



# FAMILY GUIDE ON PHILHEALTH

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*BENEFITS, AVAILMENTS and RESPONSIBILITIES*



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# FAMILY GUIDE ON PHILHEALTH BENEFITS, AVAILMENTS AND RESPONSIBILITIES

As an NHTS family identified by DSWD, your family is enrolled in the National Health Insurance Program as a Sponsored Program member. The Sponsored Program is open to qualified indigents belonging to the poorest of the Philippine population. The National Government through the Department of Health (DOH) pays the annual premium.

## **What can PhilHealth do for you?**

PhilHealth reduces your expenses during confinement or availment of selected health services.

## **How will the family know if they are enrolled with PhilHealth or not?**

The head of an NHTS family can ask the Barangay Office if the family is enrolled with PhilHealth since they are responsible for distributing the PhilHealth ID to NHTS families.

## **Section I. THE FAMILY IS PHILHEALTH ENROLLED**

### **1. Who can avail of PhilHealth benefits?**

- PhilHealth members (head of the family)
- Qualified dependents
  - **Legal spouse** (non-member or membership is inactive)
  - **Children** - legitimate, legitimated, acknowledged and illegitimate (as appearing

in birth certificate) adopted or step below 21 years of age, unmarried and unemployed.

- Also covered are children 21 years old or above if suffering from congenital disability, either physical or mental, or any disability acquired that makes them totally dependent on the member for support.
- **Parents** (non-members or membership is inactive) who are 60 years old, including stepparents (biological parents already deceased) and adoptive parents (with adoption papers).

If the couple is not legally married, the husband cannot declare his partner as dependent (and vice-versa). Hence, the wife must be enrolled separately as PhilHealth member under the Sponsored Program or the Individually Paying Program (IPP) to enable her to use PhilHealth benefits. **[see SECTION II “THE FAMILY IS NOT ENROLLED WITH PHILHEALTH”]**

A PhilHealth ID and an MDR are the family’s proofs of enrolment in PhilHealth. The ID bears the name of the head of the family while the MDR lists the names of all qualified dependents of the head.

The LGU is responsible for distributing the PhilHealth ID to NHTS families. The family MDR may be requested from the nearest PhilHealth Service Office (see Appendix F).

## 2. What if a family member is not listed in your MDR?

A qualified dependent must be listed in the family's Member Data Record. If there is a family member not yet listed as dependent, the head of the family must fill up a **PhilHealth Member Registration Form** (PMRF, see Appendices A and B) attach the required documents (Table 1.) and submit to the nearest PhilHealth Service Office. A new MDR with an updated list of dependents will be issued immediately to the member.

**Table 1. Attachments to the PhilHealth Member Registration Form**

<b>Dependent</b>	<b>Required document*</b>
Legal spouse	Clear copy of Marriage Certificate with registry number
Legal spouse (Muslim)	Clear copy of the Affidavit of Marriage from the Office of Muslim Affairs with NSO registry number
Children, legitimate and illegitimate, below 21 yrs	Clear copy of Birth Certificate with registry number or Baptismal Certificate, with name of member as parent
Adopted children below 21 yrs	Court Decree/ Resolution of Adoption
Parent/s, 60 yrs and above	Clear copy of parent's Birth Certificate with NSO Registry number <b>OR</b> Senior Citizen ID with birthdate appearing in the ID  <b>AND</b> clear copy of the member's Birth Certificate with NSO Registry number
Step children below 21 yrs	Clear copy of the Marriage Certificate, with registry number, between biological parents and step-father/mother <b>AND</b> Birth Certificate/s of step children with registry number

Dependent	Required document*
Mentally or physically-disabled children, 21 yrs old and above	Clear copy of the Birth Certificate with registry number  <b>AND</b> original Medical Certificate issued by attending doctor, within the past 6 mos. & describing extent of disability

*\* Please note that the original documents may be requested for verification.*

Some barangays may be able to provide assistance to NHTS families in completing the PMRF forms. Ask your barangay for this.

### **3. Can one dependent be listed under more than one family head?**

Yes, a dependent can be listed under more than one head of family, for instance in the case of several children listing their elderly parents as dependents. However the dependent will still have a limit of only 45 days confinement per year.

### **4. What are your benefits as PhilHealth member?**

The PhilHealth Card entitles the members and its dependents to inpatient and outpatient services in PhilHealth accredited facilities.

#### **A. INPATIENT COVERAGE**

When admitted to the hospital, PhilHealth provides subsidy for room and board, drugs and medicines, laboratories, operating



room and professional fees for confinements of not less than 24 hours.

SPONSORED PROGRAM MEMBERS and their qualified dependents may be provided health care FOR FREE for the following conditions at any PhilHealth-ACCREDITED GOVERNMENT FACILITY OR HOSPITAL.

**Table 2. No-balance-billing packages in accredited government hospitals**

Condition	PhilHealth Payment (in pesos)		
	to facility	to Doctor/ Professional	to Member/ dependent
<b>SURGICAL CASES</b>			
1. Maternity Care Package** (MCP)	3,900	2,600	up to 1,500 (actual expenses for pre-natal services)
NSD Package in Level 1 Hospitals	3,900	2,600	up to 1,500 (actual expenses for pre-natal services)
NSD Package in Levels 2 to 4 Hospitals	3,000	2,000	up to 1,500 (actual expenses for pre-natal services)
2. Appendectomy	14,400	9,600	None
3. Cataract surgery	11,200	4,800	None
4. Cesarean Section	11,400	7,600	None

Condition	PhilHealth Payment (in pesos)		
	to facility	to Doctor/ Professional	to Member/ dependent
5. Cholecystectomy	18,600	12,400	None
6. Dilatation and Curettage	6,600	4,400	None
7. Hemodialysis	3,500	500	None
8. Herniorrhaphy	12,600	8,400	None
9. Hysterectomy	18,000	12,000	None
10. Mastectomy	13,200	8,800	None
11. Radiotherapy	1,800	1,200	None
12. Thyroidectomy	18,600	12,400	None
<b>MEDICAL CASES</b>			
1. Acute Gastroenteritis (AGE)	4,200	1,800	None
2. Asthma	6,300	2,700	None
3. Cerebral Infarction (CVA I)	19,600	8,400	None
4. Cerebral Hemorrhage (CVA II)	26,600	11,400	None
5. Dengue I (Dengue Fever and DHF Grades I & II)	5,600	2,400	None
6. Dengue II (DHF Grades III & IV)	11,200	4,800	None
7. Essential Hypertension	6,300	2,700	None
8. Newborn Care Package** in Hospitals and	1,225	525	None

<b>Condition</b>	<b>PhilHealth Payment (in pesos)</b>		
	<b>to facility</b>	<b>to Doctor/ Professional</b>	<b>to Member/ dependent</b>
Lying in Clinics			
9. Pneumonia I (Moderate Risk)	10,500	4,500	None
10. Pneumonia II (High Risk)	22,400	9,600	None
11. Typhoid Fever	9,800	4,200	None

*\*\*The NBB policy also applies to other member types in all accredited MCP non-hospital providers (PhilHealth Circular No. 011-2011).*

The reimbursement for the pre-natal fee is based on actual amount (in receipts). It is paid directly to the member (mother) after she has given birth. A cheque will be mailed by PhilHealth to the member's (mother's) address. To reimburse the pre-natal fee of P1,500 after giving birth, the mother must:

- Have completed at least 4 ante-natal care visits;
- Have original receipts for medicines/vitamins or laboratory services bought during the prenatal period;
- Have her [mother's] name written in the original receipts;
- Submit the original receipts to the PhilHealth-accredited facility where she gives birth and it will be attached to the claim form

These services are also available in non-government hospitals. If the member chooses to avail of these packages from other accredited facilities like private hospitals, they will have to pay for additional hospital and professional fee charges that would exceed the PhilHealth benefits.

