



Republic of the Philippines
NATIONAL POLICE COMMISSION
NATIONAL HEADQUARTERS, PHILIPPINE NATIONAL POLICE
OFFICE OF THE CHIEF, PNP
Camp BGen Rafael T Crame, Quezon City

SEP 29 2025

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MEMORANDUM CIRCULAR

No.: 2025-075

**GUIDELINES AND PROCEDURES IN THE IMPLEMENTATION OF PHILHEALTH
KONSULTASYONG SULIT AT TAMA (KONSULTA) PROGRAM IN THE PNP
HEALTH FACILITIES**

1. REFERENCES:

- a. Republic Act (RA) No.11223 entitled, "Universal Health Care Act of 2019";
- b. RA No. 12009 entitled, "The New Government Procurement Act";
- c. RA No. 6975 as amended by RA No. 8551 entitled, "Department of the Interior and Local Government Act of 1990";
- d. Philippine Health Insurance Corporation (PhilHealth) Circular No. 2024-0013 entitled, "Enhancement of the PhilHealth KonSulTa Package";
- e. PhilHealth Circular No. 2023-0013 entitled, "Implementing Guidelines for the PhilHealth Konsultasyong Sulit at Tama (PhilHealth KonSulTa) Package (Revision 2)";
- f. PhilHealth Circular No. 2022-0005 entitled, "Updated Implementing Guidelines for the PhilHealth Konsultasyong Sulit at Tama (PhilHealth KonSulTa) Package";
- g. PhilHealth Circular No. 2020-0022 entitled, "Implementing Guidelines for the PhilHealth Konsultasyong Sulit at Tama (PhilHealth KonSulTa) Package"; and
- h. Philippine National Police (PNP) Memorandum Circular (MC) No. 008 dated July 2, 2007 entitled, "Guidelines and Procedures in the Provision of Medical and Dental Attendance in PNP Health Service Facilities".

2. RATIONALE:

This MC aims to institutionalize the establishment of the PhilHealth KonSulTa Primary Care Facilities in the PNP. It also sets forth guidelines for the implementation of the PhilHealth KonSulTa Package among PNP personnel, their dependents, and other qualified PhilHealth beneficiaries. It shall incorporate existing PhilHealth Circulars, relevant PNP policies, and other relevant laws pertaining to but not limited to PhilHealth KonSulTa registration, availment of benefits, collection, and utilization of capitation payments.

3. SITUATION:

In line with the Universal Health Care Act of 2019, all PNP personnel and their dependents are entitled to avail healthcare services under the PhilHealth KonSulTa



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AUTHENTICATED BY:

VENERANDO PAGADUAN III
Police Lieutenant Colonel
Chief PRMD, Health Service
Date: OCTOBER 2, 2025

Package. This Program aims to provide essential primary care outpatient services, including free medical consultations, health screenings, selected diagnostic test, and medications. It is designed to promote preventive care and the early detection of illness, while also addressing the morale and welfare of PNP personnel. To facilitate this, the PNP must develop a system for the implementation of this program, establish a process for the collection of capitation funds from PhilHealth, and set clear guidelines for their administration and utilization.

4. PURPOSE:

This MC shall serve as a comprehensive and standardized reference for the establishment of KonSulTa Package Provider System in the PNP General Hospital (PNPGH) and Regional Medical and Dental Units (RMDUs). It shall be a guideline in the registration and availment of benefits for PNP personnel, their dependents, and other qualified PhilHealth members. This shall become the basis for the establishment of PNP PhilHealth Capitation Fund Board (PCFB), its composition, functions, and responsibilities. This MC shall prescribe the guidelines and procedures for the administration, collection, allocation, distribution, and proper utilization of the PhilHealth KonSulTa Capitation Funds, ensuring efficiency, transparency, and accountability across all units in compliance with the regulatory requirements.

Furthermore, this MC also aims to:

- a. Implement registration of personnel and routine health screenings and consultations to detect and manage health issues before they progress into severe conditions;
- b. Develop a structured system for capitation fund allocation to sustain the availment of essential medicines, laboratory examinations and other operational expenses;
- c. Streamline fund collection, allocation, and utilization of capitation payments to support long-term healthcare services within the PNP; and
- d. Create a PCFB outlining its roles, responsibilities, and composition to oversee the overall direction and strategy of the PhilHealth KonSulTa Program.

5. DEFINITION OF TERMS:

For purposes of this MC, the following terms or words and phrases shall mean or be understood as follows:

- a. Capitation – a provider payment mechanism wherein providers are paid a fixed amount prospectively to provide a defined set of goods and services for each enrolled individual for a fixed period of time, regardless of the goods and services actually provided. This payment is influenced by



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Police Lieutenant Colonel
Chief PRMD, Health Service
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characteristics of individuals that affect their health as part of the estimation of the payment.

