

VC JOURNAL

NEW YEAR EDITION JANUARY 2018

NEWSLETTER OF VALUE CARE HEALTH SYSTEMS, INC.



2018 YEAR OF THE DOG

- HEALTH TIPS ON ADULT VACCINATION
- THE BIRTH OF PAHMOC
- VALUCARE INNOVATIONS IN 2018
- MEET THE CFO OF VALUCARE
- A NEW YEAR MESSAGE FROM THE COO



Birthdays

with the COO



JUNE



JULY



AUGUST



SEPTEMBER



OCTOBER

Every month the COO gives a treat to all employees celebrating their birthdays. It is a fun- and laughter-filled respite from the hectic grind, where employees get the chance to snack and chat with Sir Ding. More than the food, games and cake, this is an opportunity where the COO reaches out, mingle and personally express the company's appreciation for everybody's loyalty and hard work.



NOVEMBER



DECEMBER



DISASTER PREPAREDNESS

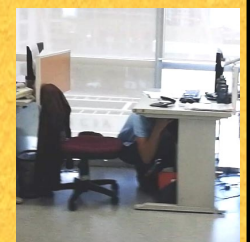
Elmer M. Palomata, MD
AVP, Administrative Services and Provider Relations

Disaster Preparedness is an important component of ValuCare's Business Continuity Plan, and preparation is the key.

While drills are conducted in different parts of the country, not everyone takes them seriously, and the basic steps are improperly executed. This was why the first VC building Earthquake and Fire Drill was conducted last August 15, 2017 with guidance from the Bureau of Fire Protection. This was preempted with a seminar on the basics of fire safety and earthquake readiness two weeks earlier, participated in by VC employees and building tenants.

The fire alarm signaled the start of the drill. With the leadership of the VC ERT marshals, the "Duck, Cover and Hold On" exercise and the ensuing simulated evacuation was carried out within the 10 minutes target. A contained fire was set and extinguished by ERT personnel. The dynamism of the VC Emergency Response Team and its incident command system was likewise put to the test.

This exercise is just the start of a series of activities that will give the employees the opportunity to practice emergency procedures not only in the workplace, but for their homes and families as well.



Health Tips

ADULT VACCINATION

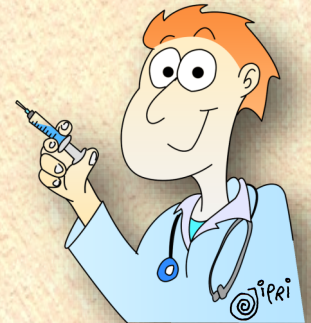
Ronaldo V. Mendoza, MD, MBA-H, Medical Director

Vaccines are commonly given to kids to prevent life threatening illnesses. However, it should be emphasized that adults need vaccines, too. Adults are also exposed to various illnesses and the vaccines given when they were young can wear off over time, exposing the individual to new and different diseases. You may also be at risk for vaccine-preventable disease due to your age, job, lifestyle, travel, or health conditions.

The Center for Disease Control (CDC) of the United States Health Department has released its latest Recommended Immunizations for Adults categorized either by Age or by Health Condition.

Vaccines are recommended to get and maintain protection against the following diseases:

- Seasonal influenza/flu (for all adults)
- Pertussis (whooping cough)
- Tetanus and diphtheria
- Shingles (for adults 60 years and older)
- Pneumococcal disease (for adults 65 years and older and adults younger than 65 who have specific health conditions)
- Human Papillomavirus (which can cause certain cancers)
- Meningococcal disease
- hepatitis A and B
- Chickenpox
- Measles, Mumps, and Rubella.



It is highly recommended to consult your doctor to determine which vaccines are right for you. Although it will be better to have protection against all the aforementioned diseases, your doctor can prepare an immunization schedule for you so priority vaccines can be given first.

INFORMATION FOR ADULT PATIENTS

2017 Recommended Immunizations for Adults: By Age

If you are this age, ↓	talk to your healthcare professional about these vaccines →													
	Flu Influenza	Td/Tdap Tetanus, diphtheria, pertussis	Shingles Zoster	Pneumococcal		Meningococcal		MMR Measles, mumps, rubella	HPV Human papillomavirus		Chickenpox Varicella	Hepatitis A	Hepatitis B	Hib Haemophilus influenzae type b
				PCV13	PPSV23	MenACWY or MPSV4	MenB		for women	for men				
19 - 21 years														
22 - 26 years														
27 - 59 years														
60 - 64 years														
65+ year														

More Information:

You should get flu vaccine every year.

