



VALUE CARE HEALTH SYSTEMS, INC.
NEWS LETTER

VALULINK

JANUARY 2015

VOLUME VII, ISSUE I

PRESIDENT'S MESSAGE

On behalf of the company, I wish you and your families all the very best of happiness and prosperity for 2015.

As we begin the new year and with our 18th year anniversary happening this year, I would like to make a few remarks to all the officers and employees of ValuCare. Our corporate strategies for 2015 will be the same as in 2014. We just have to bring our performance higher in terms of sales growth, advertising, marketing efforts, customer service, and improved business solutions. We all need to make the effort to step-up to the next level because this is what will lift the competitiveness of our entire company. If we want to succeed and achieve our business goals, we need to understand the importance of taking on the challenge of continuously improving our own ability. "Personal power" as they call it. Also, we have to use the power of teamwork for it can create our future growth as well as deliver our company's long-term vision.

Moving forward, let us do our utmost effort to deliver our commitment of being the "Healthcare You Can Count On". As always, we look forward to your support in the years ahead. Thank you for all your efforts over the past years.

Mabuhay to ValuCare family!

Ms. Rosemarie U. Yu
President

Another Year of HealthCare You Can Count On

ValuCare @ 18

**DRIVE THE ROAD TO
MORE REWARDS**

*something BIG is
waiting for you*



Promo Period : Sept. 1, 2014 - June 30, 2015
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EVENTS

November 2014— ValuCare continues to expand its network of hospitals, clinics and specialists to ensure that healthcare services are accessible to the growing number of ValuCare members nationwide. We continue to innovate such as the ValuCare Android application and the on-line “ValuCare Account Manager (VCAM)” are some of our company innovations to keep up with the growing needs of our clients—making information available at their fingertips. Moreover, intermediaries better relay to clients how ValuCare protects them and their families, thus scaling up our client partnership. ValuCare wishes all intermediaries a fruitful year ahead. Their hard work and effective performance in providing Filipinos HealthCare You Can Count On helped the company retain its stronghold in the HMO industry.

Jeremy Ann Lim Winpeco, Ester Corro, Teresita Capisen, Teresita Santos; Gotuaco Del Rosario Insurance Brokers, Inc.; Responsive Health and Insurance Brokers Inc.; I-Solve Employees Benefits Consultants, Inc.; MIC Sales & Marketing, Sun Life Of Canada Philippine Employees' Multi Cooperative And Insurance Brokers, Inc. (SPEMCI); Blucare Marketing Services; Aepex Eb Consulting, Inc. and BDO Insurance Brokers, Inc. were all given recognition for contributing to the company's production in 2014.

Cheers to the year that was! Cheers to reliable and compassionate healthcare, HealthCare You Can Count On, only from ValuCare.

Another Year of HealthCare You Can Count On ValuCare @ 18

By: Joy Camille Gomez (Marketing Communications Officer)



Responsive Health and Insurance Brokers Inc.
with ValuCare's President Ms. Rosemarie Yu and
SVP for Sales and Marketing Mr. Jonathan Gutierrez.

VC 2014 Bowling

By: Lorie V. Castillo, HCMA Department Manager

Value Care's 10th Bowling Tournament was held last October 02, 09, 13, 23 and 30, 2014 at AMF Puyat Coronado Lanes, StarMall Bowling Center in Mandaluyong City. 2014 Bowling Tournament was more competitive compared with the previous years due to some changes in the guidelines set by the Bowling Committee.

Gold Team was declared as the Champion Team with a score of 1,248, followed by Pink Team with 1,209 points, Violet team with 1,206 and Blue Team with 1,202 points. All other teams were given consolation prizes.

The Highest scorers are Lea Tan and Bernard Basi and The Most Valuable Player awards were reaped by Ronaldo V. Mendoza M.D. and Lorie V. Castillo.



BIRTHDAY CELEBRANTS

JULY—DECEMBER 2014



JULY



AUGUST



SEPTEMBER



OCTOBER



NOVEMBER



DECEMBER



NEW!
ValuCare Card

JANUARY 2015



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EMPLOYEE OF THE YEAR 2014

By: Jeffrey B. Copiaco- ICT Department Manager



MR. RODELL Y. DARIA

Network Administration Section Head

Date Hired: April 5, 2006

A LEADER

—He strictly monitors the productivity of his subordinates. Even if he is going to provincial branches, he sees to it that he will leave a handful of "TO-DO-LIST" to his subordinates and upon return, he will check if the TO-DO-LIST is accomplished.

—He motivates his subordinates thru private counseling and maintains positive feedback even to admonish a mistake.

