

# ONE LEGALTIES HR AND OUTSOURCING SERVICE OPC

Period of Coverage

**October 10, 2024 to October 09, 2025**

# DISCUSSION POINTS



# ELIGIBILITY

## PRINCIPALS

Not over 65 years old

**Note:** *No Coverage for Dependents*



**MAPS**  
Find the nearest accredited hospitals and clinics

**DIRECTORY**  
Search for affiliated doctors and dentists

**TELECONSULTATION**  
Connect with your telemedicine provider

**VIRTUAL HEALTHCARD**  
Member and Dependent Profile, Benefit, and Coverage


**UTILIZATION**  
Keep track of your approved and posted utilization

**E-RCS GENERATION**  
Generate requests for Consultation and Diagnostic Procedures

**REIMBURSEMENT**  
File and track your reimbursements with ease



# PLAN LIMITS – FOR PRINCIPALS

ROOM AND BOARD (Regardless of the price)	MAXIMUM BENEFIT LIMIT (Per type of Illness)	PRE-EXISTING CONDITION (PEC)
Regular Private	125,000	MBL
*Net of  PhilHealth		

**NOTE:**

- Without access to Healthway Medical Clinic, Makati Medical Center, St. Luke's Medical Center (Quezon City and Global City), Asian Hospital and Medical Center, Cardinal Santos Medical Center, The Medical City and its affiliated clinics
- All out-patient availments shall be done at any **accredited clinics only**.

**PRE-EXISTING CONDITIONS:**

Hypertension, goiter, asthma, TB, gall or kidney stones, diabetes, tumors, myoma, arthritis, hernia, prostate disorders, etc.

# PREVENTIVE – FOR PRINCIPALS

## ANNUAL PHYSICAL EXAMINATION (APE)

- **Basic 5:** Physical Examination, Chest X-Ray, CBC, Urinalysis and Stool Exam
- For 35 years old and above: **Pap smear** and **ECG**

## ROUTINE IMMUNIZATION

- Administration fee **except cost of vaccines**

## WELLNESS PROGRAM

- Up to four (4) sessions per year

**NOTE:** Preventive care request must be scheduled by your HR in coordination with Intellicare



<https://www.ventusmedical.com/clinics>

### OUR CLINICS

Alabang  
Ayala North Exchange  
Bacolod  
BGC  
Calamba  
Cebu Cybergate  
Cebu IT Park  
Clark  
Cubao  
Dasmariñas  
Eastwood  
Makati Filomena  
Manila  
North Edsa  
Ortigas  
Pasay  
Santa Rosa  
St. Francis Square

# OUTPATIENT

- Medical consultations
- Treatment of minor injuries such as lacerations, mild burns and minor surgery
- Diagnostic procedures
- Pre & Post Natal consultations up to **14 consultations / year**
- Speech Therapy (for stroke patients) and Physical Therapy up to **12 sessions / year**

**NOTE:**

- *Without access to Healthway Medical Clinic, Makati Medical Center, St. Luke's Medical Center (Quezon City and Global City), Asian Hospital and Medical Center, Cardinal Santos Medical Center, The Medical City and its affiliated clinics*
- *All out-patient availments shall be done at any **accredited clinics only**.*
- *All availment must be thru Intellicare affiliated doctors*



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1

**Enter** card details  
i.e. card number  
and name

2

**Fill out** request

3

**Agree** to terms  
and conditions

4

**Submit** request

5

**Download** your  
eRCS

Get your electronic **Referral Control Sheet (eRCS)** now with a few easy steps on the mobile or desktop.

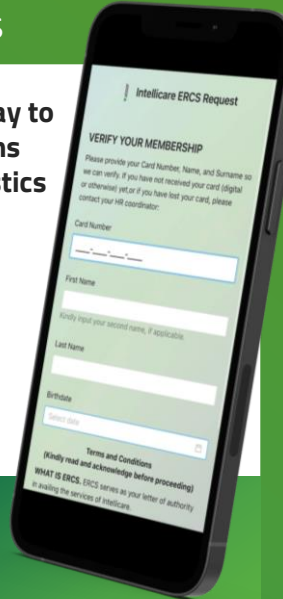


[intellicare.com.ph/ercsrequest/](https://intellicare.com.ph/ercsrequest/)



eRCS EXPRESS

**Your Gateway to  
Consultations  
and Diagnostics**



GET YOUR eRCS FASTER



# eRCS THRU EMAIL

Get your electronic **Referral Control Sheet (eRCS)** by sending an e-mail to Intellicare Customer Service Specialist:



**css1@intellicare.net.ph**



Member shall send the following details upon request of eRCS (LOA):

