



# Maxicare

## Member's Virtual Playbook

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[www.maxicare.com.ph](http://www.maxicare.com.ph)

# Maxicare

## Member's Virtual Playbook



### Welcome to the Maxicare Family!

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It is our privilege to welcome you to the growing family of Maxicare. We are grateful for the opportunity to be of service to you.

This digital booklet will guide you on how to access Maxicare's Primary Care Network such as 24/7 Teleconsult Voice Call, virtual consultation via Doctor Anywhere App 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.

To replace your physical card replaced, please follow to steps below.

#### For Individual and Family

To replace 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 [criconsumerIFG@maxicare.com.ph](mailto:criconsumerIFG@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!



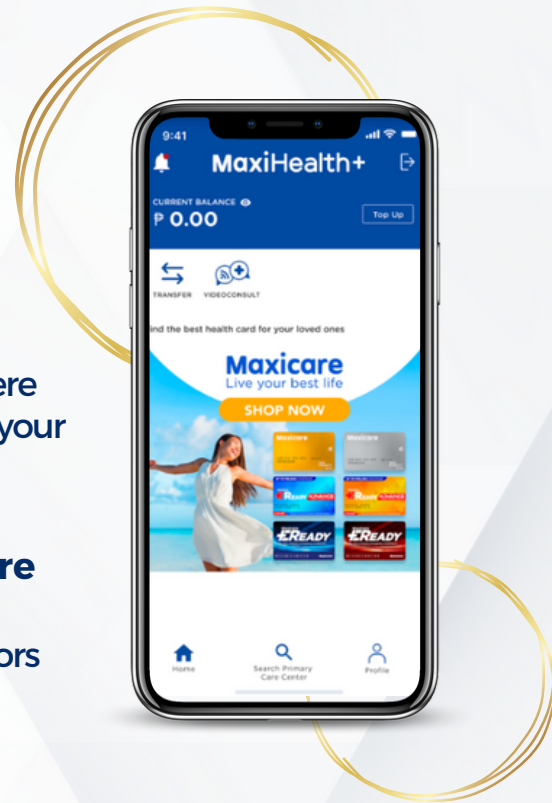
### Consult a doctor anytime, anywhere

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](mailto: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

**Maxicare Telemedicine**  
**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****Metro Manila****(02) 7798-7798****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

# Videoconsult powered by the Doctor Anywhere app



This mobile app is a convenient, efficient, and cashless healthcare experience. Get everything you need for your health and wellness from just one platform. With the Doctor Anywhere mobile app, you can consult a locally-licensed doctor through video, access your medical history, submit medical claims, and more.

## What's in it for you?

### SAVINGS

The most cost efficient way of using your benefit limit. No Letter of Authorization or LOA needed.

### RELIABILITY

Easy access to documents. Can issue medical certificates and have the medicine delivered to your home.

### SAFETY AND SECURITY

Consultations can be done in the safety of your home. Medical documents, referral letters, receipts, and consult history are all securely stored in the app.

### CONVENIENCE

Access to the 24/7 virtual clinic. Can connect to available doctors within 5 minutes or schedule an appointment with your preferred doctor.



