

# PhilHealth Member Advisory: Update on GAMOT Benefit Access

## (English)

Dear PhilHealth Members,

We know how important it is for you to access your medications without hassle. We take it seriously when we hear that some of you have had difficulties getting GAMOT prescriptions at certain YAKAP Clinics. Filipinos deserve better, and we want you to know what we've learned and what we're doing to address it.

Our review shows that delays in access stem from administrative and readiness requirements that providers need to complete before they can provide GAMOT prescriptions. While many of our YAKAP Clinics are fully prepared, some still need time to finalize these processes.

We recognize that navigating these processes can take time, and we are working with our YAKAP Clinics and taking every measure to speed up completion to ensure they have the support they need by:

- Providing technical support and automated tools,
- Conducting onsite validation to ensure every YAKAP Clinic is ready to serve you properly, and
- Monitoring compliance daily so we can step in immediately when issues arise.

Your health and peace of mind matter to us. We're committed to making sure that every YAKAP Clinic is fully equipped to provide you with the seamless service you deserve—because your access to medications should never be a worry.

If you're still having trouble accessing GAMOT at your clinic, please reach out to us. Call our 24/7 Corporate Action Center at (02) 866-225-88, or email us at [actioncenter@philhealth.gov.ph](mailto:actioncenter@philhealth.gov.ph). We're here to help and we'll work with you to resolve it.

Thank you for your trust and patience as we work through this together.

## (Filipino)

Sa ating mga Miyembro,

Maraming salamat sa mainit na pagtanggap at patuloy na pagsuporta sa serbisyong hatid ng YAKAP at GAMOT. May mga mungkahing inilapit sa amin patungkol sa inyong mga karanasan sa ating YAKAP Clinics na aming masinsinang sinusuri.

Kaakibat ng pagpapa-*accredit* ng ating YAKAP Clinics ay ang patuloy nating pakikipag-ugnayan upang tiyakin at gabayan ang kanilang pagpapatupad ng mga sumusunod na *requirements*:

- Pagbigay ng direktang suporta at *automated tools* upang mapadali ang proseso,
- Pagsasagawa ng *onsite validation* upang masigurong lahat ng YAKAP Clinic ay handang magbigay serbisyo, at
- Pagsubaybay sa kanilang mga requirements at pagsigurong alinsunod ang mga ito sa patakaran ng PhilHealth at pagbibigay ng tulong upang sagutin ang mga isyung kinakaharap.

Marami na sa ating YAKAP Clinics ang handang magbigay serbisyo sa mga Pilipino ngunit naiintindihan din naming may ilan pang kailangang mas pagtuunan ng pansin. Makakaasa kayong patuloy nating pinagsusumikapan na ang bawat isang YAKAP Clinic ay handang magbigay ng mabilis at maaasahang serbisyong pangkalusugan at gamot na nararapat sa mga Pilipino.

Sakaling mangailangan ng tulong sa GAMOT sa inyong mga klinika, maaari niyong iparating sa amin ang inyong mungkahi sa aming 24/7 Corporate Action Center. Tumawag lamang sa (02) 866-225-88, o mag-email sa [actioncenter@philhealth.gov.ph](mailto:actioncenter@philhealth.gov.ph).

Maraming salamat sa inyong tiwala at pag-intindi habang sama-sama nating pinapahusay ang serbisyong pangkalusugan!

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

Date signed: February 16, 2026