LETTER OF AUTHORIZATION (LOA) OUTPATIENT PROCESS FLOWCHART

All clinic transactions and all updated data for Employees from HRMS will be linked to Healthcare Portal.
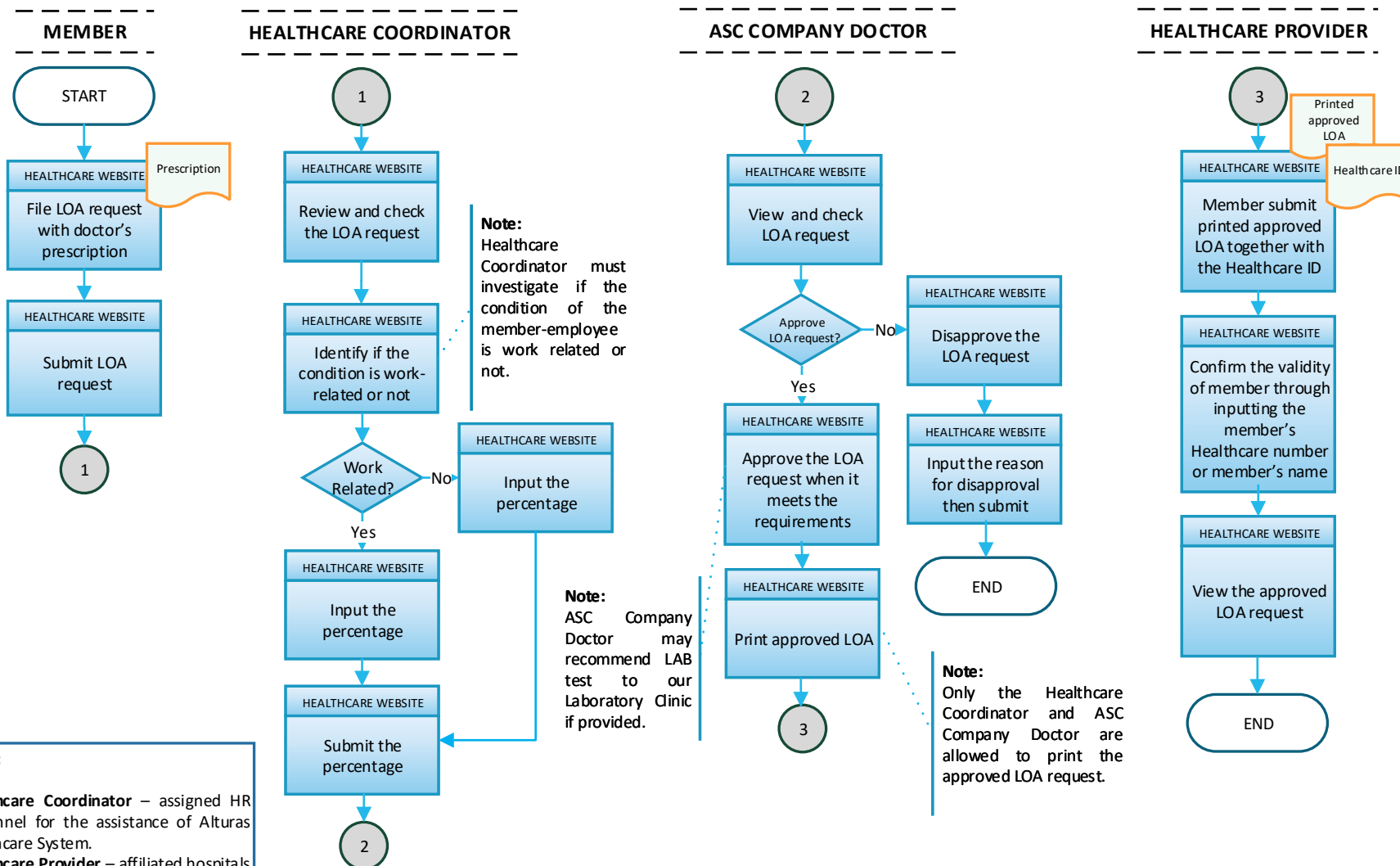
Alturas Group of Companies gave access to each member online using the HRMS portal, ASC (admin) portal, and Healthcare Provider portal.

