



Insular Health Care

Wellness for a Lifetime

www.insularhealthcare.com.ph



Availment Procedure
while pending release of HMO IDs

1. It is best to call the Medical Service Center to confirm if the facility and physician is accredited.
2. You can also view the complete list of accredited specialists, hospitals and clinics in our website :
www.insularhealthcare.com.ph
3. When you are at the accredited facility, proceed to the Insular Health Care Coordinator and Present the **Certificate of Coverage** together with your company or any valid ID.
4. Should you need any assistance, you may call our hotline numbers. (see next slide).

Note: Remember to bring your Certificate of Coverage (COC) and Company ID or any valid ID at all time.

24/7 MEDICAL SUPPORT CENTER (MSC) HOTLINES

DIRECT LINE:

(02) 817 7858

TRUNKLINE + LOCALS:

(02) 813-0131

8307, 8310, 8332 to 8334, 8359

MOBILE NUMBER:

Globe: 0917-886-1167; 0917-815-1769; 0917-804-6327

Smart: 0919-074-4201; 0919-074-4202

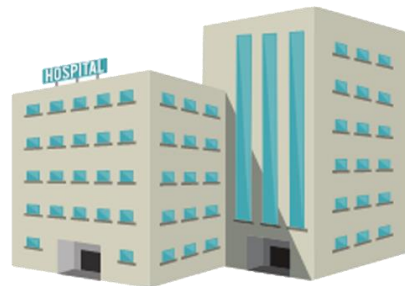
24/7 TOLL FREE HOTLINE NUMBER

1-800-10-817 7857

EMAIL ADDRESS

msc@insularhealthcare.com.ph

OUT-PATIENT AVAILMENT PROCEDURE



ACCREDITED HOSPITAL



**ACCREDITED
SPECIALIST**

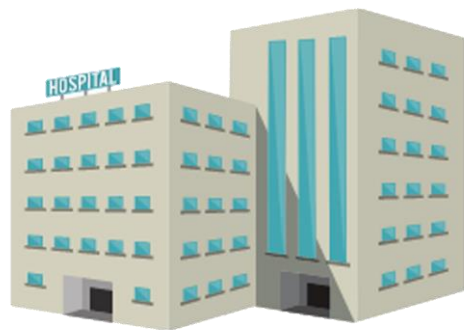


**INSULAR HEALTHCARE
COORDINATOR**



**DIAGNOSTIC
FACILITY**

IN-PATIENT AVAILMENT PROCEDURES



GO TO ACCREDITED
HOSPITAL



INSULAR HEALTH
CARE COORDINATOR



ADMITTING SECTION
FOR CONFINEMENT



SECURE LETTER OF
AUTHORIZATION

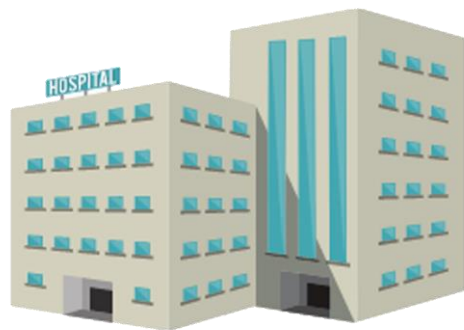


FILING OF PHILHEALTH
DOCUMENTS



DISCHARGED

EMERGENCY CARE AVAILMENT PROCEDURES



GO TO ACCREDITED or NON- ACCREDITED
HOSPITAL'S EMERGENCY CLINIC



PRESENT YOUR INSULAR HEALTH
CARE MEMBERSHIP CARD



Receive Emergency Care
Treatment



DISCHARGED

Sign hospital statement of account and
pay the ineligible charges not covered
by Insular Health Care

Dental Availment Procedure

- To set an appointment contact **Reliant Health** and then mention your preferred Dental clinic, date and time of availment to the attending customer service specialist.
(see next slide for the contact details)
- From our directory, select a dentist of your choice.
Schedule an appointment first before going to the clinic premises.
- Please bring any valid I.D.
- Dental check-ups/availment is by appointment only.

FOR DENTAL APPOINTMENT
RELIANT HEALTH MED ALLIANCE CORPORATION

CONTACT INFORMATION

Tel.#(02) 345-7595 and 659-4133

Mobile / Viber 0917-850-3230

THANK YOU!



Wellness for a Lifetime