



## **USER'S MANUAL**

### **Philcare Website Teletech Microsite**

Version 1

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## Overview

As a leading HMO Company in the Philippines that provide medical insurance to Filipino people, there is a need for us to provide excellent service to our clients. In line with this, the PhilCare management introduced the Microsite exclusively for Teletech Members only.

## Introduction

PhilCare created a Microsite within the PhilCare website exclusively for Teletech members. The microsite aims to provide members a web based application wherein the Teletech members can view their own member and benefit profile and availment summary.

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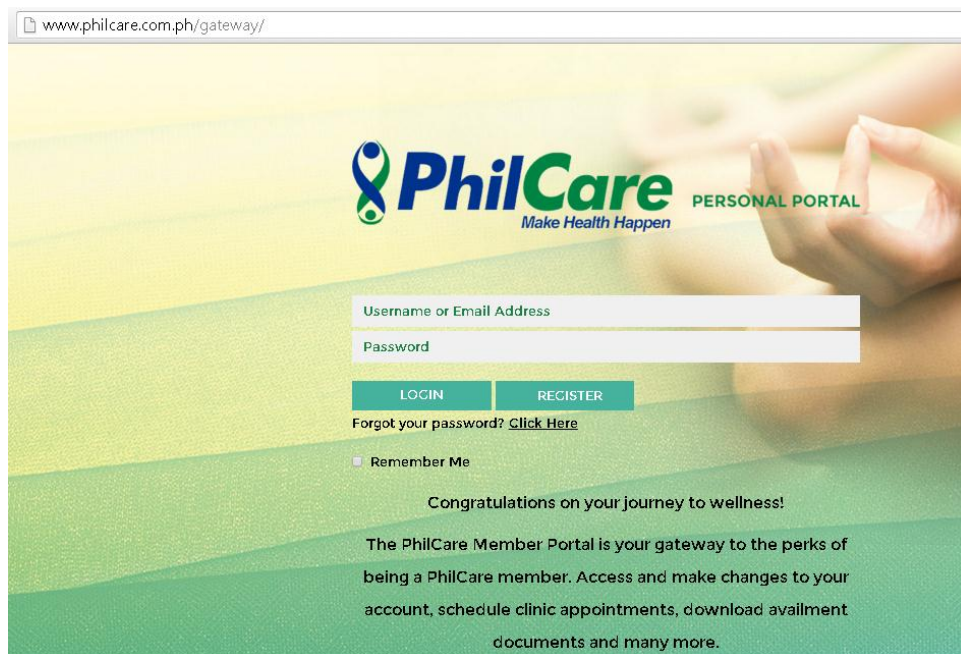
## I. Work Instruction