NOTE:
- Our online Healthcare - LOA request form is designed to provide assistance for a more convenient way to request LOA (Letter of Authorization) for outpatient utilization of our services.
- Prescriptions are always required by the member so that he/she can file/request a Letter of Authorization (LOA) from the ASC healthcare company.
- When consulting, the member should go to the registered company doctor's clinic under affiliated hospitals.
- Employee-member can avail of the Laboratory Test benefit, employee-member must be checked first by the company/affiliated physicians who will then decide what type of Laboratory Test is needed and can recommend also to other healthcare providers if there is no available equipment to our LAB clinic.

MEMBER

- START
- HEALTHCARE WEBSITE — File LOA request with doctor's prescription — *Prescription*
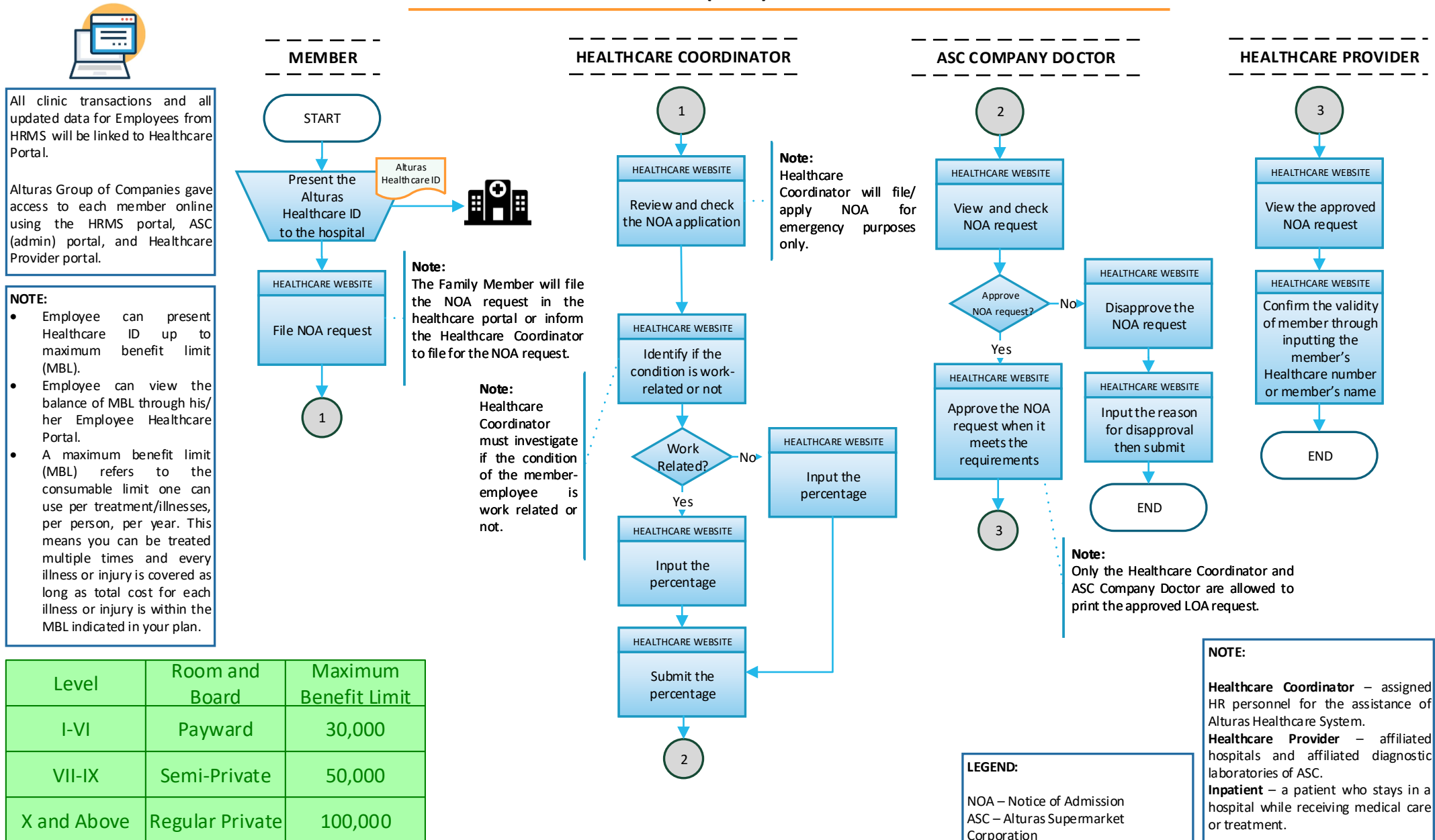- HEALTHCARE WEBSITE — Submit LOA request
- 1

NOTE:

Healthcare Coordinator – assigned HR personnel for the assistance of Alturas Healthcare System.
Healthcare Provider – affiliated hospitals and affiliated diagnostic laboratories of ASC.
Outpatient - a patient who receives medical treatment without being admitted to a hospital.

