

Philippine Health Insurance Corporation

ADVISORY

No. 2023 - 0040



Due to the information security incident encountered by PhilHealth last September 22, 2023 and the need to disable and unplug its affected systems as part of its containment measures, the Corporation has designated the following communication channels for queries and feedback from the public:

Email : actioncenter@philhealth.gov.ph
Social Media : [https:// www.facebook.com/PhilHealthofficial](https://www.facebook.com/PhilHealthofficial)
Twitter : <https://twitter.com/teamphilhealth>

For data privacy/security concerns:

privacy.dpo@philhealth.gov.ph
actioncenter@philhealth.gov.ph

The public is advised to transact only with the official communication channels of PhilHealth. As a regular reminder, caution should be exercised by everyone against lawless individuals who may use emails/contacts guised as "official channel" with the intention of deceiving and victimizing the public with their unlawful activities.

Further notice shall be provided once our systems are fully restored and the upcoming 24/7 contact center services are readied for roll-out.

(Sgd.) EMMANUEL R. LEDESMA, JR.
President and Chief Executive Officer (PCEO)

Date signed: December 1, 2023