constitution of the Republic of the Philippines.

<sup>3</sup> Executive Order (EO) 02, s. 2016, entitled “*Operationalizing in the Executive Branch of the People’s Constitutional Right to Information and the State Policies to Full Public Disclosure and Transparency in the Public Service and Providing Guidelines Therefor*”

<sup>4</sup> Sec. 8, EO 02, s. 2016.

## *Policy Statement*

In compliance with our Constitution, E.O. No. 02, s. 2016, and all other applicable laws, PhilHealth commits to enable all Filipino citizens to freely exercise their Right to Information, subject to appropriate and defined limitations provided for in the law.

## *Directory*

Filipinos may submit their FOI requests through the following offices:

## *Head Office*

<b>Office Responsible of Receiving Request</b>	<b>Person Responsible</b>	<b>Position</b>	<b>Address</b>	<b>Landline No.</b>	<b>Email Address</b>
Corporate Action Center (CAC)	Zenaida O. Marron	Social Insurance Assistant I	7 <sup>th</sup> flr. CityState Centre Bldg., 709 Shaw, Blvd., Pasig City	8441-7442	<a href="mailto:actioncenter@philhealth.gov.ph">actioncenter@philhealth.gov.ph</a>
Corporate Planning Department	Patrick Collen P. Ferwelo	Administrative Services Assistant C	12 <sup>th</sup> flr. CityState Centre Bldg., 709 Shaw, Blvd., Pasig City	8633-2429	<a href="mailto:ferwelop@philhealth.gov.ph">ferwelop@philhealth.gov.ph</a>

## *National Capital Region*

<b>Office Responsible of Receiving Request</b>	<b>Person Responsible</b>	<b>Position</b>	<b>Address</b>	<b>Landline No.</b>	<b>Email Address</b>
Public Affairs Unit	Raymond Edwin Acoba	Public Relation Officer	10 <sup>th</sup> Floor, Sunny Mede ITC Building Quezon Avenue, Quezon City	332-3022	<a href="mailto:acobar@philhealth.gov.ph">acobar@philhealth.gov.ph</a>

## *NCR South Branch*

<b>Office Responsible of Receiving Request</b>	<b>Person Responsible</b>	<b>Position</b>	<b>Address</b>	<b>Landline No.</b>	<b>Email Address</b>
Public Affairs Unit	Annabelle Llanto	Asst. Claims Processor	8007 Pioneer Street, Kapitolyo, Pasig City	8706-1011	<a href="mailto:llantoa@philhealth.gov.ph">llantoa@philhealth.gov.ph</a>

## *NCR North Branch*

<b>Office Responsible of Receiving Request</b>	<b>Person Responsible</b>	<b>Position</b>	<b>Address</b>	<b>Landline No.</b>	<b>Email Address</b>
Public Affairs Unit	Sheng Esteban	Public Relations Officer	10 Commandment Bldg., 689 Rizal Avenue Extension, Grace Park West, Caloocan City	426-6864	<a href="mailto:estebans@philhealth.gov.ph">estebans@philhealth.gov.ph</a>

## *NCR Central Branch*

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Melanie Luczon	Public Relations Officer	Corporate 145 Bldg., No. 145 Mother Ignacia Ave., South Triangle, Quezon City	8932-1763	<a href="mailto:comm.proqc@philhealth.gov.ph">comm.proqc@philhealth.gov.ph</a>

## *Cordillera Administrative Region*

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Magnolia del Rosario	Head-Public Relations Officer	SN Oriental Traders Building No. 19 Leonard Wood Road, Baguio City	(074)446-0371	<a href="mailto:info.procar@philhealth.gov.ph">info.procar@philhealth.gov.ph</a>

## *Region 1*

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Joseph Manuel	Head - Public Relations Officer	AKIA Bldg., Old Venecia Highway, Dagupan City	(075) 515-3333 (075) 515-1111 (075) 523-3127	<a href="mailto:info.pro1@philhealth.gov.ph">info.pro1@philhealth.gov.ph</a>

## Region 2

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Lester Cordon	Head – Public Relations Officer	The Builder's Place, Del Rosario, Tuguegarao City	(078) 846-1111	<a href="mailto:cordonl@philhealth.gov.ph">cordonl@philhealth.gov.ph</a> <a href="mailto:info.pro2@philhealth.gov.ph">info.pro2@philhealth.gov.ph</a>

