



Republic of the Philippines  
Department of Health  
**CENTER FOR HEALTH DEVELOPMENT - I**

May 16, 2023

**RONALD SANCHEZ**  
Municipal Government of  
Urdaneta, Pangasinan  
<khatglz@gmail.com>

Dear **Mr. Sanchez**:

This is in response to your letter coursed to the Department of Health Call Center on May 10, 2023 and received by this Office on May 15, 2023. The letter states your concern on being disqualified to receive the HEA benefit due to the same PHILHEALTH number between you and your wife.

This Office would like to inform you that HEA is granted to every qualified Health Care Worker (HCW) and Non-Health Care Worker (Non-HCW) with a Unique PHILHEALTH number. Our **Health Emergency Allowance Processing System (HEAPS)** is only limited to process unique PHILHEALTH number for each HCW and non-HCW. In your case, the system automatically disqualified you due to duplicate entry of the same PHILHEALTH number.

We highly recommend that you secure your own PHILHEALTH number and coordinate with your facility to issue an appeal for the reconsideration of your claim.

Thank you.

Very truly yours,

  
**PAULA PAZ M. SYDIONGCO, MD, MPH, MBA, CESO IV**  
Director IV