## Out-patient Consultation Request:

Account No.:  
Member's Name:  
Company:  
Date of Birth:  
Mobile No.:  
E-mail Address:  
Date of Consultation:  
Consulting Doctor's Name: (Intellicare Affiliated Doctor)  
Preferred Facility:  
\*Intellicare Card and government issued Valid ID:  
(Attach softcopy)

## Out-patient Diagnostic Request:

Account No.:  
Member's Name:  
Company:  
Date of Birth:  
Mobile No.:  
E-mail Address:  
Date of Availment:  
Prescribed Procedure:  
Requesting Doctor's Name: (Intellicare Affiliated Doctor)  
Preferred Facility:  
\*Doctor's Prescription: (Attach softcopy)  
\*Intellicare Card and government issued Valid ID:  
(Attach softcopy)

**NOTE:** Kindly print two (2) copies of your eRCS , have it signed and present to respective doctor's clinic or department

Customer Service Specialist

**eRCS for Consultations and  
Diagnostics via e-mail**



- GET YOUR eRCS within 2 to 3 days
- eRCS validity: **3 days only**



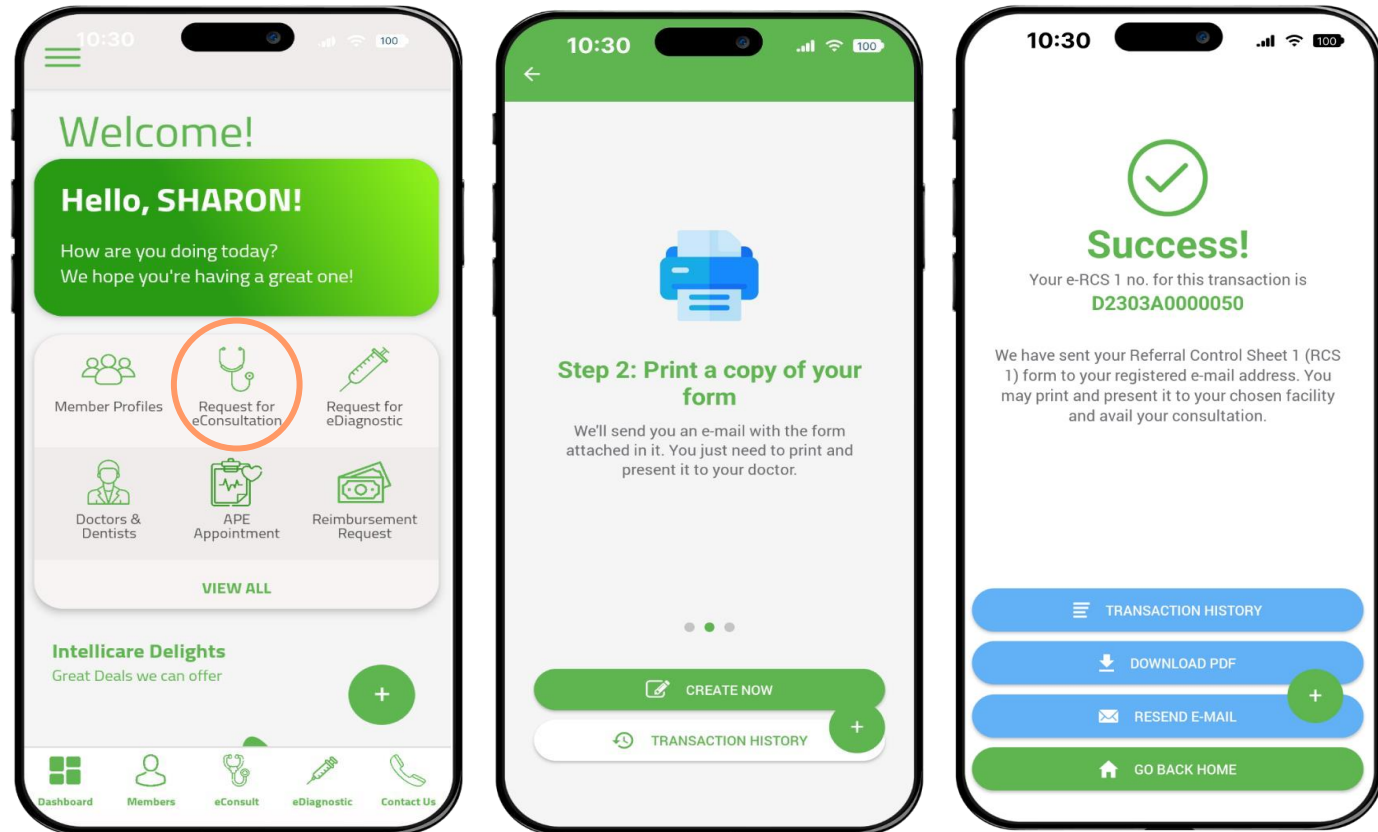
# AGORA APP - RCS REQUEST

## E-RCS1 Request

1. Click request for **e-Consultation** then press create request now.
2. Fill-out and check patient undertaking consent form.
3. Click submit and check the CAPTCHA VERIFICATION.
4. Receive e-RCS1 thru email.