Available for free on Google Play and App Store

## How to Sign Up?



1 Download the Doctor Anywhere App



2 Click 'Sign Up'



3 Choose a Sign Up method then click the T&C box

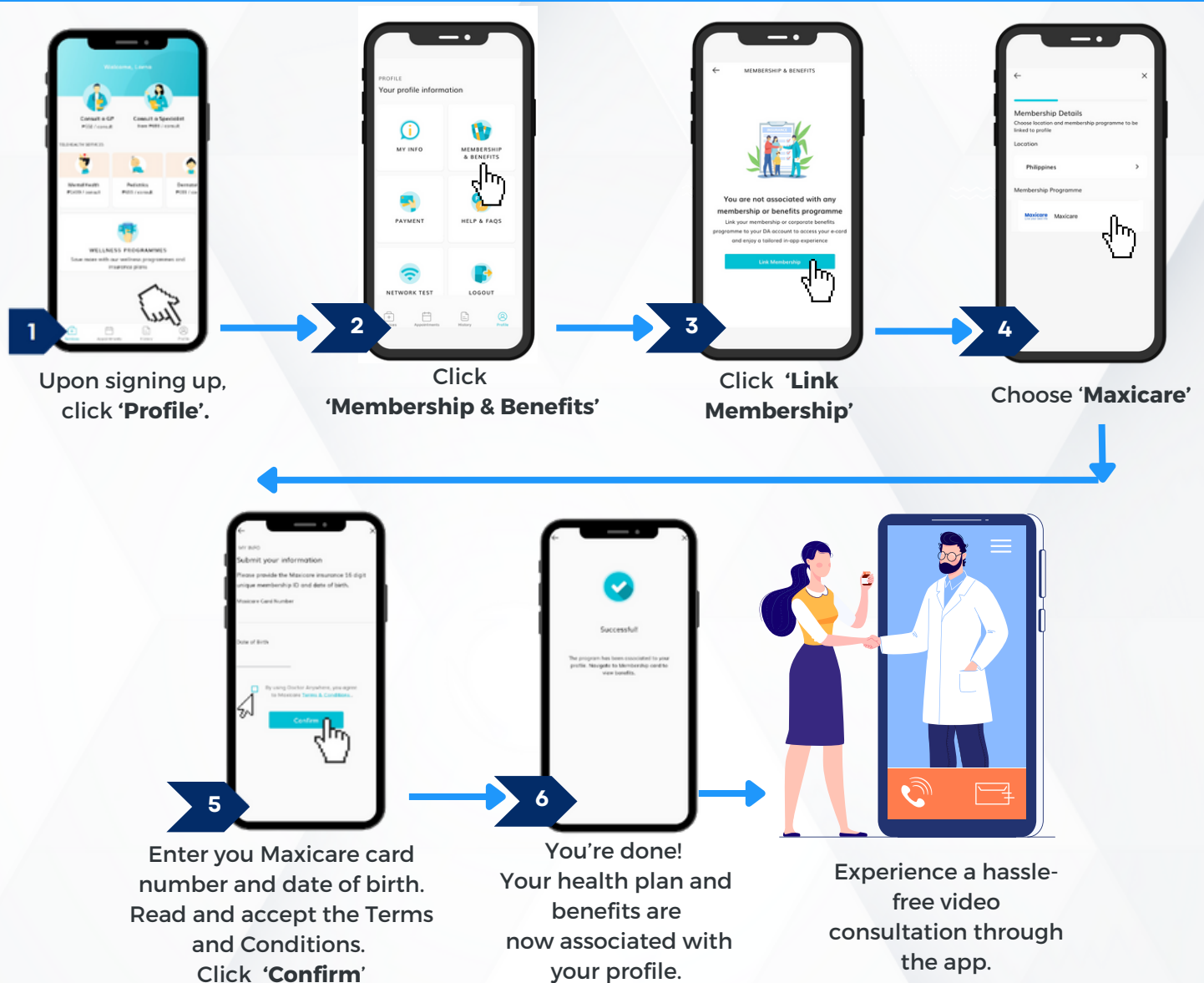


4 Input your information and select 'Next.' Your account is all set up!

# Videoconsult powered by the Doctor Anywhere app

Avail consultations in the most cost efficient way of using your benefit limit. Sign up and link your Maxicare Card number.

## HOW TO REGISTER YOUR MAXICARE CARD NUMBER



Available on



download for free

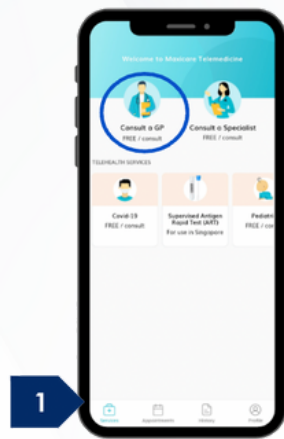
Enjoy quick access to locally-licensed doctors anytime, anywhere on



Download the app now!

