



VALUE CARE HEALTH SYSTEMS, INC.
NEWS LETTER

VALULINK

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JANUARY 2013



NEW YEAR'S MESSAGE

FROM THE EXECUTIVE VICE-PRESIDENT AND CHIEF OPERATING OFFICER

As the New Year unfolds, I wish all our employees, partners, members, and their families a happy, prosperous and healthy 2013.

Again, this is the time for us to look back and at the same time, look ahead. We need to reflect on the previous 12 months to determine what we have accomplished. Did we exceed our expectations, meet, or fail? Whatever the result is, consider it as a learning opportunity so that we can look forward with renewed enthusiasm and greater commitments for higher accomplishments.

During the recent Strategic Planning Session that was participated both by the Operations and the Management Committee members, we have laid down the measurements, standards and means towards evaluating and assessing efforts and accomplishments. The thrust for continual improvement is forever the common and constant commitment by each one in ValuCare, thus, we have greatly emphasized the importance that we know how to determine where we have been, where we are now and where we are going.

This year's strategic plans requiring full support for its implementation are grounded on Membership Services, Organizational Efficiency, Professional Development, System Effectiveness, Cultural Unity, Market Awareness, and many more, all aimed toward the goal of bringing Value Care Health Systems, Inc. to the next higher level. - **Rosemarie U. Yu EVP/COO**



MASQUERADE BALL - VC's 2012 Christmas Party

"A mystical ambience poised with glitz and glamorously-dressed crowd."

This is how it best describes the year-ender Christmas Party of ValuCare held last Dec. 19 at the spacious auditorium of PSEC. Masquerade-themed, the party was graced by everybody in their dazzling outfits: the girls showed up in fashionable ball gowns, and the guys in their elegant tuxedos and robes - all matched with colorful and stylish masks of different shapes and colors.



This year's event was hosted by the three Sales forces of VC - Account Management, Sales, & Special Projects Departments. Right after the meaningful and heartfelt opening prayer of Finance Manager Ms. Amy Oliquino, Assistant Medical Director Dr. Elmer Palomata went on with his opening remarks, which came out as a sort of tribute to the pillars of the Company, particularly for EVP and COO Ms. Rosemarie Yu, and SVP for Operations Mr. Armando Macalino. Towards the end of his speech, Dr. Palomata asked all employees to stand up and applaud these two significant VC figures as a simple gesture of expressing appreciation for their supportive leadership. **(read more on page 2)**

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MASQUERADE BALL

VC's 2012 Christmas Party

(...Continuation from cover page)

The ball started to roll with special song numbers rendered by Account Management's Ms. Mavie Bulanos and Mr. Paul Aungon, and Medical Services' Ms. Rae Rosario. It was followed by the most awaited group presentations by the new employees of batch 2012. Group 2 was proclaimed as the run-away victors with their "Showtime"-themed production. Leading this group was Medical Services Manager Dr. Sookie Santican, who brought the house down with her own version of Anne Curtis' chant.

The traditional recognition of employees who have reached the 10th and 15th year tenure was a highlight as well, citing their loyalty, dedication and hard work for the Company with plaques and monetary award.

The King & Queen of the Night awards were respectively awarded to Mr. Randy Pinol of Accounting Section with his angel inspired costume, and Ms. Sheila Rumbaoa of Account Management who was stunning with her British military outfit.

The party was culminated with the meaningful closing speech of Sir Ding Macalino, which inspired everybody to face the challenges of 2013 with renewed vigor and confidence.

—Jhoanna Nanquil

Excerpts from the Christmas Party Scenes!



Employees with 10 years of service or more

still with ValuCare

	DEPARTMENT	DATE HIRED
10 years		
TORRES, BERNADETTE J.	FINANCE	May 6, 2002
TALENS, SHEILA MARIE, B.	CLAIMS ADMIN.	May 3, 2002
BONIFACIO, MA. LERMA R.	MEDICAL SERVICES	January 25, 2002
MILAMBILING, MICHAEL R.	CLAIMS ADMIN.	January 22, 2002
CRUZ, MA. THERESA D.	ICT	October 8, 2001
PICHAY, FORTUNATO JR, D.	CLAIMS ADMIN.	August 3, 2001
MARCELO, ANGELINA V.	MEDICAL SERVICES	July 16, 2001
AMERILA, CORAZON P.	ADMIN.	July 2, 2001
11 years		
ANONUEVO, MARITES E.	FINANCE	February 20, 2001
VICTORIA, MAGDALENA	UNDERWRITING	March 21, 2001
13 years		
YU, ROSEMARIE U.	EVP/COO	May 1, 1999
14 years		
CABALQUINTO, MA. THERESA B.	MEDICAL SERVICES	December 1, 1997

Congratulations to VC's 15-year-awardees!



