

Philippine Health Insurance Corporation

ADVISORY

No. 2025 - 0020



Implementation of Time-Based One-Time Password (TOTP) Authentication in the HCI Portal

In reference to PhilHealth Advisory No. 2025-0008, all Health Care Institution (HCI) Portal users are advised that we have implemented Time-Based One-Time Password (TOTP) authentication in the system as of March 7, 2025 to enhance the security of the system. This initiative aims to strengthen user authentication and provide better protection to your accounts.

With this new feature, users are required to enter a TOTP code in addition to their usual login credentials to access the HCI Portal.

A user guide has been provided on March 3, 2025 to PhilHealth Regional Office - Information Technology (PRO-IT) officers for dissemination to all concerned users.

For assistance in setting up TOTP or for any related inquiries, please contact the IT officer of the PRO nearest you.

Thank you for your cooperation in strengthening the security of the system.

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Acting President and Chief Executive Officer

Date signed: March 26, 2025