

VC JOURNAL

SPECIAL EDITION JUNE 2017

NEWSLETTER OF VALUE CARE HEALTH SYSTEMS, INC.



GETTING BIGGER AND STRONGER

Time to take the lead!

For the last twenty years, ValuCare has triumphed over countless obstacles and challenges with determination and enthusiasm for change.

Coinciding with the steady increase in membership enrollment, the Human Capital Management of ValuCare is aggressively scaling up its workforce. This future team members will be welcomed into the company's fully operational building.

Complementing this physical growth is a robust technical support which designed the **iView** system and **ValuCare mobile apps**. These home-grown web facilities equip the VC satellite offices, field liaison officers and corporate clinics with a local approval system designed for the convenience of members – wherever they are. Other on-line services are **iApply** which allows individuals and families to enroll for a healthcare plan, and the **ValuCare Account Manager (VCAM)** where a designated corporate client administrator can check and amend his company's employee and dependent enrollment details. In the final stages of development is the **Doctors Portal** where accredited physicians and dentists can view their patient avilment history. This will also facilitate a more expedient remittance of appropriate professional fees.

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Health Tips



Benign Prostatic Hyperplasia

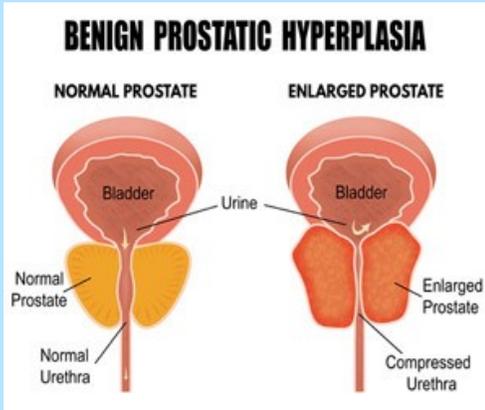


Image source:
<https://healthfree.com>

Enlargement of the prostate is a very common illness affecting men above 50 years old. Two of the main risk factors for BPH are advancing age and family history of the disease. The most common annoying symptom is difficulty of urination. As the prostate gland enlarges, it impedes the flow of urine from the urinary bladder resulting to increase frequency of urination and urinary tract infection. Benign prostatic hyperplasia is a normal part of the aging process in men, caused by changes in hormone balance and in cell growth.

Medical and surgical treatment options are available and it is best to consult your attending physician. Digital Rectal Exam (DRE) is done to determine prostate abnormalities. The most important thing to do after diagnosing an enlarged prostate is to do a confirmatory test to rule out Prostate Cancer. Prostate Specific Antigen or PSA is measured by a simple blood test. The typical test for diagnosis and risk group determination is the "total PSA" which is simply a measure of all the PSA. Since the amount of PSA in the blood is very low, detection of it requires a very sensitive technology.

The American Cancer Society and American Urologic Association still recommend some form of prostate cancer screening, although patients should discuss with their doctors the merits and drawbacks to screening. The American Cancer Society recommends annual screening for men whose PSA level is 2.5 ng/mL or higher.

For patients with elevated PSA, tissue diagnosis is necessary with a Fine Needle Biopsy to rule out malignancy.

Prostate enlargement and erectile dysfunction (ED) are separate problems. Both increase with age, but one causes problems in the bathroom and the other in the bedroom. However, the two are somewhat linked. Certain treatments that relieve BPH can cause ED and other sexual side effects. On the other hand, treating ED can improve enlarged prostate symptoms.

At the end of the day, it is best to consult your trusted attending physician if you have symptoms of BPH. Early diagnosis is essential in improving the survival rate in case the enlargement is due to a malignancy. Your doctor may also be able to recommend lifestyle changes and exercises that can help improve your condition.

Lifestyle changes that can help prevent an enlarged Prostate:

- Focus on eating more fruits and vegetables.
- Eat healthful, low-fat foods.
- Choose plant protein over animal protein.
- Go for green tea.
- Avoid foods that are harmful to prostate health.
- Take well-researched supplements.
- Achieve and maintain a healthy weight.
- Exercise regularly.
- Manage stress.
- Lead a prostate friendly lifestyle.
- Maintain hormone balance.
- Maintain a healthy sex life.
- Avoid exposure to toxins.
- Cut caffeine intake
- Cut back on spicy and salty foods
- Limit alcohol
- Avoid use of over-the-counter antihistamines and decongestants
- Don't hold it: Delaying urination can worsen BPH symptoms and even result in UTI
- Keep diabetes under control
- Stay warm



By: **Ronaldo V. Mendoza, MD, MBA-H**
Medical Director

VC BIRTHDAY CELEBRANTS 2017

JANUARY



FEBRUARY



MAY



MARCH



APRIL



CORPORATE SOCIAL RESPONSIBILITY

Bahay Kanlungan ni Maria

By: Jose Luis G. Virgino MANAGER, HCM

VC cares. Demonstrating value care's community social responsibility program, we once again visited abandoned lolos and lolas at bahay Kanlungan ni maria domenica in antipolo city. Seeing the smiles and grins on their wrinkled faces was a heartfelt experience. This is time when you ponder on the what ifs and the what could have been and ultimately realize that indeed life is too short. Reciprocating the love and care of vc to its employees was a reflected in this simple cause. Top of mind, we are blessed everyday, and it is our obligation to share these blessings with heart. Thank you VC family for your generosity. We live up to our name, we value and we care for the dignity of human life.



