

Philippine Health Insurance Corporation

ADVISORY

No. 2024 - 0004



Reminder to Health Facilities Utilizing the iClinicSys

The Epidemiology Bureau of the Department of Health released an Advisory dated November 15, 2023, informing that the iClinicSys will be made temporarily unavailable until further notice. In this regard, all Health Facilities (HFs) utilizing iClinicSys in eClaims submission, with claims nearing 120 days may be manually submitted to the nearest PhilHealth Regional or Local Health Insurance Office.

The HFs shall present to PhilHealth the claim signature form (original copy for HF, 1 photocopy for PhilHealth). PhilHealth shall stamp both copies with "RECEIVED" indicating when and to whom the Claim Signature Form (CSF) was presented/submitted to. Once the iClinicSys is up and running, the HFs shall submit through eClaims, attaching the CSF stamped with the received date.

Further inquiries may be coursed through the PhilHealth Callback Channel at Callback Channel: 0917-898-7442 (PHIC) or any of the PhilHealth Regional and Local Health Insurance Offices.

For the information and guidance of all concerned.

(Sgd.) EMMANUEL R. LEDESMA, JR.

President and Chief Executive Officer (PCEO)

Date signed: January 15, 2024