- b. Electronic KonSulTa (e-KonSulTa) – a PhilHealth web-based stand-alone application, which may be used by the KonSulTa facility as an interim reporting system. This can be used for encoding the encounter data/consultation records of the client, including diagnosis, diagnostic tests done with corresponding results and prescribed/dispensed medicines.
- c. First Patient Encounter (FPE) – initial episode of patient contact for the year whereby a primary care provider takes and/or updates the basic health data of an eligible beneficiary to identify their health risks. The FPE is not medical consultation.
- d. Individual-based Health Services – services which can be accessed within a health facility or remotely that can be definitively traced back to one recipient. These include the provision of consultation services, diagnostics and commodities.
- e. Patient Encounter – subsequent individual episodes of care after the first patient encounter by a primary care provider, which are then duly reported to PhilHealth on a regular basis.
- f. Performance-based Payments – a method where payments to providers are linked to the achievement of pre-specified performance targets.
- g. PhilHealth KonSulTa – also known as “PhilHealth Konsultasyong Sulit at Tama,” a comprehensive outpatient benefits as mandated by the Universal Health Care Law.
- h. PhilHealth KonSulTa Benefit Package – covers individual-based health services including health screening as part of the FPE, followed by initial primary care consultation, access to selected medical services and medicines as part of the complete package, according to the assessment of the Konsulta Package Provider (KPP) physician, and any follow-up consultations as may be medically necessary.
- i. PhilHealth KPP – the primary care facilities and/or healthcare professionals accredited by PhilHealth to provide the KonSulTa package.
- j. PNP PhilHealth-Accredited KPP - (PNPGH and RMDUs) – the PNP health facilities accredited by PhilHealth to provide the KonSulTa Benefit Package.
- k. Primary Care – the initial contact, accessible, continuous, comprehensive, and coordinated care that is available and accessible at the time of need, including a range of services for all presenting conditions, and the ability to



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coordinate referrals to other healthcare providers in the healthcare delivery system when necessary.

- l. Primary Care Facility (PCF) – refers to the institution that primarily delivers primary care services and is licensed or certified by the DOH as such.
- m. Primary Care Worker (PCW) – refers to healthcare workers, including health and allied health professionals and community health workers/volunteers, certified by DOH to provide primary care services.
- n. Telemedicine – the use of technology to provide healthcare services remotely that can be used for the diagnosis, treatment, and prevention of disease.

6. GUIDELINES:

a. General Guidelines

- 1) There shall be a PNP PCFB to supervise the implementation of the program.
- 2) The PNP Health Service shall oversee the establishment, accreditation, and management of all PNP KonSulTa PCF within the PNPGH and all RMDUs, ensuring compliance with the DOH requirements and existing PhilHealth standards for accreditation and procedures (see Annex "A").
- 3) Accredited PNP PhilHealth-KPP must strictly adhere to all applicable PhilHealth policies, procedures, circulars, and issuances related to the KonSulTa program. The PNP PhilHealth-Accredited KPP shall:
 - a) Ensure that it is capable of providing the required laboratory and radiologic tests/examinations services (see Annex "B");
 - b) Ensure that it is capable of dispensing the required medicines as listed by the PhilHealth (see Annex "C");
 - c) Conduct health screenings and follow-up consultations necessary for all PNP personnel. Patient records must be properly maintained and readily accessible for PhilHealth review during monitoring visits. Additionally, medical data shall be consolidated for accurate reporting and analysis;
 - d) Ensure the fidelity of the information captured in records of their patients and to create appropriate safeguards to protect the data of the patients from unauthorized and illegal access, deletion, and misuse. It shall also ensure the privacy and confidentiality of the data of the patients in compliance with the Data Privacy Act (RA No. 10173); and