Tech Tips

from Information Communication Technology Department

WannaCry Ransomware

By: Jeffrey B. Copiaco MANAGER, ICT

What is Ransomware?

Ransomware is a kind of cyber attack that involves hackers taking control of a computer system and blocking access to it until a ransom is paid. For cyber criminals to gain access to the system they need to download a type of malicious software onto a device within the network. This is often done by getting a victim to click on a link or download it by mistake.

Once the software is on a victim's computer the hackers can launch an attack that locks all files it can find within a network. This tends to be a gradual process with files being encrypted one after another.

Cyber criminals often demand payment in return for unlocking the files. This is normally in the form of bitcoin, the online cryptocurrency.

What is Wanna Decryptor?

Wanna Decryptor, also known as WannaCry or wcry, is a specific ransomware program that locks all the data on a computer system and leaves the user with only two files: instructions on what to do next and the Wanna Decryptor program itself.

When the software is opened it tells computer users that their files have been encrypted, and gives them a few days to pay up, warning that their files will otherwise be deleted. It demands payment in Bitcoin, gives instructions on how to buy it, and provides a Bitcoin address to send it to.

How to protect yourself against ransomware attacks

The best protection against ransomware attacks is to have all files backed up in a completely separate system. This means that if you suffer an attack you won't lose any information to the hackers. It is difficult to prevent determined hackers from launching a ransomware attack, but exercising caution can help. Cyber attackers need to download the malicious software onto a computer, phone or other connected device.

The most common ways of installing the virus are through compromised emails and websites.

For example, hackers could send an employee a phishing email that looks like it comes from their boss asking them to open a link. But it actually links to a malicious website that surreptitiously downloads the virus onto their computer.

What to do if you're a victim - should you pay the ransom?

Victims are advised to never pay the ransom as it encourages the attackers. Even if victims do pay there is also no guarantee that all files will be returned to them in tact. Instead, the best thing to do is restore all files from a back up. If this isn't possible, there are some tools that can decrypt and recover some information.



How much do hackers demand, and why in Bitcoin?

Ransomware often demands between 0.3 and 1 Bitcoins (£400 - 1,375), but can demand a payment denominated in dollars but made via Bitcoin. The digital currency is popular among cybercriminals because it is decentralized, unregulated and practically impossible to trace.

Source: <http://www.telegraph.co.uk/technology/0/ransomware-does-work/>

The Telegraph - Technology, "What is WannaCry and how does ransomware work?" By Cara McGoogan, James Titcomb and Charlotte Krol



Nagiinuman si Juan at si Pedro
Juan: Pare, gayahin mo ako ha
Pedro: O sige anu un?
Juan: May baso
Pedro: May baso
Juan: May alak
Juan: May alak
Juan: Sinalin
Pedro: Sinalin
Juan: ininom
Pedro: ininom

Juan: ininom
Pedro: ininom
Juan: ininom
Pedro: ininom
Juan: 1 + 1 = ?
Pedro: 2
Juan: Pare lasing ka na
sabi ko gayahin mo ako eh

Tumawag si Juan sa amo niya
Juan: Boss, natatakot po ako
Boss: Bakit naman
Juan: Kasi po may saksakan
Boss: Hala! Saan?
Juan: Sa tapat po ng opisina
may saksakan ng pangit!

Juan: Ano ang hayop
na laging nakatingala?
Pedro: Ano?
Juan: E di, Giraffe
Pedro: Huh, bakit?
Juan: Kasi Giraffe siyang yumuko!



A Summer to Remember

By: Jose Luis G. Virgino MANAGER, HCM

It's summer and along with the blazing heat that comes with the season, employees look forward to company outings and team building activities. It's a great opportunity to hold an event that shows appreciation for the employees and build rapport among colleagues.

Last April 1, 2017, VC employees were in for a treat. Amidst all the daily hard work and pressures that go along with the Job, the HCMA Department made sure that this event was going to be worthwhile. It was a perfect Sunny Saturday Morning, departure from VC office started with a prayer for safe journey and all were seated comfortably inside the bus and anxiously waiting for the arrival to San Pablo City Laguna. At around 8:15 am Bus 1 arrives and by 8:45, Bus 2, 3 and 4 were complete. The reactions to each employees faces as they went down the bus said it all. They were astonished to see multi-hectare farm designed to offer the typical San Pablo hospitality amidst the lushness of Mount Banahaw surrounding it. Its landscaped flora includes impressive hardwoods, rich shrubberies, ornate vines, thriving bromeliads and a selection of rare plants painstakingly nurtured for people to enjoy.

