

Official Media Statement

On the recent pronouncements of Atty. Harry Roque on the issue of WellMed Whistleblowers

October 7, 2019

In view of the recent pronouncements of Atty. Harry Roque on the issue of WellMed whistleblowers, the Philippine Health Insurance Corporation (PhilHealth) is continuously cooperating with the National Bureau of Investigation (NBI) and the Presidential Anti-Crime Commission (PACC) to ferret out the truth on the matter. The said cooperation have resulted to the filing of 32 cases against its senior officers and employees based on the voluminous documents provided them as directed by Congress.

PhilHealth constantly provides the NBI and PACC with relevant information and documents that they require in recognition of their authority and mandate to conduct investigations over allegations of corruption and fraud. Parallel to these, PhilHealth continues its internal investigation and inquiry into its various processes to further improve or correct these processes if need be, with the end in view of making its services more efficient and responsive to its members and stakeholders.

Whenever warranted, it defers its findings especially of criminal liabilities only to the NBI being the competent agency with whom it has an existing cooperation under a Memorandum of Agreement.

PhilHealth Employees Commit to Ease of Doing Business and Efficient Government Service Delivery

October 9, 2019

"Kalaban ako ng katiwalian, ng pagsasamantala, at ng kapabayaan. Kakampi ako ng mga kapwa kawani sa matapat, mahusay, magalang at mabilis na paglilingkod-bayan."

This quote is part of the pledge recited by employees of the Philippine Health Insurance Corporation (PhilHealth) who attended the 'Customer Relations Skills and Management Program with Ease of Doing Business and Efficient Government Service Delivery' recently held at the Legend Villas in Mandaluyong City. Eight (8) batches will be conducted consisting of participants from different PhilHealth Regional and Local Health Insurance Offices around the country, and from various departments in the Head Office including the PhilHealth Action Center.



PRO IX Regional Vice President Eduardo S. Gonzales leading the "Panata ng Red Tape Buster"

Attendees were made more aware of the importance of promoting and managing awesome customer experience, and are expected to apply these knowledge and skills for a proactive service culture in dealing with clients and stakeholders.

One of the seminar's highlights is a discussion on Republic Act 11032 or an Act promoting Ease of Doing Business. It aims to streamline and improve the current systems and procedures of government services by reducing processing time, cutting bureaucratic red tape, and eliminating corrupt practices.

The speaker, Atty. Marco Angelo E. Ballester, Executive Assistant representing the Office of the Director General, Anti-Red Tape Authority, said that an applicant's requests for government services shall be acted upon within a prescribed processing time as stated in the Citizen's Charter of a particular agency. Transactions that are simple shall be acted upon or answered by the agency within three (3) days, seven (7) days for complex transactions, and 20 days for highly technical ones.

After reciting "*Panata ng Red Tape Buster*", participants, as red tape busters, were requested to sign in their names on the pledge wall to depict their support to the 'Ease of Doing Business'.

PhilHealth shall continue to organize and conduct activities to develop awareness and ensure commitment of the organization towards eliminating red tape and corruption. (END)