HEALTHCARE COORDINATOR

- 1
- HEALTHCARE WEBSITE — Review and check the LOA request
- HEALTHCARE WEBSITE — Identify if the condition is work-related or not
- Work Related? — No → HEALTHCARE WEBSITE — Input the percentage
- Yes
- HEALTHCARE WEBSITE — Input the percentage
- HEALTHCARE WEBSITE — Submit the percentage
- 2

Note: Healthcare Coordinator must investigate if the condition of the member-employee is work related or not.

Note: ASC Company Doctor may recommend LAB test to our Laboratory Clinic if provided.

ASC COMPANY DOCTOR

- 2
- HEALTHCARE WEBSITE — View and check LOA request
- Approve LOA request? — No → HEALTHCARE WEBSITE — Disapprove the LOA request
- Yes
- HEALTHCARE WEBSITE — Approve the LOA request when it meets the requirements
- HEALTHCARE WEBSITE — Input the reason for disapproval then submit → END
- HEALTHCARE WEBSITE — Print approved LOA
- 3

Note: Only the Healthcare Coordinator and ASC Company Doctor are allowed to print the approved LOA request.

HEALTHCARE PROVIDER

- 3 — *Printed approved LOA*
- HEALTHCARE WEBSITE — Member submit printed approved LOA together with the Healthcare ID — *Healthcare ID*
- HEALTHCARE WEBSITE — Confirm the validity of member through inputting the member's Healthcare number or member's name
- HEALTHCARE WEBSITE — View the approved LOA request
- END

LEGEND:

LOA – Letter of Authorization
ASC – Alturas Supermarket Corporation

| Process Flow : ALTURAS HEALTHCARE | PREPARED BY: MARY LORIEPIE PONTE | CHECKED BY: AGUSTIN NESPEROS JR. | REVIEWED BY: | APPROVED BY: MARIA NELIZA U. FUERTES, CPA, CIA, CSCU, CISA, REB, REA, CICA, CrFA, REC | Page 2 |
| Business Unit : | | | | | |

ALTURAS GROUP OF COMPANIES

NOTICE OF ADMISSION (NOA) INPATIENT PROCESS FLOWCHART

All clinic transactions and all updated data for Employees from HRMS will be linked to Healthcare Portal.

Alturas Group of Companies gave access to each member online using the HRMS portal, ASC (admin) portal, and Healthcare Provider portal.

NOTE:
- Employee can present Healthcare ID up to maximum benefit limit (MBL).
- Employee can view the balance of MBL through his/ her Employee Healthcare Portal.
- A maximum benefit limit (MBL) refers to the consumable limit one can use per treatment/illnesses, per person, per year. This means you can be treated multiple times and every illness or injury is covered as long as total cost for each illness or injury is within the MBL indicated in your plan.

Level	Room and Board	Maximum Benefit Limit
I-VI	Payward	30,000
VII-IX	Semi-Private	50,000
X and Above	Regular Private	100,000

MEMBER

START

Present the Alturas Healthcare ID to the hospital → Alturas Healthcare ID

HEALTHCARE WEBSITE
File NOA request

(1)

Note:
The Family Member will file the NOA request in the healthcare portal or inform the Healthcare Coordinator to file for the NOA request.

Note:
Healthcare Coordinator must investigate if the condition of the member-employee is work related or not.

HEALTHCARE COORDINATOR

(1)

HEALTHCARE WEBSITE
Review and check the NOA application

Note:
Healthcare Coordinator will file/ apply NOA for emergency purposes only.

HEALTHCARE WEBSITE
Identify if the condition is work-related or not

Work Related? — No → **HEALTHCARE WEBSITE** Input the percentage

Yes ↓

HEALTHCARE WEBSITE
Input the percentage

HEALTHCARE WEBSITE
Submit the percentage

(2)

ASC COMPANY DOCTOR

(2)

HEALTHCARE WEBSITE
View and check NOA request

Approve NOA request? — No → **HEALTHCARE WEBSITE** Disapprove the NOA request

Yes ↓

HEALTHCARE WEBSITE
Approve the NOA request when it meets the requirements

HEALTHCARE WEBSITE
Input the reason for disapproval then submit

END

(3)

Note:
Only the Healthcare Coordinator and ASC Company Doctor are allowed to print the approved LOA request.