## B. OUTPATIENT PHILHEALTH BENEFITS

SPONSORED PROGRAM MEMBERS and their qualified dependents may also be provided outpatient health care services (see Table 2) at any PhilHealth-ACCREDITED GOVERNMENT HEALTH CENTER OR PRIVATE CLINIC.

The Outpatient Benefit Package is available only at PhilHealth-accredited RHUs or some designated PhilHealth-accredited government hospitals. The service is free for all Sponsored Program members, to which NHTS families belong.

The other outpatient benefits may be availed in both public and private PhilHealth-accredited facilities, but some facilities may require additional payments in excess of the PhilHealth payment.

**Table 3. Outpatient PhilHealth benefits in accredited RHUs and Clinics**

Condition	PhilHealth payment (in pesos)	
	to facility	to member/ dependent
<b>MEDICAL CASES</b>		
1. Outpatient Benefit Package (OPB) <ul style="list-style-type: none"> <li>• Consultation/Check-up, blood pressure monitoring, periodic breast examination, body measurement, counselling for cessation of smoking, counselling for lifestyle change.</li> <li>• Sputum microscopy screening for TB, visual acetic acid screening for cervical cancer for</li> </ul>	300 per family per year	none

Condition	PhilHealth payment (in pesos)	
	to facility	to member/ dependent
females 35 years old above, digital rectal examination for males 40 years old above for prostate screening • Urinalysis, fecalysis, chest x-ray and complete blood count.		
2. Outpatient TB treatment through DOTS	4,000	none
3. Outpatient Malaria Package	600 per case per year	none
4. Outpatient HIV/AIDS Package	7,500 every 3 months (30,000 per year)	none
<b>SURGICAL CASES</b>		
1. Voluntary Surgical Contraception • Vasectomy, including no-scalpel vasectomy (NSV) • Ligation or transection of fallopian tube(s), abdominal or vaginal approach	4,000	none
2. Outpatient Blood Transfusion Benefit (available only in hospitals)	Level 1 = 14,500 Level 2 = 19,300 Level 3 and 4 = 25,700	none

### C. Exclusions or items not paid by PhilHealth

The following health services cannot be paid for through PhilHealth:

- Fifth and subsequent normal obstetrical deliveries
- Drugs and devices which are not prescribed by a doctor
- Treatment for alcohol abuse or dependency
- Cosmetic surgery
- Optometric services
- Other cost-ineffective procedures as defined by PhilHealth

**5. When can you use your benefits as PhilHealth member?**

For NHTS families, the head of the family and his qualified dependents are qualified to avail of PhilHealth benefits **immediately** from the day of enrolment until the last day of December of the current year when their PhilHealth ID expires.

The PhilHealth IDs of indigent families enrolled as Sponsored Program members but are not NHTS families may have other validity dates. Families must check their IDs before each use of PhilHealth benefits.

**6. Can a Sponsored Program member use PhilHealth benefits even without the PhilHealth ID card?**

No, the head of the family needs to secure their PhilHealth ID and an MDR as proofs of membership from the nearest PhilHealth Service Office (see Appendix F).

If the family is listed as NHTS but the PhilHealth enrollment status is not known by the Barangay Office, the head of the

family should secure a certification from the Municipal DSWD office that they are an NHTS family and then proceed to the nearest PhilHealth Service Office where the family enrollment status is verified. The head of the family must bring a proof of identification such as voter's ID, postal ID. Once verified as enrolled, the head of the family should request for a PhilHealth ID and an MDR as proofs of membership.

## **7. Do you need to renew your PhilHealth membership?**

Yes. PhilHealth enrolment of poor families is renewed every year by the National Government as long as they remain in the NHTS list of the DSWD. The head of the family must approach the Barangay Office before the expiry of the PhilHealth ID to ask about whether or not enrollment with PhilHealth will be renewed either by the National Government, by the LGU or by private donors.

The PhilHealth IDs of NHTS families expire on 31 December of the current year. The PhilHealth IDs of LGU-sponsored indigent families may have varying expiry dates, depending on the month the family was actually enrolled.

## **8. How can you claim from PhilHealth?**

To use PhilHealth benefits:

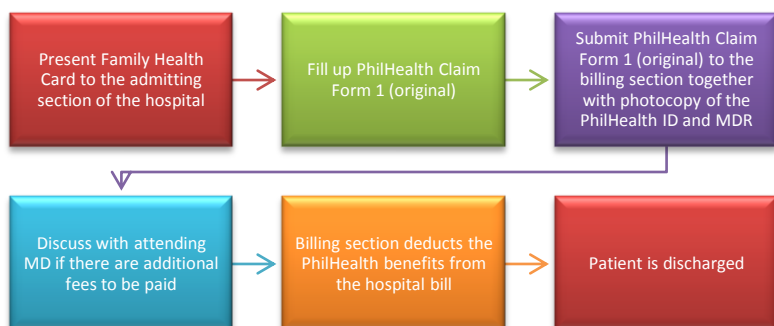
- the PhilHealth ID must be valid for the current year
- the patient must be a member or a dependent of the member
- the patient must use a PhilHealth-accredited rural health unit, clinic or hospital

- for hospital admissions, the period of confinement must be for at least 24 hours, and
- the maximum number of days per confinement is a total of **45 days for the member** and a total of **45 days to be shared among all dependents**.

Procedure for using PhilHealth benefits in accredited hospitals (see Figure 1):

1. Inform the emergency room nurse that you are going to use PhilHealth for the admission.
2. Show your PhilHealth ID at the admitting section of the hospital.
3. Before discharge, ask your Ward Nurse for a PhilHealth Claim Form 1 (original). Fill this up and return it to your nurse or submit it to the billing section together with photocopy of the PhilHealth ID and MDR
4. Ask your doctor and the billing section if there are additional fees to be paid.
5. The hospital deducts the PhilHealth benefit before discharge.
6. Keep all original receipts.





**Figure 1. Procedure for using PhilHealth benefits in accredited hospitals**

The procedure for using PhilHealth benefits in accredited RHUs:

1. Inform the RHU staff that you are going to use PhilHealth consultation.
2. Show your PhilHealth ID.
3. Keep all original receipts.

**If the reason for confinement or consultation is among the 23 NBB cases of PhilHealth, there should be no additional fees for sponsored members admitted in government hospitals or using services in RHUs.**

For other questions on enrolment, renewal, claims filing, reimbursements and other related matters, ask your nearest PhilHealth [Service] Office (see Appendix F).

## **Section II. THE FAMILY IS NOT ENROLLED WITH PHILHEALTH**

### **1. What if the family is listed as NHTS but is not yet enrolled with PhilHealth?**

If the family is listed as NHTS but the PhilHealth enrollment status is not known by the Barangay Office, the head of the family should secure a certification from the Municipal DSWD office that they are an NHTS family and then proceed to the nearest PhilHealth Service Office where the family enrollment status is verified. The head of the family must bring a proof of identification such as voter's ID, postal ID. Once verified as enrolled, the head of the family should request for a PhilHealth ID (see Appendix D) and a Member Data Record (MDR, see Appendix E) as proofs of membership.

A list of PhilHealth Service Offices is provided below (see Appendix F).