### NOTE:

Once approved, the copy of the e-RCS2 will be sent to the email via attachment  
Print (2) two copies of the e-RCS and present it once signed.



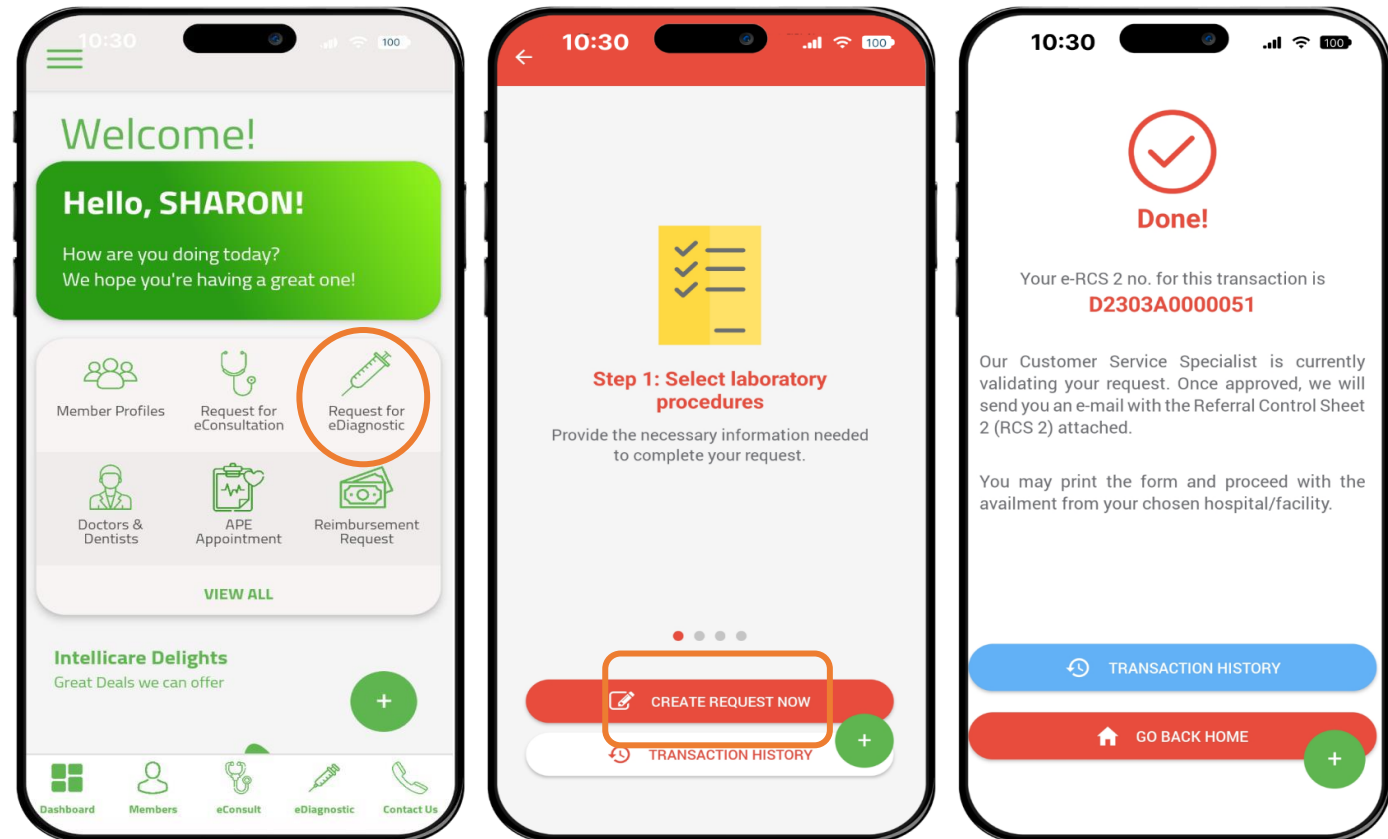
# AGORA APP - RCS REQUEST

## E-RCS2 Request

1. Click request for **e-Diagnostics** then press create request now.
2. Fill-out and check patient undertaking consent form.
3. Click submit and check the CAPTCHA VERIFICATION.
4. Receive e-RCS2 thru email.

