

An aerial photograph of a dense urban skyline, likely New York City, with numerous skyscrapers and buildings. The entire image is covered with a semi-transparent blue filter. The text 'Maxicare Member's Virtual Playbook' is centered in white, with a thin blue horizontal line below it.

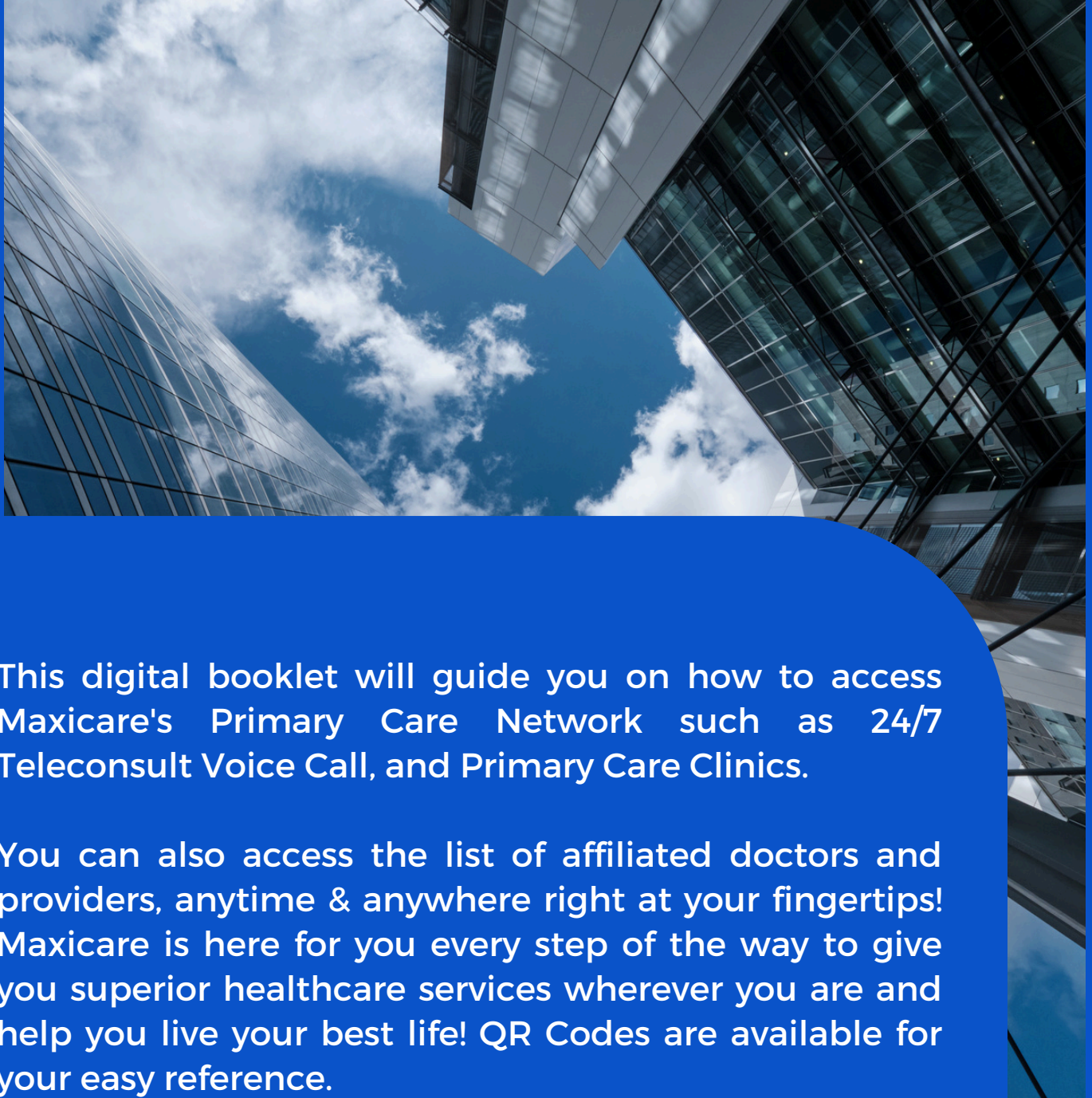
Maxicare

Member's Virtual Playbook

www.maxicare.com.ph

Maxicare

Member's Virtual Playbook



This digital booklet will guide you on how to access Maxicare's Primary Care Network such as 24/7 Teleconsult Voice Call, and Primary Care Clinics.

You can also access the list of affiliated doctors and providers, anytime & anywhere right at your fingertips! Maxicare is here for you every step of the way to give you superior healthcare services wherever you are and help you live your best life! QR Codes are available for your easy reference.

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You may click the hyperlinked text for easier navigation



Equipped with the latest EMV (Europay, Mastercard, and Visa) chip technology



Health card

Grants you access to your benefits in over one thousand accredited hospitals and clinics within the Maxicare network



Cash card

Enables you to withdraw approved reimbursements at any Equicom ATM or Bancnet, Expressnet, or Megalink ATMs nationwide



Privilege card

Lets you enjoy discounts and freebies with our different lifestyle partners



What should I do if I lose my Maxicare Multifunction Card?

Your virtual card, which you can download via the MaxiHealth+ app, works just like your physical card. This allows you to still enjoy the benefits of being a Maxicare member. Should you wish to have your physical card replaced, please follow to steps below.

For Individual and Family

1. Accomplish and submit the following requirements via email to your assigned authorized Maxicare representative or criconsumer1FG@maxicare.com.ph:
 - a. **STATEMENT OF LOST ID CARD.** The form can be downloaded from our Maxicare website <https://www.maxicare.com.ph/support/>
 - b. **NOTARIZED AFFIDAVIT OF LOSS OR VALID ID WITH PICTURE**
 - c. **PROOF OF PAYMENT.** Please note that the payment options are listed in the Statement of Lost ID card form.
2. Await delivery within 10 to 15 working days upon submission of complete documents.