## Region 3

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Monifer Bansil	Head – Public Relations Officer	The Cabanas Mall of Malolos, 2 <sup>nd</sup> and 3 <sup>rd</sup> flrs N4 Bldg. McArthur Highway, Longos, Malolos City, Bulacan	(044) 796-1559	<a href="mailto:bansilm@philhealth.gov.ph">bansilm@philhealth.gov.ph</a> <a href="mailto:info.pro3@philhealth.gov.ph">info.pro3@philhealth.gov.ph</a>

## Region 4 (Branch A)

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Sharyll Carpio	Head - Public Relations Officer	Lucena Grand Central Terminal Ilayang Dupay, Lucena City	(042) 373-6936	<a href="mailto:region4a@philhealth.gov.ph">region4a@philhealth.gov.ph</a>

## Region 4 (Branch B)

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Donald Evangelista	OIC-Head, Public Relations Officer	Xentromall Batangas, Diversion Road, Brgy. Alangilan, Batangas City	(043) 300-4342	<a href="mailto:evangelistad@philhealth.gov.ph">evangelistad@philhealth.gov.ph</a> <a href="mailto:pau.pro4b@gmail.com">pau.pro4b@gmail.com</a>

## Region 5

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Leri Ilagan	Head, Public Relations Officer	ANST 3 Bldg., Alternate Road, Legazpi City	481-5598 820-0799 481-5580	<a href="mailto:publicaffairsunit.pro5@gmail.com">publicaffairsunit.pro5@gmail.com</a>

## Region 6

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Janimhe Cam Jalbuna	Head, Public Relations Officer	Gaisano Capital City Mall, Luna St., La Paz, Iloilo City	(033)501-9160	<a href="mailto:jalbunaj@philhealth.gov.ph">jalbunaj@philhealth.gov.ph</a>



## Region 7

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Dina Marie Cinchez	Head, Public Relations Officer	8 <sup>th</sup> Floor Golden Peak Tower, Gorordo Ave., Cebu City	(032) 233-3270	<a href="mailto:publicaffairs.pro7@gmail.com">publicaffairs.pro7@gmail.com</a>

## Region 8

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Miramar Palacio Zabala	Head, Public Relations Officer	2/F PhilHealth Bldg. 2, 167 P. Burgos St., Tacloban City	(02)441-7444 local 5607	<a href="mailto:zabalam@philhealth.gov.ph">zabalam@philhealth.gov.ph</a>

## Region 9

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Philip Cataylo	Public Relations Officer	BGIDC Bldg., Gov. Lim Avenue, Zamboanga City	(062) 992-3578 (062) 992-1910	<a href="mailto:cataylop@philhealth.gov.ph">cataylop@philhealth.gov.ph</a>  <a href="mailto:pau.pro9@gmail.com">pau.pro9@gmail.com</a>

## Region 10

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Merlyn Ibañez	Public Relations Officer	4/F Gateway Tower 2, Limketkai Center, Lapasan Highway, Cagayan De Oro City	(088) 856-8355	<a href="mailto:philhealth10pau@gmail.com">philhealth10pau@gmail.com</a>

## Region 11

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Johanna Blason	Head, Public Relations Officer	Valgo and Sons Bldg., Bolton Ext., Davao City	(082) 295-0151 (082) 295-2133	<a href="mailto:blasonj@philhealth.gov.ph">blasonj@philhealth.gov.ph</a> <a href="mailto:pro11.pau@gmail.com">pro11.pau@gmail.com</a>

## Region 12

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Hanah Naanep	Head, Public Relations Officer	CSA I Bldg. cor. Zulueta St., General Santos Drive City of Koronadal, South Cotabato	(083) 228-4733	<a href="mailto:info.pro12@philhealth.gov.ph">info.pro12@philhealth.gov.ph</a>

## *Caraga Administrative Region*

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Parley Buyan	Head, Public Relations Officer	AB Calo Commercial Bldg., Purok 9 National Highway, Libertad, Butuan City	(085) 841-6488 0915-9068651	<a href="mailto:info.caraga@philhealth.gov.ph">info.caraga@philhealth.gov.ph</a>

## *Bangsamoro Autonomous Region in Muslim Mindanao*

Office Responsible of Receiving Request	Person Responsible	Position	Address	Landline No.	Email Address
Public Affairs Unit	Amer Hamzah Lucman	OIC, Public Relations Officer	Khouzbary Business Complex, Ja'far Ali Bin Talib St., New Capitol Heights Marawi Poblacion, Marawi City	(063) 876-0081	<a href="mailto:lucmana@philhealth.gov.ph">lucmana@philhealth.gov.ph</a> <a href="mailto:pro.armm@philhealth.gov.ph">pro.armm@philhealth.gov.ph</a>

## *Directory of Offices*

The public can view the Regional Offices, Local Health Insurance Offices, Business Centers and PhilHealth Express in the PhilHealth official website:

➡ <https://www.philhealth.gov.ph/about-us/map/regional.htm#>

# Guidelines

- 1 FOI Requests.** FOI Requests can be made by any individual through any PhilHealth Office.

