

FREQUENTLY ASKED QUESTIONS

Q. Why did we change our HMO provider?

Answer: Based on the remarketing done by Procurement and HR, Intellicare has provided competitive rates for Weserv among the other five HMO providers including Maxicare.

Q: What is our HMO Benefit for Rank-and-File Employees?

Answer: We still have the same maximum benefit limit (MBL) and room and board category.

Category	MBL	Room & Board
Principal (Employee)	400,000 per illness/per year	Regular Private
Dependents	220,000 per illness/per year	Regular Private

Q: Why is the premium rate high?

Answer: Based on our FY23 HMO utilization, it shows that there was a significant increase in the overall utilization (combined usage of our dependents and principal) and also the increase in medical inflation that affects our HMO premium rate.

To ensure that we provide our employees with the quality healthcare service and value for money, we have engaged with Intellicare who provided us the best offer among others. Intellicare is known in the industry to have the best healthcare service in the Philippines.

Q. What benefits are we getting from this new vendor?

Answer: Apart from the quality healthcare and value for money, Intellicare has more affiliated hospital networks, partner physicians and advanced technology in providing services (e.g. Agora mobile app and web) telemedicine and owned clinics (**Aventus**).

Please standby for upcoming HMO orientation and get to know more about our new provider in promoting health and wellness.

Q: Is there going to be an orientation about this new HMO provider?

Answer: Yes, there will be scheduled orientation or webinars to be conducted in June 2024.

Q: Can I already use this new vendor on June 1, 2024?

Answer: For scheduled consultation from June 1 onwards, you can already use Intellicare's services. Please bring a copy of the Certificate of Coverage (CoC) and valid government or Company ID.

Starting June 1, 2024, you can enjoy Intellicare services and there should be no disruption in any of the healthcare needs you may require.

Please note that if you will have any utilization for your dependent/s starting June 1 until you submit your enrollment form by June 10, 2024, the said dependent/s should be included in the enrollment.

Q: Since we are changing our HMO provider, can I still use my Maxicare as well as for our dependent/s?

Answer: As we transition to our new HMO provider, you may still use Maxicare for you and your dependents up until May 31, 2024.

Q: My Doctor is with Maxicare Primary Care Center or Not affiliated with Intellicare and have a scheduled consultation/laboratory test next month, how do I go about this change?

Answer: For consultation, we advise to undergo the consultation again with our Intellicare accredited doctors. But if you have already undergone lab tests, you may bring the results to Intellicare accredited physicians for a second opinion.

For scheduled appointments in June 2024, please make sure that the Doctor/Dentist is accredited by Intellicare so that will be covered.

Q: Regarding the change of our HMO provider, just want to ask how I can get my new Intellicare Card (or even the Card Number only) that I need to present as I have scheduled appointment to doctor and some laboratory test this coming June 1, 2024, as well to my dependents.

Answer: Kindly wait for the email from our HMO provider to provide your account number starting June 1, 2024. In the absence of the account number or card number, you may present a copy of the Certificate of Coverage (CoC) along with a valid government or Company ID when availing.

Q: What is our HMO Annual Rates for Rank-and-File Employees' dependents?

Answer: Below are the new HMO Annual Rates for RF. We have added coverage for 70 to 75 years old parents.

Dependents Category	HMO Premium Amount (PHP)	% Benefit Split	Amount to be Shouldered by Employees
Spouse (Married Employees) / Domestic Partner / Same Gender Partner	24,304.00	100% Shouldered by Employee annually	24,304.00
Children 25 yrs & Below (Applicable to Married or Single Parent Employees)	24,304.00	40% Shouldered by Employee annually	9,721.60

Unmarried & Unemployed Siblings 25 yrs & Below (Applicable to Single Employees Only)	24,304.00	100% Shouldered by Employee annually	24,304.00
Parents of Single Employees (Up to 65 yrs Old)	24,304.00	100% Shouldered by Employee annually	24,304.00
Parents of Single Employees (66 to 70 yrs old) & Married Employees (Up to - 70 yrs Old)	48,608.00	100% Shouldered by Employee annually	48,608.00
Parents of Single & Married Employees (71 to 75 yrs old)	72,912.00	100% Shouldered by Employee annually	72,912.00

If dependents are not PhilHealth members or not declared dependents with Philhealth, additional annual fee amounting to PHP 5,376 / dependent will be added on top of the membership cost.

If there is no Philhealth coverage, your dependent cannot avail of Philhealth benefits. The amount above is a lot cheaper than paying the Philhealth portion during confinement or availments.

The Php 5,376 will be added to the annual premium rates spread into 12 months ($P5,376/12 = P448$ per month).