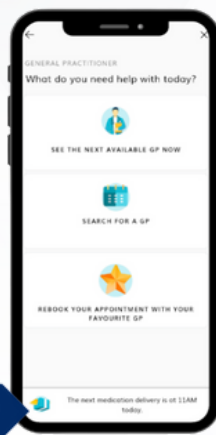


### HOW TO SCHEDULE A CONSULTATION WITH A GENERAL PHYSICIAN



1

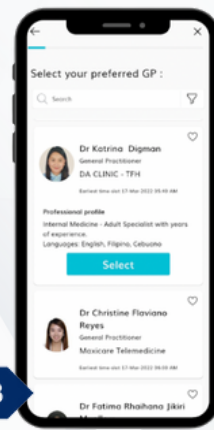
Select 'Consult a GP'



2

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

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



3

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



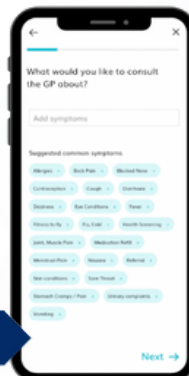
4

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



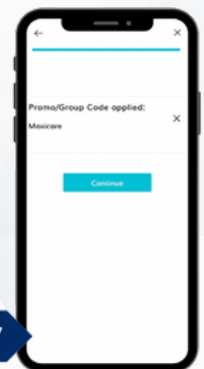
5

Click 'Confirm' to schedule your appointment



6

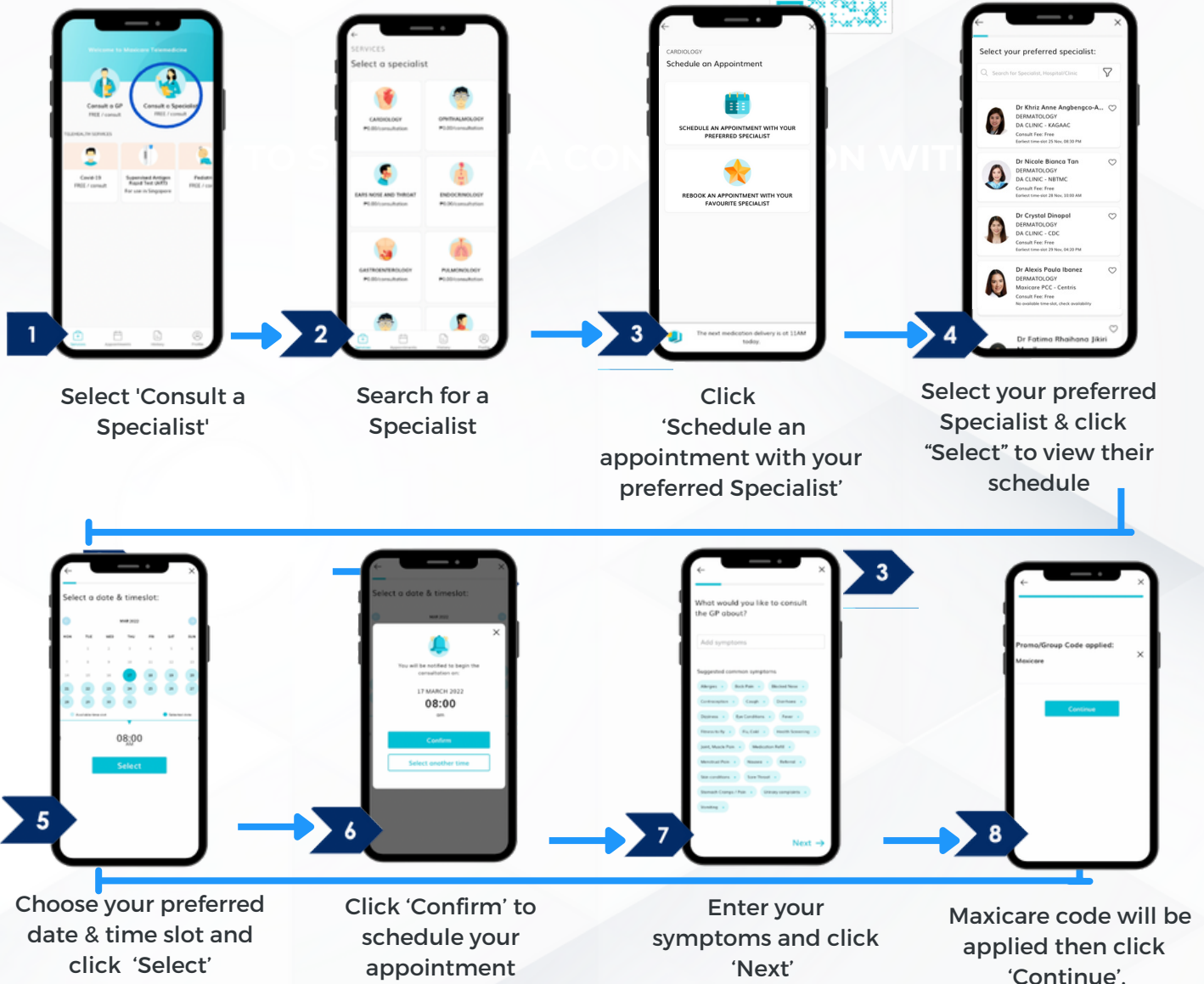
Enter your symptoms and click 'Next'