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[Signature]
VENERANDO P. PAGADUAN III
Police Lieutenant Colonel
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- e) Establish referral, contracting, or service agreements with nearby DOH-licensed service providers for health services unavailable in their facility. However, priority should be given to government hospitals.
- 4) Registration of Members to the KonSulTa System
- a) Only registered PNP personnel and other PhilHealth beneficiaries may avail the PhilHealth KonSulTa Benefit Package;
- b) For those who are not yet registered, registration and assignments of beneficiaries to an accredited PhilHealth KonSulTa provider shall be done through any of the following:
- (1) Third-Party Assisted Registration which includes KPPs, Local Government Units, private and government health facilities;
 - (2) PhilHealth-Assisted and Initiated Registration through Local Health Insurance Office, PhilHealth Assistance, Relations, and Empowerment Staff or PhilHealth Action Center; and
 - (3) Member-Initiated Registration through an online platform www.philhealth.gov.ph using PhilHealth Member Portal.
- c) Transfers to another KPP shall be permitted, subject to the following conditions and accomplishment of the PhilHealth KonSulTa Registration Form by the beneficiary:
- (1) The beneficiary has not yet availed of the FPE;
 - (2) In the event that the current KPP of the beneficiary ceases operations due to circumstances beyond its control and through no fault of its own; The new KPP shall be allowed to render a new FPE for the remainder of the year; and
 - (3) In the event that the current KPP of the beneficiary ceases operations due to negligence, fault or withdrawal, non-renewal, or suspension of accreditation.
- 5) PhilHealth KonSulTa Benefit Procedure and Its Availment Process
- a) Eligible PNP personnel PhilHealth Beneficiaries shall proceed to their respective KPPs for assignments;
- b) The KPP shall check if the patient is registered to PhilHealth KonSulTa. If unregistered, the beneficiary shall be provided with assistance for initial registration.

The FPE conducted prior to registration shall be considered valid provided that the patients were registered to their preferred KPP within the applicable year;



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- c) If registered, they shall present the Authorization Transaction Code (ATC) for them to undergo FPE for the updates of basic health data to identify their health risks (Health Screening).

The FPE is done only once and may be rendered by physicians, nurses and midwives, or any trained allied medical or health support staff of the accredited KPP;

- d) If the ATC is not available, a photo shall be taken on the spot with the consent of the beneficiary as a proof of actual visit and be stored in the KPP together with record of the client;
- e) Primary care consultation shall be conducted with the selected laboratory procedures (see Annex "B") and dispensing of medicines (see Annex "C"), if necessary;
- f) The data of the patient shall be encoded in the electronic reporting system;
- g) The KPP shall generate and print the Electronic KonSulTa Availment Slip (EKAS) after each patient encounter and Electronic Prescription Slip (EPRESS) for prescribed medicines.

Should the patient opts to avail from other KPPs where they are not registered or other KPPs, or laboratory/diagnostic and/or pharmacy service providers not engaged by KPPs, they may be subject to out-of-pocket charges;

- h) The beneficiary shall accomplish the anonymized patient satisfaction survey for submission to PhilHealth; and
- i) The KPPs shall give the rest of EKAS and/or EPRESS to the beneficiary for their record.
- 6) Collections and Remittances of PhilHealth KonSulTa Capitation Fund
- a) Remittances from the PhilHealth Capitation Fund shall be treated as PNP Trust Liabilities and will be available for use by the PNP to fund PhilHealth KonSulTa programs, activities, and projects subject to the approval of the Chief, PNP;
- b) PNP Official Receipt (OR) shall be issued to PhilHealth by the respective Finance Service Collecting Officer (CO) upon receipt of the PhilHealth Capitation Payments through Auto-Credit Payment Scheme or Checks;



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- c) All PhilHealth KonSulTa Package Capitation Funds shall be deposited on the following accounts:
- (1) FSU-14 through Land Bank of the Philippines (LBP) under the Account Name "PNP GENERAL HOSPITAL FOR HOSPITAL CHARGES" with Account Number 1862-1028-31 for PNPGH; and
 - (2) Regional Finance Unit (RFUs) under their respective Trust Receipt Account.
- d) The above said account numbers shall be enrolled in the Auto-Credit Payment Scheme for PhilHealth Capitation Funds. Upon transfer/check payment, PhilHealth shall transmit the debit advice to KPP who in turn shall submit it to the Accounting Division (AD), Directorate for Comptrollership (DC) for issuance of bank statement from the LBP. The said bank statement, together with the debit advice, shall be submitted to the respective duly designated CO for the issuance of OR to be submitted to PhilHealth as an acknowledgement for the payment of PhilHealth Konsulta Capitation Fund;
- e) The FSU-14/RFUs shall prepare and submit Monthly Report of Collections and Deposits with validated copies of deposit slips/bank debit advice and duplicate copies of ORs to the AD, DC and Regional Accounting Office, respectively;
- f) The C, AD, DC/C, Regional Accounting Office shall issue a Certificate of Available Fund (CAF) of PhilHealth Capitation Fund based on its total remittances for the programming period as certified by the C, AD, DC/C, Regional Accounting Office;
- g) The issued CAF shall be the basis for the Secretariat of PHPGH/RMDUs to prepare a proposed Program of Expenditure (POE). The PNP PCFB shall deliberate the proposed POE, and with a duly signed PNP PCFB Rersolution, recommend its approval to the C, PNP; and
- h) The Revenue and Collection Division, Finance Service (FS) shall prepare and submit a consolidated Report of Collection and Deposit for PhilHealth KonSulTa Capitation Funds to Management Division, DC (Copy Furnished: C, AD, DC).
- 7) Administration and Utilization of PhilHealth KonSulTa Capitation Funds
- a) The Secretariat of PNPGH/RMDUs shall prepare and submit a proposed Program of Expenditure (POE) for the utilization of the PhilHealth KonSulTa Capitation Funds to the Director, Health