For Small Medium Enterprise & Corporate Accounts

1. Accomplish and submit the following requirements via email to your HR or authorized Maxicare representative:
 - a. **STATEMENT OF LOST ID CARD.** The form can be downloaded from our Maxicare website <https://www.maxicare.com.ph/support/>
 - b. **NOTARIZED AFFIDAVIT OF LOSS OR VALID ID WITH PICTURE**
 - c. **PROOF OF PAYMENT.** Please note that the payment options are listed in the Statement of Lost ID card form.
2. Await delivery within 10 to 15 working days upon submission of complete documents.

Should you need to avail of medical services, you may use your virtual card, which you can download via the MaxiHealth+ app.

NOTE: Maxicare may also ask additional documents to support the claim



Healthcare at your fingertips
with

MaxiHealth+



Easily access your Maxicare e-card

No need to bring a physical card everywhere you go! You can use your e-card to avail of your benefits and more!



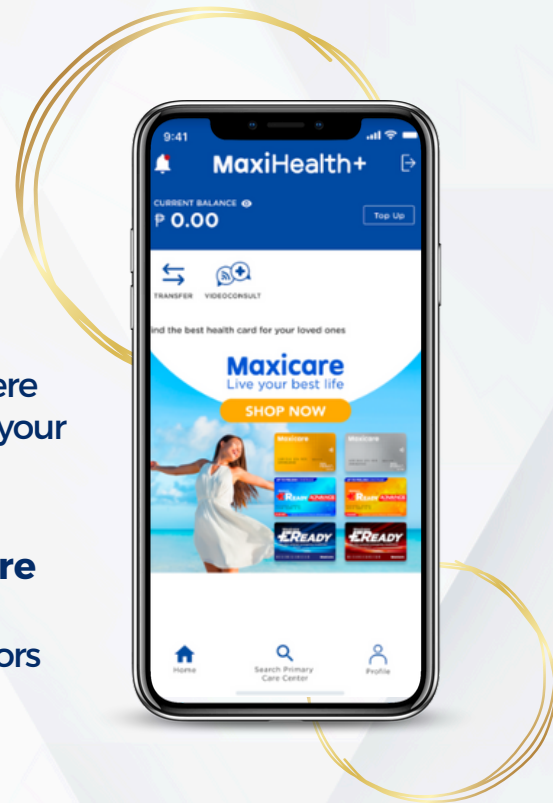
Consult a doctor anytime, anywhere

Use the MaxiHealth+ app to schedule appointments with our primary care doctors via Maxicare Videoconsult.



Stay informed

Get access to exclusive wellness resources and be notified about the latest events, promos, and important advisories.



Download the app now!



Need help?

Contact our 24/7 Customer Care Hotline
at (02) 8582-1900 or
customercare@maxicare.com.ph



I'm not feeling well and cannot go out to make a face-to-face consultation

Get expert medical advice
anytime, anywhere through our

MaxicareTelemedicine
24/7 Teleconsult
VOICE CALL



No need to leave the comfort of your home or take a leave from work just to have a consultation. All you need to do is pick up your phone, dial the teleconsult hotline number, and talk to our affiliated physicians.

How to consult with a doctor via 24/7 Teleconsult

1

Dial the 24/7 Teleconsult Hotline number



2



Connect to a Maxicare-affiliated physician

After the consultation, the doctor will provide:

- Call summary
- E-prescription for over-the-counter medicines
- E-laboratory request (as needed)

CALL BACK FEATURE



If call is unanswered within 20 secs, you will be prompted to leave a voice message

Leave a voice message that includes:

- name
- contact number
- medical concern



A call back specialist will return your call as soon as possible to connect you with a Teleconsult Doctor



Note: If you have a phone credit concern and would like to request for an immediate or scheduled callback, just inform the doctor and request for an immediate callback.

Call to consult with a doctor anytime, anywhere

24/7 TELECONSULT HOTLINES

Metro Manila	(02) 8582-1980
Bacolod	(034) 458 6714
Baguio	(074) 661 8832
Batangas	(043) 779 8014
Cagayan de Oro	(088) 864 8803
Cavite	(046) 419 8016
Cebu	(032) 260 9068
Davao	(082) 238 7016
Dumaguete	(035) 522 5014
GenSan	(083) 887 9813
Iloilo	(033) 328 7034
Kidapawan	(064) 521 8002
Laguna	(049) 559 8007
Ormoc	(053) 832 9902
Palawan	(048) 716 5122
Pampanga	(045) 649 8005



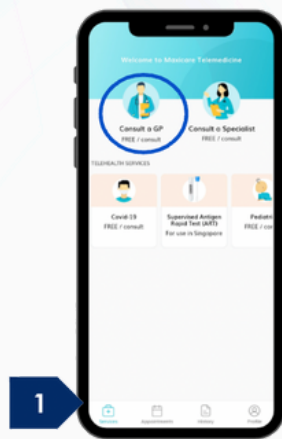
Enjoy quick access to locally-licensed doctors anytime, anywhere on



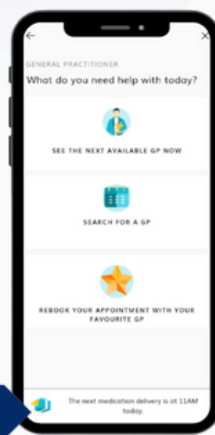
Download the app now!



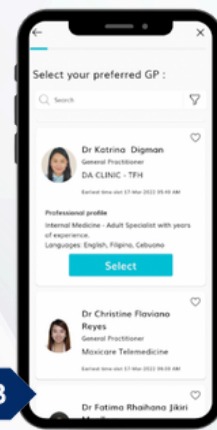
HOW TO SCHEDULE A CONSULTATION WITH A GENERAL PHYSICIAN



1
Select 'Consult a GP'



2
a. Click 'See the next available of GP' to have your consultation.
Proceed to Step 6. OR



3
Select your preferred GP & click "Select" to view GP's schedule

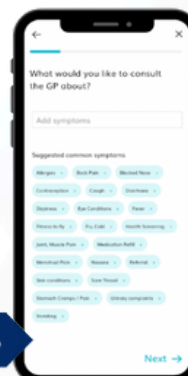
b. Click for 'Search for a GP' to schedule a consultation.
Proceed to Step 3.