To check if your dependents are enrolled to Philhealth, you may visit the Philhealth website.

Q: What is the HMO Enrollment Hierarchy Rule?

Answer: When enrolling your dependent, please be reminded of the hierarchy rule, this is the same as previous years:

A. Married Employees

1. Spouse
2. Child
3. Parents

B. Single Employees

1. Parents
2. Siblings

For Domestic Partners/Same Gender Partners, please see below guidelines for enrolling.

- Standard hierarchy rule for Single Principal shall be applied.

- Both the Principal and Dependent are "Single" status - has not contracted marriage in the Philippines or elsewhere.
- With respect to live-in partners, there should be no legal impediment to marry one another; as impediment for them to marry each other in the Philippines.
- Living together in the same residence.
- Both gainfully employed; and
- Both are mentally competent.

Q: What is the HMO Enrollment procedure for our dependents?

Answer: In line with our move to the new HMO provider, Intellicare, please be advised that we need to enroll our dependents.

If we do not receive your enrollment form by June 10, 2024, your dependents will no longer be covered by Intellicare.

After June 10 window period the following enrollments can be accepted:

- New born baby: 30 days from date of eligibility
- Spouse of a newly wed employee: 30 days from date of marriage
- Dependent of a new employee: after employment regularization

Kindly fill out the attached enrollment form. It will serve as confirmation for your dependent's coverage. Please submit the soft copy with e-signature on or before June 10, 2024 to phgdchmo@fujitsu.com.

Q: How will I get my new Intellicard card?

Answer: From June 1 onwards, our HMO provider will send you a copy of your digi-card.

Q: I have a pending reimbursement with Maxicare, will I still receive it?

Answer: Yes you will still receive it. Any claims up until May 31, 2024, Maxicare will still cover it.

Q: Is there a program similar to The Best life available in Intellicare?

Answer: At the moment, Intellicare does not have this program for their clients but they have different partnerships with Pharmacies that offer discounts to Intellicare clients.

Q: When are the roadshow schedules?

Answer: Our scheduled HR Café roadshows will be on June 3, 4 & 6, 2024. Please refer to the released announcement: Know more about our new HMO vendor! Join us in the upcoming HR Cafe!

Q: Who can we reach out if we have further inquiries?

Answer: You may send your queries via AskHR or alternatively please send email to phgdchmo@fujitsu.com

You may also contact Intellicare 24/7 hotlines and Aventus Clinics:

24/7 CALL SUPPORT

MOBILE HOTLINE NUMBERS

(0920) 970 – 4724 (Smart)

(0917) 840 – 4894 (Globe)

(0922) 891 – 3957 (Sun)

24/7 TEXT SUPPORT

MOBILE HOTLINE NUMBERS

(0920) 951 – 8452 (Smart)

(0917) 805 – 2502 (Globe)

(0922) 891 – 3925 (Sun)

AVENTUS – Metro Manila

AVENTUS – METRO MANILA

MAKATI – AYALA NORTH EXCHANGE

3/F Unit 61-62 Ayala North Exchange, Ayala Ave. cor. Salcedo St., Legaspi Village, Makati City
☎: (02) 8425-1607 / (02) 8425-1624
Clinic Schedule: Mon – Sat. / 7AM – 5PM

MAKATI – FILOMENA BLDG.

6/F Filomena Bldg., 104 Amorsolo St., Legaspi Village, Makati City
☎: (02) 8519-6787 / (02) 8817-2715
Clinic Schedule: Mon – Sat. / 7AM – 5PM

BGC

G/F Unit 1 Citibank Plaza, 34th St. cor. Lane D., Bonifacio Global City, Taguig City
☎: (02) 8352-8335 / (02) 8362-0042
Clinic Schedule: Mon – Sat. / 7AM – 5PM

ONE AYALA

Lower Ground Floor, One Ayala, Ayala Center, San Lorenzo, Makati City
☎: (02) 8425-7005
Clinic Schedule: Mon – Sat. / 7AM – 5PM

MANILA

5/F Times Plaza Bldg., U.N. Ave. cor. Taft Ave., Ermita, Manila City
☎: (02) 8353-6807 / (02) 8353-6808
Clinic Schedule: Mon – Sat. / 7AM – 5PM

PASAY

Unit 109 & 110 Scape Bldg., Disodado Macapagal Avenue, cor. Pearl Drive, Central Business Park 1, San Rafael, Brgy. 76, Pasay City
☎: (02) 8541-5645 / (02) 8838-0627
Clinic Schedule: Mon – Sat. / 7AM – 5PM

