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OPERATING HOURS OF THE PHILHEALTH CORPORATE ACTION CENTER

The Corporate Action Center (CAC) is primarily tasked to spearhead the proactive management of PhilHealth’s virtual customer care services.

In view of the expiration of the one (1) year partial outsourcing project of the CAC with Pilipinas Teleserv, Inc., the 24/7 operations ceased effective August 8, 2018. Hence, the call center operation reverts back to regular office hours of 8:00am to 5:00 pm from Mondays to Fridays.

We are apologizing for this temporary inconvenience because live agents will not be available to handle members’ queries after office hours, on weekends and holidays. The Corporation is expediting the procurement of the services of an outsourcing partner that will also include other channels of communication (i.e. webchat, chatbot, and social media platforms) to provide members more options.

However, the CAC can still provide valuable assistance to our esteemed members and stakeholders through the Interactive Voice Response System (IVRS) which can retrieve contributions history and determine also the status of claim reimbursements. The IVRS also provides an option for callers to leave their contact information in order for CAC agents to call them back on the next working day.

In addition, we are recommending to the general public to also utilize the following communication channels as other options to lodge their inquiries on their benefits and services under the National Health Insurance Program (NHIP).

E-mail	actioncenter@philhealth.gov.ph
Facebook Page	www.facebook.com/PhilHealth
Short Messaging System (SMS)	0917-TXT-PHIC (09178987442)

Further inquiries may be directed to the CAC at (02) 4417442. Suggestions, comments, feedback and complaints may still be sent via email at actioncenter.philhealth.gov.ph


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