You should get a Td booster every 10 years. You also need 1 dose of Tdap. Women should get a Tdap vaccine during every pregnancy to help protect the baby.

You should get shingles vaccine even if you have had shingles before.

You should get 1 dose of PCV13 and at least 1 dose of PPSV23 depending on your age and health condition.

You should get this vaccine if you did not get it when you were a child.

You should get HPV vaccine if you are a woman through age 26 years or a man through age 21 years and did not already complete the series.



Recommended For You: This vaccine is recommended for you *unless* your healthcare professional tells you that you do not need it or should not get it.



May Be Recommended For You: This vaccine is recommended for you if you have certain risk factors due to your health condition or other. Talk to your healthcare professional to see if you need this vaccine.



The PHILIPPINE ASSOCIATION OF HMO COMPANIES, INC.

Elmer M. Palomata, MD

AVP, Administrative Services and Provider Relations

It all started when the Insurance Commission called for a forum with executives of all Health Maintenance Organizations on February 21, 2017.

Two officers from well-known HMOs exchanged ideas about creating an umbrella group which, while a like-organization with the incumbent, will genuinely represent its members in all industry-sensible platforms.

What seemed to be a passive interaction progressed to what would be a gathering of independent companies two weeks later at the Tower Club in Makati on April 7, 2017.

It was a marriage of friendships and principles, until eleven companies organized itself to become the Philippine Association of HMO Companies on April 21, 2017. It was followed by the election of the first set of officers with ValuCare COO Mr. Macalino as its founding President, the eventual recognition of the Insurance Commission on July 10 of the same year, and the milestone inauguration held at the New World Hotel on September 28, 2017.

PAHMOC now stands as a strong organization of principled and passionate HMOs committed to work together in evolving the HMO industry to new heights of success for the benefit of all its members and stakeholders.



Dennis B. Funa
Insurance Commissioner
GUEST SPEAKER



Christian S. Argos
Chairman
PAHMOC



Armando S. Macalino
President
PAHMOC

ValuCare Clients

Sales and Marketing Activities

BDOEA Dependents Healthcare renewed with ValuCare

Marlon M. Dela Torre
Manager, Sales

Banco De Oro Employees Association and Value Care Health Systems, Inc. reached another milestone last 18 November 2017 when the healthcare renewal of BDO dependents was signed anew. The contract signing formality was held at the ValuCare Building in Pasig City.

BDOEA officers led by its President Mr. Nestor P. Perez, Executive Vice-President Jeffrey H. Joven, and Healthcare Committee Chair Ms. Riza S. Gargallo, together with ValuCare EVP and COO Mr. Armando Macalino, spearheaded the signing of the renewal agreement. It was witnessed by BDOEA Healthcare Committee Officers, namely: Merlie G. Nares (Secretary), Eric D. Latriz (Assistant Secretary), Ma. Concepcion S. Peregrin (Treasurer), Agapito J. Paulate, Jr. (PRO), Members of the Board of Directors Judith S. Banzon, Bryan M. Batara, Francis Thomas M. Vicente, Sheila O. Udarbe, Rogelio S. Lavarias. Health Well-Being & Resources Unlimited President Ms. Josephine Aguilar, BDOEA Stewards and ValuCare top and middle management officers also attended the ceremony.



Mr. Macalino humbly acknowledged BDO's renewed trust and support, and pledged to return the favor by radically improving service delivery through various system improvements and innovations lined up in 2018. His commitment to strengthen the partnership by continuously providing the highest quality care through pro-active managed care approach and improved accessibility was a highlight.

In his response, Mr. Perez assured of BDOEA's continued support not only for ValuCare, but for all BDO principals and dependent-members by way of promoting the highest possible quality of care without sacrificing responsible, prudent and effective utilization management.





