



Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION

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PHILHEALTH CIRCULAR

No. 2020 - 0023

TO : ALL MEMBERS OF THE NATIONAL HEALTH INSURANCE PROGRAM, ACCREDITED HEALTH CARE PROVIDERS, PHILHEALTH OFFICES AND ALL OTHERS CONCERNED

SUBJECT : Implementation of the PhilHealth Member Portal

I. RATIONALE

As part of the overall efforts to establish and maintain an updated membership and contribution database as enunciated in the Universal Health Care Act, the PhilHealth Member Portal shall be made available to provide access to registered members for their own records and make them equally responsible in ensuring that their personal information in the PhilHealth database are accurate and updated.

Moreover, the payment management facility of the said portal that allows self-paying individuals to pay online and manage their own accounts in a secured way, will encourage the said members to pay on time and prevent them from incurring interest. Since online payments are instantaneous, PhilHealth can confirm the transactions immediately and allow for automatic posting of premium contributions for easy recording and efficient monitoring of member accounts.

II. OBJECTIVE

The PhilHealth Member Portal aims:

- To deliver fast, easy, and convenient services to all registered members who wish to access their PhilHealth records online. And
- To provide payment option using online platform to self-paying individuals to remit their premium contributions anytime and anywhere while ensuring at the same time that payments shall be credited automatically to the individual account of the member.

III. SCOPE

This Circular covers the following online services of the PhilHealth Member Portal:

For all registered members:

- Viewing of membership information
- Checking of posted premium contributions
- Downloading and printing of Member Data Record (MDR)

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For self-paying individuals

- Generation and printing of the Statement of Premium Account (SPA) starting November 2019 onwards.
- Online payment of contributions
- Viewing of SPA History
- Immediate Posting of Premium Payments

IV. DEFINITION OF TERMS

- A. **PhilHealth Member Portal** – is a software tool that provides exclusive online access on membership and contribution services for individuals.
- B. **Statement of Premium Account (SPA)** – a system-generated billing statement, which indicates the reference number and total amount of premium due for the covered period including applicable interest and discount. It is used to facilitate processing of payment.
- C. **PhilHealth Identification Number (PIN)** – a twelve (12) digit unique number assigned and issued to individuals during registration to be used to all PhilHealth transactions, including availment of PhilHealth benefits.
- D. **Member Data Record (MDR)** - a document issued to every member upon registration to PhilHealth or updating of personal information. It contains membership information, history of premium contributions, and other relevant PhilHealth information.
- E. **Self-Paying Individuals** -- refers to self-employed PhilHealth members who are paying their own premium contributions in full, such as self-earning individuals, professional practitioners, dual citizens, naturalized Filipinos, migrant workers and foreign nationals.
- F. **electronic PhilHealth Acknowledgement Receipt (ePAR)** – a system-generated document issued by PhilHealth to serve as evidence of receipt of premium contributions.

V. POLICY STATEMENTS

- A. To access the personal records and pay for premium contribution online, a member is required to register in the PhilHealth Member Portal using their PhilHealth Identification Number (PIN) to create their user account and password. The member should confirm the account activation sent through his/her email. After receiving a confirmation email, member may input his/ her password and start to access the services in the portal. Otherwise, the member may call the PhilHealth Action Center for assistance.
- B. Members would need a smartphone, laptop, tablet, or computer that is connected to the internet in order to access the PhilHealth Member Portal.
- C. Amendment of Member's Data Record and/or Contribution Payment History
 1. In case there is discrepancy or amendment in the member's data record as displayed in the PhilHealth Member Portal, the member may request for amendment and

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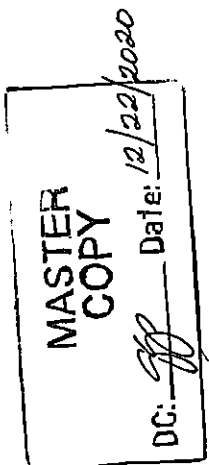


updating of their record by submitting a duly accomplished PhilHealth Member Registration Form (PMRF) or use their printed MDR indicating the data correction/s with the attached supporting documents to the nearest Local Health Insurance Offices (LHIOs) or via emails to be provided by the PROs. All digital documents containing personal data should be transmitted only through secure channels like emails. The use of less secure online means, such as popular messaging apps, is strongly discouraged.

2. In case there is discrepancy or adjustments to be made in the member's contribution payment history, the member shall submit or send via email photocopy of the Official Receipts of unposted contribution payments or payslips indicating PhilHealth contributions with concerned employer/s to the LHIO in their locality for the latter's validation and adjustment.

D. Online Payment of Contributions

1. The generation of the SPA is required prior to the processing of online payment transaction. Self-paying members need to declare their monthly income to enable them to generate their SPAs. Updating of income information declared in the PMRF should be done yearly. This is to determine the amount of contribution to be paid by the member. The interest for missed contribution payments shall be in accordance with PhilHealth Circular No. 2020-0005¹ and all pertinent policies.
2. The period covered in the generation of the SPA shall start on the month after the last posted contribution payment up to the preferred number of months of the member but shall not exceed a maximum period of 36 months. Missed contribution payments for the period prior to November 2019 are excluded in the generation of SPA. Newly registered self-paying members shall be billed beginning on the month of PIN issuance up to the prescribed maximum period.
3. Prior to payment, member may view the SPA history to check on the status of SPAs created. If there is an active SPA, member can either settle or cancel the said SPA before a new SPA can be generated.
4. After generating the SPA, member may select from various available online payment options, which include, but not limited to, acceptable credit cards, prepaid cards, and debit cards. Once the member has been redirected to the preferred payment facility, the member shall be required to execute and authorize the transaction to facilitate online payment processing.
5. Online payment may incur convenience fee and/or bank fee to be added on top of the contribution payment. The said fee shall go directly to the ACA/s or payment partner/s.
6. Successful payment transaction shall be acknowledged by PhilHealth through the issuance of an electronic PhilHealth Acknowledgement Receipt (ePAR), which can be downloaded or printed thru the portal. An equivalent receipt shall be issued by the



¹ PhilHealth Circular No. 2020-0005 or Premium Contribution Schedule in the National Health Insurance Program (NHIP) Pursuant to R.A. 11223 Known as the "Universal Health Care Act" (Revision 1) may be accessed thru <https://www.philhealth.gov.ph/circulars/2020/circ2020-0005.pdf>



ACA or payment partner reflecting the convenience fee/ bank fee. Likewise, payment confirmation email and SMS notification shall be sent to the member. The said contribution payment shall be posted immediately in the member's account and reflected automatically in his/her contribution payment history.

VI. SEPARABILITY CLAUSE

In the event that a part of provision of this Circular is declared void by any Court of Law or competent authority, those provisions not affected by such declaration shall remain valid and effective.

VII. DATE OF EFFECTIVITY

This Circular shall take effect fifteen (15) days after its publication in any newspaper of general circulation and shall be deposited thereafter with the National Administrative Register (ONAR) of the University of the Philippines Law Center.


ATTY. DANTE A. GIERRAN, CPA
President and Chief Executive Office

Date: 12.18.2020

Implementation of the PhilHealth Member Portal