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Service (D, HS), and the Regional Directors of Police Regional Offices (RDs, PROs), respectively;

- b) The D, HS and the RDs, PROs shall review the proposed POE and duly endorse the recommended POE for the unit on a quarterly basis to the Secretariat of the PNP PCFB;
- c) The Secretariat PNP PCFB shall consolidate all POEs submitted by the D, HS and RDs, PROs and schedule the conduct of deliberation by the PNP PCFB;
- d) The PNP PCFB is authorized to establish funding priorities, and ensure expenditures support to healthcare services. All financial activities must comply with the auditing rules of the Commission of Audit and government financial regulations in promoting transparency and accountability in the utilization of funds;
- e) The PNP PhilHealth Capitation Funds shall support the following Expenses:
 - (1) Drugs and Medicines;
 - (2) Laboratory Reagents and Supplies;
 - (3) Office Supplies;
 - (4) Maintenance and Repair of Equipment;
 - (5) Training and Seminars;
 - (6) Accreditation Fees;
 - (7) IT Service providers, Subscription fee, and Software development;
 - (8) Payment for contracted services; and
 - (9) Other administrative and operational expenses not exceeding 5% of the programmable amount.

b. Specific Guidelines

PNP PhilHealth Capitation Fund Board Composition

Designation	Function
The Directorate for Comptrollership	Chairperson




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Deputy Director, Directorate for Personnel and Records Management	Vice Chairperson
Director, Health Service	Member
Deputy Director, Directorate for Logistics	Member
Deputy Director, Directorate for Operations	Member
Deputy Director, Legal Service	Member
Chief, Management Division, Directorate for Comptrollership	Head Secretariat

7. RESPONSIBILITIES

- a. The PNP PCFB shall:
 - 1) Ensure the proper utilization of the PNP PhilHealth Capitation Fund in accordance with PhilHealth guidelines, government financial regulations, and PNP policies;
 - 2) Review proposed internal policies and procedures for fund management, monitoring, and reporting;
 - 3) Oversee the allocation and disbursement of the PhilHealth Capitation Fund based on service demand, patient population, and operational needs; and
 - 4) The PNP PCFB shall meet at least quarterly or as necessary to review and approve budget proposals and funding requests for the programming of PNP PhilHealth Capitation Fund.
- b. The PNPGH shall prepare and submit a Monthly PhilHealth Capitation Fund Utilization Report to Management Division, DC. In the same manner, RMDUs shall submit their Monthly PhilHealth Capitation Fund Utilization to their respective RCD for subsequent submission to Management Division, DC;
- c. The Management Division, DC shall oversee that the respective units are compliant with the laws and policies on government procurement, in accordance with existing government accounting and auditing standards.
- d. The PNPGH and RMDUs shall prepare and submit PhilHealth Capitation Fund Utilization Report with liquidation documents to PhilHealth Office, on a quarterly basis. Copy furnished the Head Secretariat, PNP PCFB;



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Police Lieutenant Colonel
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- e. All concerned offices/units shall made the disbursements in accordance with the approved POE, subject to existing accounting and auditing rules and regulations; and
- f. The PNP HS shall oversee the dissemination of information regarding PhilHealth E-Konsulta Program to all PNP personnel.

8. REPEALING CLAUSE

All existing PNP issuances in conflict with this PNP MC are deemed repealed, amended or rescinded accordingly.

9. EFFECTIVITY

This MC shall take effect after 15 days from the filing of a copy thereof at the University of the Philippines Law Center in consonance with Sections 3 and 4, Chapter 2, Book VII, Executive Order No. 292, otherwise known as the "Revised Administrative Code of 1987", as amended.



JOSE MELENCIO C NARTATEZ, JR
Police Lieutenant General
Acting Chief, PNP

Distribution:
Command Group
IG, IAS
Cmdrs, APCs
D-Staff
P-Staff
Ds, NSUs
RDs, PROs
SPA to the SILG

OCPNP Signed 2025 S103990



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