

## PhilHealth Member Advisory: Know Your Rights Under the YAKAP Primary Care Benefit

As a valued PhilHealth member, you are entitled to essential primary care services through the PhilHealth Yaman ng Kalusugan (YAKAP) program. We would like to remind you of your rights when availing services at your chosen YAKAP clinic.

1. You should **NOT** be asked to pay for YAKAP services in **public facilities**
  - If you are receiving YAKAP primary care services in a public YAKAP clinic, you should not be charged any fee.
  - Covered consultations, basic laboratory services, and other included primary care services must be provided free of charge.
2. Your **co-payment in private YAKAP** clinics is **capped at P900 per member per year**
  - If you are empaneled to a private YAKAP clinic, your out-of-pocket co-payment is limited to a maximum of P900 per member per year.
  - Once you have reached this P900 annual co-payment cap, all remaining covered and necessary YAKAP services for the year should be provided to you at no additional cost.
3. You **should NOT be denied primary care services**
  - You have the right to continuous and appropriate primary care from your empaneled YAKAP clinic once you have completed your FPE and signed your YAKAP Empanelment Slip. The YAKAP clinic is expected to provide continuous and appropriate primary care services in accordance with PhilHealth guidelines.

### We encourage you to speak up

If you are asked to pay fees that should be covered, or if you are denied services despite being empaneled to the YAKAP Clinic, you may raise these concerns with our 24/7 Corporate Action Center at

- Call: (02) 866-225-88
- Text: 0917-127-5987
- Email: [yakaptugon@philhealth.gov.ph](mailto:yakaptugon@philhealth.gov.ph)
- Website: [www.philhealth.gov.ph](http://www.philhealth.gov.ph)

PhilHealth is committed to ensuring that you receive accessible, coordinated, and quality primary care services through YAKAP. Knowing your rights helps us work together toward better health for you and your families.

For your information and guidance.

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

Date signed: January 8, 2026