### A. Accessing Microsite

1. To access the Teletech Microsite, go to [www.philcare.com.ph](http://www.philcare.com.ph) then click “Gateway” tab.



2. Upon clicking the Gateway tab, User will be redirect on the Gateway login page.

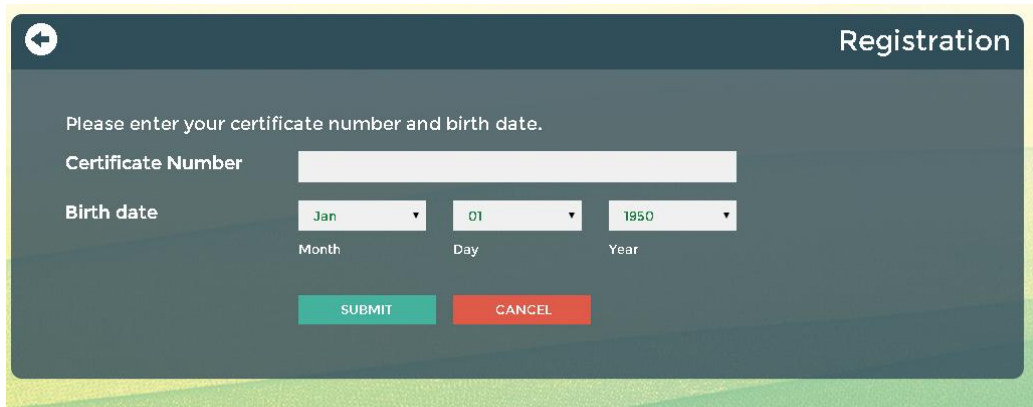


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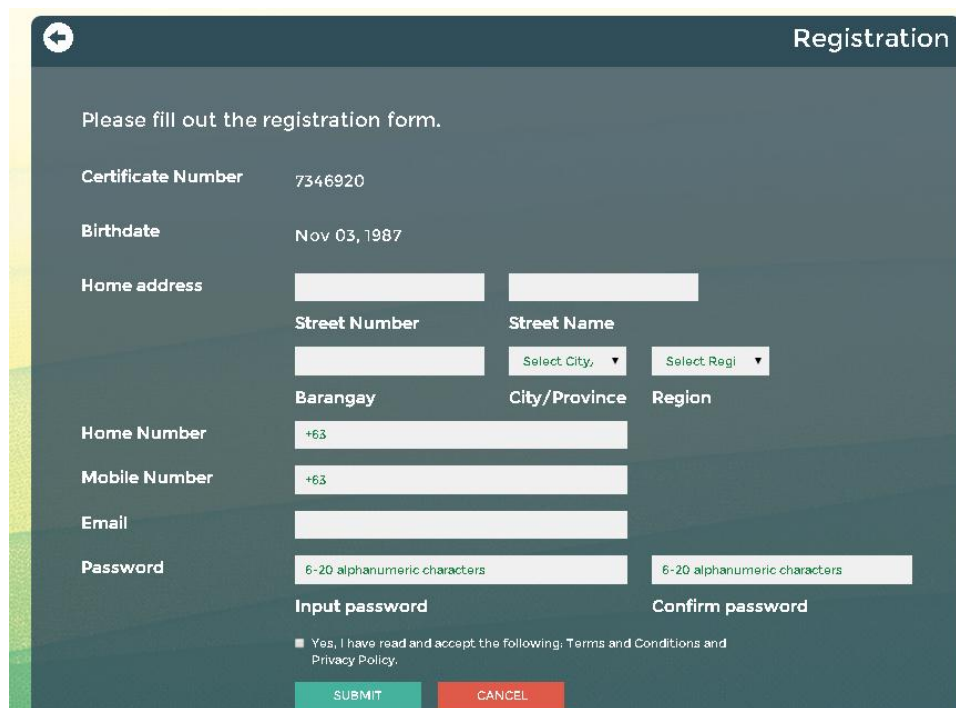
## B. Registration

1. To register on the Microsite, click the “Register” button. Once clicked, user will be redirect on the below page.



The screenshot shows a registration form titled "Registration" with a back arrow icon. The instruction "Please enter your certificate number and birth date." is displayed. The form includes a "Certificate Number" text input field and a "Birth date" section with three dropdown menus for "Month" (selected: Jan), "Day" (selected: 01), and "Year" (selected: 1950). At the bottom are "SUBMIT" and "CANCEL" buttons.

- User needs to key in the certificate number and birthdate then click the “Submit” button.
- If the Certificate number and birthdate is not match, system will prompt “Certificate or Birthdate did not match”.
- If the Certificate number and birthdate is valid and match, the User will be redirect on the second page of the Registration.

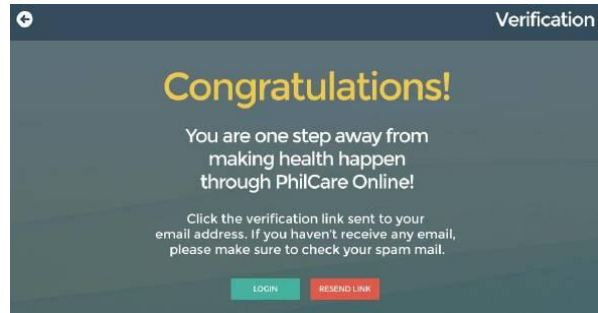


The screenshot shows the second page of the registration form, titled "Registration" with a back arrow icon. The instruction "Please fill out the registration form." is displayed. The form includes the following fields: "Certificate Number" (7346920), "Birthdate" (Nov 03, 1987), "Home address" (split into "Street Number" and "Street Name"), "Barangay" (with a "Select City" dropdown), "City/Province" (with a "Select Regi" dropdown), "Home Number" (+63), "Mobile Number" (+63), "Email", and "Password" (with "Input password" and "Confirm password" labels). Below the password fields is a checkbox for "Yes, I have read and accept the following: Terms and Conditions and Privacy Policy." and "SUBMIT" and "CANCEL" buttons.

- User need to fill up the following fields:
  - Home Address
  - Neither Home Phone Number or Mobile Number
  - Email Address (will serve us the username of the member)
  - Password
- Then click the “Submit” button.
- A “Thank you” page will be display.

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- User will receive an email notification on the registered email address.

Philcare Telettech Microsite

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**Philcare** <Advisory@philcare.com.ph>  
To: rosemarie\_loza@yahoo.com

Dear Ms. Loza

This is to confirm that we have received the sign-up request that you sent for Philcare Telettech Microsite .

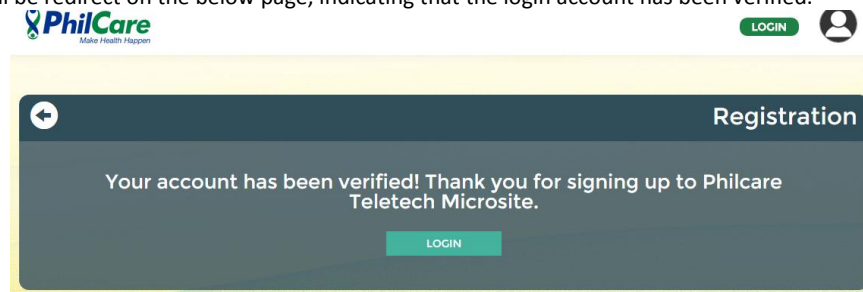
Below are your login information:  
Username: rosemarie\_loza@yahoo.com  
Password: password

Please click [this verification link](#) for email validation.