MHYRA BELLEZA

Underwriting Department



JOSIE SISON

Finance Department



DANNY VILLANUEVA

Admin



CHARLOTTE CHANTE

Purchasing Department

EMPLOYEE OF THE YEAR 2012

KATHLEEN M. MANGAOANG – an asset and a rare find

KAT shows a unique **flexibility** and potential to do good in that she **takes adversities as challenges** that needed to be met no matter what. She is also a **fast learner** and very **organized**, as much as she is **prayerful** and **kind hearted**. She is recognized by everybody as a



coworker who:

- is a dynamic **Helper** who finishes her bills on time so that she may still be able to help other analysts finish theirs;
- is a **Workaholic** who never incurred a single Sick Leave in the past year;
- **gives Encouragement and Inspiration to her coworkers** amidst work-related frustrations and pressures, and
- is **Proactive** and is a **sensible contributor** to the goals of the department by creating her own constructive work practice.

Extra mile customer service is commonly a trait expected only of a front liner but not from a Claims Analyst. Not for KAT. She is a model employee who profiles humility, respect of coworkers, dynamism, loyalty, and love of the company. Truly **an asset and a rare find** ValuCare must recognize and appreciate to keep. —by Dr. Elmer Palomata

Birthday Celebrants with the EVP and Chief Operating Officer



JULY



AUGUST



SEPTEMBER



OCTOBER



NOVEMBER



DECEMBER



Why look GOOD when you are only in the office?

“First impression lasts”. We have heard of this phrase a million times already. However, what makes this phrase a sense? What makes or gives our first impression? That’s our look, our physical appearance.

A person with a dark complexion having a good dressing sense usually outshines a person with a fair complexion but poor dressing sense. Well yes, we have to look good inside and outside the office. Why? Because excellent dressing sense combined with a splash of good body language renders confidence in you, a complete professional look to you, praises that are generated, and a portrait of a powerful person as a whole.

Remember that the way you look and the way you hold yourself can drastically influence the way you feel and the way you are treated by others. How you are perceived by others before you open your mouth depends mostly on the physical signals you send with your appearance.

Flaunt the sophisticated and stylish look in the office to live in an ivory tower. Your clothing, keep it clean, smart and trendy. Good



AHMOPI 22nd Annual Convention

The Association of Health Maintenance Organizations of the Philippines, Inc. (AHMOPI) held its 22nd Annual Convention entitled “**Healthcare and YOU, Through AHMOPI: The Partnership**” last November 16, 2012 at the Makati Medical Center Auditorium. The event was attended by executive officers of the biggest and most reputable HMOs in the country.

The convention aims to ensure that every Filipino has access to affordable quality health care. This is in line with the government goal of Universal Health Care.

The program started with the unveiling of the AHMOPI Signage at the Admissions Office in the presence of Rosalie R. Montenegro, President and CEO of Makati Medical Center. The tone for the opening ceremony was set thru an opening prayer by our very own EVP-COO, Ms. Rosemarie U. Yu, who also sits in the AHMOPI Board of Trustees as its Public Relations Officer.

Different interesting topics were discussed. Overall, the convention was successful, thanks to the organizing committee led by Carlos D. Da Silva, Executive Director of the Association.



What is diabetes?

Diabetes mellitus is the lack or insufficient amount of insulin in the body. It can also be a case of insulin resistance, where the body cannot properly use insulin. Insulin is needed by the cells to convert the sugar intake into energy. In a normal person, it is produced in the pancreas. Without insulin, sugar cannot enter the cells; instead these accumulate in the bloodstream, which, over a long period, can cause you to have a high blood sugar level.

Complications of Diabetes

Diabetes complications wreak havoc to one’s health. Prolonged and uncontrolled high blood sugar level can cause the following complications:

- 1. Eye Disease** (retinopathy) – a progressive condition that leads to blindness when left untreated.
- 2. Heart Disease and stroke** – high blood sugar and cholesterol levels and poor circulation put the diabetic at a high risk of heart disease and stroke.



- 3. Nerve Damage** (neuropathy) – one of the most common complications of diabetes, neuropathy is a condition that damages the peripheral nerves that run throughout the body.

ValuCare's Individual & Family Program Calculator

Among the best underscores of the Individual and Family Programs of ValuCare is its access to major hospitals for Regular Private Room & up. A cross-industry review shows that it offers a lower premium cost in the market without sacrificing ValuCare's service quality badge.