### NOTE:

Once approved, the copy of the e-RCS2 will be sent to the email via attachment  
Print (2) two copies of the e-RCS and present it once signed.  
All requests under eRCS2 are subject to approval by CSD.



# eRCS CANCELLATION (AGORA APP)

1

Select and click **Transaction History**.

2

Click **VIEW** for Details.

3

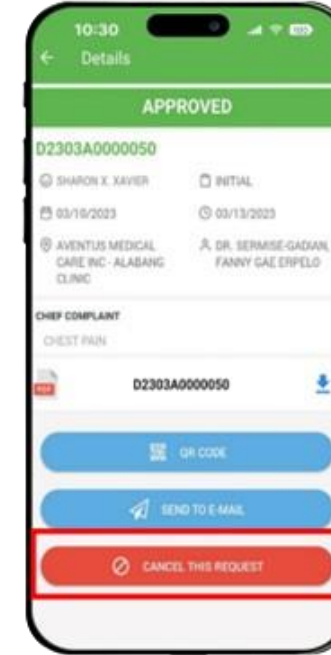
Select and click **Cancel Request**



Select  
Transaction  
History



Click View  
To Display  
Details



Select  
Cancel  
Request



Intellicare  
**AGORA**



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Download on the  
App Store



GET IT ON  
Google Play



medgate\_

## Call



Before calling, member must prepare their Intellicare card number for member verification.

Member will call us through any of the touchpoints to set an appointment for teleconsultation.

## Triage



Our nurses will perform triaging and conduct basic profiling. Triage is a process to identify whether the condition is emergency or non-emergency.

If a condition is a **non-emergency**, member will be scheduled for an appointment for teleconsultation.

If a condition is an **emergency**, member will be advised to go to a medical facility.

## Teleconsultation



On the day of appointment, the doctor will call the member for teleconsultation. Once member is verified and is still assessed as a non-emergency, member will now proceed to teleconsultation.

## E-treatment



After the teleconsultation, member will receive E-treatments such as a prescription and Certificate of Medical Teleconsultation. These documents will be sent via email.

## Touchpoints

### Landline

Manila  
02 8424 1737

Cebu  
032 265 5111

Davao  
082 285 5111

Dumaguete  
035 522 5111

### Mobile

Globe  
0917 536 2156  
0917 536 2715  
0917 546 7673  
0917 829 9996

Smart  
0919 058 0500



Medgate Philippines





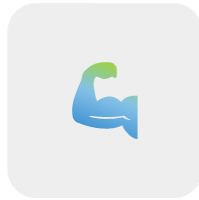
**TelAventusMD**  
Your clinic in the cloud **24/7**



Primary care



Advice



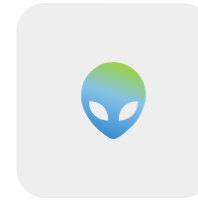
Wellness Counseling



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](mailto: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](tel:8840.3043) or email us at [inquiry@ventusmedical.com](mailto:inquiry@ventusmedical.com).





## DOCTORS' SCHEDULE

DISCLAIMER: Schedule is subject to change based on doctor's availability without prior notice.



