

Philippine Health Insurance Corporation

# ADVISORY

No. 2025 - 0047



## Submission of Claims with more than One Package Code Under Z Benefits Packages

While PhilHealth is working to enhance the claims system, we kindly request the cooperation of all contracted health facilities (HFs) to resubmit claims that contain multiple package codes indicated in Claim Form 2 (CF2). The resubmission applies to all affected claims received from January 14, 2023, to fourteen (14) days after this Advisory is published. They are hereby advised to prepare one CF2 per package code and submit these documents as an attachment to their currently filed claims to facilitate claims processing and reimbursement for Z Benefits. All claims that require resubmission must be filed within 180 calendar days from the date of publication of this Advisory.

Moving forward, all contracted HFs must submit their Z Benefits claims with one CF2 per package code until the system enhancement for the Z Benefits claims submission has been completed. PhilHealth shall notify all relevant stakeholders regarding system completion through a separate Advisory.

The PhilHealth Regional Offices (PROs) and Local Health Insurance Offices (LHIOs) shall coordinate with the contracted HFs in their respective areas of jurisdiction for the proper return of documents and dissemination of this information.

Further inquiries may be referred to PhilHealth Action Center at (02) 8662-2588 or email at [actioncenter@philhealth.gov.ph](mailto:actioncenter@philhealth.gov.ph) or any PhilHealth Regional Offices and Local Health Insurance Offices.

For the information and guidance of all concerned.

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

Date signed: August 4, 2025