### **2. What if the family is not listed as NHTS?**

A poor family not listed as NHTS may still be enrolled as a Sponsored Program member through LGU-sponsorship. The head of the household must be at least 18 years old at the time of enrollment with PhilHealth. He/ she should approach the Barangay Office and ask about enrolment in PhilHealth as indigent. The LGU will subject the family to a means test to verify if they qualify. If yes, the LGU can enroll the family as Sponsored Program member. The head of the family will be asked to fill up the PhilHealth Member Registration Form (PMRF, see

Appendices A and B). The LGU then pays for the premium. A PhilHealth ID will be provided to the family once enrolled.

**3. Can an individual enroll as new member of PhilHealth even if the family is not NHTS and not qualified for the Sponsored Program?**

Yes. To register for other member categories, submit the following documents to any PhilHealth office:

- Properly accomplished duplicate copies of the PhilHealth Member Registration Form (PMRF), if initial registration, or renewal form if renewal of membership;
- Clean copy of birth certificate or valid ID of applicant;
- Attach supporting documents for declared legal dependents, if declaring dependents;
- Pay the corresponding premium contribution at any PhilHealth office

**4. How much will a person pay when enrolling in PhilHealth?**

The regular payment to PhilHealth is called *premium contribution*. The following is a list of contribution by membership type.

	<b>Sponsored Member</b>	<b>Individually Paying</b>		<b>Overseas Worker</b>	<b>Employed</b>
		Low Income	Professional		
How much?	P1,200 for 1 year	P100 monthly	P300 monthly	P900 for 1 year	2.5% of monthly salary of member

	<b>Sponsored Member</b>	<b>Individually Paying</b>		<b>Overseas Worker</b>	<b>Employed</b>
		Low Income	Professional		
					(1.25% member and 1.25% employer)
Who pays?	Sponsor or donor	Member	Member	Member	Employer
When to pay?	Every year	Every 3 or 6 months; or every year	Every 3 or 6 months; or every year	Every year	Every month

## Appendix A : PhilHealth Member Registration Form (PMRF, front)

This form should be completely filled-up when updating your Member Data Record (MDR). Please make sure that you have attached your marriage contract (for spouse) and birth certificates of your children when adding dependents. Please refer to appendix B for additional instructions.

ENGLISH VERSION

This form can be reproduced and is not for sale.

Republic of the Philippines  
**PHILIPPINE HEALTH INSURANCE CORPORATION**  
 Corporate Center, 115 Bore Street, Pasig City  
 Telephone : 637-5699 www.philhealth.gov.ph

**PMRF**  
 PHILHEALTH MEMBER REGISTRATION FORM  
 October 2015  
 PhilHealth Identification Number (PIN)

**IMPORTANT REMINDERS**  
 1. Your PhilHealth Identification Number (PIN) is your unique and lifetime number.  
 2. The issuance of PINs does not automatically qualify you and your dependents to be entitled to NHTS benefits.  
 3. Keep your PIN in safety, your contribution and payment of NHTS benefits.  
 Please read instructions at the back before accomplishing this form.

**PURPOSE:** ☐ FOR ENROLLMENT ☐ FOR UPDATING

**1. MEMBER INFORMATION**

Last Name: \_\_\_\_\_ Name Suffix: \_\_\_\_\_ First Name: \_\_\_\_\_ Middle Name: \_\_\_\_\_

Date of Birth (mm-dd-yy) (Place of Birth/City/Municipality/Province): \_\_\_\_\_ Sex: ☐ Male ☐ Female Civil Status: ☐ Single ☐ Widowed ☐ Married ☐ Legally Separated Tax Identification Number (TIN): \_\_\_\_\_ Nationality: \_\_\_\_\_

**Residential Address**

Unit/Room No., Floor: \_\_\_\_\_ Building Name: \_\_\_\_\_ House/Building No.: \_\_\_\_\_ Street: \_\_\_\_\_ Subdivision/Village: \_\_\_\_\_

Barangay: \_\_\_\_\_ City/Municipality: \_\_\_\_\_ Province: \_\_\_\_\_ Zip Code: \_\_\_\_\_

**Contact Information**

Telephone No.: \_\_\_\_\_ Cell Phone No.: \_\_\_\_\_ Email Address: \_\_\_\_\_

**2. LIST OF DEPENDENTS (Please use separate sheet if necessary)**

**2.1 Spouse (if legally married)**

Last Name	Name Suffix	First Name	Middle Name	Date of Birth (mm-dd-yyyy)	PhilHealth Identification Number (if applicable)

**2.2 Children below 21 years old (unmarried & unemployed) and/or Children 21 years old or above with permanent disability**

Last Name	Name Suffix	First Name	Middle Name	Date of Birth (mm-dd-yyyy)	Sex (M or F)	Check Box (Dependent/Disability)

**2.3 Parents who are 65 years old or above**

Last Name	Name Suffix	First Name	Middle Name	Date of Birth (mm-dd-yyyy)	PhilHealth Identification Number (if applicable)
Father					
Mother (Mother Name):					

**3. MEMBERSHIP CATEGORY**

**3.1 Employed Member**  
☐ Private  
☐ Government  
☐ Household Help

**3.2 Unemployed Member**  
☐ Non-employed Member (Indicate Household ID No. if applicable)  
☐ Lifetime Member (Indicate Household ID No. if applicable)  
 Category of Member: \_\_\_\_\_

**3.3 Individually Paying Member**  
 Self-employed  
☐ Professional (specify profession): \_\_\_\_\_  
☐ Non-Professional (specify occupation): \_\_\_\_\_  
 Estimated Average Monthly Family Income for the past 12 months:  
☐ P25,000 & below ☐ Above P25,000

☐ Self-employed  
☐ Group Enrollment  
☐ Others (specify): \_\_\_\_\_

I hereby certify that the above information are true and correct.

Name and Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**THIS PORTION TO BE FILLED UP BY PHILHEALTH**

Received by: \_\_\_\_\_ Date: \_\_\_\_\_  
 Evaluated by: \_\_\_\_\_ Date: \_\_\_\_\_

← PhilHealth ID number  
 ← Place "✓"

← name of head of family  
 ← other details of head of family

← names and details of additional dependents

← NHTS household number

← signature of head of family and date

## Appendix B : PhilHealth Member Registration Form (PMRF, back)

### INSTRUCTIONS

- For PURPOSE check (✓) FOR ENROLLMENT if you have never been issued a PhilHealth Identification Number (PIN) or Family Health Card. Check (✓) FOR UPDATING if you only want to update or make corrections to certain information previously submitted when you enrolled. Fill out the appropriate portions of the form and attached the corresponding documentary requirements.
- Write in **CAPITAL LETTERS**. Write N/A if the data required are not applicable.
- Fill out names of spouse/s, children or parents in Items 2.1, 2.2 and 2.3 in the following format.  
Example: **Juan Andres de la Cruz Santos III** will be entered as:  

Last Name	Name Suffix	First Name	Middle Name
SANTOS	III	JUAN ANDRES	DELA CRUZ
- Put a check (✓) in the appropriate boxes ☐
- Attach a photocopy of required supporting documents to the accomplished form prior to submission to PhilHealth. Spouses, parents and all children declared as dependents listed in Items 2.1, 2.2 and 2.3 shall continue to be valid unless amended by the member.
- For children 21 years old or above and with permanent disability, attach a copy of Medical Certificate.
- For Self-Employed under the Individually Paying Member, please indicate the following:
  - For Professionals, specify your profession.
  - For Non-Professionals, specify your occupation.
  - Check the appropriate box of your estimated average monthly family income for the past twelve (12) months.
- The member or guardian (if member is a minor) should certify that information provided are true and correct by signing the space provided for. If unable to write, please affix the thumb mark in the space provided.