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

- 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

# 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.alabang@maxicare.com.ph](mailto:pcc.alabang@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.doubledragonmp@maxicare.com.ph](mailto:pcc.doubledragonmp@maxicare.com.ph)

#### **BGC, TAGUIG**

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

 **(02) 7798-7739**

 [pcc.bgc@maxicare.com.ph](mailto:pcc.bgc@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.ayalanorthexchange@maxicare.com.ph](mailto:pcc.ayalanorthexchange@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.bridgetowne@maxicare.com.ph](mailto:pcc.bridgetowne@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.doubledragonrehab@maxicare.com.ph](mailto:pcc.doubledragonrehab@maxicare.com.ph)

#### **CENTRIS, QC**

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

 **(02) 7798-7739**

 [pcc.centris@maxicare.com.ph](mailto:pcc.centris@maxicare.com.ph)

#### **VV SOLIVEN, SAN JUAN**

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

 **(02) 7798-7739**

 [pcc.vvsoliven@maxicare.com.ph](mailto:pcc.vvsoliven@maxicare.com.ph)

#### **FAIRVIEW, QC**

Unit 1&2 AD Center (beside PNB), Regalado  
Ave, Fairview Quezon City

 **(02) 7798-7739**

 [pcc.concierge@maxicare.com.ph](mailto:pcc.concierge@maxicare.com.ph)

# Primary Care Clinics

are conveniently located nationwide



## Luzon

### BAGUIO


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


 (074) 661 – 8833

 [pcc.baguio@maxicare.com.ph](mailto:pcc.baguio@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](mailto:pcc.clark@maxicare.com.ph)

### LAGUNA

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

 (049) 559 – 8008

 [pcc.laguna@maxicare.com.ph](mailto:pcc.laguna@maxicare.com.ph)

### CAVITE

Metro MPC Building, Imus, Cavite

 \*\*Opening soon



## VISMIN

### BACOLOD

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

 (034) 458 – 6715

 [pcc.bacolod@maxicare.com.ph](mailto:pcc.bacolod@maxicare.com.ph)

### CEBU BUSINESS PARK

**Open 24/7**

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

 (032) 260 - 9067 local 7402

 [pcc.cebupark@maxicare.com.ph](mailto:pcc.cebupark@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](mailto:pcc.cebuskysrise@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](mailto:pcc.cdo@maxicare.com.ph)

### ILOILO

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

 (033) 323 – 9254

 [pcc.iloilo@maxicare.com.ph](mailto:pcc.iloilo@maxicare.com.ph)

### DAVAO

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

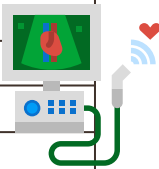
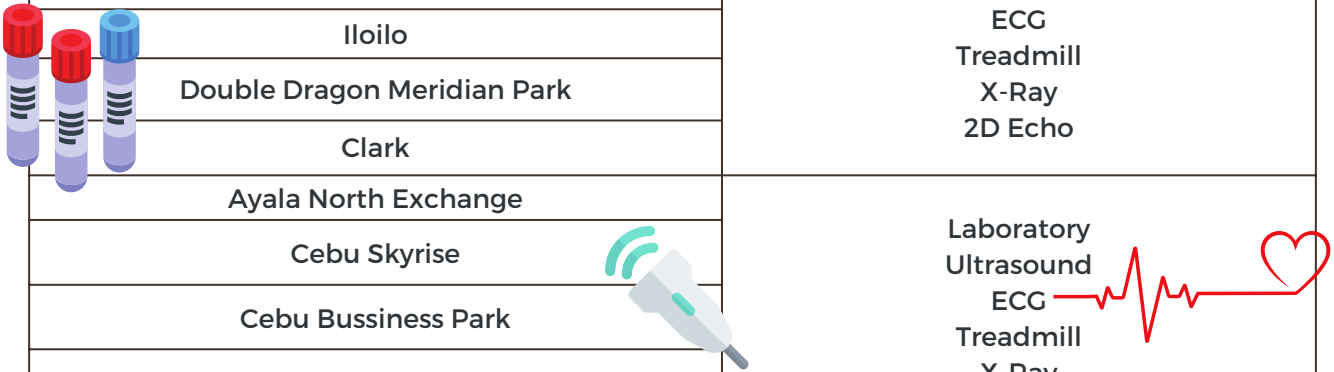
 (082) 293 – 2446