SPECIALIZATION	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
CARDIOLOGY	1 PM – 3 PM	12 NN – 6 PM	1 PM – 3 PM 4 PM – 6 PM	1 PM – 3 PM 7 PM – 9 PM	1 PM – 3 PM 4 PM – 8 PM	7 PM – 9 PM	12 NN – 6 PM
DERMATOLOGY	8 AM - 12 NN 1 PM - 6 PM	9 AM – 9 PM	8 AM - 12 NN 1 PM - 6 PM	8 AM - 12 NN 3 PM - 6 PM	8 AM – 1 PM 3 PM - 6 PM	6 PM – 9 PM	11 AM – 4 PM
FAMILY MEDICINE	7 AM – 9 PM	7 AM – 9 PM	7 AM – 10 PM	7 AM – 9 PM	7 AM – 10 PM	7 AM – 10 PM	
GENERAL MEDICINE	12 MN - 12 MN	12 MN - 12 MN	12 MN - 12 MN	12 MN - 12 MN	12 MN - 12 MN	12 MN - 12 MN	12 MN - 12 MN
GERIATRIC MEDICINE				3 PM - 10 PM			
INTERNAL MEDICINE	8 AM - 12 MN	9 AM - 12 MN	8 AM - 12 MN	8 AM - 12 MN	8 AM - 12 MN	9 AM - 12 MN	9 AM - 12 MN
OTOLARYNGOLOGY (ENT)			9AM – 12 NN		1 PM – 4 PM	10 AM – 12 NN	
IM - ENDOCRINOLOGY	2 PM – 6 PM		2 PM – 6 PM	2 PM – 6 PM	8 AM – 11 AM 2 PM – 6 PM		
IM - PULMONOLOGY	8 AM - 10 PM	8 AM - 10 PM	8 AM - 10 PM	8 AM - 10 PM	8 AM - 10 PM	9 AM - 10 PM	10 AM - 10 PM
IM - RHEUMATOLOGY	1 PM - 5 PM	8 AM - 5 PM	1 PM - 5 PM	8 AM - 5 PM	1 PM - 5 PM	1 PM – 5 PM	
IM - INFECTIOUS DISEASE	3 PM -5 PM	6 PM - 9 PM	3 PM -5 PM 6 PM - 9 PM		3 PM -5 PM 6 PM - 9 PM	3 PM -5 PM	
OBSTETRICS & GYNECOLOGY	6 AM - 6 PM	6 AM - 6 PM	6 AM - 6 PM	6 AM - 6 PM	6 AM - 6 PM	6 AM - 6 PM	6 AM - 6 PM
OPHTHALMOLOGY	12NN - 10 PM	12 NN - 10 PM	10 AM - 10 PM	12 NN - 10 PM	12 NN - 10 PM	12 NN - 10 PM	
PATHOLOGY					8 PM – 12 MN	4 PM – 8 PM	4 PM – 8 PM
PEDIATRIC MEDICINE	9 AM – 10 PM	8 AM - 8 PM	9 AM - 8 PM	8 AM - 8 PM	10 AM - 8 PM	7 AM - 8 PM	9 AM – 8 PM
PEDIATRIC - PULMONOLOGY		1 PM – 7 PM		1 PM – 7 PM			1 PM – 7 PM
PEDIATRIC - ALLERGOLOGY			9 AM – 11:30 AM				
REHABILITATION MEDICINE			3 PM - 5 PM				
UROLOGY	1 PM - 5 PM		1 PM - 5 PM		1 PM - 5 PM		
ADULT NEPHROLOGY	8 AM – 5 PM	8 AM – 5 PM	2 PM – 9 PM	10 AM – 6 PM	8 AM – 8 PM	10 AM – 3 PM	
Specialty Physicians - 65				Primary Care Physicians – 29			



# INPATIENT

- Room & Board accommodation within the limits of the plan
- Diagnostic procedures
- Standard nursing care services, admission kit & other items directly related to the medical management of the patient
- **Ambulance Service** (hospital to hospital & point of incident to hospital) to be covered thru reimbursement up to **Php3,000/conduction/year**



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# INVOLUNTARY ROOM UPGRADE

If the entitled room is not available, member may occupy *(1) One category higher (except suite room) and pay only for the ROOM & BOARD DIFFERENCE*, Intellicare will cover the incremental charges.

If within confinement the entitled room becomes available, member should transfer automatically to their allowed room category. Otherwise, member will pay all incremental charges.



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# VOLUNTARY ROOM UPGRADE

The member will be charged for the **excess over their entitlement and should pay the excess upon discharge** (approximately 30% of the total hospital bill, excess room & board and doctor's fee).

Keep in mind that staying in a more expensive room also makes the other services (i.e., medicines, professional fee, etc.) more expensive.



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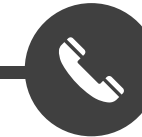
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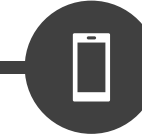
# EMERGENCY

	 ACCREDITED HOSPITAL	 NON-ACCREDITED	 FOREIGN TERRITORIES (LEADING TO CONFINEMENT)
MAXIMUM COVERAGE	Up to <b>MBL</b>	Up to <b>Php30,000</b> thru reimbursement	Up to <b>Php30,000</b> thru reimbursement
HOSPITAL BILLS	<b>100%</b>	<b>80%</b>	<b>80%</b>
PROFESSIONAL BILLS	<b>100% *RVS</b>	<b>80% *RVS</b>	<b>80% *RVS</b>
	<i>*Relative Value Scale (RVS) – HMO Rates</i>		

## CUSTOMER SERVICE



**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)

# REIMBURSEMENT

1. Secure and fill out the **Intellicare** Reimbursement Form.
2. Submit the Reimbursement Form with the following documents:

## REQUIRED DOCUMENTS

- **Original Official Receipt (with TIN)**
- Detailed Statement of Account from the Hospital/Charge Slip
- Medical Certificate with final diagnosis
- Laboratory results (if with diagnostic procedure)
- Operative record with histopath (if with operation)
- Police report & Medico-legal Report (if required)

### **NOTE:**

Submit to Intellicare not more than 30 calendar days from expiration of treatment.

Processing of the request is within 20 working days upon receipt of complete documents.