ALABANG

2/F Sycamore ARCS 1 Building, Buencamino St. cor. Alabang-Zapote Road, Alabang, Muntinlupa City
☎: (02) 8556-3592 / (02) 8556-3596
Clinic Schedule: Mon – Sat. / 7AM – 5PM

URBAN REHAB

Unit H-303 3/F One Ayala, Ayala Avenue, Ayala Center, San Lorenzo, Makati City
☎: +63 917-838-2231
Clinic Schedule: Mon – Sat. / 10AM – 7PM

WELLNESS HUB

Unit H-304 3/F One Ayala, Ayala Center, Ayala Center, San Lorenzo, Makati City
☎: +63 917-841-3173
Clinic Schedule: Mon – Sun. / 10AM – 7PM

MANDALUYONG

Lower 2/F St. Francis Square, Doña Julia Vargas Ave. cor. Bank Drive, Ortigas Center, Mandaluyong City
☎: (02) 8542-6578 / (02) 7255-8974
Clinic Schedule: Mon – Sat. / 7AM – 5PM

ORTIGAS

Units 15, 16 & 18-20 G/F AIC Grande Tower, Sapphire Road. cor. Garnet St., Ortigas Center, Pasig City
☎: (02) 8584-2430 / (02) 8570-9967
Clinic Schedule: Mon – Sat. / 7AM – 5PM

CUBAO

G/F Unit 17-18 Manhattan Parkview Tower One, General Romulo Ave., Araneta City, Cubao, Quezon City
☎: (02) 8245-0976 / (02) 7933-5754
Clinic Schedule: Mon – Sat. / 7AM – 5PM

EASTWOOD

6/F Unit 2-A CyberOne Bldg., 11 East Avenue, Bagumbayan, Quezon City
☎: (02) 8775-6132 / (02) 8475-4405
Clinic Schedule: Mon – Sat. / 7AM – 5PM

NORTH EDSA

G/F & 2/F Philippine College of Surgeons Bldg., 992 North EDSA, Quezon City
☎: (02) 8352-4675
Clinic Schedule: Mon – Sat. / 7AM – 5PM

AVENTUS – Regional

AVENTUS – REGIONAL

DASMARIÑAS
Commercial Space 1-2 G/F, Antlers Square II, Pasong Lawin, Burol,
Dasmariñas City, Cavite
☎: (0917) 837 4728 / (046) 894-8325
Clinic Schedule: Mon – Sat. / 7AM – 5PM

CALAMBA
G/F Marchi Square, National Highway Paciano Rizal, Calamba City, Laguna
☎: (049) 508-1806 / (049) 306-0397
Clinic Schedule: Mon – Sat. / 7AM – 5PM

STA. ROSA
2/F Canvaja Building 2, National Highway, Balibago City, Sta. Rosa, Laguna
☎: (049) 302-5046 / (049) 530-0484
Clinic Schedule: Mon – Sat. / 7AM – 5PM

CLARK
G/F BPO Building 5, SM City Clark, M.A. Roxas Highway, Brgy. Malabanas, Angeles City, Pampanga
☎: (045) 499-8419 / (045) 499-8420
Clinic Schedule: Mon – Sat. / 7AM – 5PM

BACOLOD
G/F RL Jocson Building, B.S. Aquino Drive,
Barangay 5, Bacolod City
☎: (034) 213-0766 / (034) 213-0762
Clinic Schedule: Mon – Sat. / 7AM – 5PM

CEBU IT PARK
Unit 203 2/F TGU Tower, Phase 1, Asiatown IT Park, Apas, Cebu City
☎: (032) 268-8072 / (032) 268-8902
Clinic Schedule: Mon – Sat. / 7AM – 5PM

CEBU CYBERGATE
Unit 302 & 309 L/3 Robinsons Cybergate, Don G. Garcia & J. Lorente Sts, Capitol Site, Cebu City
☎: (032) 236-9028 / (032) 238-3922 / (032) 238-7672
Clinic Schedule: Mon – Sat. / 7AM – 5PM

A Member of  FULLERTON HEALTH

 Intellicare

TELAVENTUS MD (<http://www.ventusmedicalcareinc.com/teleconsult/selfservelink>)

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Primary care



Advice



Wellness Counseling



Referral to Specialist



Referral to Aventus



Referral to Mindwell

Message us on our Facebook Page at TelAventusMD or e-mail us at TelAventusMD@ventusmedical.com.ph to set an appointment schedule.

NOTE: Should you have further questions, please feel free to call our Central Business Office at 8840.3043 or email us at inquiry@ventusmedical.com.

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