HEALTHCARE PROVIDER

(3)

HEALTHCARE WEBSITE
View the approved NOA request

HEALTHCARE WEBSITE
Confirm the validity of member through inputting the member's Healthcare number or member's name

END

NOTE:

Healthcare Coordinator – assigned HR personnel for the assistance of Alturas Healthcare System.
Healthcare Provider – affiliated hospitals and affiliated diagnostic laboratories of ASC.
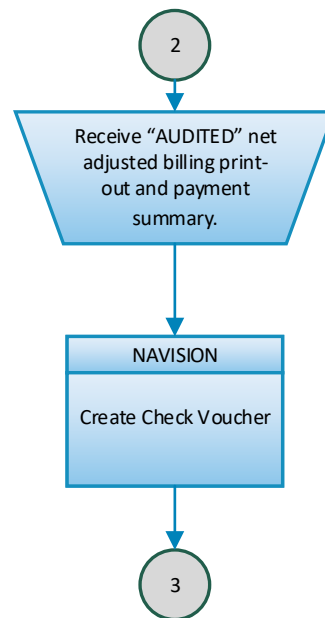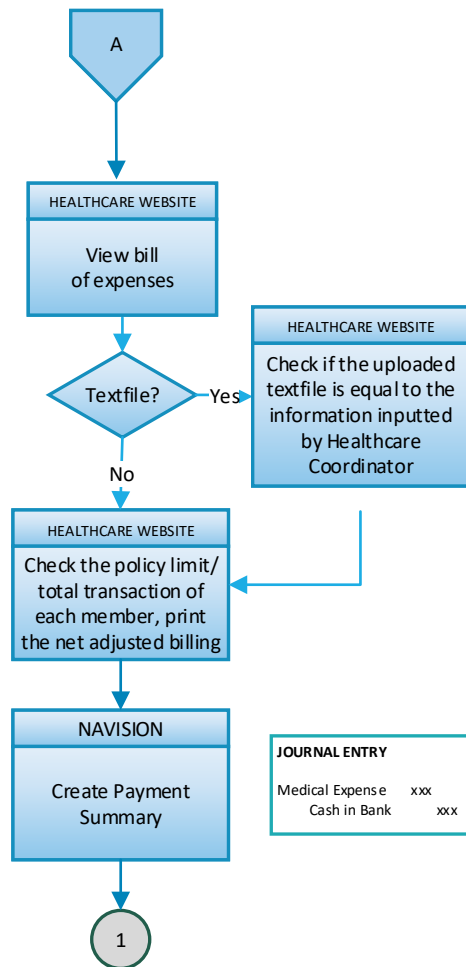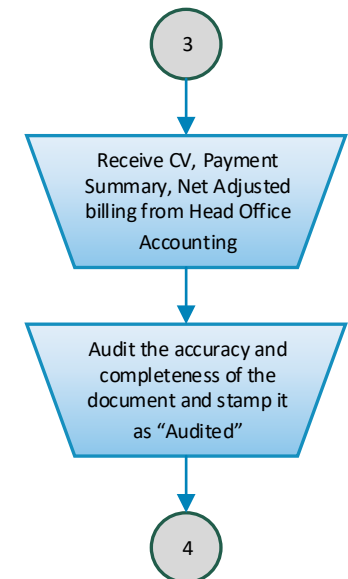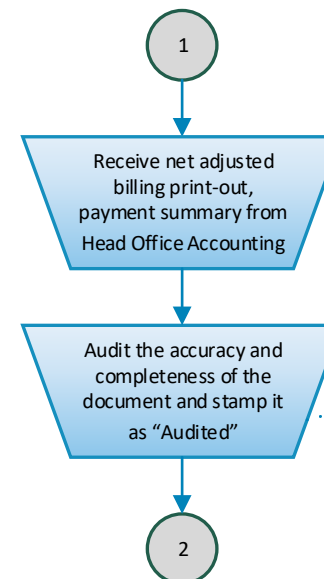**Inpatient** – a patient who stays in a hospital while receiving medical care or treatment.