—He diligently renders Overtime (even on weekends) and stays in the office until a technical problem has been resolved.

—He respects and observes proper protocols and hierarchical chain of command in the Organization.

—He is very strict with the implementation of ICT Policies.

A MENTOR

—He keeps himself updated with the latest trend in Networking, Server Maintenance and Anti-virus.

—He never fails to share his knowledge with his subordinates.

—He sees to it that what he had shared is being practiced.

A ROLE MODEL

—He is never late for work.

—He rarely uses his Vacation Leave unless in real emergency cases.

—He is neat and always presentable.

—He had not violated company WRR.

—He maintains organized filing system and inventory of all ICT equipment and telecommunication facilities.

A HUMBLE SERVANT

—He shares his technical knowledge unselfishly

—Even when he is supposed to be on Vacation Leave, he is willing to give it up if there is a problem with our Internet

—There are times that he had late lunch because of unfinished task

—After office, he always update his superior regarding progress on unresolved issues



LOYALTY AWARDS

10 YEARS AWARDEES



EUGENE P. GUINTO

Date Hired: August 1, 2003



JAYSON R. ROLA

Date Hired: February 2, 2004



AURORA J. BULA

Date Hired: October 16, 2003

15 YEARS AWARDEE



ROSEMARIE U. YU

Date Hired: MAY 1, 1999

Construction Trailblazer Welcomes New HMO Provider

Joy Camille G. Gomez (Marketing Communications Officer, Sales Training and Marketing Unit)

October 17—Monocrete Construction Philippines, Inc. (Monocrete) welcomed ValuCare as their new HMO provider. Over lunch at 2nds Restaurant at Bonifacio Global City, Taguig, Monocrete's Managing Director Ms. Elizabeth Mendoza discussed future plans with ValuCare's SVP for Sales and Marketing Mr. Jojo Gutierrez and Intermediary Sales Supervisor Ms. Charmaine Reyes. The discussion was led by exchanges on the corporate background of Monocrete and ValuCare. Mr. Christopher Tan, Vice President – CED, and Ms. Tess Rodriguez, President of Responsive Health and Insurance Brokers, Inc. Responsive also discussed what Monocrete can expect from having ValuCare as their new HMO provider thru Responsive. All parties are looking forward to the new partnership.



Left to right: (1st row) Mr. Jojo Gutierrez (SVP – Sales and Marketing, ValuCare), Ms. Elizabeth Mendoza (Managing Director, Monocrete), Ms. Tess Rodriguez (President, Responsive); (2nd row) Ms. Charmaine Reyes (Supervisor – Intermediary Sales Unit, ValuCare), Ms. Joanna Nanquil (Manager, Account Management Department, ValuCare), Mr. Chris Tan (VP – CED, Responsive), Marvin Elton Mendoza (Monocrete), Martin Earl Mendoza (Monocrete), Ms. Katrine Joanne Alvinez (HR Director, Monocrete)

CONTRACT SIGNING

ARE YOU PREPARED?

A natural disaster can happen at any time

THE GO BAG:

A Basic in Disaster Preparedness

By: Elmer M. Palomata, M.D. - AVP for Underwriting and Customer Care



People wade through a flooded street in suburban Cainta, east of Manila, Philippines. Photograph: Pat Roque/AP
http://www.theguardian.com/global-development/2010/oct/21/asian-cities-natural-disasters-risk

Next to two less-known Pacific countries Kingdom of Tonga and Republic of Vanuatu, the 2013 World Risk Report listed the Philippines as the third most disaster-prone out of 172 countries in the world. This is because of the inexhaustible number of natural calamities such as earthquakes, storms, floods, and volcano eruptions. Do you know that 2,010 earthquakes were recorded by PHIVOLCS in 2014, and that an average of eight or nine tropical storms make landfall in the Philippines each year, with another 10 entering Philippine waters? The cost and extent of property damage and the multitude of lives and homes lost can never be over-emphasized. But how high we rank in 172 countries worldwide is not the point. The point is that emergencies and disasters are realities of nature that we cannot foresee, more so prepare enough for.

How prepared are you if a magnitude 7 hits the metro, and you are at work 15 kilometers from home? A know-how of at least the basic in disaster preparedness by each family member comes in handy during this time, giving you some degree of confidence about survival and safety. Each type of disaster requires different measures to keep you safe. Among the many aspects of preparedness, below is a basic "Go Bag" suggestion that every household member is recommended to keep (and hope they will never use!). This is for situations which necessitate an extremely hasty evacuation, and it normally contains the items one would require to survive for at least seventy-two hours. It should be easily accessible at any given time.

