

## To: All Konsulta Package Providers and IT Service Providers

# Konsulta Intermittent Concerns

Please be informed that we are currently experiencing intermittent connectivity issues with the PhilHealth Konsulta API, which is integrated into your systems through your IT service provider. This may impact your ability to fully access and utilize the Konsulta web services, e.g. Downloading of Registration Masterlist and Submission of Konsulta data.

### Impact on Providers:

- Difficulty in downloading registration masterlist.
- Difficulty in submitting Konsulta data
- Potential delays in processing Konsulta-related transactions.

### Actions to Take:

If you encounter issues accessing the Konsulta API, please try the following steps:

- Wait a few minutes and attempt the action again.
- Contact your IT service provider for additional troubleshooting on your end, or they may coordinate with us through [upecsemr@philhealth.gov.ph](mailto:upecsemr@philhealth.gov.ph) for further assistance.

We are actively working to resolve this issue as soon as possible. Updates will be provided as progress is made. We sincerely apologize for the inconvenience and appreciate your patience during this time.

Thank you for your understanding and cooperation.

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

*President and Chief Executive Officer*

Date signed: November 13, 2024