LEGEND:

NOA – Notice of Admission
ASC – Alturas Supermarket Corporation

| Process Flow : ALTURAS HEALTHCARE | PREPARED BY: | CHECKED BY: | REVIEWED BY: | APPROVED BY: | Page 3 |
| Business Unit : | MARY LORIEPIE PONTE | AGUSTIN NESPEROS JR. | | MARIA NELIZA U. FUERTES, CPA, CIA, CSCU, CISA, REB, REA, CICA, CrFA, REC | |

ALTURAS GROUP OF COMPANIES

BILLING & PAYMENT (OUTPATIENT BENEFITS)

HEALTHCARE COORDINATOR

START

HEALTHCARE WEBSITE

View the approved LOA request

Clarify/Coordinate with the healthcare provider if the services have already been performed

HEALTHCARE WEBSITE

Tag status to "completed" by inputting the information of the availed services

Note:
- To tagged LOA as "completed", Healthcare Coordinator must input the following:

a. date performed
b. time performed
c. the services performed
d. doctor who performed
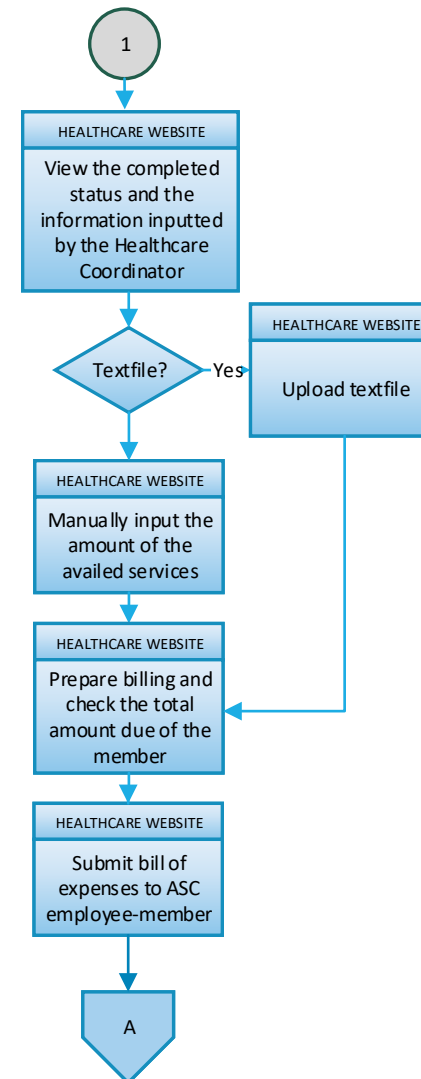
1

HEALTHCARE PROVIDER

1

HEALTHCARE WEBSITE

View the completed status and the information inputted by the Healthcare Coordinator

Textfile? — Yes →

HEALTHCARE WEBSITE

Upload textfile

HEALTHCARE WEBSITE

Manually input the amount of the availed services

HEALTHCARE WEBSITE

Prepare billing and check the total amount due of the member

HEALTHCARE WEBSITE

Submit bill of expenses to ASC employee-member

A

NOTE:

Healthcare Coordinator – assigned HR personnel for the assistance of Alturas Healthcare System.
Healthcare Provider – affiliated hospitals and affiliated diagnostic laboratories of ASC.
Outpatient - a patient who receives medical treatment without being admitted to a hospital.

