

## Strengthening of Information Dissemination in Health Facilities Nationwide

On December 2023, the Commission on Audit published the Citizen Participatory Audit Report wherein PhilHealth garnered a commendable satisfaction rating for the overall effectiveness and efficiency in the implementation of its COVID-19 Inpatient Benefit Package during the height of the pandemic. The survey also pinpointed opportunities for further improvement of the Agency's services, which include information dissemination, particularly in the health facilities where actual availment of health benefits takes place.

In line with the foregoing, all PhilHealth-accredited health facilities as well as the Reachout, PCARES, and P-Malasakit personnel are hereby enjoined to strengthen information, education and communication (IEC) activities to heighten members' awareness and understanding of their benefits, and to properly inform and guide them through the benefit availment process prior to discharge.

This is pursuant to the provisions on the Performance Commitment for Health Facilities stated in C.17 and C.22, respectively, as follows: *"...treat Philhealth member-patients with utmost courtesy and respect, assist them in availing PhilHealth benefits and provide them with accurate information on PhilHealth policies and guidelines"* and *"...provide a PhilHealth Bulletin Board for the posting of updated information of the NHIP in conspicuous places accessible to patients, members, and dependents of the NHIP within our Health Facility"*. This way, we will all be able to ensure prompt and uniform information on their health insurance benefits where and when they needed this information the most.

Members are likewise encouraged to connect through the following touchpoints to seek accurate and up-to-date information or avail of assistance in their benefits before, during, and even after benefit availment:

Hotline: (02) 8662-2588

Mobile Hotlines: Call and text (24/7)

Smart: 0998-857-2957; 0968-865-4670 Globe: 0917-127-5987; 0917-110-9812



[CLICK TO CALL www.philhealth.gov.ph](http://www.philhealth.gov.ph)

[✉ actioncenter@philhealth.gov.ph](mailto:actioncenter@philhealth.gov.ph) [f PhilHealthofficial](https://www.facebook.com/PhilHealthofficial) [X teamphilhealth](https://www.x.com/teamphilhealth)

Rest assured that PhilHealth will continue to find ways and work closely with accredited health facilities to make accurate and essential, accurate and easy-to-understand information readily accessible and within reach of our members and their patients.

Please be guided accordingly.

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

President and Chief Executive Officer (PCEO)

Date signed: March 12, 2024