

Philippine Health Insurance Corporation

ADVISORY

No. 2026 - 0004



Clarification on YAKAP System Availability and Member Services

PhilHealth would like to clarify recent information circulating regarding the alleged unavailability of YAKAP systems and their purported impact on members being required to pay for services.

We wish to assure all members, YAKAP providers, and the public that PhilHealth's YAKAP systems are operational. In response to isolated reports of system-related concerns from certain facilities, PhilHealth immediately coordinated with the affected providers and resolved these issues. At no time have these systems been unavailable for prolonged periods, and members should not be required to pay for YAKAP primary care services related to the said system interruption.

PhilHealth remains fully committed to ensuring continuous and seamless access to health services. We consistently monitor, maintain, and enhance our systems to uphold service continuity, protect member experience, and support provider operations. We recognize our responsibility to continuously improve our processes and platforms, and we remain proactive in addressing any concerns raised by our YAKAP providers to better serve both members and healthcare facilities.

PhilHealth assures the public and all YAKAP providers of our ongoing commitment to delivering accessible, reliable, and quality health services for all.

We encourage members and YAKAP providers to promptly raise any system-related concerns or service issues through our 24/7 Corporate Action Center at (02) 866-225-88, Text Line for Smart subscribers 0998-857-2957/0968-865-4670 and for Globe subscribers 0917-127-5987/0917-110-9812, or at actioncenter@philhealth.gov.ph.

For your information and guidance.

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

Date signed: January 8, 2026