FOI requests should include the following requirements:

- a. A letter of Request;
- b. A duly accomplished FOI Request Form (FOI-RF) which includes their Name, Contact Information, Information Requested, Reason/Purpose behind the request;
- c. Valid Proof of ID; and
- d. Letter of Authorization (should the request be submitted in behalf of someone else).

All FOI Requests with complete requirements will be processed and a response will be provided within fifteen (15) working days upon receipt.

- 2. Publicly Available Information.** There is a variety of information already accessible by the Public. The Requesting Party may access these information through the PhilHealth website, [www.philhealth.gov.ph](http://www.philhealth.gov.ph).

Should FOI requests be made concerning publicly available information, the requesting party will be directed to access the PhilHealth website.

- 3. Requests Evaluation.** PhilHealth reserves the right to approve or deny, in part or in full, any FOI request, subject to the terms and limitations as provided for in the law and in the interest of protecting the rights and interests of PhilHealth members. The requesting party may be provided notice to this effect.
- 4. Processing Time Extension.** information requiring extensive search, examination of voluminous records, or in cases of fortuitous events or other analogue cases, PhilHealth may extend the processing time an additional fifteen (15) working days, not exceeding twenty (20) working days upon receipt of the request, except in exceptional cases requiring longer processing time.
- 5. FOI Request Costs.** PhilHealth shall not charge any fee for accepting FOI Requests. However, PhilHealth reserves the right to charge reasonable fees to cover necessary costs in processing the request.

The requesting party, upon cost appraisal, will be informed of all applicable costs in processing the request and shall be required to pay the applicable cost prior the release of the information requested (*See Annex A*).

**6. Claiming Requested Information.** Information requests may be received through our offices or through e-mail. Hard copies of the information requested must be claimed within thirty (30) working days from the date of release. Hard copies not claimed within thirty (30) working days of the release date may be disposed of accordingly.

**7. Appeals.** The requesting party whose FOI request has been denied may file for an appeal.

Appeals should include the following requirements:

- a. A letter of Appeal; and
- b. A copy of the Notice of Denial

**8. Information with Commercial Value.** All public information released will be covered by an "open government license". Information with Commercial Value which requires copyright protection may be secured with a "relevant to copyright" notice.