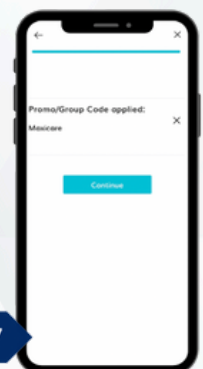
4
Choose your preferred date & time slot and click 'Select'



5
Click 'Confirm' to schedule your appointment

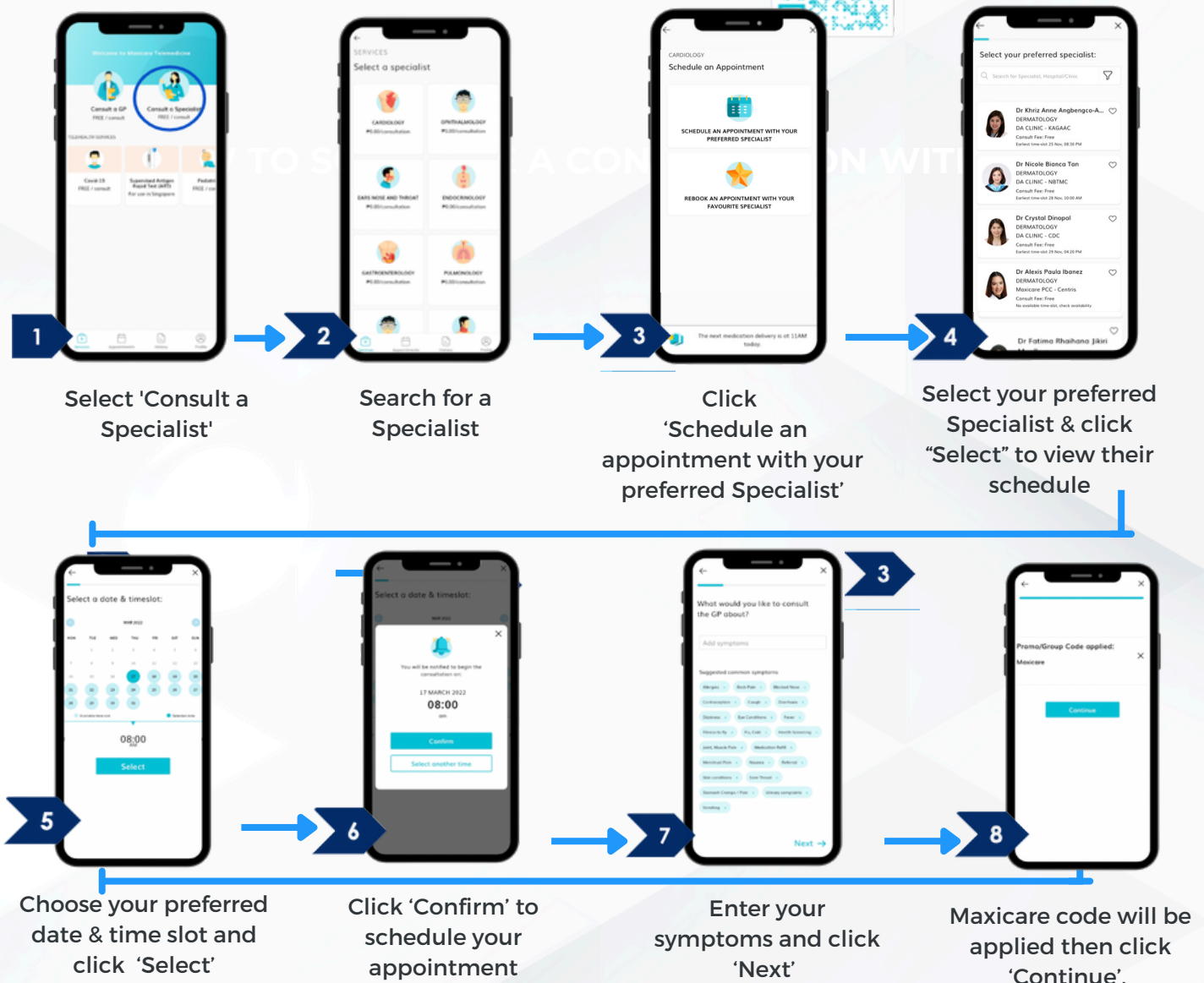


6
Enter your symptoms and click 'Next'



7
Maxicare code will be applied then click 'Continue'.

HOW TO SCHEDULE A CONSULTATION WITH A SPECIALIST



Reminders before doctor's appointment

- ✓ **Be prepared**
Give detailed descriptions or upload medical records before the consultation. Have your ID on hand.
- ✓ **Be on time**
Log on at the exact time of your call.
- ✓ **Avoid multiple bookings**
Book one appointment at a time.
- ✓ **Avoid last minute cancellations**
If you need to reschedule, please do so at least 4 hours before your appointment.
- ✓ **Pick a quiet and secure environment**
Be in a quiet room where you and the doctor can hear each other.
- ✓ **Dress appropriately**
Dress as you would for in-person consultations

Turn your lab test or consultations into a **relaxing healthcare experience**

PRIMARY CARE CLINICS

Maxicare established the Primary Care Clinics (PCC) in convenient locations across the country to make superior healthcare more accessible to Maxicare members. They are staffed by friendly customer service representatives, top-notch primary care physicians and specialists and equipped with state-of-the-art diagnostics and laboratory equipment.



