



Proper Use of Word “PhilHealth” in Different Sections of all Accredited Health Facilities

Some health facilities use signage that reads “**PhilHealth Section**” for areas where PhilHealth claims are processed by the hospital’s own staff. Because of this label, PhilHealth members may be confused and wrongly assume that the staff of these areas are PhilHealth employees.

To avoid this confusion and ensure that members are aware that it is the hospital that prepares and presents the bill, all accredited health facilities are hereby instructed to avoid using “**PhilHealth**” as the main identifier of areas where their bills are processed, and to replace any existing “**PhilHealth Section**” signage with a more appropriate name.

The word “**PhilHealth**” must only be used as a secondary label to communicate that PhilHealth benefit availment is part of the services provided by the particular section (e.g., Billing, Cashier, Benefits, etc.). It should not be the name of the section/office/area itself.

To illustrate: **Billing Section**
(PhilHealth, HMOs, etc.)

For any clarification, please coordinate with your respective PhilHealth Regional Offices. Further inquiries may be referred to the PhilHealth Action Center at Callback Channel: 0917-8987442 or through email actioncenter@philhealth.gov.ph or to the nearest PhilHealth Office. Please visit <https://www.philhealth.gov.ph> for additional information.

For strict compliance.

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