- **Non-perishable food** such as energy or granola bars, and bottled water. You may need a can opener for canned goods.
- **Cellphone** with charger, battery-powered or **hand crank radio**, **flashlights**, and **extra batteries**.
- Your **personal medications** and **First aid kit**;
- **Whistle** to signal for help, dust mask to help filter **contaminated air**, and **plastic sheeting** and **duct tape** to shelter-in-place;
- **Important documents** such as proof of residence, birth certificates, passports, pictures of your family, insurance policies, and family contact information in a waterproof container;
- **Comfortable clothing** and **blankets**, light-weight waterproof ponchos;
- A **Swiss Army Knife** as it comes with a use for various different tasks, and some matches;
- Some Cash in small bills.

It is also important to secure a list of contact information for your household, and identify with them one or two meeting places where you may converge after an incident. And do not forget to replace or refill your food and meds before it expires. We may be able to spare our families and communities by recognizing that the threat of disasters is clear and present, that injuries and loss of lives entail a cost which is exponentially bigger as compared to if the community is equipped with at least a basic knowledge on what to do, and that a properly-implemented plan and readiness is a way of meeting this threat that we do not have control over. More than your Go-Bag, also find interest in learning CPR, basic first aid, how to use a fire extinguisher, how to make use of available resources, among others. Increase awareness, develop actions plans and practice them. It is better to be a responder than becoming a victim. Be ready at home, be ready at work.

The best thing you can do for yourself and your family, therefore, is to be prepared. And preparedness begins at home.

HEALTHY LIVING

PHYSICALLY FIT FOR THE NEW YEAR

By: Anna Karmela So, M.D.— Claims Administration Department Manager

The holiday season left not only joy in our hearts but also bulges in our stomach. As the year kicks off, it is time for us to get back on our toes and start an active lifestyle. An Active Lifestyle is a perfect lead off for the New Year. A healthy adult's fitness plan should include aerobic exercise and strength training. The American Heart Association recommends performing at least 150 minutes of moderate aerobic activity or 75 minutes of vigorous aerobic activity a week. Aerobic activities may include sports, such as basketball, badminton, and running, or exercises, such as Zumba and TaeBo. Doing exercise with equipment, such as treadmill, stationary bike, and elliptical are also considered an aerobic activity. Strength training increase muscle mass, which means that calories burn more efficiently. Thus, weight decreases faster when doing strength training. Stretching must also be performed before and after to increase flexibility and reduce muscle strain. An active lifestyle greatly benefits our overall health. It improves the heart and lung function resulting to a healthier blood circulation. This manifests as a pinkish glow. Moreover, it increases the muscle mass, which makes us look toned, and lessens fat that gives us a flabby appearance. Women should not be afraid to lift weights because it is not in their genetic and hormonal makeup to bulk-up like men. A physically fit individual not only improves strength but endurance as well. These individuals feel good most of the time and rarely feel weak or tired. Let us start the year with an active lifestyle combined with a healthy balanced diet to enjoy the best that life can offer.



The American Heart Association Recommendations for Physical Activity in Adults





RETRO 50s, 60s, 70s CHRISTMAS PARTY

By: Lorie V. Castillo- HCMA Department Manager

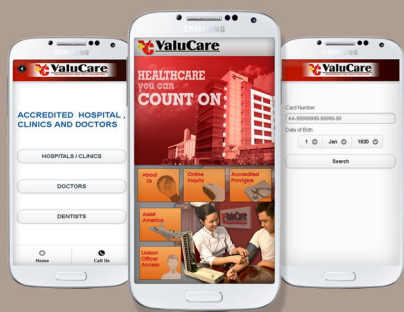


The program opened with a warm welcome from Mr. Armando S. Macalino, the Chief Operating Officer and was followed by a song number by Mr. Jonathan E. Gutierrez, the SVP for Sales and Marketing Division. Awards were given to exceptional employees, including a 15 year loyalty award to Ms. Rosemarie U. Yu, the Company President and a 10 year loyalty award to Aurora Bula (Client Service Officer in Davao), Eugene Guinto (Customer Service Assistant) and Jayson Rola (Claims Admin Staff).

The "Employee of the Year" award was given to Rodelio Daria (Section Head) of the ICT Department. The party was highlighted by a "retro" group dance number from the newly hired employees which were grouped into three dance teams, "Wayback Wednesday", "Tina Turner and friends" and "Retrolights". "Wayback Wednesday" team, headed by Jocelyn Vidal, bagged as first prize winner.