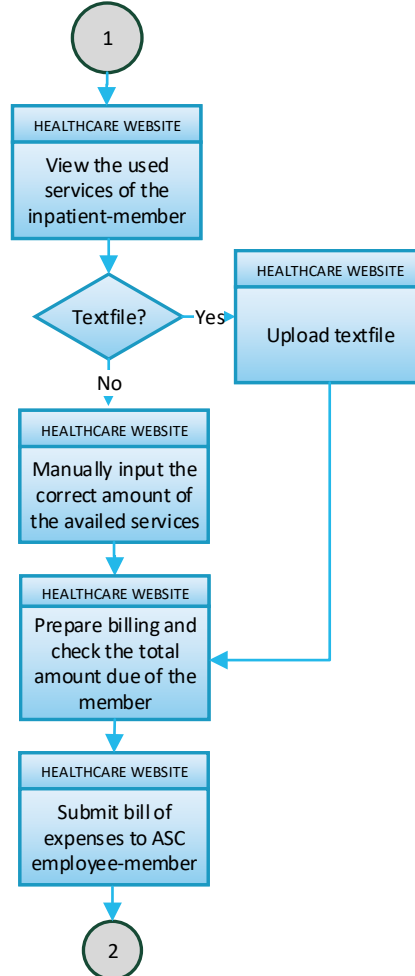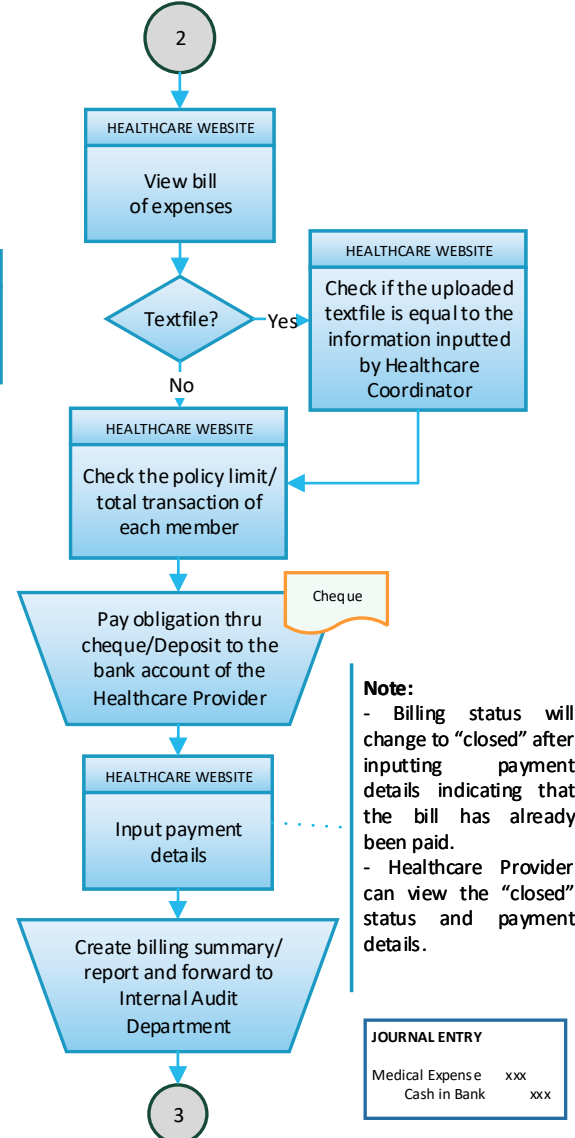# BILLING & PAYMENT (OUTPATIENT BENEFITS)

HEAD OFFICE ACCOUNTING

A

HEALTHCARE WEBSITE
View bill of expenses

Textfile?
— Yes →

HEALTHCARE WEBSITE
Check if the uploaded textfile is equal to the information inputted by Healthcare Coordinator

No

HEALTHCARE WEBSITE
Check the policy limit/ total transaction of each member, print the net adjusted billing

NAVISION
Create Payment Summary

JOURNAL ENTRY

Medical Expense   xxx
    Cash in Bank   xxx

1

2

Receive "AUDITED" net adjusted billing print-out and payment summary.

NAVISION
Create Check Voucher

3

INTERNAL AUDIT DEPARTMENT

1

Receive net adjusted billing print-out, payment summary from Head Office Accounting

Audit the accuracy and completeness of the document and stamp it as "Audited"

2

Note:
- If there's mismatch data, internal auditor must reconcile with Head Office Accounting.
- IAD can have viewing access to Healthcare Portal for auditing.

3

Receive CV, Payment Summary, Net Adjusted billing from Head Office Accounting

Audit the accuracy and completeness of the document and stamp it as "Audited"

4

NOTE:
- AGC will pay off the whole amount including the excess to the Hospital to not further increase the employees' payable. However, AGC shall make the employee liable for the excess of MBL amount, only if the condition is work related.
- If member exceeds Maximum Benefit Limit (MBL) and the condition is not work related, all other expenses exceeding the MBL will be charged to personal or charged as an Employees Special Cash Advance.

