



Republic of Palau Healthcare fund
PO Box 679 Koror, Palau 96940
Tel: (680) 488-2457
Fax: (680) 488-1470
administration@ropssa.pw
Web: www.rophcf.pw

Attention: MSA Participating Providers

The Palau Healthcare Fund would like to inform all MSA participating providers of possible disruptions to the MSA online clinic interface for up to 5 days beginning July 18, 2023. This follows the announcement from PNCC reporting that SEA-US repairs extended to 5 days starting July 18, 2023 at 7am and that internet services will be disrupted. Our team at the SSA IT department will be monitoring the internet connections during this time and report the status to the HCF office. Clinics can use the ***Healthcare Fund Authorization to Deduct MSA Funds*** form for offline transactions. If clinics goes off-line, the following process can be done for MSA transactions:

Off-line Transactions:

1. MSA Authorization forms for daily transactions;
2. Log in to check current balance or call in to HCF office for MSA balances;
3. Enter MSA transactions when internet is back online; submit forms with clinic invoices at the end of the week to HCF office.

Clinics are encouraged to use other payment options to avoid NSF accounts that might happen during this period. We apologize for the inconvenience.

For further information or clarification, you may contact Ms. Bakas Asanuma or Ms. Emmaimelei Fritz at 488-1904 for more details.

Thank you