Benefits of going to a Primary Care Clinic

SUPERIOR HEALTHCARE

- Staffed by top-notch primary care physicians and specialists
- State-of-the-art diagnostic and laboratory equipment
- Over 255 laboratory tests

CONVENIENCE AND ACCESSIBILITY

- Conveniently located across the country with more coming soon

SHORT WAITING TIME

- Walk-ins are welcome
- 6-minute average waiting time
- No Letter of Authorization needed

COZY AMBIANCE

Free flowing beverage in all PCCs, free wi-fi and charging stations in select PCC locations



How to avail of outpatient services from Primary Care Clinics

via appointment

- 1 Call or email your preferred clinic to set an appointment
- 2 Your appointment will be confirmed via email or SMS within 24 hours.
- 3 On the day of your visit, show the appointment slip or SMS confirmation to the clinic staff

via walk-in

- 1 Go to the self-service kiosk at the PCC and key in your details to get a queue number
- 2 Wait for your number to be called
- 3 Proceed to the nurse station for vital signs and history taking
- 4 Proceed to your consultation and/or laboratory procedure

Note:

- Walk-ins are also welcome on a first-come, first-served basis
- For procedures that require preparations such as fasting, we recommend you to schedule via an appointment

Primary Care Clinics

are conveniently located nationwide



Primary Care Clinics

are conveniently located nationwide



NCR



ALABANG

G/F Southkey Hub, Indo-China Drive,
Northgate Cyberzone Filinvest,
Alabang, Muntinlupa City



(02) 7798 - 7739



pcc.concierge@maxicare.com.ph



DOUBLE DRAGON, PASAY

G/F Tower 2, Double Dragon Meridian Park,
Diosdado Macapagal Ave. Cor. EDSA Ext.,
Pasay City



(02) 7798 - 7739



pcc.concierge@maxicare.com.ph



BGC, TAGUIG

W City Center, 7th Ave. Cor 30th St.,
Bonifacio Global City, Taguig



(02) 7798 - 7739



pcc.concierge@maxicare.com.ph



MAKATI

Unit 43-44 2/F Shops,
Ayala North Exchange, Ayala Ave. Cor Salcedo
and Amorsolo Sts., Makati City



(02) 7798 - 7739



pcc.concierge@maxicare.com.ph



BRIDGETOWNE, QC

Unit 1-3, 2/F Zeta Tower, Bridgetowne, C-5
Road, Brgy. Ugong Norte,
Quezon City



(02) 7798 - 7739



pcc.concierge@maxicare.com.ph



PASAY REHAB

G/F DD Center West Double Dragon Meridian
Park, Diosdado Macapagal Ave. Cor. EDSA
Ext., Pasay City



(02) 7798 - 7739



pcc.concierge@maxicare.com.ph



CENTRIS, QC

G/F Cyberpod Centris 5, Eton
Centris, Quezon City



(02) 7798 - 7739



pcc.concierge@maxicare.com.ph



VV SOLIVEN, SAN JUAN

GF-SOL1 (Centro Del Sol), VV Soliven
Shopping Complex, EDSA Greenhills,
San Juan



(02) 7798 - 7739



pcc.concierge@maxicare.com.ph

Luzon



BAGUIO

Ground Floor, Patria de Baguio, Porta Vaga
Mall, Session Road, Baguio City



(074) 661 - 8833



pcc.concierge@maxicare.com.ph



CLARK

G/F SM City Clark, Tech Hub 6, Manuel
A. Roxas Highway, Clark Freeport,
Angeles, Pampanga



(045) 599-8392



pcc.clark@maxicare.com.ph



LAGUNA

Ground Floor, Solenad 2, Nuvali, Sta.
Rosa, Laguna



(049) 559 - 80



pcc.concierge@maxicare.com.ph

Primary Care Clinics


are conveniently located nationwide



VISMIN

BACOLOD

Ground Floor, Lopues Mandalagan, Lacson Street, Mandalagan, Bacolod City

 **(034) 458 - 6715**

 **pcc.bacolod@maxicare.com.ph**

CEBU SKYRISE

Blk 8, Lot 3, Cebu IT Park Subdivision, Brgy Apas, Cebu City

 **(032) 260 - 9069**

 **pcc.cebuskysrise@maxicare.com.ph**

ILOILO

Unit 4, Three Techno Place, Megaworld Blvd, Mandurriano, Iloilo Cty, Iloilo

 **(033) 323 - 9254**

 **pcc.iloilo@maxicare.com.ph**

CEBU BUSINESS PARK

Blk 6, Lot 5, Mindanao Ave. Cebu Business Park, Ayala, Brgy Luz, Cebu City

 **(032) 260 - 9067 local 7402**

 **pcc.cebub@maxicare.com.ph**

CAGAYAN DE ORO

Ground Floor, Primavera City-Citta Verde, Pueblo de Oro, Upper Carmen, Cagayan de Oro City

 **(088) 864 - 8804**

 **pcc.cdo@maxicare.com.ph**

DAVAO

G/F, Space 1C-1D, Abreeza Mall, J.P Laurel Avenue, Bajada, Davao City



 **(082) 293 - 2446**

 **pcc.davao@maxicare.com.ph**



PRIMARY CARE CLINICS

Available Services

PRIMARY CARE CLINICS	AVAILABLE SERVICES
W City Center	 Laboratory Ultrasound ECG X-Ray 2D Echo
Laguna (Ultrasound to follow)	
Baguio (2D Echo to follow)	
CDO	
Bacolod	Laboratory Ultrasound ECG Treadmill X-Ray 2D Echo
Bridgetowne	
Davao	
Iloilo	
Double Dragon Meridian Park	
Clark	 Laboratory Ultrasound ECG Treadmill X-Ray 2D Echo Holter and Ambulatory BP Monitoring CT Scan is available at VV Soliven
Ayala North Exchange	
Cebu Skyrise	
Cebu Bussiness Park	
Centris	
Alabang	
VV Soliven	Physical Therapy Holter and Ambulatory BP Monitoring
Double Dragon Wellness and Rehab Center	