Sincerely,  
PhilCare



- User need to click the Verification link for his/her be activated on the system.
- Once click, user will be redirect on the below page, indicating that the login account has been verified.



- And also, the User will receive an email notification.

Philcare Telettech Microsite Account Verification

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**Philcare** <Advisory@philcare.com.ph>  
To: rosemarie\_loza@yahoo.com

Dear Ms. Loza

Congratulations! Your email address has been verified.  
Thank you for signing up to Philcare Telettech Microsite.

Please login to .

Sincerely,  
PhilCare

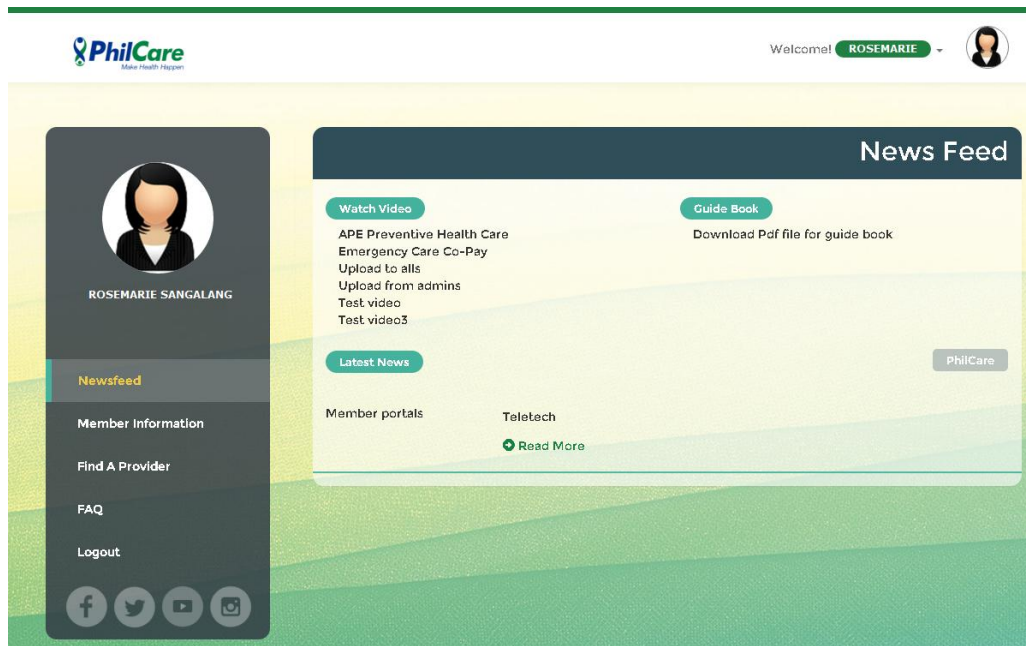


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### C. Login and Features of Microsite.

1. To login, key in the username and password indicated during the registration process. User may be able to login using his/her Go!Mobile account.
2. User will be redirected on the News feed page.



- On the News Feed page, User will be able to watch the Tutorial video, download the member Guide book and see the latest News and announcement for Teletech and Philcare.
- On the “Watch Video” portion, click the link you want to view. A pop up window will be displayed.



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- To download the Member guide book, click the link “Download PDF file for guide book”.



- The system will download the Member Guide book on a PDF format.

3. To view the Member Information page, on the side Menu, click the Member Information tab. Once clicked the user will be redirect on the below page.

- The Member Information page, has three (3) tab;
  - Coverage - indicating the Plan and Benefit Summary package for the Member
  - Basic- contains the basic and personal information of the member
  - Utilization – contains the Availment History of the member.

- **Coverage Tab**

Member Information

Member Name:

Agreement No:

Policy No:

Certificate No:

Effectivity Date:

COVERAGE

BASIC

UTILIZATION

Membership Card Information

Original Effective Date

01/01/2016

Pre Existing Condition

WAIVED

OP Emergency

OP Limit

OP Medicine

Hospitals

AFFILIATED NETWORK; NOSLMCG;

PhilHealth

REQUIRED

Plan Packages

Account type

COMPRE

Plan Type

DIAMOND OPEN

Room Type

LARGE PRIVATE

Room Description

LARGE PRIVATE

R & B Limit

2,200.00

Benefits Package

DIRECT PROGRAM

Membership Fee

8435.0000

Benefit Limit

300,000.00 MBL

Dental

Code	Assignment	Retainer Fee	Rider Charge	Eff Date	Remarks
HB	DENTAL NETWORK CO	240.00	01/01/2016		Two (2) oral scaling and polishing (prophylaxis) with Flouride brushing per year for Rank and File to Managers; Guaranteed Dental discount at all HMO Dental Network accredited clinics from five (5) percent to twenty five (25) percent; Disensitization of hypersensitive teeth up to two (2) teeth; Lightcure filling up to four (4) teeth per contract year.