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# REIMBURSEMENT – CEBU EMAIL

a. Valid **Invoice** shall be issued in favor of the company details as follows:

OFFICE	NAME	ADDRESS	TIN	BUSINESS STYLE
CEBU	ASALUS CORPORATION	10th Floor One Montage, Archbishop Reyes, Barangay Camputhaw, Cebu City	004-666-055-001	INTELLICARE

b. Processing of filed reimbursement claims can be either in soft or hard copy. However, please be guided that member must still **submit the hard copy of the Invoice to Intellicare** as mandated for proper compliance with BIR guidelines. You may send the original copy to your HR or directly to Intellicare.

REIMBURSEMENT RECEIVER	MOBILE NO.	EMAIL	EMAIL SUBJECT FORMAT
Leander Dayaganon	09178549677	<a href="mailto:leander.dayaganon@intellicare.com.ph">leander.dayaganon@intellicare.com.ph</a>	"Filed Reimbursement – Name of Member" or "Patient – Name of Company"

**NOTE:**

Submit to Intellicare not more than **60** calendar days from expiration of treatment.  
Processing of the request is within **30** calendar days upon receipt of complete documents.

c. Reimbursement may be done in two (2) ways:

A. Thru Online Bank Crediting

B. To Pick-Up checks at Intellicare Office



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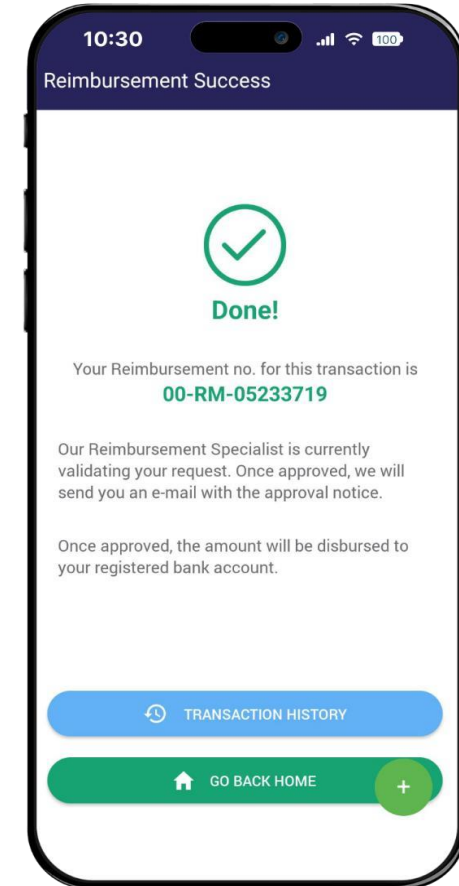
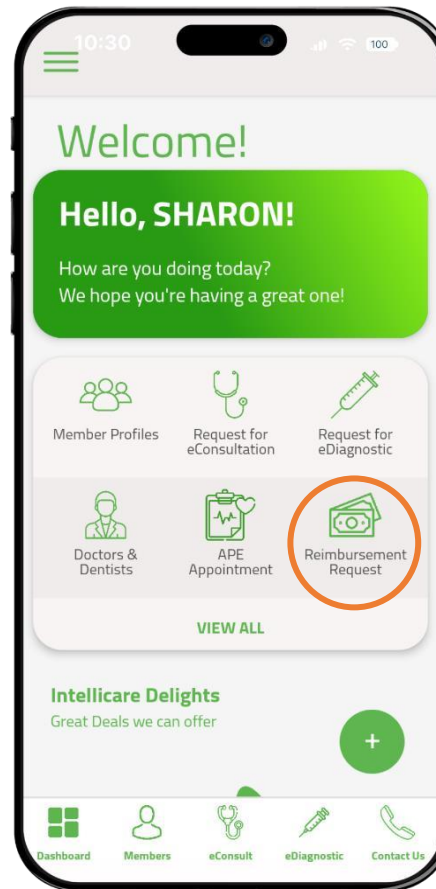


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# AGORA APP - REIMBURSEMENT

1. Click the **Reimbursement Icon** to get started
2. Click **Create Request Now**
3. Fill-up form by providing the correct details.
4. Upload necessary files including the Invoice
5. Tick the box for Member/Patient Undertaking and Consent Form
6. Success Transaction will Appear.
7. Click **Transaction History**
8. Click **View** for Transaction Details.



**Note:** Reimbursements filed in the App can be processed in ten (10) working days from the receipt of complete requirements.