### DOCUMENTARY REQUIREMENTS

- Registered Member
  - Birth/Baptismal Certificate or any of the following Identification (ID) cards issued by a government official authority:
    - Passport
    - Driver's License
    - Professional Regulation Commission (PRC) ID
    - National Bureau of Investigation (NBI) Clearance
    - Police Clearance
    - Postal ID
    - Voter's ID
    - Barangay Certification
    - Government Service Insurance System (GSIS) e-Card
    - Social Security System (SSS) Card
    - Senior Citizens Card
    - Overseas Workers Welfare Administration (OWWA) ID
    - OFW ID
    - Seaman's Book
    - Alien Certification of Registration/Immigrant Certification of Registration
    - Government Office and Government Owned & Controlled Corporation (GOCC) ID, e.g. Armed Forces of the Philippines (AFP) ID, Home Development Mutual Fund (HDMF) ID
    - Certification from the National Council for the Welfare of the Disabled Persons (NCWDP)
    - Department of Social Welfare and Development (DSWD) Certification
    - Integrated Bar of the Philippines ID
    - Company IDs issued by private entities or institutions registered with or supervised or regulated either by the Bangko Sentral ng Pilipinas (BSP), Securities and Exchange Commission (SEC) or Insurance Commission (IC)
- Spouse
  - Marriage Certificate/Contract  
For Muslim spouse, Affidavit of Marriage issued by Office of the Muslim Affairs (OMA), shall pass through the Shari'a Court and must be registered/authenticated in the National Statistics Office (NSO)
- Children
  - Legitimate or illegitimate children below 21 years old
    - Birth Certificate
  - Adopted children below 21 years old
    - Court Decree of Adoption
  - Stepchildren below 21 years old
    - Marriage Certificate between the natural parents and stepfather/stepmother and Birth Certificate/s of the stepchildren
  - Mentally or physically disabled children who are 21 years or above
    - Birth Certificate and Medical Certificate issued by the attending physician stating and describing the extent of disability.
- Parents
  - Parent/s 60 years old above
    - Birth Certificate of both registrant and parent  
(In the absence of Birth Certificate of parent, any proof attesting to the date of birth of the parent/s)
  - Stepparents 60 years old or above
    - Marriage Certificate/Contract between biological parent of the member and the stepparent.
    - Birth Certificate of the stepparent  
(In its absence, a notarized affidavit of two disinterested persons attesting to the date of birth)
    - Birth Certificate of the member-child indicating the name of his/her biological parent; and
    - Death Certificate of member's deceased biological parent
  - Adoptive parents 60 years old or above
    - Court Decree/Resolution of Adoption or photocopy of Birth Certificate of the child in which the adoption and is annotated thereto; and
    - Birth Certificate/s of adoptive parents or in its absence, a notarized affidavit of two disinterested persons attesting to the date of the birth

This form should only be accomplished if availing PhilHealth benefits – inpatient or outpatient. Sign only 1 form per patient for every confinement. This form is available at the Billing Section or Medical Records Department of the hospital/facility.



**CF1**  
(Claim Form)  
Revised February 2010

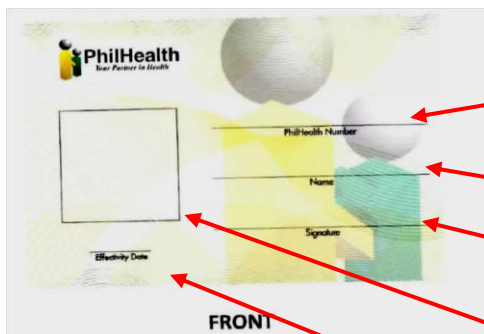
**FALSE / INCORRECT INFORMATION OR MISREPRESENTATION SHALL BE SUBJECT TO CRIMINAL, CIVIL OR ADMINISTRATIVE LIABILITIES**

(For PhilHealth use only)

← Signature of head of family

## Appendix D : PhilHealth Identification (ID) Card for Sponsored Program members

The PhilHealth ID card is the member's proof of membership registration and shall bear the following details:



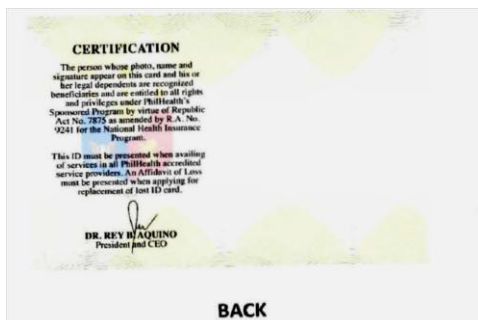
12-digit permanent PhilHealth Identification Number (PIN)

Complete name of head of family

Signature of head of family

1"x 1" photograph of head of family

Effectivity date pertaining to validity period of coverage





## Appendix E : PhilHealth Member Data Record (MDR)

The MDR is generated by the PhilHealth Service Office. It lists information about the enrolled family – head of the family and his/ her qualified dependents.

Below is a sample of how the MDR looks like.

The image shows a sample PhilHealth Member Data Record (MDR) form. The form is titled "MEMBER DATA RECORD" and includes the PhilHealth logo and contact information. The form is divided into several sections: MEMBER INFORMATION, EMPLOYER/ORGANIZED GROUP INFORMATION, and DEPENDENT INFORMATION. Red annotations highlight specific fields: a red circle around the PhilHealth Identification Number (PIN) and Member Category field; a red box around the Name and Address field; a red circle around the DEPENDENT INFORMATION section; and red arrows pointing to the PIN, Name and Address, and DEPENDENT INFORMATION sections. The form also includes fields for Foreign Address, Contact No. (Foreign/Local), Gender, Date of Birth, Place of Birth, Civil Status, Tax Identification Number, and a table for dependents with columns for No., Surname, Given Name, Middle Name, Sex, Relation, and Date of Birth.

**PhilHealth Identification Number (PIN)**  
Member Category

**Mario San Juan**  
Payatas, Quezon City

Foreign Address : Gender :  
Date of Birth :  
Place of Birth :  
Contact No. (Foreign) : Civil Status :  
(Local) : Tax Identification Number :

**EMPLOYER/ORGANIZED GROUP INFORMATION**  
PhilHealth Number (PTA/POCA) :  
Name of Employer/Organized Group :  
Business Address :  
Telephone Number :  
Tax Identification Number :

**DEPENDENT INFORMATION**

No.	Surname	Given Name	Middle Name	Sex	Relation	Date of Birth
01						
02						

The family's 12-digit ID number and category "Sponsored Program"

Name of the head of family and address Other information about the head of family

This section usually **blank** for Sponsored Program members

Names and other details of dependents

## **Appendix F. PhilHealth Offices**

For additional information on PhilHealth, you can go to the Services desks or offices in your province or nearby provinces.