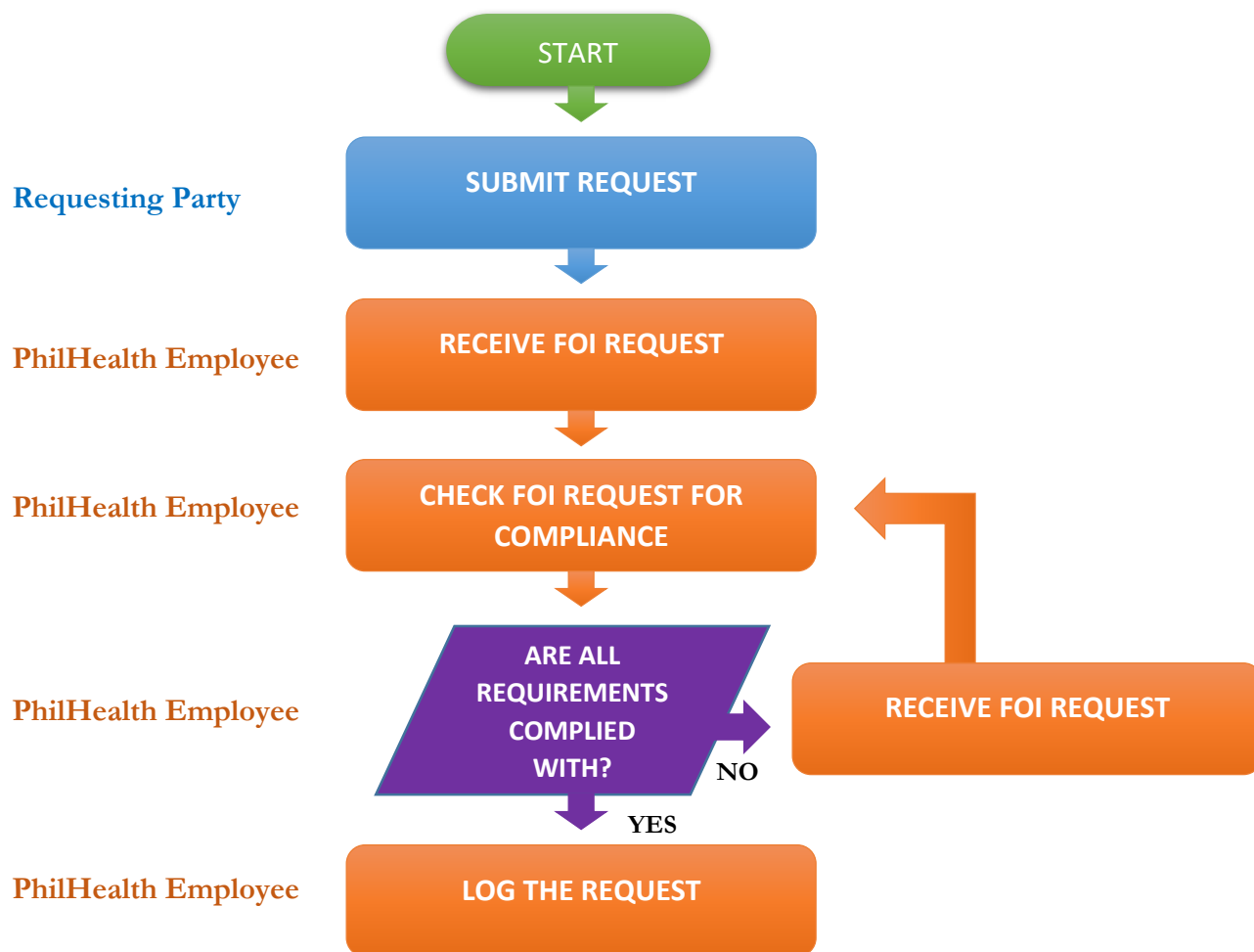
All requested information must not be used commercially without due recompense. Should the use of the information potentially incur profit, an agreement has to be made between PhilHealth and the requesting party to effectively determine the terms of engagement prior the processing of the information. Violation of these terms will lead to legal action.

**9. No Wrong Door Policy.** Referral of requested information, official record/s and public record/s to the appropriate government agency. This aims to facilitate the efficient referral of requests for information, official records, and public records to the appropriate government agency.

When the requested information is not in the possession of PhilHealth, but is available in another government agency, the request shall be immediately referred by PhilHealth to another government agency through the most expeditious manner but not exceeding three (3) working days from the receipt of the request.

