

24/7 Contact Center Services

On January 3, 2024, PhilHealth had a soft launch of its 24/7 Contact Center Services to make the following channels accessible to the public:

Channels	How to access
New Hotline (02) 866 225 88	<ol style="list-style-type: none"> Just dial the hotline (02) 866 225 88. (If making a long distance call from the province, use the area code "02" for Metro Manila.) Follow the voice prompts. <p>This channel is suitable for individuals with landline phones nationwide, especially in the National Capital Region and nearby provinces. It is available 24/7 including weekends and holidays. Long distance charges may apply depending on location.</p>
"Click-to-Call" via PhilHealth website	<ol style="list-style-type: none"> Visit the PhilHealth website https://www.philhealth.gov.ph. Go to the homepage and locate the  icon at the bottom right portion. Click on the icon and follow the prompts. <p>This provides 24/7 call access to individuals with computer or smartphone connected to the internet anywhere in the Philippines or abroad. Calls may be affected due to quality of internet connection in some areas.</p>
Mobile Hotlines (Call and text) Smart 0998-857-2957 0968-865-4670 Globe 0917-127-5987 0917-110-9812	<p>Mobile call:</p> <ol style="list-style-type: none"> Just call your preferred mobile hotline (Smart or Globe) Then, follow the voice prompts. <p>Text-to-text:</p> <ol style="list-style-type: none"> Just text your preferred mobile hotline (Smart or Globe) Wait for reply from live agent. <p>Text-for-Callback:</p> <ol style="list-style-type: none"> Type: "PHICallback <space> mobile number to be called <space> details of your concern". Send the message to your preferred mobile hotline. Callback schedule is from 8 am – 8 pm, 12 hours by 7 days, including weekends and holidays. Ask agent for details to make sure the callback is from PhilHealth.
Email actioncenter@philhealth.gov.ph	<ol style="list-style-type: none"> Open your email account (e.g. Gmail, Outlook, Yahoo, etc.) Compose your message. Send to actioncenter@philhealth.gov.ph. Wait for response from PhilHealth acknowledging receipt of your email. Follow instructions, as applicable.
Facebook PhilHealth Official	<ol style="list-style-type: none"> In Facebook, search "PhilHealth Official" and open our page. (If you cannot find the PhilHealth FB page, try searching under "Pages" tab. Alternatively, you may also visit the PhilHealth website (www.philhealth.gov.ph), then go to "contact us" and click on the  icon.) Once inside the PhilHealth FB page, click on "messenger" then send your concern. <p>This channel is for basic queries only. Requests requiring database verification will be pushed to other channels.</p>
X (formerly Twitter) @teamphilhealth	<ol style="list-style-type: none"> In X (Twitter), search "@teamphilhealth" and open our page. (Alternatively, you may also visit the PhilHealth website, then go to "contact us", and click on the  icon.) Once inside the PhilHealth Twitter page, browse on the tweets of PhilHealth and click on "reply" to leave your message. <p>This channel is for basic queries only. Requests requiring database verification will be pushed to other channels.</p>

Soon, our "Phil" and "Heally" chatbot will also be launched to partially automate our customer care process and cost-efficiently address the increasing volume of queries from the public.

It is PhilHealth's ardent desire to provide customer care that is accessible and responsive to the diverse needs of Filipinos here and abroad. Such is necessary as we continuously deliver services and benefits, and move forward towards the realization of Universal Health Care.

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

Date signed: January 11, 2024