NOTE: Over 255 laboratory and diagnostic procedures are available at the PCCs

Available Specialists

W City Center Bridgetowne Clark Ayala North Exchange Centris Alabang Davao Double Dragon Meridian Park Cebu Bussiness Park Iloilo VV Soliven Cebu Skyrise Cagayan De Oro Bacolod Sta. Rosa Laguna Baguio	Internal Medicine Family Medicine General Medicine Pediatrics ENT OB-Gyne/OB-Sono Dermatology Ophthalmology Psychiatry
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NOTE:
CEBU BUSINESS PARK: (Not yet available) Family Medicine and Ophthalmology
ILOILO: (Not yet available) Dermatology
VV SOLIVEN: (Not yet available) Psychiatry
CEBU SKYRISE: (Not yet available) Family Medicine, ENT, Ophthalmology, Psychiatry

The following services are exclusively available at Double Dragon Rehabilitation and Wellness Center

- Rehabilitation Medicine
- Neurology
- Developmental Pediatrics
- Psychiatry





I was prescribed to do a laboratory procedure

Get quality medical care at the safety and comfort of your homes through our

HEMOCARE PROGRAM

Maxicare understands that not all patients have the time to go to healthcare facilities for laboratory tests. Now, you can get quality healthcare services, without having to go out or fall in line in health centers and hospitals through Maxicare's HomeCare Program. Available to Metro Manila members for now.



Benefits of HomeCare



EASY & SAFE

You don't need to leave the comforts of your homes.

CONVENIENT & RELIABLE

Maxicare delivers complete medical care to COVID-19 patients in the safety and convenience of their homes

COST EFFECTIVE

Laboratory, medication and delivery are free of charge

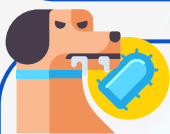
Note: Medication and delivery are only applicable for COVID-19 HomeCare cases only



Services Offered

Laboratory procedures

Have your laboratory tests and procedures (Laboratory procedures such as tests for blood, urine, and stool) at the comfort of your homes



Anti-Rabies vaccine

Avail of succeeding doses (2nd dose onwards) of anti-rabies vaccines at the comfort of your home

COVID-19 HomeCare Treatment

HomeCare may be considered for any individual with confirmed COVID-19 infections when hospitalization is unnecessary

This includes the following services:

- Remote consultations
- Telemonitoring



How do I avail? HOMECARE PROGRAM

Consult with Maxicare doctors through:

- 24/7 Teleconsult
- Videoconsult powered by Doctor Anywhere app



If the doctor prescribes laboratory procedures, you may request HomeCare services through the following channels:

- Maxicare Hotline
(02) 8582-1900 | 7798 - 7777
- Maxicare Email
customer@maxicare.com.ph
- Google Registration Form



NOTE: Provide the information below.

- Preferred date and time of HomeCare Service (at least 3 options)
- Complete address & landmarks
- Contact numbers (at least 2)
- Email address where result will be sent

Maxicare representatives will check if the member's location is in a serviceable area.



Receive confirmation of your HomeCare schedule via email or SMS. The message may include instructions to fast for certain tests.



NOTE: Specimen collection schedule is 7:00 am to 4:00 pm. Cut-off period for requests is 3:00 pm. For requests made beyond 3:00 pm, the earliest schedule will be two days after.

HomeCare conducts the service on the appointed date and time.

NEED TO CANCEL AN APPOINTMENT?

Please notify us by calling our hotline ((02) 8582-1900 | 7798 - 7777) 12 hours prior to your confirmed schedule.

Results will be released via email.

- For routine tests: within 24 hrs
- Special tests: may vary depending on running day



For Covid-19 HomeCare Treatment:

Follow these steps if you are experiencing Covid-19 symptoms like tiredness or fatigue, cough, chest or stomach pain, difficulty in breathing, heart palpitations, joint or muscle pains, loss of smell or taste, and dizziness or lightheadedness

Consult with Maxicare doctors through:

- 24/7 Teleconsult
- Videoconsult powered by Doctor Anywhere app

Telemedicine will assess the condition of the patient if qualified for either of the following:

- Consultation
- Telemonitoring
- HomeCare treatment program
- Referral to the nearest available affiliated hospital

TELEMONITORING means monitoring through either of the following:

- **Call center care agent**
If asymptomatic for callout of in-house doctor every 5 days.
- **Maxicare-affiliated physician**
If symptomatic for callout of in-house doctor every 3 days.

HOMECARE PROGRAM

Serviceable Areas



NCR

- ✓ Caloocan City (Not applicable for Prima Gold)
- ✓ Las Piñas City
- ✓ Malabon City (Not applicable for Prima Gold)
- ✓ Makati City
- ✓ Mandaluyong City
- ✓ Manila City
- ✓ Marikina City
- ✓ Muntinlupa City
- ✓ Navotas City (Not applicable for Prima Gold)
- ✓ Parañaque City
- ✓ Pateros
- ✓ Pasay City
- ✓ Pasig City
- ✓ Quezon City
- ✓ San Juan City
- ✓ Taguig City



Bulacan

- ✓ Obando
- ✓ Bocaue
- ✓ Marilao
- ✓ Meycauayan
- ✓ San Jose del Monte
- (All Not applicable for Prima Gold)



Cavite

- ✓ Kawit
- ✓ Bacoor
- ✓ Imus
- ✓ Gen. Trias
- ✓ Trece Martires
- ✓ Dasmariñas
- ✓ Carmona
- ✓ Silang
- ✓ Tagaytay
- ✓ Amadeo
- ✓ Mendez
- ✓ Alfonso Indang
- (All Not applicable for Prima Gold)



Cebu

- ✓ Cebu City
- ✓ Mandaue
- ✓ Lapu-Lapu
- ✓ Talisay
- (All Not applicable for Prima Gold)



Davao City

- (Not applicable for Prima Gold)



Dagupan

- ✓ Calasiao
- ✓ Sta. Barbara
- ✓ Mangaldan
- ✓ San Fabian
- ✓ Lingayen
- ✓ Binmaley
- ✓ San Carlos
- ✓ Mapandan
- ✓ San Jacinto
- ✓ Malasiqui
- ✓ Urdaneta City
- (All Not applicable for Prima Gold)



Iloilo

- ✓ Jaro
- ✓ La Paz
- ✓ Lapuz
- ✓ Iloilo City Proper
- ✓ Molo
- ✓ Mandurriao
- ✓ Villa Arevalo
- (Not applicable for Prima Gold)



Laguna

- ✓ San Pedro
- ✓ Biñan
- ✓ Sta. Rosa
- ✓ Cabuyao
- ✓ Calamba
- ✓ Los Baños
- (Not applicable for Prima Gold)



Pampanga

- ✓ Porac
- ✓ Apalit
- ✓ Minalin
- ✓ Mabalacat City
- ✓ Santa Ana
- ✓ San Simon
- (Not applicable for Prima Gold)



Rizal

- ✓ Angono
- ✓ Binangonan
- ✓ Teresa
- ✓ Morong
- ✓ Baras
- ✓ Cardona
- ✓ Antipolo
- ✓ Tanay
- (Not applicable for Prima Gold)





I'm not feeling well and need a face-to-face consultation from a doctor.