# DENTAL FOR ALL MEMBERS

- Dental examination & oral health education
- **Annual oral prophylaxis**
- Simple tooth extraction
- Temporary fillings
- Permanent light cure fillings – covered up **two (2) teeth per year**
- Desensitization of hypersensitive teeth – covered up to **two (2) teeth per year**
- Recementation of jackets, crown, inlays / onlays
- Treatment of minor gum problems, mouth lesions, wounds & burns
- Orthodontic consultation (braces and malposition of teeth)
- Temporo mandibular joint consultation (clicking of jaws)
- Pre-natal check of teeth and gums
- Emergency dental treatment for the relief of pain



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# ADDITIONAL BENEFITS

- **Allergy Testing** shall be covered up to **Php2,500.00** per member per year if prescribed by Accredited Physician.
- **Congenital deformities and abnormalities** shall be covered up to **Php20,000.00** per member per year subject to pre-existing condition limit (whichever is lesser).
- **Passive and active vaccines for treatment of animal bites and tetanus** shall be covered up to **Php20,000.00** per member per year.
- **Scoliosis** shall be covered up to the pre-existing condition limit per member per year.



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# ADDITIONAL BENEFITS

- **Provoked and unprovoked murder and assault** shall be covered up to the maximum benefit limit per member per year subject to the exclusions and limitations of the contract and a police report must be submitted to Intellicare for evaluation.
- **Work-related illnesses** shall be covered up to the maximum benefit limit per year subject to the exclusions and limitations of the contract.
- **Vehicular accidents** shall be covered up to the maximum benefit limit per year subject to the exclusions and limitations of the contract and a Police report **MUST** be submitted to Intellicare for evaluation.
- **Sports-related injuries except for hazardous sports** shall be covered up to **Php10,000.00** per member per year subject to the exclusions and limitations of the contract.



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# ADDITIONAL BENEFITS

- **HIV / AIDS** shall be covered up to **Php5,000.00** per member per year. **HIV screening and out-patient medicines are not covered.**
- **Sleep Study**, directly related to an organic illness and the maximum limit is **Php5,000.00**



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# AVAILMENT PROCESS



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1

Proceed to any Intellicare Accredited Facility (subject to plan's limits).

2

Present your Intellicare Membership Card with two (2) valid IDs at the facility's reception area or HMO / Industrial office for membership status validation.

**For confinement**, secure an admitting order from an Intellicare-affiliated physician.

**For dental**, kindly secure an appointment with any of Intellicare-affiliated dentists prior visiting the dental clinic.

3

**OUTPATIENT** the Referral Control Sheet (**RCS 1 / RCS 2**) will be issued.

**INPATIENT** the Referral Control Sheet (**RCS 3**) will be issued by Patient Relations Officer

**DENTAL** the Referral Control Sheet (**RCS 5**) will be issued after the dental availment

4

**PhilHealth** is required for certain out-patient procedures and an absolute requirement for inpatient cases prior discharge.

# EXCLUSIONS AND LIMITATIONS

- Out-of-network service
- Miscellaneous hospital charges
- Special confinements (sanitarium, convalescent home, domiciliary care, etc.)
- Health check ups (pre-employment, government requirements, insurance)
- Medical certificates
- Professional fees in medico-legal cases
- Refusal to undergo recommended treatment or demanding treatment aside from that which the Intellicare doctors have recommended
- Blood screening
- Vaccines for immunization, anti-rabies, anti-venom, steroid injections
- Organ transplants or acquisition of an organ
- Procurement of orthotics, prosthetics, take-home medical appliances and other durable medical equipment (DME)

**NOTE:** You may disregard the benefits mentioned on this slide should it be part of your HMO package.



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# EXCLUSIONS AND LIMITATIONS

- Reproductive disorders, artificial insemination, circumcision, sex change
- Laser eye surgery for myopia or error of refraction
- Alternative medical treatment / procedures
- Sleep study not due to an organic illness
- Cosmetic alterations for aesthetic purposes
- Out-patient medicines and medical supplies
- Dental surgery, dental x-ray, impacted tooth / wisdom tooth
- Hypersensitivity tests to check for allergies and desensitization
- Any disability which may have affected a dependent prior to the 30th day after birth
- Pregnancy and pregnancy-related conditions

**NOTE:** You may disregard the benefits mentioned on this slide should it be part of your HMO package.



 **MAPS**  
Find the nearest accredited hospitals and clinics

 **DIRECTORY**  
Search for affiliated doctors and dentists

 **TELECONSULTATION**  
Connect with your telemedicine provider

 **VIRTUAL HEALTHCARD**  
Member and Dependent Profile, Benefit, and Coverage

 **UTILIZATION**  
Keep track of your approved and posted utilization

 **E-RCS GENERATION**  
Generate requests for Consultation and Diagnostic Procedures

 **REIMBURSEMENT**  
File and track your reimbursements with ease



# EXCLUSIONS AND LIMITATIONS

## External Forces / Activities

- Exposure to imminent danger or health hazards
- Violation of a law or ordinance
- Extreme / hazardous sports-related injuries
- Fortuitous events / disasters
- Air or sea travel other than as a fare-paying passenger on a licensed aircraft / vessel