Maternity

Description	Effective Date	InMaxLimit	OutMaxLimit	Type Of Delivery	Remarks
Normal Delivery	01/01/2016	10,000.00	10,000.00	Maternity Assistance	



Life AD & D					
Code	Description	Rider Charge	Covered Amt	Retainer Fee	Effective Date
BA002	Banclife AD&D	0.00	50,000.00	18.00	01/01/2016
BLF12	Banclife-Annual	0.00	10,000.00	25.20	01/01/2016

- **Basic Tab**

COVERAGE
BASIC
UTILIZATION

Basic Information

Street:

City/Province:

District/Brgy:

Sex: FEMALE

Civil Status: MARRIED

BMI Category:

Citizenship:

Position:

Occupation:

Email:

Mobile Number:

Telephone Number:

test

Manila Metro Manila,NCR

test

Weight:

Height:

rosemarie\_loza@yahoo.com

+63 +632 353-8811

Race:

BMI:

Personal Information

Street:

City/Province:

District/Brgy:

Email:

Mobile Number:

Telephone Number:

Weight:

EDIT

Dependents

Certificate No	Policy No	Last Name	First Name	Middle Initial
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- **Utilization**

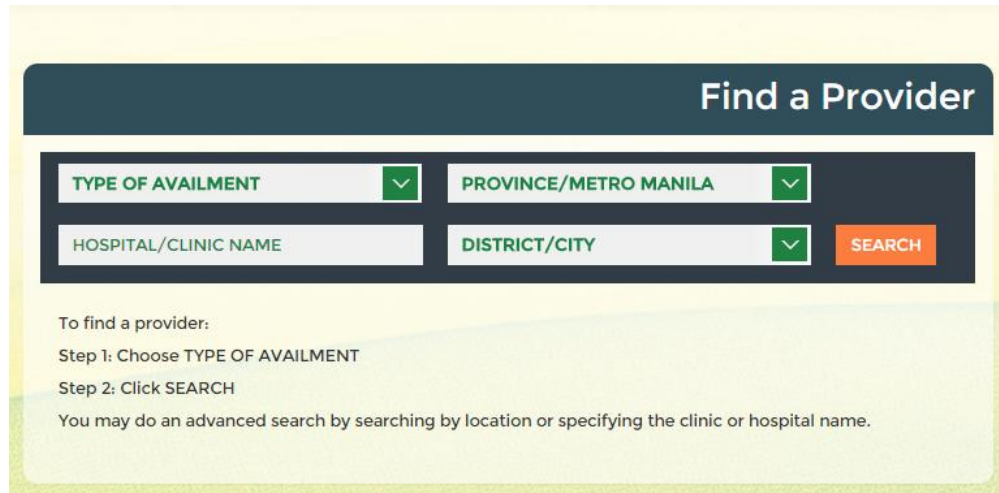
Member Utilization						
Provider	Date Availd	Illness	Nature	Case No	Status	Create Date

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4. To search for a specific clinic/hospital , on the side Menu click the “Find a Provider”.

- Once clicked, the user will be redirect on the below page.



**Find a Provider**

TYPE OF AVAILMENT  PROVINCE/METRO MANILA

HOSPITAL/CLINIC NAME DISTRICT/CITY

To find a provider:  
 Step 1: Choose TYPE OF AVAILMENT  
 Step 2: Click SEARCH  
 You may do an advanced search by searching by location or specifying the clinic or hospital name.

- To search for a Hospital or Clinic, user needs to select first the “Type of Availment” dropdown list. See list below.
  - Inpatient/Hospitalization Care
  - Outpatient Care
  - Emergency Care
  - Dialysis
  - Physical Therapy
- Then select Location if Metro manila or Province area, then select the City.
- Then click “Search” button.

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### Find a Provider

To find a provider:  
 Step 1: Choose TYPE OF AVAILMENT  
 Step 2: Click SEARCH  
 You may do an advanced search by searching by location or specifying the clinic or hospital name.

**PHILCARE MAKATI CLINIC**  ★

Coordinator:  
 Address: 2/F STI HOLDINGS CENTER 6764 AYALA AVE. AYALA AVENUE-PASEO  
 D MAKATI CITY  
 Contact No: 892-8844 / 46

**ST. THERESE MULTI-SPECIALTY SERVICES, INC.**  ★

Coordinator:  
 Address: 9 SAMPAGUITA ST. PEMBO PEMBO MAKATI CITY  
 Contact No: 478-3091 / 621-6706

**ST. CAMILLUS POLYCLINIC (MAKATI BRANCH)**  ★

Coordinator:  
 Address: 1570 ARCHIMEDES ST. LAPAZ MAKATI MAKATI CPO-PO BOX# 1000  
 TO 1099 MAKATI CITY  
 Contact No: 899-3052 - 53 / 899-2681

5. To search for a doctor, on the side Menu click the “Find a provider” and then click “Find a Doctor”.

- Once clicked, the user will be redirect on the below page.