 [pcc.davao@maxicare.com.ph](mailto: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	 Laboratory Ultrasound ECG Treadmill X-Ray 2D Echo Holter and Ambulatory BP Monitoring CT Scan is available at VV Soliven
Clark	
Ayala North Exchange	
Cebu Skyrise	
Cebu Bussiness Park	
Centris	
Alabang	
VV Soliven	
Double Dragon Wellness and Rehab Center	Physical Therapy Holter and Ambulatory BP Monitoring

**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

**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

## HOMECARE 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 patients in the safety and convenience of their homes

#### COST EFFECTIVE

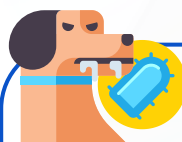
Laboratory, medication and delivery are free of charge



### 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 homes

How do I avail?

# HEMOCARE 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  
[customercare@maxicare.com.ph](mailto:customercare@maxicare.com.ph)
- Google Registration Form

Note: Provide the following information:

- Preferred date and time of HomeCare Service (provide at least 3 options)
- Complete address & landmark
- Contact numbers (provide at least 2)
- Email address for the result

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

Receive a 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.

Home Care Provider conducts the service on the appointed date and time.

**NEED TO CANCEL AN APPOINTMENT?**

Should you wish to cancel your HomeCare service, 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



# 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

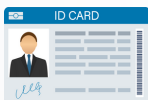


**1**

Get an admitting order from your Maxicare doctor

**2**

Call customer care hotline (02) - 8582-1900 (PLDT) | (02) - 7798-7777 (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.



### MANILA MED, MANILA

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

**(02) 523 8131**

### MAKATI MEDICAL CENTER

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

**(02) 8888-999**

### VRPMC, MANDALUYONG CITY

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

**(02) 464 9999**

### 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**

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



[Find doctors, clinics, and hospitals](#)

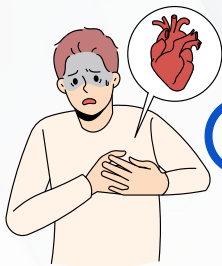




**I need urgent medical attention  
(Emergency Case)**

## Availment Process

### In Affiliated Hospitals

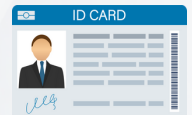
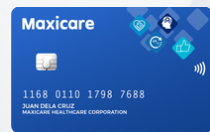


**1**

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 Hospital



**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



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





# 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		₱ 400.00
		TELEMEDICINE	08/12/2021	OP	PAID		₱ 0.00
		TELEMEDICINE	08/11/2021	OP	WITHLOA	FOR APPROVAL	₱ 0.00

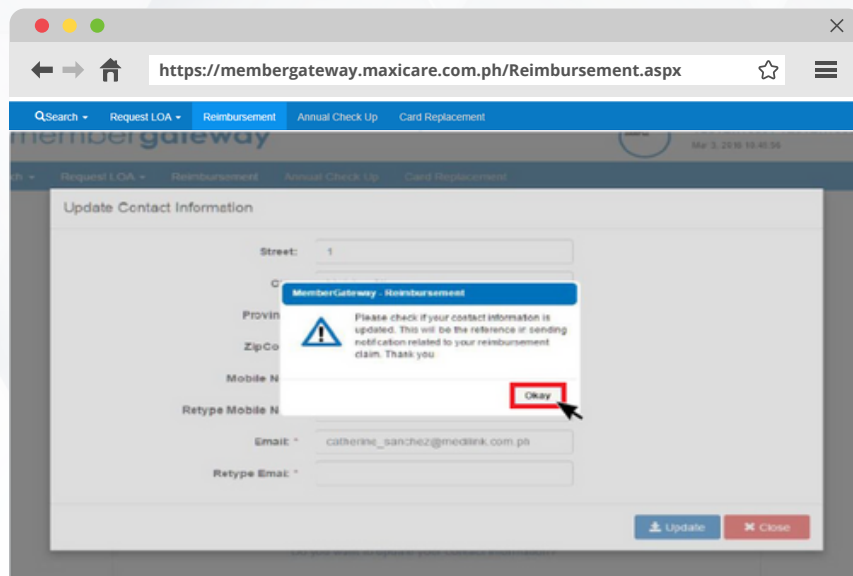


You may also click doctor/hospital to search for your preferred affiliated providers