### **REGION NCR**

#### **Manila Service Office**

Contact person: Rochelle Ann L. San Pedro	Days available: Monday-Friday 8:00am – 5:00pm
Address: 4/F, Marc I Bldg., 1971 Taft Ave., Malate, Manila	Telephone: 523-9481; 526-9842; 521-6776; 522-1745; 523-6121

#### **Caloocan Service Office**

Contact person: Arceli C. Aguilar	Days available: Monday-Friday 8:00am – 5:00pm
Address: G/F Remcor Bldg., Rizal Ave. Extension bet. 10th & 11th Ave., Caloocan City	Telephone: 365-2012; 365-2014; 365-0464

#### **Mandaluyong Service Office**

Contact person: Ma. Elena L. Castisimo	Days available: Monday-Friday 8:00am – 5:00pm
Address: Liberty Boni Bldg.; #94 Boni Ave. cor. P. Cruz St., Brgy. San Jose, Mandaluyong City	Telephone: 532-0095; 532-0449; 532-1905; 532-0968; 532-0746

#### **Quezon City Service Office**

Contact person: Rolando Gonzales	Days available: Monday-Friday 8:00am – 5:00pm
Address: Mezzanine Floor, Estuar Bldg., 880 Quezon Ave.,	Telephone: 332-1550; 332 1551

Quezon City	
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### **Rizal Service Office**

Contact person: Delio Aseron III	Days available: Monday-Friday 8:00am – 5:00pm
Address: The Brick Rd., Sta. Lucia East Mall, Marcos Hi-way, cor Felix Avenue, Cainta	Telephone: 681-5111; 681-5499; 681-5164

### **Makati City Service Office**

Contact person: Adoracion S Manaulit	Days available: Monday-Friday 8:00am – 5:00pm
Address: #337 ITC Bldg., Sen. Gil Puyat Avenue, Makati City	Telephone: 899-4506; 897-6329; 897-3337; 897-2759

In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

### **PhilHealth Regional Office - NCR**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: DAP Building, One San Miguel Avenue, Pasig City	Telephone: (02) 683-0206; (02) 477-6806; (02) 477-6807

## **REGION CAR**

### **Abra Service Office**

Contact person: Leonora A. Sobrevilla	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F Seares Bldg., Rizal St, Bangued, Abra	Telephone: (074)-752-7924 0999-7776100

### **Benguet Service Office**

Contact person: Janet M. Palaez	Days available: Monday-Friday 8:00am – 5:00pm
Address: Al's Buidling., Km 6, La Trinidad, Benguet	Telephone: 0920-9693761, (074) 4248937

### **Ifugao Service Office**

Contact person: Reynald B. Bimuyag	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F JDT Bldg., Poblacion, Lagawe, Ifugao	Telephone: (074) 382-2173, 09175281475

### **Kalinga Service Office**

Contact person: Rommel A. Aranca	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F Richmond Bldg., Prov'l Road, Purok 4, Bulanao, Tabuk City	Telephone: (072) 382-2062; 0918-9288005; 0920-9053620

### **Mt. Province Service Office**

Contact person: Jose P. Safawi	Days available: Monday-Friday 8:00am – 5:00pm
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Address: 2/F Pachao Bldg., Bontoc, Mt. Province	Telephone: (074) 602-1510
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In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

**PhilHealth Regional Office - CAR**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: 4/F SSS Bldg., Harrison Road, Baguio City	Telephone: (074)446-0371; (074)444-8361 Tues-Fri: (074) 444-5345 0949-9765454, 0915-3229599

## **REGION I**

### **Western Pangasinan Service Office**

Contact person: Abraham A. Ballares	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F Perez Bldg., Marcos Ave. corner Montermayor St., Brgy. Palamis, Alaminos City, Pangasinan	Telephone: (075) 5516520; (075) 5521111

### **Ilocos Norte Service Office**

Contact person: Orlando Pangilinan	Days available: Monday-Friday 8:00am – 5:00pm
Address: Jommel Bldg., A. Castro St., Laoag City, Ilocos Norte	Telephone: (077) 771-2222

### **La Union Service Office**

Contact person: Marife G. Banlaoi	Days available: Monday-Friday 8:00am – 5:00pm
Address: Juanita Commercial Bldg., Quezon Ave., San Fernando City, La Union	Telephone: (072) 7001778

### **Ilocos Sur Service Office**

Contact person: Francis Canosa	Days available: Monday-Friday 8:00am – 5:00pm
Address: Galleria De Vigan, Plaza Burgos, Vigan City, Ilocos Sur	Telephone: (077) 7221960

### **Eastern Pangasinan Service Office**

Contact person: Eduardo U. Dulatre	Days available: Monday-Friday 8:00am – 5:00pm
Address: 3/F Sanctuary Bldg. Mc Arthur Highway, Nancayasan, Urdaneta City, Pangasinan	Telephone: (075) 568-1111; (075) 566-2030

### **Central Pangasinan Service Office**

Contact person: Chester Joseph C. Canto	Days available: Monday-Friday 8:00am – 5:00pm
Address: M.H. Del Pilar St., Dagupan City	Telephone: (075) 515-3333 local 156-158

In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

### **PhilHealth Regional Office - I**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: Esperacion Bldg. #23 M.H. del Pilar Street, Dagupan City, Pangasinan	Telephone: (075) 515-3333; (075) 515-1111; (075) 523-3127; (075) 5229691

## **REGION II**

### **Tuguegarao City Service Office**

Contact person: Clino Nonito Mallillin	Days available: Monday-Friday 8:00am – 5:00pm
Address: The Builder's Place, Del Rosario St., Tuguegarao City	Telephone: (078)-846-1111

### **Aparri Service Office**

Contact person: Rosanna Viernes	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F Ryan Mall, Rizal St., Brgy. Maura, Aparri, Cagayan	Telephone: (078) 822-8191

### **Ilagan Service Office**

Contact person: Alexander Arellano	Days available: Monday-Friday 8:00am – 5:00pm
Address: Abarca Bldg., V. Cureg St. Calamigui 2nd, Ilagan, Isabela	Telephone: (078) 622-2773

### **Santiago City Service Office**

Contact person: Cesar Sales	Days available: Monday-Friday 8:00am – 5:00pm
Address: AK Fotohaus Bldg., Maharlika Highway, Santiago City	Telephone: (078) 682-2451

### **Solano Service Office**

Contact person: Lanaida Castillo	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F Consumer	Telephone: (078) 326-5936



Appliance Center Bldg., Maharlika Highway, Solano, Nueva Viscaya	
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In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

**PhilHealth Regional Office - II**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: The Builder's Place, Del Rosario Street, Tuguegarao City	Telephone: (078) 846-1111

## **REGION III**

### **PhilHealth Regional Office III - Branch A**

Contact person:	Days available: Monday-Friday 8:00am – 5:00pm
Address: G/F PhilHealth Bldg., Lazatin Blvd., San Agustin, San Fernando City, Pampanga	Telephone: (045) 961-7125; (045) 961-0710

### **Angeles City Service Office**

Contact person: Annabelle B. Imana	Days available: Monday-Friday 8:00am – 5:00pm
Address: G/F Nepo Mart II, Nepo Mart Complex, Angeles City	Telephone: (045) 887-1009; (045) 322-7162

### **Bataan Service Office**

Contact person: Ma. Elizabeth B. Capuli	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F Zabala Bldg., Don Manuel Banzon Sr. Ave., Balanga City	Telephone: (047) 791-1291

### **Olongapo City Service Office**

Contact person: Leny D. Fajardo	Days available: Monday-Friday 8:00am – 5:00pm
Address: Amigo Building, 1095 Rizal Ave., West Tapinac, Olongapo City	Telephone: (047) 222-9427; (047) 223-1341

### **Tarlac Service Office**

Contact person: Ma. Fleurdeliz V. Dallo	Days available: Monday-Friday 8:00am – 5:00pm
Address: Unit 203 2/F LC Bldg., McArthur Hi-way, San Roque, Tarlac City	Telephone: (045) 982-9209; (045) 800-1418

### **Zambales Service Office**

Contact person: Robert C. Padron	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F RHOI Building, National Highway, Palanginan, Iba, Zambales	Telephone: (045) 811-3690

### **PhilHealth Regional Office III - Branch B**

Contact person:	Days available: Monday-Friday 8:00am – 5:00pm
Address: Feliza Jazza Commercial Building, Sumapang Matanda, Mc Arthur Highway, Malolos City, Bulacan	Telephone: (044) 7961559; (044) 796-1464

