



Republic of the Philippines  
**PHILIPPINE HEALTH INSURANCE CORPORATION**

Citystate Centre 709 Shaw Boulevard, Pasig City  
Healthline 637-9999 www.philhealth.gov.ph



March 13, 2002

**PHILHEALTH CIRCULAR**

NO. 11 s, 2002

TO

: ALL MEMBERS OF THE NATIONAL HEALTH INSURANCE PROGRAM, ACCREDITED INSTITUTIONAL AND PROFESSIONAL HEALTH CARE PROVIDERS, PHILHEALTH DEPARTMENT AND REGIONAL MANAGERS AND ALL CONCERNED

**SUBJECT** : Compliance to Deficiency Letters of Claims Review Office (CRO)

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In connection with PhilHealth Circular No. 037, S.2000 on the Documentary Requirements and Procedures in Filing of Appeal with the Claims Review Office (CRO), effective April 01, 2002 compliance to deficiency letters of the said office shall be submitted within sixty (60) days from receipt of the deficiency letter.

Failure of the appellant to comply on time with the request or instruction of the CRO for clarification or additional documents would mean that the appeal will be resolved based on substantive merits thereof and the case records on hand.

For your guidance.

  
**FRANCISCO T. DUQUE III, M.D., MSc.**  
President and CEO