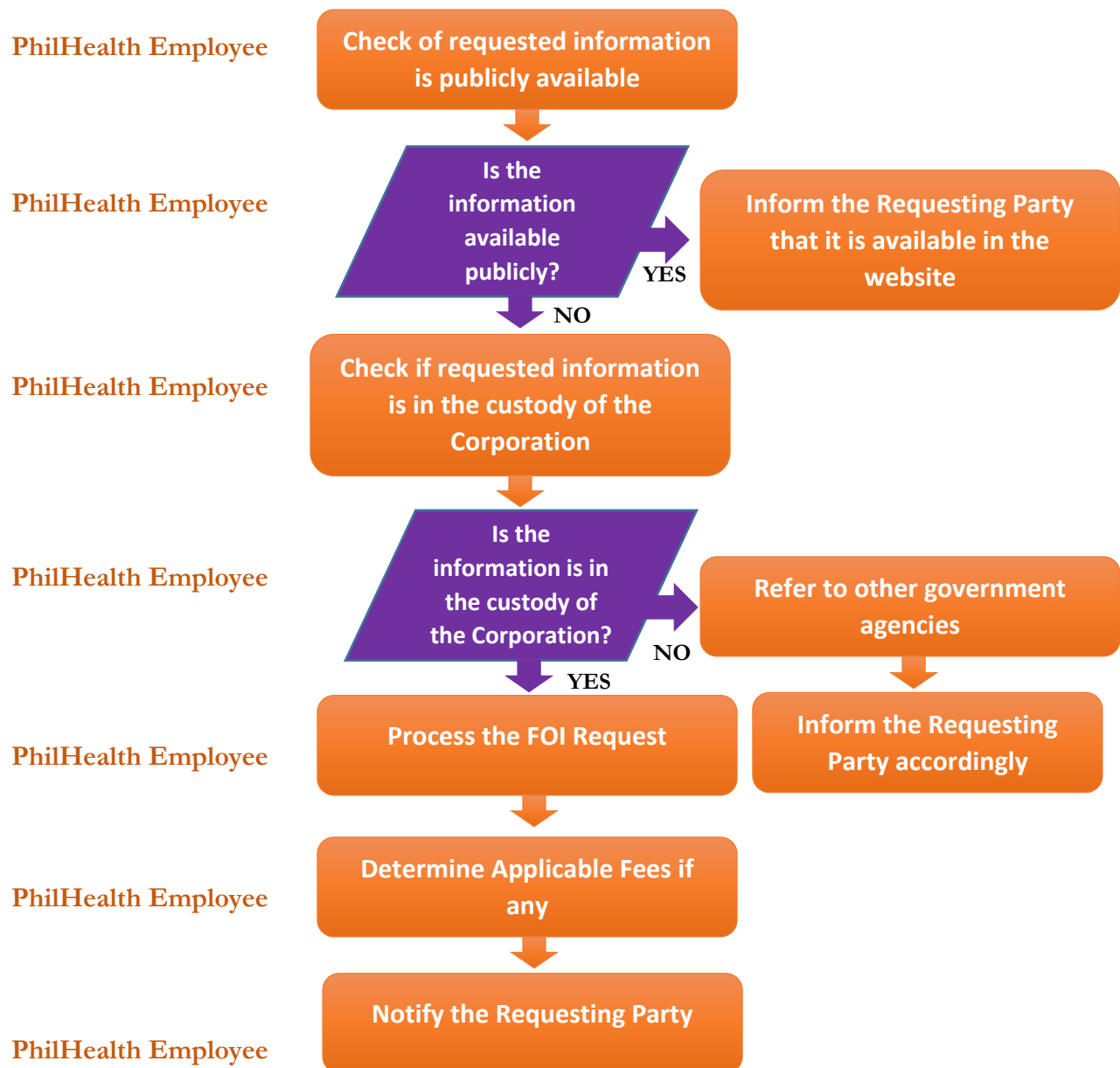
## *Procedures*

### SUBMISSION OF REQUEST



Key Steps	Responsible Office	Details
Submission of the Request for Information	HO: CAC  PROs/BRANCHES: PAU  LHIOs: Head	<p>Requesting Party submits a written request.</p> <ol style="list-style-type: none"> <li>1. Receive the written request.</li> <li>2. Check requirements compliance: <ol style="list-style-type: none"> <li>a. Letter of Request</li> <li>b. Completed accomplished Request Form (RF) (Name, Contact Information, Information Requested, Reason/Purpose)</li> <li>c. Valid Proof of ID</li> <li>d. For Representative (Letter of Authorization and Valid Proof of ID)</li> </ol> </li> <li>3. If compliant: <ol style="list-style-type: none"> <li>3.1. Stamp the RF including the date and time of the receipt of the written request, and the name, rank, title, and position of the administrative staff who physically received it. This includes a corresponding signature and a copy furnished to the requesting party.</li> </ol> <p>If not compliant:</p> <ol style="list-style-type: none"> <li>3.2. Provide reason(s) and/or instructions to facilitate compliance</li> <li>3.3. Re-submit for review.</li> </ol> </li> <li>4. Assign an Information Request Tracking Number (IRTN) on the RF in all forms. <p>., <i>Complies with the Policies on the Implementation of the Information Request Tracking System.</i></p> </li> <li>5. Log all requests using the Official Logbook.</li> </ol>

