



## System Issues Due in the Implementation of Time- Based One-Time Password (TOTP) Authentication in the EPRS

In line with the recent implementation of the TOTP authentication as stated in PhilHealth Advisory No. 2025-0032, employers who encountered system issues may request for waiver of any incurred interest for the applicable periods of May 2025, June 2025 and July 2025 due to late payment caused by any of the following circumstances:

1. Existing EPRS users with expired or invalid passwords;
2. Delayed email response for sending the security key;
3. Invalid OTP; and/or,
4. Pending requests for additional folders in the Grouping module.

Once operational uptime services resumed, employers shall immediately submit through email a PDF copy to their assigned Account Officer or hard copy of the following documents to the nearest PhilHealth Local Health Insurance Office:

- PhilHealth Online Access Form (POAF) for EPRS registration and password resetting;
- Request letter for the incurred interest supported by screenshots of failed TOTP authentication and password-related issues; and/or,
- Applicable SPA/s that incurred interest.

Further inquiries may be referred to the nearest PhilHealth Local Health Insurance Office or to the assigned PhilHealth Account Information Management Specialist (PAIMS).

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