

Philippine Health Insurance Corporation

# ADVISORY

No. 2024 - 0008



## Adoption of eKYC Solution of DICT

In line with the adoption by PhilHealth of the electronic Know Your Customer or eKYC solution of the Department of Information and Communications Technology (DICT), Filipino citizens who are registered in the Philippine Identification System (PhilSys) may register into the National Health Insurance Program (NHIP) without the need to present any proof of identity such as valid government-issued identification cards. This eKYC solution would also apply to amending of member's personal information and/or their declared dependents.

The eKYC solution adopted will accelerate the process of customer onboarding and authentication by utilizing real-time identity verification solutions. This solution will be available as part of PhilHealth's frontline member services effective February 16, 2024. Remote transactions using eKYC will also be available in the future.

Further inquiries may be referred to the PhilHealth Action Center at Hotline (02) 8662-2588, or through email at [actioncenter@philhealth.gov.ph](mailto:actioncenter@philhealth.gov.ph).

**(Sgd.) EMMANUEL R. LEDESMA, JR.**

President and Chief Executive Officer (PCEO)

Date signed: February 14, 2024