## PROCESSING OF REQUESTED INFORMATION

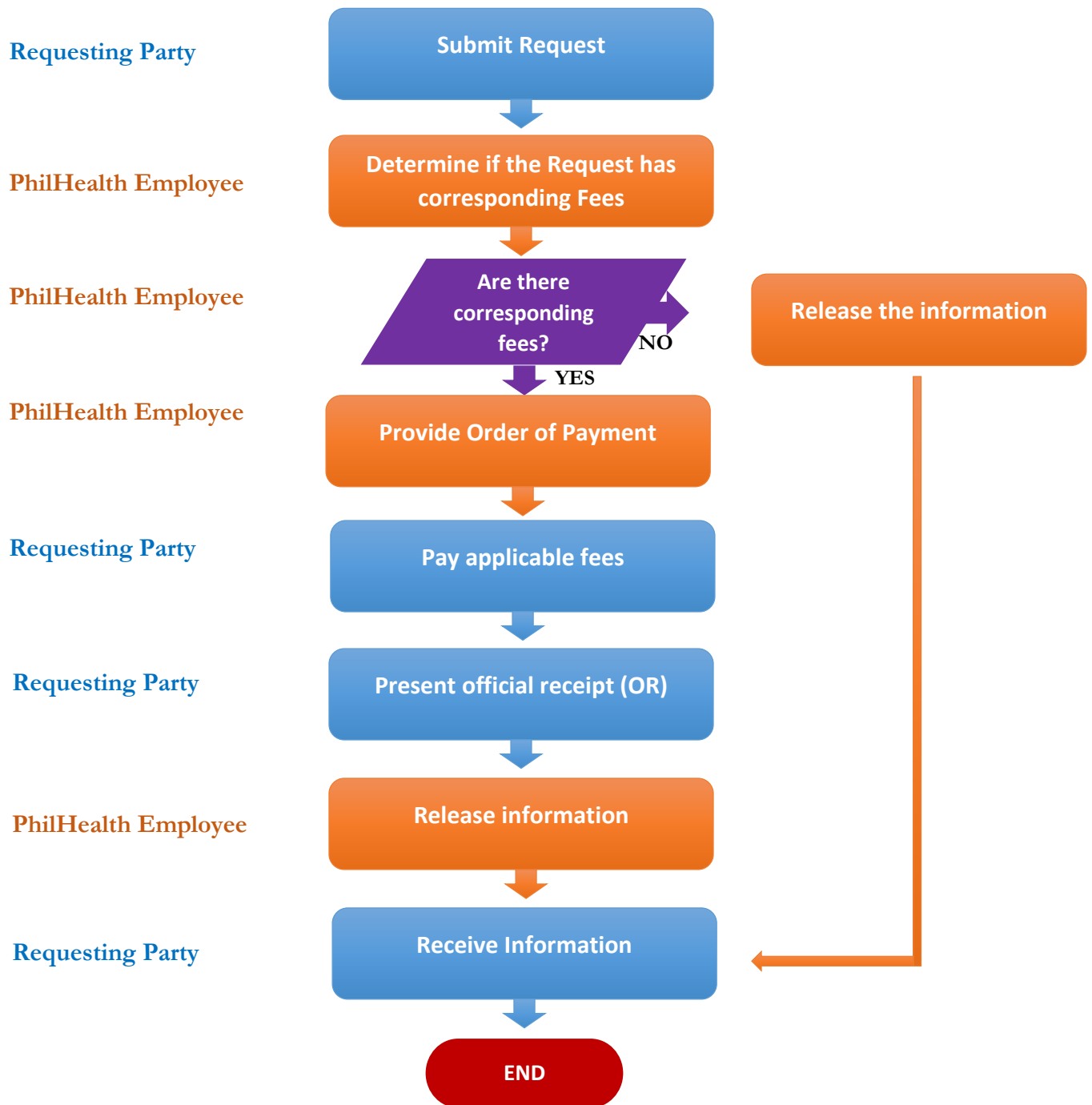




Key Steps	Responsible Office	Details
Processing of the Requested Information	HO: CorPlan  PROs / Branches: Planning Unit  Concerned Decision Makers  <Records Officers>	<p>Processing, review, and approval shall be in accordance with <b>PhilHealth's Policy on Data Request</b>. The following are included in the issuance:</p> <ol style="list-style-type: none"> <li>1. Checking if the requested information is available in PhilHealth website, if so, the requesting party will be informed and the link will be provided.</li> <li>2. If the requested information is not in the custody of the Corporation, if so, the requests shall be immediately referred to another government agency and the requesting party shall be advised accordingly.</li> <li>3. If the requested information is in the custody of an <i>office</i> other than the receiving office, if so, the request shall be endorsed to the concerned office.</li> <li>4. If the requested information is the same as a previous request which was already granted or denied, if so, proper information shall be provided to the requesting party to this effect.</li> <li>5. Review and classify the request</li> <li>6. Identify the source of the requested information</li> <li>7. Locate, retrieve, and/or extract the required information</li> <li>8. Properly document, record, and monitor the request. including turn-around-time</li> <li>9. <b>Provide proper information to concerned offices if the request for information will require extension. These reasons may include but not limited to examination of voluminous records, the occurrence of fortuitous events, or other analogous cases</b></li> <li>10. <b>Should this be the case, provide proper information to requesting party of the extension, explaining the reasons for such, for fifteen (15) working days, but not exceed twenty (20) working days unless in exceptional circumstances warranting a longer period</b></li> <li>11. <b>Determine applicable fees based on pricing guidelines, if any.</b></li> </ol>