An inspiring song number was also sung by Arlene De Guzman. Randy Pinol and Dezhan Dasalla were crowned as The King and Queen of the Night. ValuCare's Retro Christmas party is one of the most memorable and truly joyful events of the company.

VALUCARE ANDROID APP



Available
in
**ANDROID
MARKET**
keyword : ValuCare

TICKLE SIDE

By: Jeffrey Copiaco and John Derrick Sualog

TENGA



TANING



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A Message to The Employees and Partners of ValuCare

2015 is anticipated with a lot of excitement. However, it also includes uncertainties and a lot of tough but healthy competitions so rigid that one really needs to be very careful not to commit mistakes. We need to overcome such challenges in order for us to be more progressive and financially stable. On the 1st quarter of this year, God-willing, we will already be transferring to the new ValuCare building. This new headquarters will inspire a new beginning, and will send a statement of stability to our prospective and existing clients that we are indeed one of the few HMOs in the country that is strong and has kept up with the times. Our employees, led by the Department Heads, have committed to deliver a lot of exciting changes that will ensure and sustain our existence in the industry. Exciting indeed, but this endeavor will surely be realized only with your support and cooperation. However, the management cannot do it alone. These changes, if not properly implemented, would lead to nowhere. Then again, nothing is impossible if we will do it together with God's help. Your participation as our main partners in achieving company goals is so precious that without it, we will be handicapped because we also depend on you. In fact, your involvement has brought us to where we are now – being one of the key players in the HMO industry.

Amidst all this, there are vital questions that need to be answered. What are the things that are needed to be done in order for us to be successful in overcoming our challenges? Can we be contented in what we have already achieved? Can we sustain our achievement over the past few years? Are we doing enough to safeguard our current standing? If not, then let us do more to address these; let us strive to get the best. This year, we will be offering a more comprehensive program through partnerships. First, we will continue our partnership with Assist America, keeping ValuCare's competitive advantage in terms of worldwide coverage for our cardholders. Also, ValuCare cards will now be automated through Medilink, ensuring improved client access and comfort. Another is an existing facility which is not fully maximized by our cardholders. This is the On-line Inquiry portal where members may view their availment records thru the ValuCare website. We will also make our network of accredited medical and dental providers more extensive to make it more accessible and convenient for ValuCare members.

With other management efforts, these developments and changes will not only extend better service delivery for our cardholders, but will also prove that we are the reasonable HMO of choice in the market. Changes are not only about policies and procedures. It is not only about programs. It is also about us. If we can change our policies, our procedures, our programs, then all the more we can also improve on our habits and deportment at work.

We are ValuCare and we should take care of this Company. This can be done through dedication, honesty and commitment not only to ourselves but to the whole company as well. All the changes that we will be doing this year will redound to our clients and would yield good results that would benefit all in the end. With these, I challenge everyone to do their share in accomplishing this great task ahead of us. Good luck and may God guide us all.

Mr. Armando S. Macalino
Chief Operating Officer



ValuCare Contract-Signing Featured in Business World

By: Jonathan E. Gutierrez, SVP – Sales and Marketing Division

Last September 29, Panasonic Precision Devices Philippines Corporation (PPRDPH) welcomed ValuCare at their Laguna Technopark site for a contract-signing. The event was graced by Mr. Muneyuki Oitmatsu (President, PPRDPH), Mr. Hideyuki Sasaki (Director, PPRDPH), Ms. Mary Ann A. Diaz (HRAD/SER General Manager, PPRDPH), PPRDPH Union Officers, joined by Ms. Rowena Nicolas (Vice President, Employee Benefits Division, Gotuaco, del Rosario Brokers, Inc.), Tatsuya-Mizuno (General Manager –Plant Department, Marubeni Phils. Corp.); and Ms. Rosemarie Yu (EVP & COO), Mr. Jonathan Gutierrez (SVP for Sales and Marketing), Dr. Elmer Palomata (AVP for Medical Affairs), Ms. Joanna Nanquil (Manager, Account Management Department) and Ms. Shen Kenneth Pulga (Sales Account Officer, Business Development Department) from ValuCare.

Mr. Muneyuki Oitmatsu, spoke in behalf of PPRDPH, pleased with their new managed care provider and looking forward for a long and fruitful partnership with ValuCare. Ms. Rosemarie Yu expressed similar delight in the new partnership with PPRDPH, promising to deliver the healthcare PPRDPH can count on. Ms. Mary Ann A. Diaz is also thrilled to have ValuCare as their new partner in providing health benefits to their esteemed employees and new associate in living up to PPRDPH's standards in transparency and reliability.