ValuCare Grand Gala 2017 Christmas Party

Armando V. De Jesus, HRD Manager

The company celebrated its Grand Gala Christmas Party on December 22 at the VC building roof deck. The ladies, resplendent in their evening gowns and the gentlemen, dapper in their suits, strolled into the venue – all smiles, ready to enjoy an evening of fun and camaraderie. In his very candid and personal welcome speech, our COO Mr. Ding Macalino thanked everyone for a fruitful year and encouraged the whole team to pitch-in as the company gears to overcome the hurdles and challenges for the coming year. Our President Dr. Patricia Tan likewise thanked everyone for the loyalty, hard work and for selflessly sharing themselves to make ValuCare a bigger family that it is today.

Successive presentations by new employees followed and were interspersed with intermission numbers and the much awaited raffle, with a 49-inch HD TV as the grand prize.

The winner for the group presentations displayed a very creative and well-choreographed interpretation of "O Holy Night", where hands in white gloves against black light told a Christmas story through a silhouette demonstration of doves, the Holy Cross, love and God. It was moving, indeed.



THE LOYALTY AWARDEES FOR 2017

10-Years: Charmaine Ann F. Reyes, Charm P. Ramo, Leah A. Layson

15-Years: Angelina V. Marcelo, Fortunato D. Pichay, Jr., Maria Lerma R. Bonifacio, Michael Pio R. Milambiling, Sheila Marie B. Talens

20-Years: Mhyra B. Belleza, Josephine B. Sison, and Danny C. Villanueva.

REYNALDO MAGDULOT: 2017 EMPLOYEE OF THE YEAR

Elmer M. Palomata, MD, Assistant Vice-President, Administrative Services and Provider Relations

REYNALDO M. MAGDULOT joined VC on November 20, 2008 as a humble but confident staff of Actuary, ever since consistently exhibiting the potential to contribute big in small ways. Having been recognized this potential, he was given a break to lead the Actuarial Section as its Head after only three years in August 2011.

He also took various roles in company activities, selflessly sharing himself – in fact enjoying the call above and beyond his official job description – with being the trainor for Actuarial 101 for Sales as his heftiest contribution.



He also assumes a senior role as the official Compliance Officer of ValuCare for the Philippine Insurance Commission. This is apart from the regular compliance errands and submissions that he leads so that ValuCare is within IC-requirements.

He continues to actively enrich his spiritual, personal and social growth through activities outside of VC. When asked what keeps him going, he proudly declared *"... every time I wake up in the morning, I always ask myself: what is my purpose in life? ... I am doing this for my God."*

Rey has recently been promoted to Department Manager for Actuarial, Contract Administration and Utilization Management.

12th VC BOWLING TOURNAMENT

Leah A. Layson, Section Head
Compensation & Benefits, Training & Development, and Employee Relations

The much-anticipated 12th Bowling Tournament was a great way to involve employees in a non-competitive fanfare typical of, but definitely the must-haves, of a company sports event. It was held at the AMF Puyat Coronado Lanes, Star Mall Bowling Center in Mandaluyong City on August 29 and 31, and September 19, 2017.

The first two elimination rounds capped the playoff with the top 100 players pushing into games 3 and 4 to vie for the championship.



Champion- Cranberry Team (1,890 total score)

2nd Place - Apricot Team (1,831 total score)

3rd Place - Grapefruit Team (1,813 total score)

4th Place - Dates Team (1,799 total score)

5th Place - Lychee Team (1,790 total score)

SPECIAL AWARDS :

Highest Male and Female Scorers: Mr. Jayson Rola and Ms. Juville San Pedro

Punch out Bowlers: Mr. Jayson Rola and Ms. Elida Cunanan

Most Valuable Player (Male and Female): Mr. Mark Louie Manalo and Ms. Anna Krizelda Coringao

Kudos to the 2017 Bowling Committee and management support for a successful event!



Jeffrey B. Copiaco
Manager, Information & Communication Technology

TECHNOREV 2018

A glimpse of Technological Revolution
in ValuCare

Challenged by the extensive development of technological breakthroughs, the ICT department of ValuCare grasped its milestones and is set to execute solutions that will resolve obstacles in business transactions.

NO NEED TO STAND IN LINE

Taking advantage of the vast possibilities of smartphones, we can now have an availment without the hassle of standing in queue at the HMO concierge or admitting section of the hospital.

