



Exemptions in the Imposition of Interest for Delayed Payments of Employers

In view of the current system issues affecting various transactions for registration and updating of information, all Employers are reminded of the existing policies on exemptions in the imposition of interest for delayed payments due to internal system issues which include the following circumstances:

1. Newly-hired employees within the month of September 2023 with no or invalid PhilHealth Identification Number (PIN)
2. Newly-registered employers who started operations in September 2023 but unable to register for an Electronic Premium Remittance System (EPRS) account
3. Existing users of the EPRS with expired or invalid passwords
4. Pending requests for password resetting in the online facility of their Accredited Collecting Agent (ACA)
5. Pending requests for additional folders in the Grouping module

Once operational uptime services resume, employers shall immediately submit the following documents, as appropriate, to the nearest PhilHealth Local Health Insurance Office:

- Properly accomplished PhilHealth Membership Registration Form (PMRF) for PIN issuance
- Report of Employee-Member Form (ER2)
- Employer Remittance Report (RF1)
- PhilHealth Online Access Form (POAF) for EPRS registration
- Request letter for additional payment
- Copy of the payroll
- Copy of screenshots for password related issues

Rest assured that any delays in payment for the applicable period of September 2023 under the identified abovementioned circumstances will not be subject to interest. Further inquiries may be referred to the nearest PhilHealth Local Health Insurance Office or your assigned Accounts Officer.

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