BILLING & PAYMENT (INPATIENT BENEFITS)

HEALTHCARE COORDINATOR

START

HEALTHCARE WEBSITE
View the approved NOA request

Visit the hospital to clarify the services used by the inpatient-member

HEALTHCARE WEBSITE
Input the services used by the inpatient-member in the system
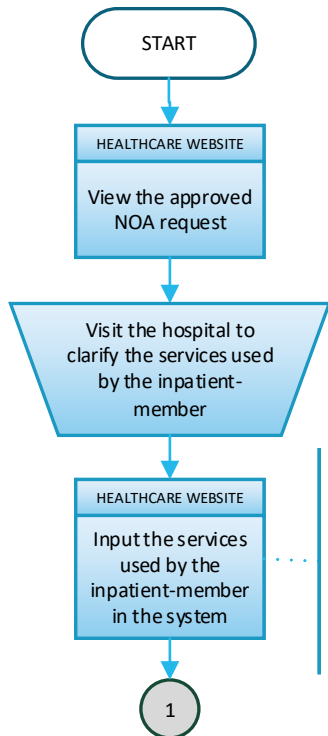
Services inputted in the system:

1. Diagnostic test
2. Medical Supplies and Medication
3. Room and Board
4. PF

1

NOTE:

Healthcare Coordinator – assigned HR personnel for the assistance of Alturas Healthcare System.
Healthcare Provider – affiliated hospitals and affiliated diagnostic laboratories of ASC.
Inpatient – a patient who stays in a hospital while receiving medical care or treatment.

HEALTHCARE PROVIDER

1

HEALTHCARE WEBSITE
View the used services of the inpatient-member

Textfile? — Yes → **HEALTHCARE WEBSITE** Upload textfile

No

HEALTHCARE WEBSITE
Manually input the correct amount of the availed services

HEALTHCARE WEBSITE
Prepare billing and check the total amount due of the member

HEALTHCARE WEBSITE
Submit bill of expenses to ASC employee-member

2

HEAD OFFICE ACCOUNTING

2

HEALTHCARE WEBSITE
View bill of expenses

Textfile? — Yes → **HEALTHCARE WEBSITE** Check if the uploaded textfile is equal to the information inputted by Healthcare Coordinator

No

HEALTHCARE WEBSITE
Check the policy limit/ total transaction of each member

Pay obligation thru cheque/Deposit to the bank account of the Healthcare Provider

Cheque

HEALTHCARE WEBSITE
Input payment details

Create billing summary/ report and forward to Internal Audit Department
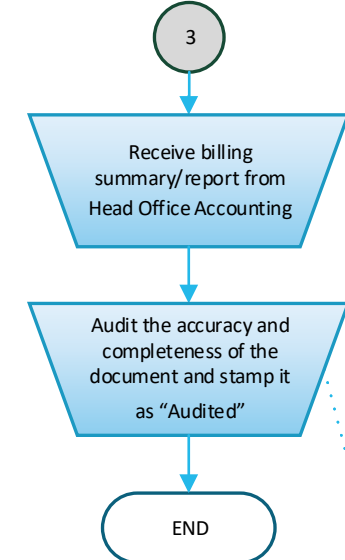
3

Note:
- Billing status will change to "closed" after inputting payment details indicating that the bill has already been paid.
- Healthcare Provider can view the "closed" status and payment details.

JOURNAL ENTRY

| Medical Expense | xxx | |
| Cash in Bank | | xxx |

INTERNAL AUDIT DEPARTMENT

3

Receive billing summary/report from Head Office Accounting

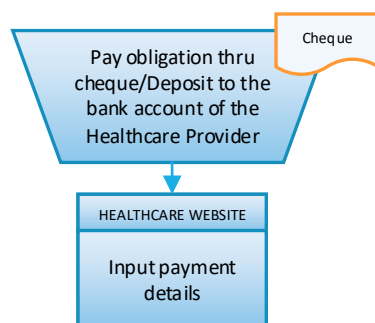Audit the accuracy and completeness of the document and stamp it as "Audited"

END

Note:
- If there's mismatch data, internal auditor must reconcile with Head Office Accounting.
- IAD can have viewing access to Healthcare Portal for auditing.

NOTE:
- AGC will pay off the whole amount including the excess to the Hospital to not further increase the employees' payable. However, AGC shall make the employee liable for the excess of MBL amount, only if the condition is work related.
- If member exceeds Maximum Benefit Limit (MBL) and the condition is not work related, all other expenses exceeding the MBL will be charged to personal or charged as an Employees Special Cash Advance.

Pay obligation thru cheque/Deposit to the bank account of the Healthcare Provider

Cheque

HEALTHCARE WEBSITE

Input payment details

Note:
- Billing status will change to "closed" after inputting payment details indicating that the bill has already been paid.
- Healthcare Provider can view the "closed" status and payment details.

JOURNAL ENTRY

Medical Expense   xxx
        Cash in Bank   xxx