### Find a Doctor

To find a provider - clinic:  
 Step 1: Choose Province/Metro Manila  
 Step 2: Click SEARCH  
 You may do an advanced search by choosing a location or specifying the clinic or hospital name. For further assistance, please call our Customer Service Hotline: +63 (2) 462-1800 or for outside Metro Manila (Toll Free for PLDT): 1-800-1888-3230.

- To search for a Doctor, user needs to select whether it is on “Province/ Metro Manila”, and then select the City.
- Then select “Specialization”
- Doctor name is not a mandatory field.
- Then click the “Search” button.

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## Find a Doctor

METRO MANILA ▼

LAS PIÑAS CITY ▼

done

ANESTHESIOLOGY ▼

Doctor's Name

SEARCH

To find a provider - clinic:

Step 1: Choose Province/Metro Manila

Step 2: Click SEARCH

You may do an advanced search by choosing a location or specifying the clinic or hospital name. For further assistance, please call our Customer Service Hotline: +63 (2) 462-1800 or for outside Metro Manila (Toll Free for PLDT): 1-800-1888-3230.

- Details of the Doctor will be display based on the selected parameters.

## Find a Doctor

METRO MANILA ▼

LAS PIÑAS CITY ▼

done

ANESTHESIOLOGY ▼

Doctor's Name

SEARCH

To find a provider - clinic:

Step 1: Choose Province/Metro Manila

Step 2: Click SEARCH

You may do an advanced search by choosing a location or specifying the clinic or hospital name. For further assistance, please call our Customer Service Hotline: +63 (2) 462-1800 or for outside Metro Manila (Toll Free for PLDT): 1-800-1888-3230.

**ALABANG MEDICAL CLINIC - LAS PIÑAS**

Doctor's Name: GAMMAD , JOSEPH JOVEN C

Specialization: ANESTHESIOLOGY

Address: ALABANG ZAPOTE RD COR PELAYO VILL TALON, LAS PINAS

Contact No: 874-0164 / 837-6464 / 874-2506

Mobile No:

Email Add:

Schedule:

ADD TO MY FAVORITES ★

**ALABANG MEDICAL CLINIC - LAS PIÑAS**

Doctor's Name: LLANTO , NELSON

Specialization: ANESTHESIOLOGY

Address: ALABANG ZAPOTE RD COR PELAYO VILL TALON, LAS PINAS

Contact No: 874-0164 / 837-6464 / 874-2506

Mobile No:

Email Add:

Schedule:

ADD TO MY FAVORITES ★

**ALABANG MEDICAL CLINIC - LAS PIÑAS**

Doctor's Name: AQUINO , KAREN MICHELLE G

Specialization: ANESTHESIOLOGY

Address: ALABANG ZAPOTE RD COR PELAYO VILL TALON, LAS PINAS

Contact No: 874-0164 / 837-6464 / 874-2506

Mobile No:

Email Add:

Schedule:

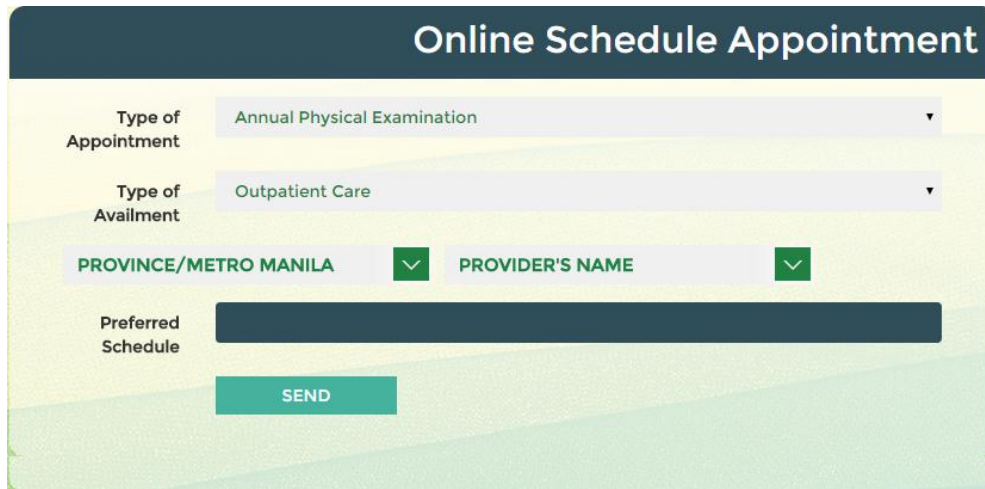
ADD TO MY FAVORITES ★

5. To Submit APE Schedule, on the side Menu click the “Online Schedule Appointment” and then click “Submit Schedule”.

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- Once clicked, the user will be redirect on the below page.