# 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

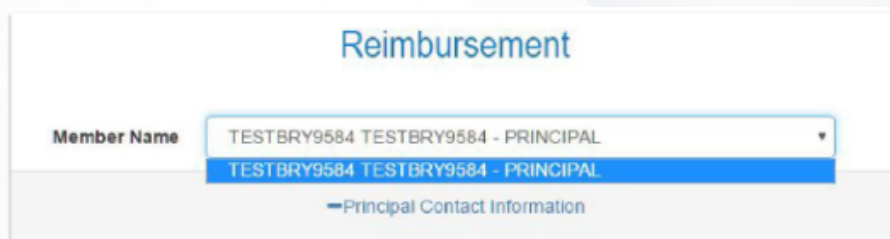


Note: Updating the contact details will be essential to member's reimbursement.

1

## Member Name

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



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



\*Continued on page 29



# Member Gateway Online Reimbursement

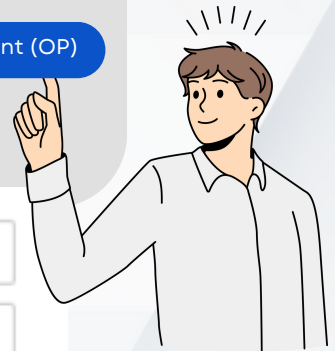
2

## 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

<input checked="" type="checkbox"/> Out Patient (OP)	<input type="checkbox"/> OP Medicine	<input type="checkbox"/> Dental
<input type="checkbox"/> In Patient (IP)	<input type="checkbox"/> Maternity	<input type="checkbox"/> 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

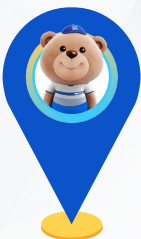
Indicate the total amount for reimbursement

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)

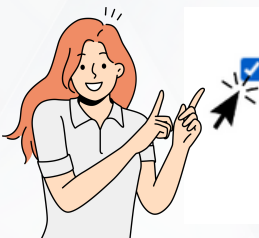
Attach Document \*  No file chosen



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.



# 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 for Search, Request LOA, Reimbursement, Annual Check Up, and Card Replacement. The main form includes fields for Doctor's Name, Doctor's Phone Number, Type of Availment (set to Emergency), Availment / Admission Date (05/28/2021), and Discharge Date. Below these is a section for Outpatient Requirements with a list of five items. There are radio buttons for 'Submit Online' (selected) and 'Print Reimbursement Form'. A note states that online submissions are credited within 5 working days. An 'Attach Document' section shows a 'Choose Files' button, a 'No file chosen' message, and an '+ Add' button. A table below lists a file named 'T&C\_Maxicare.JPG' with a 'Remove' button. At the bottom, there is a checkbox for 'I have read the agreement and I agree to the terms and conditions therein.' and two buttons: 'Submit' (with a mouse cursor pointing to it) and 'Clear'.



You can check the status of your reimbursement via Member Gateway

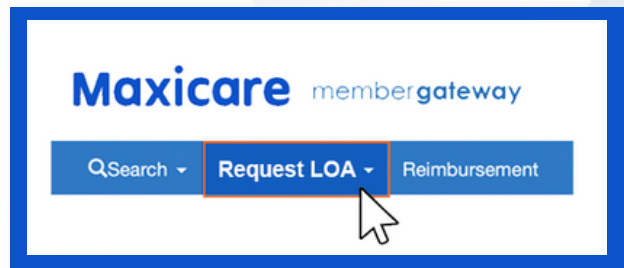


# Member Gateway Online Letter of Authorization

1 Log in to Member Gateway



2 Select Request LOA



3 Select from the options

- Consultation  
Fill out the details and press Submit.
- OP/Laboratory Procedure  
Fill out details then attach required documents. Press Submit LOA Request.



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