### **Aurora Service Office**

Contact person: Marvy Robledo	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F Records Section, Aurora Memorial Hospital, San Luis, Baler, Aurora	Telephone: 0920-9009803

### **Cabanatuan Service Office**

Contact person: Angelito N. Creencia	Days available: Monday-Friday 8:00am – 5:00pm
Address: 3/F LCF Bldg., H. Concepcion Sr., Maharlika Highway, Cabanatuan City 3100	Telephone: (044) 464-1479; (044) 600-4632

### **Gapan Service Office**

Contact person: Michael M. Maglanque	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F Planters Plaza Bldg., Tinio St., San Vicente, Gapan City	Telephone: (044) 486-9570

### **Sta. Maria Service Office**

Contact person: Leo V Liwanag	Days available: Monday-Friday 8:00am – 5:00pm
Address: Angelica Bldg., Gov. F. Halili Ave., Bagbaguin, Sta. Maria, Bulacan	Telephone: (044) 641-1156; (044) 641-1684

### **Malolos Service Office**

Contact person: Zenaida D. Dela Vega	Days available: Monday-Friday 8:00am – 5:00pm
Address: G/F Feliza Jazz Commercial Bldg., McArthur Highway, Sumapang Matanda, Malolos City	Telephone: (044) 796-6692

In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

**PhilHealth Regional Office - III**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: PhilHealth Bldg., Lazatin Blvd., San Agustin, San Fernando City, Pampanga	Telephone: (078) 846-1111

## **REGION IVA**

### **Lucena Service Office**

Contact person: Ma. Theresa S. Alba	Days available: Monday-Friday 8:00am – 5:00pm
Address: AMCJ Square Bldg. Diversion Road, Brgy. Bocohan, Lucena City	Telephone: (042) 373-6703

### **San Pablo Service Office**

Contact person: Eloisa B. Tagpo	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F Kian Seng Building, A. Flores St., San Pablo City	Telephone: (049) 562-9242

### **Calamba Service Office**

Contact person: Arturo C. Ardiente	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2nd Floor , HK Bldg. II, National Highway, Brgy. Halang, Calamba City	Telephone: (049) 545-9356; (049) 545-9356

### **Imus Service Office**

Contact person: Ma. Obelia M. Fontanilla	Days available: Monday-Friday 8:00am – 5:00pm
Address: MYP GBY Phil. Corp Bldg, Aguinaldo Highway, Tanzang Luma VII, Imus Cavite	Telephone: (046) 472-0501

### **Trece Martires Service Office**

Contact person: Zenaida R. De Vera	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2nd Floor, Cafe Quintana Bldg., Governor Drive, Brgy. San Agustin, Trece Martires City	Telephone: (046) 419-0701

In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

### **PhilHealth Regional Office - IVA**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: AMCJ Square Bldg. Diversion Road, Brgy. Bocohan, Lucena City	Telephone: (042) 373-6936; (042) 373-7056

## **REGION IVB**

### **Lemery Service Office**

Contact person:	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F Humarang Building, Ilustre Ave. cor. Noble St., Lemery, Batangas	Telephone: (043) 411-2048; (043) 411-1961

### **Lipa Service Office**

Contact person: Reynaldo Dascil	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F PASIA Building, Raja Soliman St., Lipa City	Telephone: (043) 411-2048; (043) 411-1961

### **Balayan Service Office**

Contact person: Alberto G. Gardiola	Days available: Monday-Friday 8:00am – 5:00pm
Address: 1/F Matheus Bldg., Fraternidad St., Balayan, Batangas	Telephone: (043) 921-1750; 0917-8634630

### **Tanauan Service Office**

Contact person: Enrico Cabrera	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F MBP Business Center, President Laurel Highway, Poblacion Brgy. III, Tanauan City, Batangas 4232	Telephone: (043) 778-6242; (043) 778-6080 (telefax)



### **Marinduque Service Office**

Contact person: Jeffrey V. Huertas	Days available: Monday-Friday 8:00am – 5:00pm
Address: FETA Bldg., Magsaysay St. Isoc I, Boac, Marinduque	Telephone: (042) 332-2274; 0917-8634641

### **Palawan Service Office**

Contact person: Wilfred G. Hernandez	Days available: Monday-Friday 8:00am – 5:00pm
Address: Cabiguin Bldg., #277 Rizal Avenue, Puerto Princesa City	Telephone: (048) 434-5103; 0917-5052886

### **Occidental Mindoro Service Office**

Contact person: Michelle V. Ilustre	Days available: Monday-Friday 8:00am – 5:00pm
Address: #34 National Road, Mamburao, Occidental Mindoro	Telephone: (043) 711-1778; 0917-5052884

### **Oriental Mindoro Service Office**

Contact person: Virginia Abao	Days available: Monday-Friday 8:00am – 5:00pm
Address: Sto. Nino St., Ibaba East, Calapan City, Oriental Mindoro	Telephone: (043) 286-2660; (043) 288-3551; 0917-8634629

### **Romblon Service Office**

Contact person: Juan G. Montana	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2nd Floor R&F Bldg.,	Telephone: (043) 567-5962, 0917-

Festin co Tandang Sora Sts., Dapawan, Odiongan, Romblon	8634638
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In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

**PhilHealth Regional Office - IVB**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: PSDC Bldg., P. Burgos cor Alegre Sts., Batangas City	Telephone: (043) 7238822

## **REGION V**

### **Catanduanes Service Office**

Contact person: Maria Zaila A. Bagadiong	Days available: Monday-Friday 8:00am – 5:00pm
Address: Rackdell Hotel, San Pedro, Virac, Catanduanes	Telephone: (052) 811-3597

### **Sorsogon Service Office**

Contact person: Alfredo J. Jubilo	Days available: Monday-Friday 8:00am – 5:00pm
Address: LJA Bldg. B, Flores St., Burabod, Sorsogon City	Telephone: (056) 421-5582

### **Camarines Norte Service Office**

Contact person: Ireneo A. Dacillo	Days available: Monday-Friday 8:00am – 5:00pm
Address: Caneba Bldg., Poblacion, Daet, Camarines Norte	Telephone: (056) 440-3380

### **Camarines Sur Service Office**

Contact person: Evelyn P. Logoc	Days available: Monday-Friday 8:00am – 5:00pm
Address: Aristocrat Plaza Bldg., Bgy. Dinaga, Riverside cor Gen. Luna Street, Naga City	Telephone: (052) 447-5632; (052) 811-6767

### **Masbate Service Office**

Contact person: Norlinda C. Castillo	Days available: Monday-Friday 8:00am – 5:00pm
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Address: Edencom Bldg. Rosero St., Barangay Centro, Masbate City, Masbate	Telephone: (056) 333-6041
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In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

**PhilHealth Regional Office - V**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: ANST BLDG., Alternate Road, Legaspi City	Telephone: (052) 4815598

## **REGION VI**

### **Capiz Service Office**

Contact person: Joe Frederick T. Diaz	Days available: Monday-Friday 8:00am – 5:00pm
Address: G/F CAP Bldg., Plaridel St., Roxas City Capiz	Telephone: (036) 621-0325

### **Antique Service Office**

Contact person: Junie C. Sabusap	Days available: Monday-Friday 8:00am – 5:00pm
Address: G/F St. Nicholas Commercial Bldg., T.A. Fornier St., San Jose, Antique	Telephone: (036) 540-8023; (036) 540-7836

### **Aklan Service Office**

Contact person: J'Roel F. del Rosario	Days available: Monday-Friday 8:00am – 5:00pm
Address: No. 165 Veterans Avenue, Kalibo, Aklan	Telephone: (036) 268-9001; (036) 322-1100