Availment Process

1

Avail our face-to-face consultation in our Primary Care Clinics through the following:

via appointment

Call or email your preferred clinic to set an appointment.

Your appointment will be confirmed via email or SMS within 24 hours.

On the day of your visit, show the appointment slip or SMS confirmation to the clinic staff.

via walk-in

Go to the self-service kiosk at the PCC and key in your details to get a queue number.

Wait for your number to be called.

Proceed to the nurse station for vital signs and history taking.

Proceed to your consultation and/or laboratory procedure.

Note:

- Walk-ins are also welcome on a first-come, first-served basis
- For procedures that require preparations such as fasting, we recommend you to schedule via an appointment

2

Avail of Services

- Consultation
- Laboratory exams





**I am scheduled to be admitted to the hospital because of my chronic illness.
(In-patient Elective Confinement)**

Availment Process

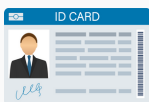


1

Get an admitting order from your Maxicare doctor

2

Call customer care hotline
(02) - 85821900 (PLDT) | (02) - 77987777
(Globe) then select Inpatient in the IVR.
Our agent will assist you with your
confinement needs.



3

Present Maxicare ID and valid ID in the hospital

4

Avail for the In-Patient services or
treatment



5

File Philhealth documents and settle non
coverable charges prior discharge.



Comfort and Safety

Maxicare Exclusive Wing

Our Maxicare Exclusive Wings are designed to give Maxicare members a straight-to-room admission and discharge process while providing easy access to the hospital's medical practitioners and facilities.



MAKATI MEDICAL CENTER

8th floor Tower 1 ,
Makati Medical Center,
Amorsolo St., Makati City

(02) 8888-999

THE MEDICAL CITY

12th floor, Doctor's
Building, MGR04 G/F
Medical Arts Tower 1, @
The New Medical City,
Ortigas Ave, Pasig City

(02) 635 6789

MANILA MED, MANILA

8th floor, Medical Center
Manila, 850 UN Ave,
Paco, Manila City

(02) 523 8131

VRPMC, MANDALUYONG CITY

8th floor, VRP Medical
Center, 163 EDSA,
Mandaluyong City

(02) 464 9999

**Want to visit a particular location?
We'll show you the way**



Find doctors, clinics, and hospitals

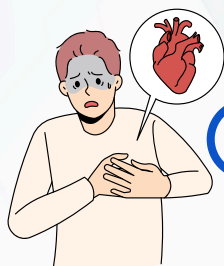




**I need urgent medical attention
(Emergency Case)**

Availment Process

In Affiliated Hospitals

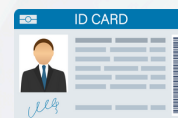


1

Proceed to the emergency room of the nearest Maxicare-affiliated hospital

2

Present member's Maxicare card and valid ID in the triage area



3

Avail of treatment at the Emergency Room



In Non-affiliated



4

Secure pertinent document

(medical certificate, detailed breakdown of charges, receipts and others)

5

Forward to Maxicare for reimbursement within **30 days** from date of discharge



Note: If emergency case leads to confinement, just present your valid ID to the hospital emergency staff.





I was bitten by a dog or cat

When you get bitten by a dog or cat wash the wound with soap and water under pressure from a faucet for at least 5 minutes and get immediate medical help through:



1

Maxicare's animal bite hotline or
Maxicare Telemedicine

MaxicareTelemedicine
24/7 Teleconsult
VOICE CALL

MaxicareTelemedicine
Videoconsult
VIDEO CALL
A mobile application powered by **DA**
DOCTOR
ANYWHERE

2

Get vaccinated at a Primary Care
Clinic near you or at home via
HomeCare



Maxicare
PRIMARY CARE CLINIC

Maxicare
HomeCare



Avoid complications from animal bites.
Seek quality care from Maxicare right away!





I have a reimbursement claim

Claims and Reimbursement Procedure

①

All claims need to be submitted thru **Member Gateway**, within 30 days from the date of availment



The following are the required documents for reimbursement:

- Filled-out claim reimbursement form for MRC
- Original receipts of all hospital bills & professional fees of the Doctor;
- Original charge slips (with an itemized breakdown of charges);
- Clinical abstract, admitting history, and medical certificate;
- Histopath/Surgical Report (if surgical operation was done);
- Police Report in case of accident and medico legal cases:

②

Scanned copies of the documents are acceptable for the reimbursement to be processed. However, members are still required to submit original copies of the required documents, within 90 days of the submission date, as this is a BIR requirement.

Where will the members submit the original documents?

Luzon:

Maxicare Healthcare Corporation
c/o Claims Reimbursement
Receiving Unit Ground Floor CIBI
Center #3308 Zapote St. Brgy Sta
Cruz, Makati City

Visayas:

Maxicare Healthcare Corporation c/o
Claims Reimbursement Receiving Unit
8th Floor Apple One - Equicom Tower
Mindanao Avenue cor. Biliran Road
Cebu Business Park, Cebu City 6000

Mindanao:

Maxicare Healthcare Corporation
c/o Claims Department 3rd Floor FTC
Tower, Mt Apo Street, Davao City



*Continued on page 24



I have a reimbursement claim

Claims and Reimbursement Procedure

3

Claims will be processed within 15 days from receipt of complete documents. Status can be checked via Member Gateway.