Beginning 2nd quarter of 2018, ValuCare will launch a state-of-the-art Smart App that can validate a member's eligibility and request for an approval code in seconds! The Smart App is linked to ValuCare's web portal for hospitals and clinics. It is compatible with any type of mobile platform, Android and IOS. For members who do not have Mobile Data, the App has SMS or text function.



VC PROVIDER LOCATOR

Need to locate VC hospitals and clinics fast?

On April 2018, a new Android and iOS ValuCare app will be available in Playstore and Appstore. The enhanced ValuCare App is equipped with GPS Provider which identifies your location and searches for nearby VC Accredited Provider. Like Google Map, it displays the street names, landmarks and direction on how to go to the provider.

VC iDOCTOR

A user-friendly Android and iOS App will be provided to all VC accredited doctors, which will help them manage consultation schedules and even access their patients' availment history. VC doctors may also view the processing status of their PF claims through this App.



More hi-tech innovations are coming out this year, especially on internal business processes of ValuCare. The ICT Department is continuously in the pursuit of ways to better serve ValuCare members and partners.



Pencil by Jeffrey B. Copiaco and Color by Jeremy Lunario

Host : What is your favorite motto?

Contestant : If others can't why, **why can't I!**

Host : If you were given any special power, what would it be?

Contestant : **Special Power of Attorney!**

Host : What is the biggest problem facing the youth today?

Contestant : **Drugs.**

Host : Why?

Contestant : **Mahal eh.**

Host : What is your best feature?

Contestant : **My graduation feature.**



2018 New Year Message

Armando S. Macalino, Chief Operating Officer

What Lies Ahead for ValuCare in 2018?

2018 is anticipated as a great but welcome challenge for ValuCare.

The expected new round of service rate increase from partner-hospitals and clinics, the ever evolving cutthroat competition among HMOs, and the resolve to fully comply with the requirements of the Insurance Commission: these are but among the many challenges that we need to wrestle head-on in order for ValuCare to continue being one of the top HMOs in the country.

In preparing for these challenges, we have already started positioning ourselves to implement the following:

- **On-time payment of bills.** This would assure our partners of our robust financial stability. The outcome is a consistently unhampered delivery of medical services where no client will be inconvenienced during availment at any accredited healthcare facility. The bottom line will always be the business environment consistent with a high degree of trust and confidence from all healthcare providers and clients alike.
- The launch of a **fully-automated system** intended to simplify and make the availment system easier, patient-friendly and efficient. This includes the fast issuance of approvals and disapprovals since all the data essential for swift decision-making may already be easily accessed by approving officers. New applications developed and harnessed from the power of smart phones and internet will support this undertaking.
- The recent soft launch of the interactive **web site of ValuCare** also complements the improving service delivery system. It will soon be propelled into a fully-developed system where the vital transactions will be coursed through. This includes member enrollment, hospital and doctor search, utilization inquiry and approval system, among others.
- The expansion of ValuCare's marketing arm through **accreditation of more business partners** who will extend VIP accommodation and special discounts for ValuCare cardholders, adding value to their VC membership cards.
- **Customer service presence.** To cater to the needs of our members right where they are, we will go out of our office and reach out by deploying more field roving liaisons. We will also add more satellite offices in major provinces.
- Equipped with all these and more, we will be extra aggressive and competitive in terms of membership share in the market.

Our prospects as a company are bright. I am optimistic that 2018 will be the year when ValuCare becomes the HMO to reckon with, banking on the many business process innovations as well as the rejuvenated dynamism of each ValuCare employee.

I wish everyone a resilient and prosperous Year of the Dog!



MEET OUR NEW CHIEF FINANCE OFFICER



Our new CFO is Ms. Shirley M. Catibog, who joined the company on September 18, 2017. A Certified Public Accountant and a member of the Philippine Institute of Certified Public Accountants, Shirley has a Bachelor's degree in Accountancy from the Philippine School of Business Administration. She is also a product of the Manager's Course at the Institute of Small Scale Industries, University of the Philippines.

With over thirty years of other local and international healthcare-relevant trainings and professional experience in finance and accounting from various industries – HMO, ambulatory and industrial clinic, hospital, pharmaceutical, consulting, and fabrication – Shirley is a formidable addition to the senior management team of ValuCare.

Let us all give a warm welcome to Shirley!

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