

Philippine Health Insurance Corporation

ADVISORY

No. 2021 - 014



Reiteration of the Guidelines on the Submission of Claims for the Z Benefits

All contracted health care providers of the Z Benefits are reminded to ensure the submission of accurate and complete documents and properly filled out forms prior to filing of claims with their respective PhilHealth Regional Offices.

Missing signatures, incompletely filled-out forms and incomplete attachments, as indicated in corresponding checklists of requirements for reimbursement of the Z Benefits, are among the reasons for denial of payment of claims.

With this, contracted health care providers are reminded to direct their designated Z Benefits Coordinators to guide and navigate the patients, including, but not limited to, filling out of forms, in order to facilitate timely access to health services and enable smooth processing of claims for the Z Benefits.

For the information and guidance of all concerned.

(Sgd.) ATTY. DANTE A. GIERRAN, CPA
President and Chief Executive Officer