## Illnesses / Conditions

- Neuro-developmental & genetic disorders (which may result to mental retardation)
- Developmental delay
- Sexually transmitted diseases
- Psychiatric and psychological illnesses

**NOTE:** You may disregard the benefits mentioned on this slide should it be part of your HMO package.



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# MEMBERSHIP CARD



**NOTE:**

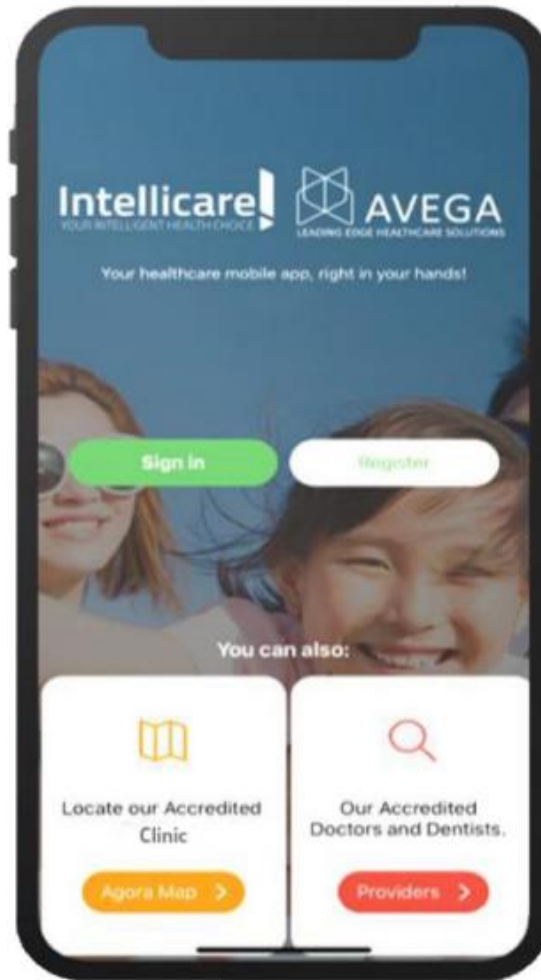
*Always present your Intellicare Membership Card and Valid ID during availment.*

**LOST / DAMAGED CARDS:** must be reported to Intellicare immediately.

**REPLACEMENT FEE:** Php100.00



# INTELLICARE AGORA APP



Intellicare  
YOUR INTELLIGENT HEALTH CHOICE

## INTELLICARE AGORA

In Touch with the Future. In Touch with You.

 **DOWNLOAD NOW!**



ANDROID APP ON  
Google play



Download on the  
App Store

### ACCESSIBLE



#### Map

Find the nearest accredited hospitals and clinics in your area



#### Directory

Search for affiliated doctors and dentists



#### Teleconsultation

Connect with our telemedicine provider to call a doctor anywhere, anytime

### CONVENIENT and RESPONSIVE



#### DIGI-ID

All the benefits of your health card now on your mobile



#### e-RCS Generation

Easily generate e-RCS requests for diagnostic procedures and consultations



#### Utilization

Track your healthcare benefits and uses upon full registration in the app

Note: Digi-ID, e-RCS Generation and Utilization functions are available upon full registration into the App.

For technical assistance, please send an email to:  
[mobile.dev@intellicare.com.ph](mailto:mobile.dev@intellicare.com.ph)

# CONNECT WITH US



## TRUNK LINES

(02) 7902-3400 / 8789-4000

TOLL – FREE NUMBER OUTSIDE METRO MANILA

1-800-10-789-4000



## 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)



# CONNECT WITH US



## TRUNK LINES

CEBU CITY OFFICE

**(032) 260 9800**

10/F One Montage Tower, Archbishop Reyes Avenue, Camputhaw, Cebu City, Philippines 6000



## 24/7 CALL SUPPORT

MOBILE HOTLINE NUMBERS

**(0920) 907 – 3708 (Smart)**

**(0917) 566 – 1848 (Globe)**

**(0922) 837 – 7094 (Sun)**



## 24/7 TEXT SUPPORT

MOBILE HOTLINE NUMBERS

**(0998) 843 – 2488 (Smart)**

**(0917) 830 – 7102 (Globe)**

**(0925) 321 – 3871 (Sun)**

# YOUR ATTENDANCE MATTERS!



The **Client Orientation Team** would like to record the members who joined the face-to-face session for documentation purposes.

Thank you and we hope that you enjoyed the orientation.

<https://forms.office.com/r/mXddkgsw8A>