



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

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**OFFICE ORDER**  
No. 0027-2015

**SUBJECT : Guidelines for the Implementation of the Member Inquiry System**

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As PhilHealth aims to ensure delivery of quality service and benefits to all its members, a new application called **Member Inquiry System** is devised for the use of individual members of the National Health Insurance Program (NHIP).

With the implementation of the Member Inquiry System, members may now conveniently access their membership status through the use of an internet connection. For the first phase of implementation, the following modules will be available:

- Member's Profile;
- Member Data Record (MDR) printing;
- Premium Contributions viewing;
- Change of password; and
- Log-out

Attached are the guidelines in the implementation of the Member Inquiry System.

Please be guided accordingly.

*(Handwritten signature)*  
**ALEXANDER A. PADILLA**  
 President and CEO

Date signed: 2/23/15

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The Member Inquiry System is an application designed by PhilHealth for individual members of the National Health Insurance Program (NHIP). The system aims to provide members an access to their membership status through the use of an internet connection.

A. Access to the System

To gain access to the system, the following guidelines must be adopted:

1. Requirements

An individual member must have the following:

- 1.1. PhilHealth Identification Number (PIN);
- 1.2. Computer/Laptop/Smartphone;
- 1.3. Internet connection; and
- 1.4. Valid and active email address.

2. Registration of Account

2.1. Members shall be required to register their account through the link provided in PhilHealth's website - [www.philhealth.gov.ph](http://www.philhealth.gov.ph).

2.2. During the registration process, the following information must be supplied:

2.2.1. Member's Personal Information

- 2.2.1.1. PhilHealth Identification Number (PIN)
- 2.2.1.2. Last Name and First Name
- 2.2.1.3. Mobile Number
- 2.2.1.4. Sex
- 2.2.1.5. Date of Birth
- 2.2.1.6. Email Address

2.2.2. Security Question

- 2.2.2.1. The registrant will select and answer three (3) security questions.
- 2.2.2.2. The chosen questions shall serve as second level of security when logging in the system.

2.2.3. Security Code (Captcha)

- 2.2.3.1. The registrant will be required to input the security code displayed in the Security Code box.

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2.3. Upon completely filling-out the required information, a message will be sent to the member's email address which shall contain the password and a link to activate his/her account.

3. Activation of Account

3.1. The member must click the link in the email message sent to his/her email address. Upon clicking the link, the member will be redirected to the Account Activation Confirmation page. Another link is provided on the page which shall redirect the member to the Member Inquiry System Log-in page.

3.2. In the Log-in page, the member shall be required to input his/her PIN and password.

3.3. Upon successful log-in, the member will be redirected to the Challenge Question Security page. The system will randomly select one question from the member's chosen security questions. The member must correctly answer the challenge question.

3.4. Upon submission of correct answer to the challenge question, the Member Static Information will be displayed.

4. Modules

4.1. For the first phase of the implementation, members will be able to access the following modules in the system:

4.1.1. Member's Profile - this module displays the member's personal information, employment status (for employed members), and membership effectivity for sponsored members, indigent members, and OFW.

4.1.2. Member Data Record (MDR) - this module will allow downloading and printing of member's MDR in PDF format.

4.1.3. Premium Contributions - this module will display the total amount and number of posted contributions of the member.

4.1.4. Change Password - members are reminded to immediately change the initial password sent to their email.

4.1.5. Log-out - this module is used to exit from the system.

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B. Discrepancy in Member Record

Should there be discrepancy in the Member's Profile and Premium Contribution record, members may opt to do any of the following:

1. Inquire about the discrepancy through the PhilHealth Corporate Action Center (CAC) via 441-7442 and [actioncenter@philhealth.gov.ph](mailto:actioncenter@philhealth.gov.ph); or

2. Reflect the corresponding amendment/update in the printed MDR then submit to the nearest PhilHealth Office together with the supporting document as warranted. The printed MDR must be properly signed.