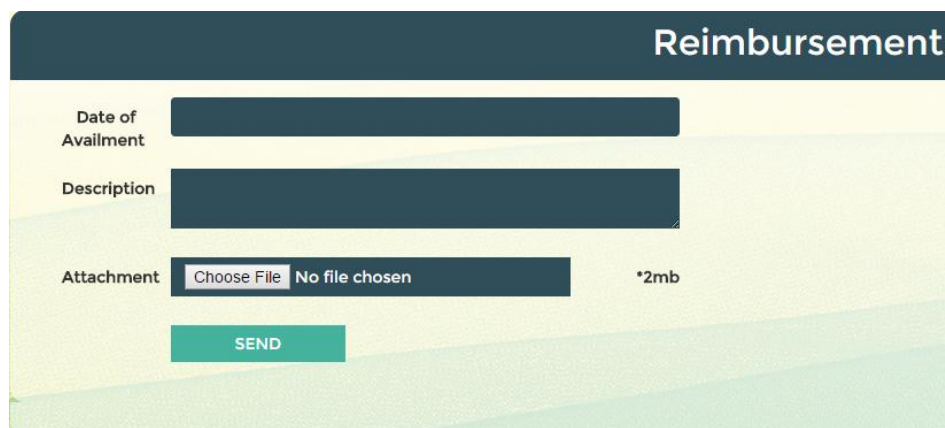
The form is titled "Online Schedule Appointment". It contains the following fields and controls:

- Type of Appointment:** A dropdown menu with "Annual Physical Examination" selected.
- Type of Availment:** A dropdown menu with "Outpatient Care" selected.
- PROVINCE/METRO MANILA:** A dropdown menu with a green checkmark icon.
- PROVIDER'S NAME:** A dropdown menu with a green checkmark icon.
- Preferred Schedule:** A text input field.
- SEND:** A green button at the bottom.

- To submit schedule, user needs to select first the "Type of Appointment" dropdown list. See list below.
  - Annual Physical Examination
  - Pre- Employment
  - Executive Check Up
- Second is "Type of Availment" dropdown list whether:
  - Outpatient Care
  - Inpatient Care
- Then select Location if Metro manila or Province area, and then put the provider's name.
- Then fill a preferred schedule.
- Then click the send button.
- User will be redirect on the List of Appointment page.

6. To search for a Request Reimbursement, on the side Menu click the "Reimbursement".

- Once clicked, the user will be redirect on the below page.



The form is titled "Reimbursement". It contains the following fields and controls:

- Date of Availment:** A text input field.
- Description:** A text input field.
- Attachment:** A file upload section with a "Choose File" button, "No file chosen" text, and a "\*2mb" limit.
- SEND:** A green button at the bottom.

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- To request for the Reimbursement, user needs to fill up the following field. See list below.
  - Date of Availment
  - Description of the Availment
  - In “attachment”, choose the file for the supporting documents.
- Then click “Send” button.
- After you send it, your file will be successfully send to the respective unit for processing.



Successfully send a reimbursement request

## Reimbursement

Date of Availment

Description

Attachment  No file chosen \*2mb

7. To view the FAQ details, on the side Menu click the FAQ link.

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FAQ

**Transition FAQs:**

1. Provider Network concerns (Accreditation/Existing network)
2. Co-Pay Process
3. Availment Process
4. Benefit Design
5. Merchant Partners
6. Reimbursement Process
7. ECU/APE - pending process confirmation
8. ID Replacement Process
9. Rates (Dependents)