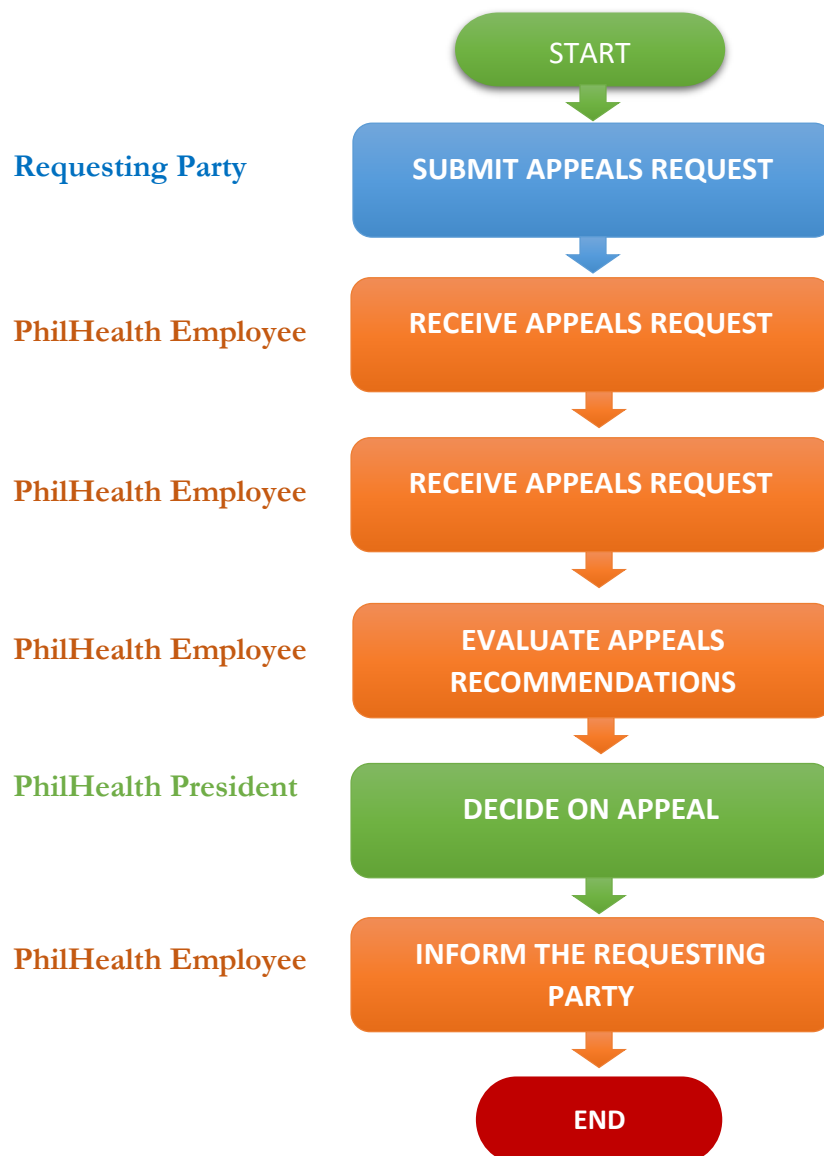
Key Steps	Responsible Office	Details
		<p>12. Grant or Deny of the Request for Information</p> <p>13. If denied:  <b>Write a response letter to the requesting party informing them of the denial of the request. The letter should indicate the grounds for denial and the circumstances on which the denial was based on.</b></p> <p><b>Route for appropriate approval</b></p> <p><b>If no notice was provided within fifteen (15) working days since the submission of the request, this would indicate that the request was denied</b></p> <p>14. If granted:  Inform or notify the requesting party; including the amount of applicable fees, if any. This should comply with internal rules and procedures on payment of applicable fees.</p>