4

Approved reimbursement shall be credited to your Maxicare card



Your card will be activated to cash card and you will receive an SMS notification of your PIN and approved reimbursement amount.

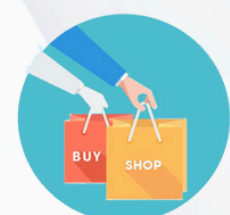
*Your SMS number must be correctly reflected in the Claims Reimbursement Form.



Member may withdraw the amount from Equicom ATMs or Bancnet, Expressnet or Megalink ATMs



Member may also use the amount to purchase from any of the Bancnet accredited merchants



Bringing technology to a more personal level



Member Gateway

Member Gateway is a dedicated portal for Maxicare members which provides full access to basic information, online reimbursements and online LOA requests.



Services Offered



Easily apply
for a Letter of
Authorization
(LOA)



Access plan
benefits in
detail



Review
transaction
history



Track maximum
benefit limit
(MBL)



Manage
reimbursement
claims



Member Gateway quick links:

1. [How to register?](#)
2. [Where can I see the transaction summary?](#)
3. [How can I file my reimbursement claim?](#)
4. [How to get my own LOA](#)

*Click the hyperlink for easier navigation



Member Gateway Registration

1

Scan the QR code or visit the website

**2**

Sign up using the following information:

- Maxicare card number
- Birthdate
- Email address
- Mobile number

The screenshot shows the Maxicare RegisterME sign-up form. The form is titled "Sign up now" and includes the following fields:

- Card Number: 1168-0110-1585-2245 (with a link "Forgot card number?")
- Birthdate: 12/25/1987
- Email Address: juan.delacruz@email.com
- Mobile Number: +63 9123456789

Below the fields is a blue "Proceed" button. At the bottom, there is a link: "No email received? Click here". To the right of the form is an illustration of a woman sitting at a desk with a laptop and a monitor, talking on a phone.



Member Gateway Transaction Summary

Click the search button then click transaction to view your previous availments



Claim No.	Card No.	Hospital	Admission Date	Coverage	Claim Status	LOA Status	Amount
		TELEMEDICINE	09/02/2021	OP	PAID		P 400.00
		TELEMEDICINE	08/12/2021	OP	PAID		P 0.00
		TELEMEDICINE	08/11/2021	OP	WITHLOA	FOR APPROVAL	P 0.00

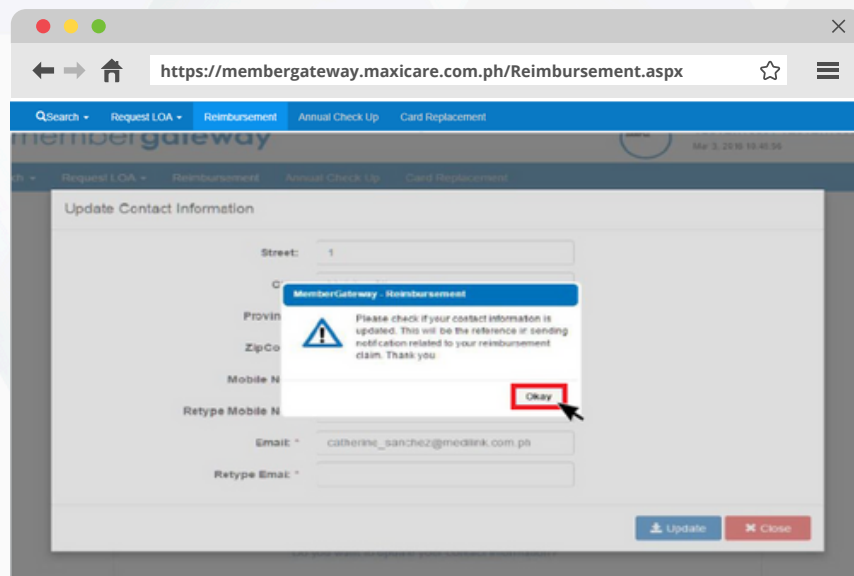


You may also click doctor/hospital to search for your preferred affiliated providers



Member Gateway Online Reimbursement

Upon viewing the Reimbursement module, a pop-up message will prompt to update Member's contact details. Click "Update" to update contact details or "Close" if contact details are already updated




Note: Updating the contact details will be essential to member's reimbursement.

1

Member Name

Always indicate the name of the patient. A dropdown list will show the member's name and dependents



Reimbursement

Member Name

TESTBRY9584 TESTBRY9584 - PRINCIPAL

TESTBRY9584 TESTBRY9584 - PRINCIPAL

Principal Contact Information

Note: User must choose the name of the person who availed

*Continued on page 29



Member Gateway Online Reimbursement

2

Claim Type

Select the applicable claim type to be submitted

- Out Patient (OP)
- In Patient (IP)
- OP Medicine
- Maternity
- Dental
- Optical

Out Patient (OP)

Claim Type

☒ Out Patient (OP)

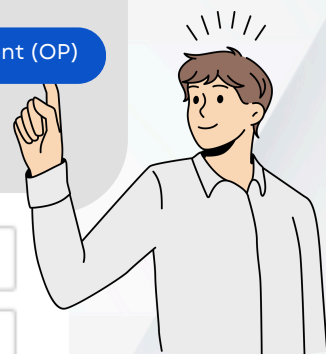
☐ OP Medicine

☐ Dental

☐ In Patient (IP)

☐ Maternity

☐ Optical



Note: Every claim type has a different set of required original documents (for attachment). Requirements will be automatically displayed on the page upon selection of claim type
*Approval of claims reimbursement shall be subject to the account's coverage and evaluation.

3

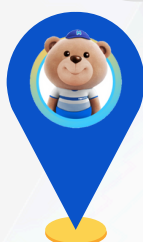
Total Amount of Claim

Indicate the total amount for reimbursement

Total Amount of Claim *

**4**

Select the Maxicare office where the required documents will be forwarded



Where would you like to submit your original documents?