**Provider Network Concerns:**

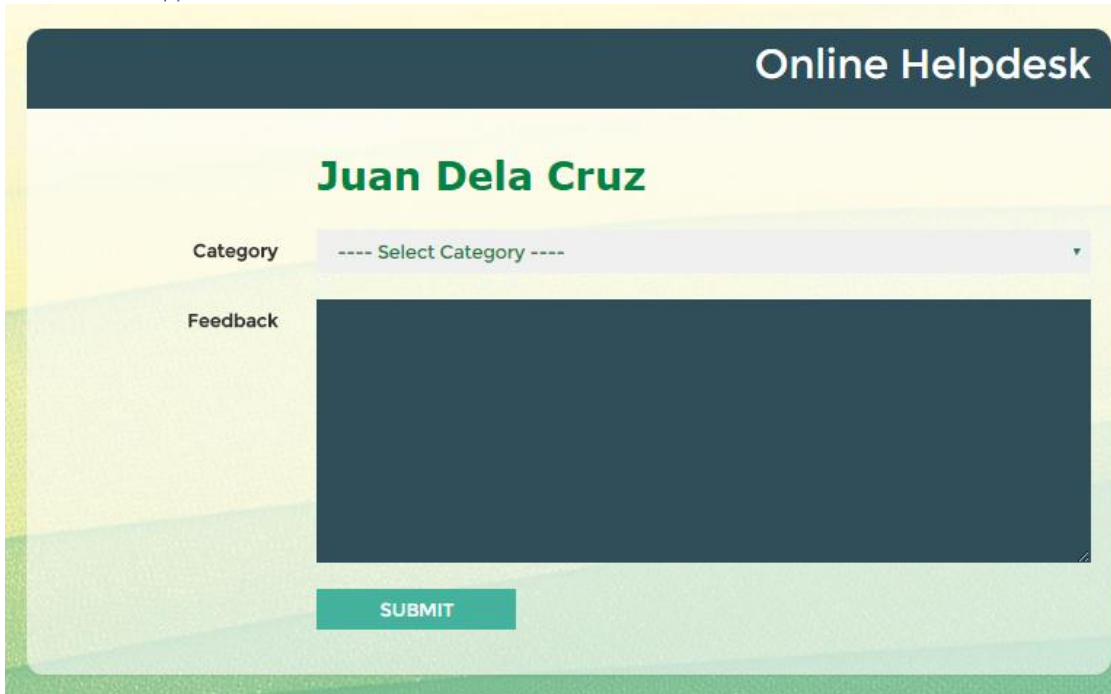
1. Can I have my personal doctor/dentist accredited by PhilCare?
- PhilCare has a list of affiliated provider. If member availed of any services in Outpatient procedure in a non-affiliated provider, this shall be shouldered by the member. Member may contact PhilCare Call Center Hotline to check nearest affiliated provider. Member may also request for affiliation of a non-affiliated provider with PhilCare. If provider is amenable, PhilCare may process affiliation within 30-45 calendar days from receipt of the affiliation request with contact details.
  - For confinements in Metro Manila, our Liaison Officer will coordinate with the member during their scheduled visit. Otherwise, the Coordinator or our authorized PhilCare representative will contact the member to advice of the extent of coverage.
1. Is it possible to request also from Philcare to accredit a hospital/clinic?
- Yes. You just have to provide the provider's name and contact details. If provider is amenable, affiliation process as stated in item #1 will commence.
1. If I avail at a non-accredited hospital for an emergency availment, can I reimburse?
- Yes. PhilCares shall reimburse 100% of actual cost based on Philcare rates for the first 24 hours but net of co-pay amounts.
  - For In Patient: Php 2,000 upon discharge
  - For Out Patient: Clinics Php 100; Hospitals Php 300
  - Non-accredited hospitals at Php 300

➤ Once clicked, user will be redirect to FAQ page.

6. To submit Feedback/Inquiry, go to “Online Helpdesk” module then select “Submit Feedback”

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- Select from the dropdown list of Categories.
- Key in the details of the inquiry or feedback then click “Submit” button.
- Customer Experience team will received an email notification for every successful transaction in Online Helpdesk, and they will provide feedback via email to the member.

## Member Feedback

NOREPLY

Sent: Sun 4/24/2016 4:15 PM

To: Test@yahoo.com

Dear Ms. Test

Please be informed that we have received your inquiry for Inquiry  
Please expect feedback from our customer Service Representative within 24 business hours.

Thank you.



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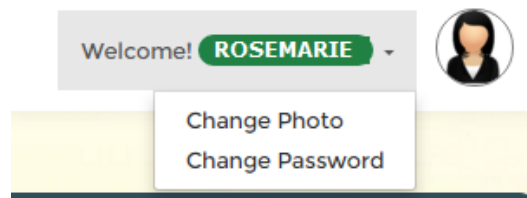
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- Member can view also the history of their feedback on the “View Feedback” page.

Feedback					
Category	Details	Reference No	Status	Date Submitted	Date Resolved
Release of ID Cards	I havent received my ID yet. Let me know when will it be delivered.	20160412-001	Open	4/12/2016 2:18:56 PM	
	test 04.18.2016	20160418-001	Open	4/18/2016 3:21:25 PM	
Dental	test 4.20.2016	20160420-001	Open	4/20/2016 8:13:41 AM	
Membership Status	test 04.20.2016 v2	20160420-001	Open	4/20/2016 8:23:17 AM	
Card Availability	Please ignore. This is for testing only	20160421-001	Open	4/21/2016 9:29:26 AM	
Benefit Plan	This is for testing only	20160421-001	Open	4/21/2016 5:05:59 PM	

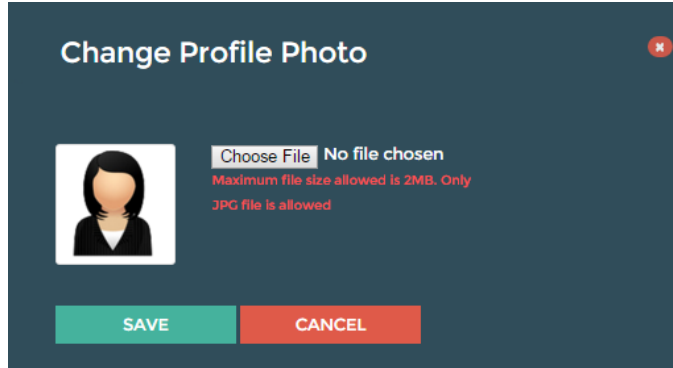
- To edit the Profile, go to the upper side of the page.