## RECEIVING OF REQUESTED INFORMATION



Key Steps	Responsible Office	Details
Receipt of the Requested Information	HO: CAC PROs/BRANCHES:PAU LHIOs: Head	<p>The requesting party should visit the PhilHealth Office.</p> <ol style="list-style-type: none"> <li>PhilHealth checks if the request has an applicable fee. <ul style="list-style-type: none"> <li>If with applicable fee: <ol style="list-style-type: none"> <li>1.1. Proceed to get the Order of Payment as instructed in the procedures on payment of applicable fee</li> <li>1.2. Pay the applicable fee in PhilHealth's Cashier and receive the Official Receipt</li> <li>1.3. Present OR for the release of the requested information.</li> </ol> </li> <li>If without applicable fee: <ol style="list-style-type: none"> <li>1.4. Release the requested information.</li> </ol> </li> </ul> </li> <li>Log the details of the received request relative to the previously recorded IRTN, indicating that request was already closed.</li> </ol>

## APPEALING DENIED FOI REQUESTS



Key Steps	Responsible Office	Details
Appealing Denied Requests	PhilHealth HO, PROs, Branches, LHIOs	<p>The Requesting party should provide a Letter of Appeal addressed to the President and CEO (PCEO) of the Corporation, with the attached letter of denial, as received from PhilHealth, to the nearest PhilHealth Office within fifteen (15) working days upon denial.</p> <ol style="list-style-type: none"> <li>1. Receive the letter of appeal indicating the date and time of receipt, name, designation and signature of receiving personnel.</li> <li>2. Endorse to PCEO for appropriate action.</li> </ol>
	Legal Sector	<ol style="list-style-type: none"> <li>1. Review the letter of appeal.</li> <li>2. Make response letter indicating approval or disapproval of the appeal.</li> <li>3. Endorse to PCEO for final decision.</li> </ol>
	OPCEO, PhilHealth HO, PROs, Branches, LHIOs	<ol style="list-style-type: none"> <li>1. Decide on the Appeal.</li> <li>2. Inform the Requesting Party of the decision.</li> </ol> <p>The requesting party should receive response indicating the decision not more than thirty (30) working days upon the receipt of the appeal.</p> <p>If no notice was provided within thirty (30) working days since the submission of the request, this would indicate that the request was denied</p>

Approved by:

  
**ATTY. ELI DINO B. SANTOS**  
 Officer-in-Charge  
 Office of the President and CEO

Date Signed: 7/20/20

## Annex A: Pricing Guidelines

### PROCEDURAL AND PRICING GUIDELINES GOVERNING RECORD/S AND DATA REQUESTS OF NHIP STAKEHOLDERS

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#### I. PRICING GUIDELINES

Consistent with the Corporation's drive towards more efficient use of resources in providing Stakeholders with requested data/information, the pricing policy guidelines stated below are hereby adopted.

**1. For Government agencies, Policy-makers, Local government/sponsoring institutions, prospective PHIC Project/Program Donors/Sponsors and as directed by judicial courts**

1.a. Readily available data published in the corporate websites like [philhealth.gov.ph](http://philhealth.gov.ph), Knowledge Management Portal, for public or external use shall be free of charge.

1.b. For data that need to be customized in a manner or format that is not readily available, the Corporation shall charge a fee covering the following minimal charges:

Item/Service	Cost
Labor Cost (per number of <i>working hours</i> )	Php 75.00 per hour
Computer Time & Operating Costs	Php 10.00 per hour
Printing/Duplication/Reproduction Cost	Php 2.00 per page

1.c. Release of requests for databases (i.e. raw data) shall be subject to approval of Management and shall be charged P 0.0375 per kilobyte plus the cost of CDs or diskettes to be used.

**2. For Research Organizations/Researchers/Students and Agencies with Jurisdiction over institutions and individuals**

2.a. Published and readily available data/tables for public or external use shall be charged as follows:

Item/Service	Cost
Minimum Processing Fee (for 1-page document print)	Php 25.00
Additional cost per table/page document print	Php 5.00

2.b. For data need to be customized in a manner or format that is not readily available, the Corporation shall charge a fee covering the following incidental charges:

Item/Service	Cost
Labor Cost (per number of <i>working hours</i> )	Php 150.00 per hour
Computer Time & Operating Costs	Php 20.00 per hour
Printing/duplication/reproduction cost	Php 5.00 per page

2.c. Release of requests for databases (i.e. raw data) shall be subject to approval of Management and shall be charged P 0.075 per kilobyte plus the cost of CDs or diskettes to be used.

**3.** Urgent requests will be entertained but shall be subject to higher rate about 10% more than the computed cost of the data request.