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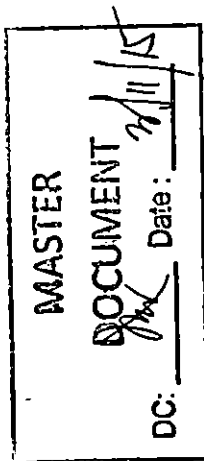
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C. System Support

1. The Information and Technology Management Department (ITMD) shall prepare the User Manual, server, and connectivity requirements necessary for the implementation of the system.

D. Monitoring and Evaluation

1. The Task Force Informatics (TFI) shall be in charge in monitoring the status of registration of members in the Member Inquiry System. TFI shall provide the Office of the Vice President for Member Management Group a copy of the extracted report on a monthly basis.
2. All comments and suggestions received by CAC, PROs, Branches, and LHIOs must be documented and sent to the office of the MMG.
3. The MMG shall use the statistics provided by the TFI, including the comments and suggestions received from CAC, PROs, Branches, and LHIOs as basis in the evaluation and enhancement of the system.

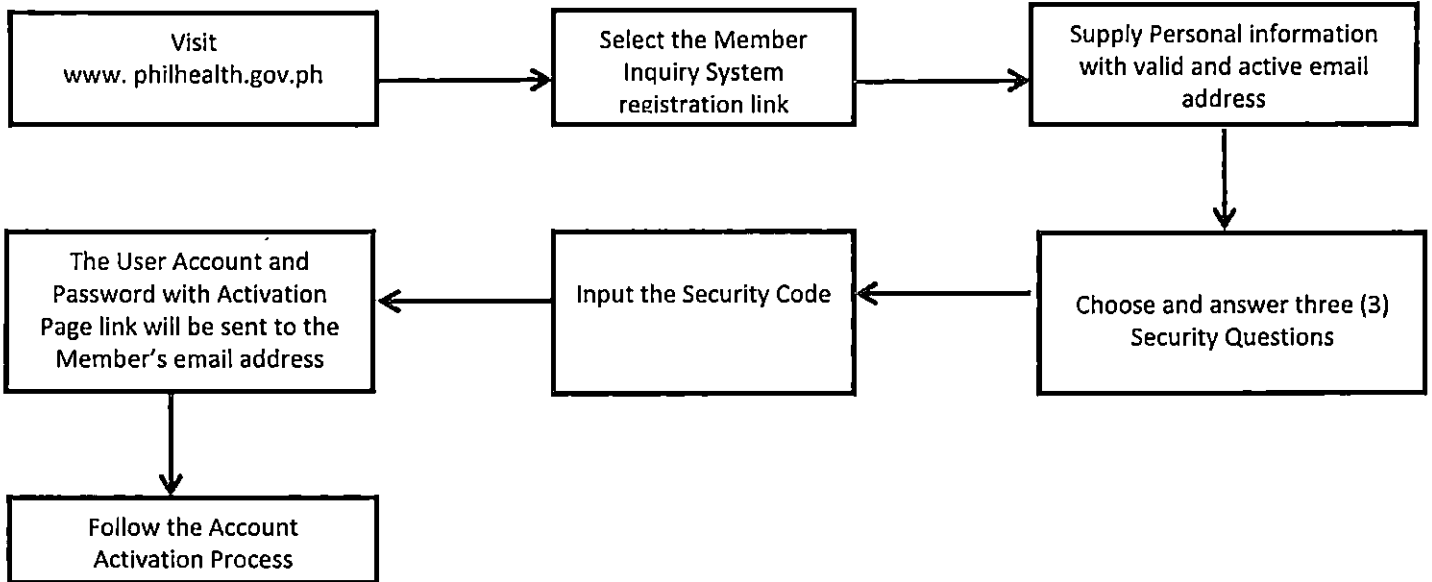


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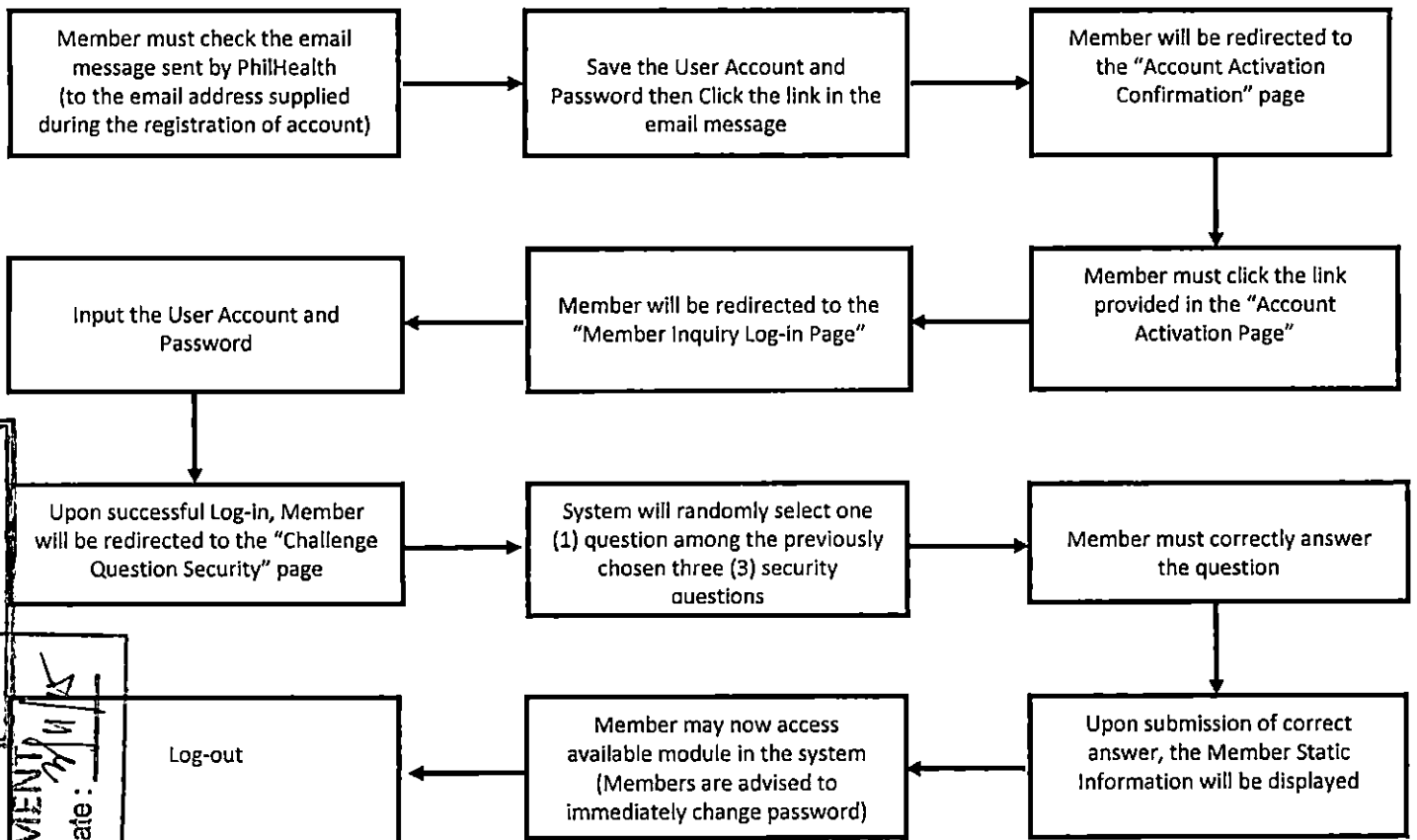
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Annex A. Process Flow

1. Registration of Account



2. Activation of Account




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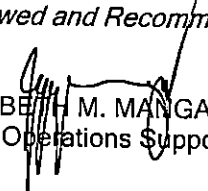
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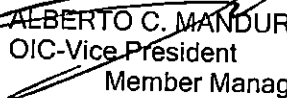
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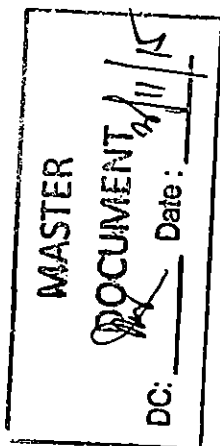
  
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