Hospital / Clinic *

Luzon (Maxicare Head Office Makati)

Luzon (Maxicare Head Office Makati)

Visayas (Maxicare Head Office Cebu)

Mindanao (Maxicare Head Office Davao)

Note: This will be reflected on the SUBJECT of auto-email of reimbursement claims.

*Continued on page 30



Member Gateway Online Reimbursement

5

Hospital / Clinic – Providers name

Hospital / Clinic *

Doctor's Name *



Note: If the Hospital's name is not included in the dropdown list, choose "Hospital's not in the list" and input the name of the hospital where service was availed.



6

Doctor's Name

Doctor's Name *

Doctor's Phone Number

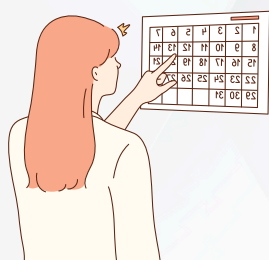
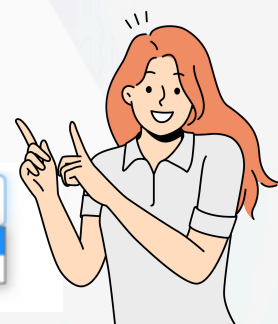
Note: If doctor's name is not included in the dropdown list, choose "Doctor's not in the list" and input the name of the doctor who examined or attended the member or dependent.

7

Type of Availment choose if emergency or elective

Type of Availment?

Availment / Admission Date *



8

Availment Date

Indicate the exact date of availment (for Out patient) or admission date (for In patient).

Availment / Admission Date *

*Continued to page 31



Member Gateway Online Reimbursement

9

Discharge Date

Required only for In patient claim type. Please indicate the actual discharge date from the hospital

Discharge Date *

**10**

Attach document

Upload the scanned copies of the documents for online submission. Acceptable file types are jpg, jpeg, tiff, pdf, doc, docx, xls, xlsx.

Outpatient Requirements

1. Fill out the Claims Reimbursement Form.
2. Medical Certificate indicating the diagnosis and procedure(s) done (if any).
3. Original BIR registered Official Receipt(s) with TIN.
4. Charge Slips or detailed itemized/breakdown of charges (charges per item paid).
5. Police report for cases of assault and vehicular accidents. Fill out the Claims Reimbursement Form.

☒ Submit Online☐ Print Reimbursement Form

For Online Submission, claims will be credited within 5 working days from the date Maxicare received the original and complete documents (for MRC Accounts) or as stipulated in the Service Agreement (for non-MRC Accounts)

Attach Document *

Choose Files No file chosen

+ Add

**11**

Terms and conditions

Using online reimbursement member gateway facility. Tick the box to confirm acceptance of the terms & conditions, then click Submit



I have read the agreement and I agree to the [terms and conditions](#) therein.

Submit

Clear



Member Gateway Online Reimbursement

12

Successful Registration

After clicking the submit button, a pop-up message indicating that registration is successful will appear.

The screenshot shows a web browser window with the URL <https://membgateway.maxicare.com.ph/Reimbursement.aspx>. The page has a navigation bar with links: Search, Request LOA, Reimbursement, Annual Check Up, and Card Replacement. The main form includes fields for Doctor's Name (Last Name, First Name), Doctor's Phone Number, Type of Availment? (Emergency), Availment / Admission Date (05/28/2021), and Discharge Date. Below these is a section titled "Outpatient Requirements" with a list of 5 items: 1. Fill out the Claims Reimbursement Form, 2. Medical Certificate indicating the diagnosis and procedure(s) done (if any), 3. Original BiR registered Official Receipt(s) with TIN, 4. Charge Slips or detailed itemized/breakdown of charges (charges per item paid), 5. Police report for cases of assault and vehicular accidents. Fill out the Claims Reimbursement Form. There are radio buttons for "Submit Online" (selected) and "Print Reimbursement Form". A note states: "For Online Submission, claims will be credited within 5 working days from the date Maxicare received the original and complete documents (for MRC Accounts) or as stipulated in the Service Agreement (for non-MRC Accounts)". There is an "Attach Document" section with a "Choose Files" button and a "No file chosen" status. A table shows a file named "T&C_Maxicare.JPG" with a "Remove" button. A checkbox is checked: "I have read the agreement and I agree to the [terms and conditions](#) therein." At the bottom are "Submit" and "Clear" buttons. A mouse cursor is pointing at the "Submit" button.



You can check the status of your reimbursement via Member Gateway



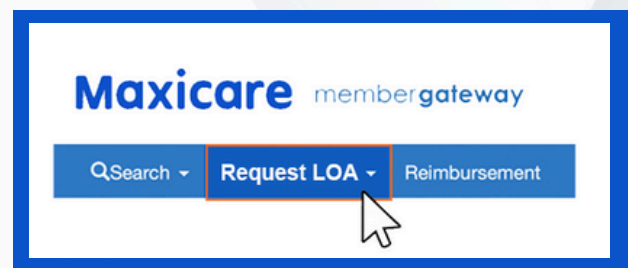
Member Gateway

Online Letter of Authorization

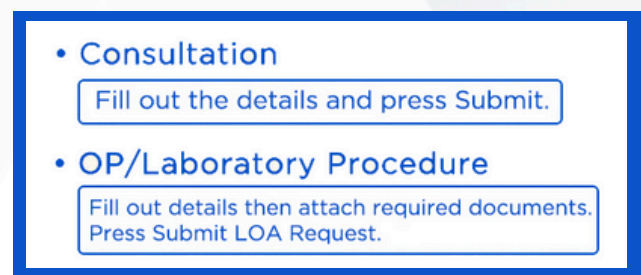
1 Log in to Member Gateway



2 Select **Request LOA**



3 Select from the options



4 Check your email inbox for the Approval Notice.
An SMS will also be sent to you

5 Bring a print out of your LOA on the day of your appointment

Note: printout at least 2 copies



Maxicare

Live your best life