### **Bacolod City Service Office**

Contact person: Marjorie A. Cabrieto	Days available: Monday-Friday 8:00am – 5:00pm
Address: Ground Floor, CAP Building, Galo - Lacson St., Bacolod City	Telephone: (034) 709-0133

### **Kabankalan Service Office**

Contact person: Dinah P.	Days available: Monday-
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Gelvezon	Friday 8:00am – 5:00pm
Address: NZ Arcade Bldg., Repullo St., Kabanalan City. Negros Occidental	Telephone: (034) 471-2050; (034) 746-8256

### **Sagay Service Office**

Contact person: Marvin C. Lastimoso	Days available: Monday- Friday 8:00am – 5:00pm
Address: ATB Building, Maranon St., Poblacion 2, Sagay City, Negros Occidental	Telephone: (034) 488-0587; (034) 722-0116

### **Sara Service Office**

Contact person: Ellen Mae Chan	Days available: Monday- Friday 8:00am – 5:00pm
Address: Granny's Building, Custodio Castor St., Sara, Iloilo	Telephone: (033) 392-0520; (033) 393-0262

### **Passi Service Office**

Contact person: Romel A. Dilag	Days available: Monday- Friday 8:00am – 5:00pm
Address: Castellano's Bldg., Commonwealth Drive, Passi City	Telephone: (033) 392-0520; (033) 393-0262

In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

### **PhilHealth Regional Office - VI**

Office: PhilHealth Member Assistance Center (PMAC)
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Days available: Monday-Friday 8:00am – 5:00pm	
Address: Majestic Building No. 15 J. de Leon St., Iloilo City	Telephone: (033) 337-8724, (033) 508-7300

## **REGION VII**

### **Mandaue Service Office**

Contact person:	Days available: Monday-Friday 8:00am – 5:00pm
Address: Lopez Jaena Corner Logarta Sts., Subangdaku, 6014 Mandaue City	Telephone:

### **Carcar Service Office**

Contact person: Frances Mae R. Evangelista	Days available: Monday-Friday 8:00am – 5:00pm
Address: Brgy. Perrelos, 6019 Carcar, Cebu	Telephone: (032) 516-7544; (032) 487-8501

### **Danao Service Office**

Contact person: Pedro Leonard G. Castaneda	Days available: Monday-Friday 8:00am – 5:00pm
Address: Rizal St., 6004 Danao City, Cebu	Telephone: (032) 200-4526; (032) 200-3827

### **Bais Service Office**

Contact person: Marcelino J. Ocampo Jr.	Days available: Monday-Friday 8:00am – 5:00pm
Address: Veon Bldg., Roxas Street., 6206 Bais City, Oriental Negros	Telephone: (035) 402-8786; (035) 402-3415

### **Dumaguete Service Office**

Contact person: Maritess E. Que	Days available: Monday-Friday
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	8:00am – 5:00pm
Address: 2/F Poincare I Bldg. Corner National Highway & E J Blanco Drive Ext., 6200 Dumaguete City Oriental Negros	Telephone: (035) 422-3931; (035) 225-9297

### **Tagbilaran Service Office**

Contact person: Mona Liza O. De Veyra	Days available: Monday-Friday 8:00am – 5:00pm
Address: MYX Bldg. J-Jimenez st. Mansasa, 6300 Tagbilaran City, Bohol	Telephone: (038) 412-0248; (038) 235-5622

### **Talibon Service Office**

Contact person: Ruhneb T. Cabiara	Days available: Monday-Friday 8:00am – 5:00pm
Address: 3/F Annex Municipal Bldg., 6325 Talibon, Bohol	Telephone: (038) 515-0532

### **Siquijor Service Office**

Contact person:	Days available: Monday-Friday 8:00am – 5:00pm
Address: Old Capitol Building, Siquijor, Siquijor	Telephone: (032) 505-2194; (032) 505-3022

In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

### **PhilHealth Regional Office - VII**

Office: PhilHealth Member Assistance Center (PMAC)
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Days available: Monday-Friday 8:00am – 5:00pm	
Address: 8/F, Golden Peak Hotel & Suites, Gorordo Ave. Corner Escario St., 6000 Cebu City	Telephone: (032) 2337519

## **REGION VIII**

### **Borongan Service Office**

Contact person: Josephine Mosquisa	Days available: Monday-Friday 8:00am – 5:00pm
Address: G/F Tabale Pension House, Songco, Borongan City, Eastern Samar	Telephone: (055) 261-3329

### **Catarman Service Office**

Contact person: Romeo Agus	Days available: Monday-Friday 8:00am – 5:00pm
Address: DCPC Bldg., cor. Rizal & Quezon Sts., Catarman, Northern Samar	Telephone: (055) 251-8240

### **Maasin Service Office**

Contact person: Misaei Paigan	Days available: Monday-Friday 8:00am – 5:00pm
Address: Brgy. Mantahan, Maasin City, Southern Leyte	Telephone: (053) 570-8365; (053) 381-3862

### **Ormoc Service Office**

Contact person: Cristina Laraya	Days available: Monday-Friday 8:00am – 5:00pm
Address: Aniceta Bldg. Corner Bonifacio and Osmeña Sts., Ormoc City, Leyte	Telephone: (053) 561-0193; (053) 25-4859

In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

**PhilHealth Regional Office - VIII**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: 3/F Uytingkoc Bldg., Avenida Veteranos, Tacloban City	Telephone: (053)325-3663; (053)325-4056

## **REGION IX**

### **Zamboanga City Service Office**

Contact person: Nadzmier A. Sajili	Days available: Monday-Friday 8:00am – 5:00pm
Address: BGIDC Bldg., Gov. Lim Avenue, Zamboanga City	Telephone: (062)992-1910; (062)992-3569

### **Ipil Service Office**

Contact person: Bernardino G. Labastida, Jr.	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F Block B, Mandarin Bldg. Don Andres, Ipil, Zamboanga Sibugay	Telephone: (062)333-5495 (telefax); 0920-9106915

### **Pagadian Service Office**

Contact person: Estrella S. Manantan	Days available: Monday-Friday 8:00am – 5:00pm
Address: G/F Farrales Bldg., Cabrera St., San Francisco District, Pagadian City, Zamboanga del Sur	Telephone: (062)214-4303 ; (062)850-7205

### **Dipolog Service Office**

Contact person:	Days available: Monday-Friday 8:00am – 5:00pm
Address: 3/F Romulus Bldg., Quezon Ave. cor. Tomas Claudio Sts., Dipolog City	Telephone: (065) 212-7860; (065) 800-0097

In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

**PhilHealth Regional Office - IX**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: BGIDC Corporate Center, Gov. Lim Ave., Zamboanga City	Telephone: (062) 9922739

## **REGION X**

### **Bukidnon Service Office**

Contact person: Romulo M Lapuz, Jr.	Days available: Monday-Friday 8:00am – 5:00pm
Address: G/F Candelaria Bldg., Sayre Highway, Hagkol, Valencia City, Bukidnon	Telephone: (088) 828-1122 or 222-3737

### **Cagayan Service Office**

Contact person: Brick D. Agcopra	Days available: Monday-Friday 8:00am – 5:00pm
Address: G/F Trinidad Bldg., Yacapin-Corrales Streets, Cagayan de Oro City	Telephone: (088) 856-8355

### **Gingoog Service Office**

Contact person: Antonio Arnaiz	Days available: Monday-Friday 8:00am – 5:00pm
Address: Bariquit Bldg., National Hi-way, Gingoog City	Telephone: (88) 427071 / (088) 8611237