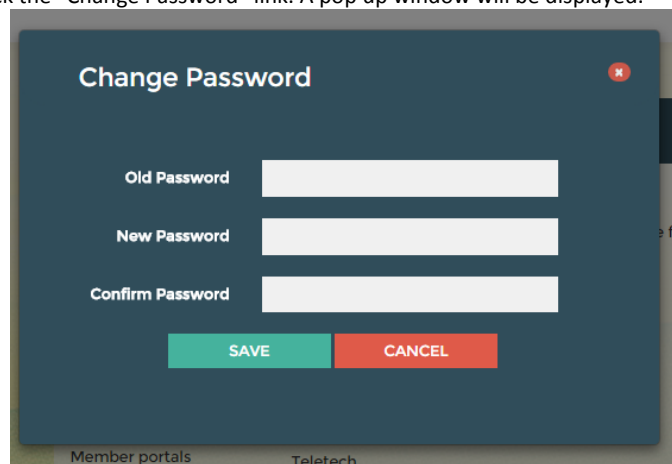
- User may be able to add and change photo of their Microsite.
- Click the “Change Photo” link.
- Once clicked a pop up window will be displayed.

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- Click the “Choose File” button, and select the image you want for the Microsite profile. Allowable size is up to 2MB only.
- Then click the “Save” button.
- To change the password, click the “Change Password” link. A pop up window will be displayed.



- Key in the Old Password, and key in the New password then click “Save” button. On the next login, system will require you to key in the new password for the Microsite.

#### ***D. Forgot Password***

1. If the User forgot his/her login credentials. They can use the “Forgot Password” link.

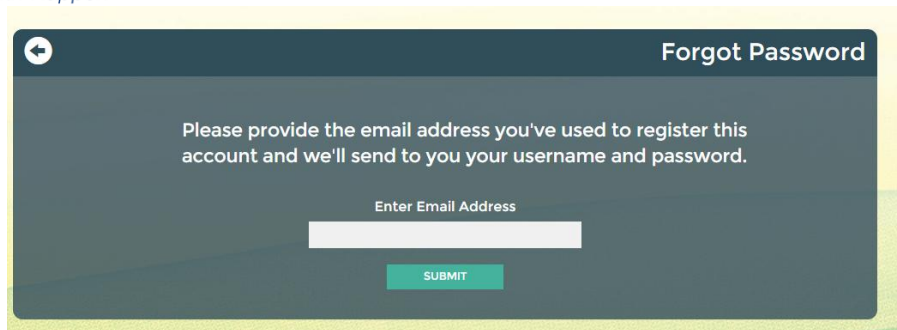
- On the Login page, click “Click Here” link.



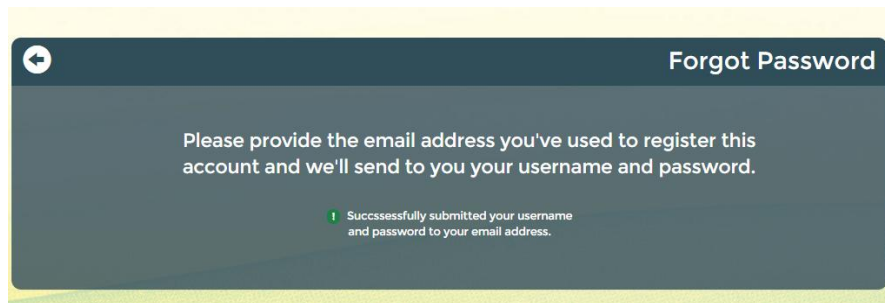
- Once clicked, user will be redirected on the below page.

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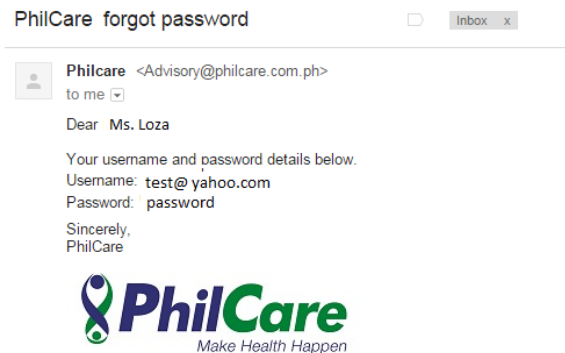
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- Key in the email address use during Registration process and click “Submit” button.



- User will receive an email notification from PhilCare, indicating his/her login credentials.



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