What is more? For as low as Php 2,000 per quarter per enrollment, a typical Juan dela Cruz can already enjoy the services of ValuCare-accredited doctors in all accredited clinics and hospitals nationwide.

Technology, talent and transformation gave birth to BASIC i-Compute, a web-based algorithm that generates a one-year estimated premium payment for either Individual or Family Program.

Type of Coverage
 SELECT

Age

Mode of Payment
 SELECT

Room and Board Accommodation
 SELECT

COMPUTE RESET

Almost countless possible premium combinations based on (1) Type of Coverage & Board

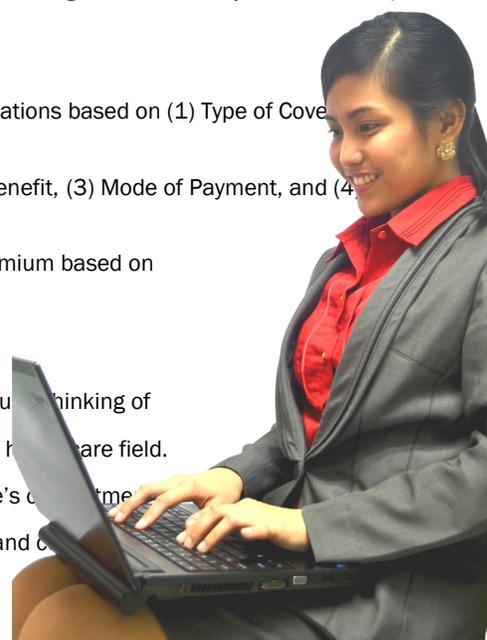
accommodation and Maximum Coverage Benefit, (3) Mode of Payment, and (4) grouping

make it easier to produce an estimated premium based on the client's preferences.

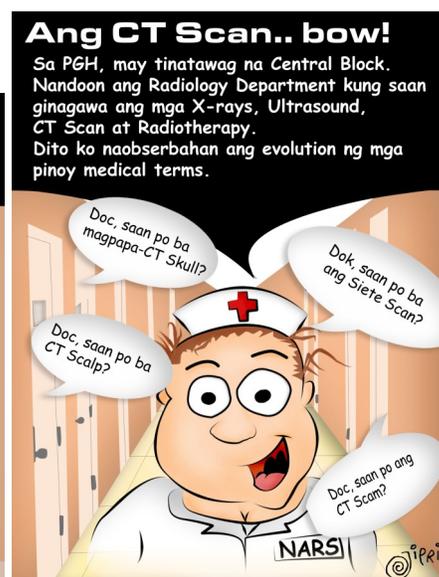
Value Care Health Systems, Inc. is continuously thinking of ways to further improve and innovate in the health care field.

Basic i-Compute is another leap in ValuCare's commitment

to excel in providing customer satisfaction and care as the organization takes one step



TICKLE SIDE



MEMORANDUM

To : ALL VALUCARE SALES INTERMEDIARIES
 From : RUY, EVP & COO
 Subject : LETTER OF INTENT TO CLAIM THE PRIZES OF THE
 15th ANNIVERSARY SALES PROMOTION

Date : November 07 ,2012

Please be informed that subject to the mechanics of the 15th Anniversary Sales Promotion that was made effective last June 16, 2012, you may now submit to us your letter of intent to claim your prize/s if you are certain that you qualified and would already want to use it.

Below are the other requirements together with the letter of intent:

1. Letter of intent indicating the following information:
 - a. Complete names of passenger
 - b. Desired destination
 - c. Travel dates - Departure and Arrival dates in Manila
 - d. Names of Group and Corporate Accounts from where the paid-in membership fees will be taken, and if it will be a single account for one (1) prize or all accounts maximum of 3 accounts will be combined.

2. Letter of assignment if name of passenger is different from the claimant (agent or broker)

3. Photocopies of the two (2) valid identification numbers of

Watch out for

ValuCare Mobile WEBSITE
 mobile.valucare.com.ph

“ValuCare at your fingertips.”

ValuCare
 Quality Health-Care With Compassion

Coming out soon!

VALULINK

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REMINDER

FINAL DEADLINE FOR SUBMISSION OF 2012 CLAIMS

Tunklines:
 (02) 702-3310 (Medical Services)
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 Fax: +632 637-9456 :
 24-Hour Hotlines: 0917-7-WE CARE
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Native Apps for your Tablet Computer

Available in Android Market very soon
 keyword : ValuCare