



## Good Claims Ensure Faster Payment

PhilHealth remains steadfast and committed to paying claims that are without deficiencies and compliant to all pertinent policies and requirements of the National Health Insurance Program and the Universal Health Care (UHC). Good claims are filed claims with complete documentary requirements and compliant to existing policies and guidelines.

Our latest performance record of 24 days on national average turn-around-time (TAT) on good claims for CY2024 is a marked improvement compared to 34 days in CY2023. This only shows our continuous commitment to processing and payment of good claims ahead of prescribed 60 days TAT.

While our benefit payout for CY2024 increased by 22.71% from P119 billion in CY2023 to P165 billion for CY2024, however about 5.3% of the total claims received, estimated to cost around P10 billion were either denied payment or returned to hospitals (RTH) due to deficiencies and/or violations of existing policies and guidelines.

Health Facilities (HFs) are hereby encouraged to submit good claims earlier than the prescribed 60 day period to further reduce and ensure early release of PhilHealth payment.

PhilHealth remains committed in supporting our members' health and well-being, and we will continue to work closely with healthcare providers and other partners through continuous reconciliation to maintain the quality of service and improved financial support value that our members can rely on.

For further inquiries or assistance, please contact the PhilHealth Corporate Action Center Hotline at (02) 866-8580 or email [actioncenter@philhealth.gov.ph](mailto:actioncenter@philhealth.gov.ph). We are here to address your concerns and to provide support.

For the information and guidance of all concerned.

**(Sgd.) EDWIN M. MERCADO, MD, MHA, MMSc**  
Acting President and Chief Executive Officer

Date Signed: March 7, 2025