



PhilHealth Konsulta Package Providers (KPPs) as Initial Point of Contact for PhilHealth Beneficiaries in Accessing Primary Care Services

The Implementing Rules and Regulations of the Universal Health Care Act (Republic Act No. 11223) provides that “Every Filipino shall register with a public or private primary care provider of choice with due consideration to proximity and ease of travel of those seeking care, absorptive capacity of the provider for quality care, and provider capability to deliver the required services, among others”. To realize this, the Corporation implements the PhilHealth Konsulta Package covering a set of primary care services and accredits providers where PhilHealth beneficiaries can register and access the said health services.

As accredited primary care providers, the PhilHealth Konsulta Package Providers (KPP) shall serve as navigator and initial point of contact for beneficiaries in accessing health services (PhilHealth Circular No. 2024-0013). Hence, KPPs are reminded that their services shall be made accessible to their registered clients to ensure high-quality, continuous, and coordinated primary care. Likewise, through the Performance Commitment they submitted during accreditation (Annex C PhilHealth Circular 2023-0012), the KPPs are committed to provide and charge to the client’s PhilHealth benefit (PhilHealth Konsulta) the necessary services including drugs and diagnostics for their PhilHealth clients. KPPs are enjoined to identify the barriers to accessing such services and should address them accordingly.

PhilHealth Regional Offices (PROs) shall continuously monitor the KPPs for possible quality and other issues that may adversely affect the provision of the guaranteed primary care services to PhilHealth beneficiaries.

For your information and proper guidance.

(Sgd.) EMMANUEL R. LEDESMA, JR.

President and Chief Executive Officer

Date signed: November 14, 2024