

# MEMO



**DATE:** 15 January 2018

**TO:** Dr. Josephine Yap, Operations Department  
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**CC.:** Rachel L. Uy, AVP for Corporate Operations  
Miles Nicolas, Accounting Department  
Amy De Jesus, Human Resource Department  
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**FROM:** Jovy Astillero, Corporate Accounts Department

**RE:** Guidelines for Branch Encoding and Submission of Corporate Transactions

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To ensure timely billing by CAD to corporate clients of their availment, timely encoding and submission by branches to CAD of complete and correct corporate transactions (RX) is required.

Guideline and timeline of various processes involved:

1. When filling up applicable availment forms: attending branch staff should indicate complete and correct information such as but not limited to:
  - a. Signatures of patient (PX), Branch Manager, Optometrist, client-company authorized signatory, dependent
  - b. benefit limit on Avega RCS
  - c. Maxicare details such as PX limit, member's account number, approval code, LOE code, diagnosis
2. Encoding of branch referral (BR) RX into EOIS – same day as the transaction
3. Encoding of onsite RX:
  - a. up to two (2) day either after receipt of client approval of summary or after onsite for those with pre-approved list of eligible availment;
  - b. however, for the number of transactions per onsite beyond 100, branches may be given one (1) day per increment of 50 onsite transactions;
  - c. Counting of the days does not include Saturdays and Sundays.
4. Encoding of RX should be complete and correct to include but not limited to:
  - a. company tagging (especially for various Avega and Maxicare company options)
  - b. total amount
  - c. items
  - d. incorrect payment application (full, partial, excess)
  - e. RX number
  - f. For Avega: RCS number, approval code and account number
  - g. For Maxicare: Approval code and account number
5. Submission of RX and related documents to CAD:
  - a. Branches should release these to Warehouse rider or courier within four (4) days from RX creation.

- b. Warehouse should forward the same to CAD within two (2) day from receipt from rider / courier. This should cover Sundays when CAD is on rest day.
6. Related document attachments may include but not limited to:
- |                              |   |
|------------------------------|---|
| a. RX                        | h. Privacy Data Sheet   |
| b. Authority to Deduct       | i. Referral Control Sheet                                     |
| c. Branch Referral Form      | j. Resending of previously unremitted transaction attachments |
| d. Quota form                | k. Stock transfer of EPPB                                     |
| e. Disbursement voucher      | l. Dispensing report  |
| f. Out-patient referral form |   |
| g. Verified Deposit Slip     |   |
7. When CAD emails a branch with queries on the transaction details or request for action, branch should sent back a definitive response within forty-eight (48) hours from email date/time stamp. Counting of days does not includes Saturdays and Sundays. Definitive response is either an answer to the query or action to the request. This does not include mere acknowledgement of the email with an intent to provide a definitive response thereafter.
8. These requests for action may include but not limited to:
- |   |  |
|---|--|
| a. Voiding a transaction                              | e. Collection of payment for the excess to benefit limit |
| b. Re-encoding of a wrongly transaction into a new RX | f. Payment application – include posting of credit memos |
| c. Sending of unremitted documents                    | g. Authority to Deduct from branch personnel             |
| d. Properly filling-up documents                      |  |
9. When sending emails with attached images / pictures, reduce the resolution of the images to less than 1 MB in file size or a maximum of 2 MB per email to prevent "clogging" of emails.

Penalties for non-compliance:

1. Late encoding of RX as well as submission of COMPLETE documents and definitive email response:
- |                      |   |                            |
|----------------------|---|----------------------------|
| a. To cashier        | - | 1 – 3 days late : P 120.00 |
|                      |   | 4 – 6 days late : P 180.00 |
|                      |   | 7 – 9 days late : P 300.00 |
|                      |   | Beyond 9 days : P 600.00   |
| b. To branch manager | - | 1 – 3 days late : P 80.00  |
|                      |   | 4 – 6 days late : P 120.00 |
|                      |   | 7 – 9 days late : P 200.00 |
|                      |   | Beyond 9 days : P 400.00   |
2. To cashier for wrong encoding of RX -1<sup>st</sup> offense : Reprimand  
Succeeding offense: P 100.00
3. If an RX will not be paid by client due to any delay, incorrect information or incomplete documentation, the RX will be charged to the accountable person in addition to the penalty above.

This procedure is effective immediately and supersedes any contradicting existing policy/ies.

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