

Was Your PhilHealth Cheque Stolen? Here's What You Should Do

PhilHealth members whose cheques for medical reimbursement claims were either lost or stolen are advised to undertake the following measures immediately:

1. Report the loss in writing to the nearest PhilHealth office in your locality.
2. To facilitate tracing of cheque details, provide information on the confinement (hospital, name & address, confinement period, name of patient) for which the refund was paid for.
3. Include in your report the circumstances of the loss to aid in the investigation of the matter.
4. In case of encashment by another person, accomplish and sign the Notarized Affidavit of the payee of the cheque, which may be secured from PhilHealth.

To Ensure Receipt of Refund Cheques:

1. Regularly ask about the status of your claim. This will help you monitor the progress of your claim.
2. Make sure that the mailing address you indicated in your PhilHealth claim documents is complete, correct and updated. This will help ensure the timely receipt of Benefit Payment Notices and Registry Receipt cards that we send to members.
3. Avoid endorsing your cheque to another person for encashment. This will enable you to enjoy the full benefits that you deserve as an active member of PhilHealth.

For more information, call the nearest Claims Department of PhilHealth in your locality