Philippine Health Insurance Corporation

ADVISORY

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PhilHealth
Your Partner in Health

BAGONG PILIPINAS

Implementation of Time-based One-Time Password (TOTP) Authentication in all PhilHealth Systems

To improve security and protect user data across all PhilHealth systems, we are introducing Time-Based One-Time Password (TOTP) authentication as an added layer of protection.

TOTP is a two-factor authentication (2FA) mechanism that generates a unique, time-sensitive password every 30 seconds. This means users must enter a code from their TOTP app in addition to their usual login credentials.

The key benefits of TOTP authentication include enhanced security, which significantly reduces the risk of unauthorized access by requiring a time-sensitive code in addition to the standard login credentials. Additionally, it is compatible with commonly used authentication apps such as Google Authenticator, Microsoft Authenticator, and other TOTP-compliant applications.

As part of this implementation, all users are required to follow these steps:

1. **Activate TOTP Authentication**
   - Users will be required to activate TOTP authentication during their first login after the system update.
2. **Install a TOTP-Compliant Authentication App**
   - Download and install a TOTP-compatible app (e.g., Google Authenticator, Microsoft Authenticator) on your mobile device.
3. **Scan the QR Code**
   - During the activation process, scan the QR code provided by the system to link the app with your account.

A separate advisory will be issued once this feature has been implemented in the affected system.

We appreciate your cooperation in helping us strengthen the security of our systems.

(Sgd.) EMMANUEL R. LEDESMA, JR.
President and Chief Executive Officer

Date signed: February 3, 2025