

Philippine Health Insurance Corporation

ADVISORY

No. 2024 - 0045



To: All Healthcare Providers and Service Providers

Coordination for Software Certification, Cipher Key Requests, and Related Issues

Effective immediately, all eClaims and Konsulta applications for software certification and requests for cipher keys shall be coursed through the respective PhilHealth Regional Office - Information Technology (PRO-IT) officer.

Once the PhilHealth Ticketing System becomes available, health facilities and service providers can create requests directly through the system. Until then, the aforementioned process will be in effect.

For any related issues or concerns regarding the aforementioned, please email to upecsemr@philhealth.gov.ph.

For a list of contact details for each PRO, please refer to the directory available in the PhilHealth Corporate Website: <https://www.philhealth.gov.ph/about-us/directory/>

For your information and proper guidance.

(Sgd.) EMMANUEL R. LEDESMA, JR.

President and Chief Executive Officer

Date signed: September 16, 2024