### **Marawi Service Office**

Contact person:	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F Albani Bldg., Osmena St., Marawi City	Telephone: 0928-5071910; 0920-9372263

### **Iligan Service Office**

Contact person: Christine Mae G.	Days available: Monday-Friday
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Magno	8:00am – 5:00pm
Address: G/F Gonzales-Gimeno Bldg. 4, Macapagal Avenue, Tubod, Iligan City	Telephone: (063) 2233018, (063) 2230257

### **Ozamis Service Office**

Contact person: Luz Mecaros	Days available: Monday-Friday 8:00am – 5:00pm
Address: Archdioses Bldg. Washington Street, Ozamiz City, Misamis Occidental	Telephone: (088) 5213843

### **Oroquieta Service Desk**

Contact person: Fetzy Gomilla	Days available: Monday-Friday 8:00am – 5:00pm
Address: Oroquieta Provincial Health Office, Oroquieta City, Misamis Occidental	Telephone: (088) 5310012

### **Camiguin Service Desk**

Contact person: Marlon Jan Balaba	Days available: Monday-Friday 8:00am – 5:00pm
Address: Mambajao Municipal Hall, Mambajao, Camiguin Province	Telephone: (088) 3871120

### **Malaybalay Service Desk**

Contact person: Lauro Labadan	Days available: Monday-Friday 8:00am – 5:00pm
Address: PHO Bldg., Capitol	Telephone: (088) 813-4477



Compound, Malaybalay City, Bukidnon	
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### **Tangub Service Desk**

Contact person: Catalina Dano	Days available: Monday-Friday 8:00am – 5:00pm
Address: Tangub City Health Office, Tangub City, Misamis Occidental	Telephone: 0921-2693318

### **Tubod Service Desk**

Contact person: Ida Paculanang	Days available: Monday-Friday 8:00am – 5:00pm
Address: Upper PHO Sagadab, Baroy, Lanao del Norte	Telephone: (088) 373-6225

In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

### **PhilHealth Regional Office - X**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: G/F Trinidad Bldg., Yacapin-Corrales Streets, Cagayan de Oro City	Telephone: (088) 856-8355

## **REGION XI**

### **Digos Service Office**

Contact person: Mary Grace Socorro-Gonzalo	Days available: Monday-Friday 8:00am – 5:00pm
Address: Danilo Sy/ Gonzales Bldg. Aurora St.,Digos City, Davao del Sur	Telephone: (082) 5537247

### **Mati Service Office**

Contact person: Jonas Matthew Pang	Days available: Monday-Friday 8:00am – 5:00pm
Address: New Sunlite Commercial Bldg, Mabini St., Mati, Davao Oriental	Telephone: (087) 388-4920

### **Nabunturan Service Office**

Contact person: Christopher R. Molina	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F CHO Building, LC Arabejo Avenue, Nabunturan, Compostela Valley Province	Telephone: (084) 376-0692

### **Tagum Service Office**

Contact person: Salvador Deocampo	Days available: Monday-Friday 8:00am – 5:00pm
Address: Gold City Complex, National Highway, Tagum City, Davao del Norte	Telephone: (084) 400-3498; (084) 218-4825

In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

**PhilHealth Regional Office - XI**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: R.C. Reyes Bldg., Quimpo Blvd., Davao City	Telephone:

## **REGION XII**

### **General Santos Service Office**

Contact person: Nol S. Valila	Days available: Monday-Friday 8:00am – 5:00pm
Address: G/F Falgui Bldg., Marin Village, National Highway, General Santos City	Telephone: (083) 554-6893; (083) 302-2558

### **Cotabato Service Office**

Contact person: Sharihana Guerra Sol	Days available: Monday-Friday 8:00am – 5:00pm
Address: Door 3 F.A.Tan Bldg., S.K. Pendatun St., Cotabato City	Telephone: (064) 421-7292

### **Kidapawan Service Office**

Contact person: Ivy E. Moderin	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2nd Flr. Apol-J Bldg., Quezon Blvd., Kidapawan City	Telephone: (064) 278-4360

### **Isulan Service Office**

Contact person: Lea A. Espejo	Days available: Monday-Friday 8:00am – 5:00pm
Address: R.E.R. Commercial Bldg. National Highway, Isulan, Sultan Kudarat	Telephone: (064) 201-5009

In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

### **PhilHealth Regional Office - XII**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: Plaza de Español Bldg., cor. Posadas-Abad Santos Sts., Koronadal	Telephone:

## **REGION CARAGA**

### **Butuan Service Office**

Contact person: Marilou M. Ramirez	Days available: Monday-Friday 8:00am – 5:00pm
Address: Lynzee's Building, 766 J. Rosales Avenue, Butuan City	Telephone: (085) 3426992

### **San Francisco Service Office**

Contact person: Jocelyn E. Canete	Days available: Monday-Friday 8:00am – 5:00pm
Address: Ragas Bldg., Del Pilar St., San Francisco, Agusan del Sur	Telephone: (085) 242-3883

### **Bislig Service Office**

Contact person: Juliet A. Golez	Days available: Monday-Friday 8:00am – 5:00pm
Address: 2/F DBP Bldg., Espiritu St., Bislig City	Telephone: (086) 853-2262; (086) 628-2402

### **Surigao Service Office**

Contact person: Rodrigo D. Ariar	Days available: Monday-Friday 8:00am – 5:00pm
Address: Yuipco-Lim Bldg., Borromeo St., Surigao City	Telephone: (086) 231-9261; (086) 826-1672

### **Tandag Service Office**

Contact person: Ethyl L. Yuchitco	Days available: Monday-Friday 8:00am – 5:00pm
Address: VTP Bldg., Donasco St.,	Telephone: (086) 211-4360; (086)

Tandag, Surigao del Sur	211-4196
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In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

**PhilHealth Regional Office - CARAGA**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: Lynzee's Building, 766 J. Rosales Avenue, Butuan City	Telephone: (085) 3426992

## **REGION ARMM**

### **Marawi Service Office**

Contact person:   Kassandra Louisa M. Mamainte	Days available:   Monday-Friday 8:00am – 5:00pm
Address:   1st Floor Al-bani Bldg. Osmeña St., Marawi City	Telephone: 0906-4658035

### **Basilan Service Office**

Contact person:   Genevieve N. Pascua	Days available:   Monday-Friday 8:00am – 5:00pm
Address:   Samuel Tan Bldg., N. Valderosa St.,Isabela City, Basilan	Telephone: 0920-9111286; 0919- 588-6279

### **Sulu Service Office**

Contact person:   Indang J. Orense	Days available:   Monday-Friday 8:00am – 5:00pm
Address:   B-6 HKI Bldg., Buyon St., Jolo, Sulu	Telephone: 0916-3093293; 0920- 9106912

### **Bongao Service Office**

Contact person:   Jonaper N. Kalbit	Days available:   Monday-Friday 8:00am – 5:00pm
Address:   Triple J's Square Bldg., Tubig Boh Highway, Bongao, Tawi-Tawi	Telephone: 0919-8742705



### **Shariff Kabunsuan Service Office**

Contact person: Pandalilay B. Beda	Days available: Monday-Friday 8:00am – 5:00pm
Address: Tomawis Bldg., Poblacion I, Parang, Shariff Kabunsuan	Telephone: 0917-7215398

In areas where there is no Service Office nearby, proceed to the PhilHealth Regional Office for assistance.

### **PhilHealth Regional Office - ARMM**

Office: PhilHealth Member Assistance Center (PMAC)	
Days available: Monday-Friday 8:00am – 5:00pm	
Address: 3/F Al-bani Bldg. Osmeña St., Marawi City	Telephone: 09285071910