The day started with a simple breakfast snack, native *suman latik* together with a luscious blend of native brewed coffee. It was a bit difficult to gather all the people for the opening ceremonies since most of them were already busy taking selfies and group photos of the place, enjoying the old houses that were meticulously reconstructed as remembrances of a rich history and culture. After breakfast, The opening speech was led by our Assitant Vice President, Dr. Elmer Palomata followed by the Zumba dance that was led by the "Zumba Star", Ralph of Underwriting Department. It was a way to wake up those aching joints and backs to get ready for team building activities to follow.

Lunch came, and to everyone's delight, the food was superb and plentiful. The big Gazebo allotted for the dining area was ideal to make lunch more enjoyable with an excellent view of surrounding greeneries.



After lunch was a free for all activity. VC employees took time to enjoy the Lagoon with natural spring water continuously flowing from Mt. Banahaw; an Infinity pool located at the heart of the grounds and a 360 degrees view of nature, oh yes nature. Inter-department dabarkads found time to bond by enjoying some sparkling drinks under the trees and gazebos located all over the farm, revelation of hidden talents serenaded us with the singing prowess during Karaoke time, and yes, more and more and more selfies.....

Departure was 4:00 pm after passing by the local delicacies shop, we finally arrived at the VC building safe and sound. All in all, the HCMA Department was very pleased with the various comments that we have received about the event. It will be a big task to deliver the same or even a bigger event for next year's Summer Outing. But the NEW HCMA Department is ready and very dedicated to work their hardest to deliver to the delight of all VC employees. We thank you for your support and hard work.

Ganbatte Kudasai!!!

ValuCare Partners

Sales and Marketing Activities



PAG-IBIG PROGRAM ORIENTATION

By: Marlon M. Dela Torre **MANAGER, SALES**

Last May 2017, ValuCare was invited by Pag-IBIG Fund to be part of their first quarter State of the Fund Address or SOFA held at the JELP Business Solutions Building in Mandaluyong City. Mr. Marlon Dela Torre, VC Manager for Sales and Marketing presented the program they contracted with us. Pag-IBIG Fund's HMO coverage started last April 24, 2017 for both principal and dependent members.

The program includes a talk about the implementation of the Data Privacy Act of 2012 and awarding of Expanded Raffle Grand Draw Winners.

SOFA is a quarterly event of Pag-IBIG Fund being attended by the Officers from all their branches nationwide. During this event, highlights of the Fund's activities per quarter are being acknowledged.



CONTRACT SIGNING



HOME DEVELOPMENT MUTUAL FUND (HDMF) awarded to **VALUE CARE HEALTH SYSTEMS, INC. (ValuCare)** the healthcare program of their employees and dependents, which was formalized through a contract signing, held at ValuCare Head office in Pasig City.

Present during the contract signing (seated from left to right): Ms. Day L. Castro (*First Vice-President, Sales-ValuCare*); Mr. Armando S. Macalino (*Chief Operating Officer-ValuCare*); Mr. Acmad Rizaldy P. Moti (*Chief Operating Officer- HDMF*); and Ms. Emma Linda B. Faria (*Deputy Chief Executive Officer, Support Services Cluster-HDMF*).

Witnessing the new partnership was the officers of both HDMF and ValuCare.

ValuCare Partners

Sales and Marketing Activities

OUR NEW VALUED PARTNER

By: Marlon M. Dela Torre MANAGER, SALES



BANCO DE ORO EMPLOYEES ASSOCIATION

The **BANCO DE ORO EMPLOYEES ASSOCIATION (BDOEA)** signed up with **VALUE CARE HEALTH SYSTEMS, INC.** for the healthcare benefits of their officers, members and dependents. This was expressed through a ceremonial Contract Signing formality held at the ValuCare building in Pasig City on November 26, 2016.

BDOEA, one of the largest bank associations in the Philippines, chose industry leader **ValuCare** to manage its healthcare needs. **ValuCare** is proud to deliver the most comprehensive quality care to over 27,000 BDOEA principal and dependent members nationwide through its continuously growing number of accredited hospitals and specialist across the Philippines.

Present during the event were (*seated L-R*): Ms. Jo Aguilar, HWRU President; Ms. Riza Gargallo BDOEA Healthcare Chairman; Mr. Jeffrey H. Joven, BDOEA Executive Vice-President; Mr. Nestor P. Perez, BDOEA President; Dr. Patricia L. Tan, VC President; Dr. Joey Garcia, VC Director; Mr. Armando S. Macalino, VC COO.

The contract signing was also witnessed by BDOEA Regional Heads, HWRU (Health, Wealth and Resources Unlimited) and the ValuCare Senior Management Team.

SM GROUP OF COMPANIES ORIENTATION

By: Maria Virginia C. Bulanos SECTION HEAD - TPA & IF, SALES



Last April 20, 2017, ValuCare had an opportunity to conduct the benefits orientation of Shopping Center Management Corporation (SCMC) under SM GROUP OF COMPANIES located at 11th Floor (Penthouse) MOA Arena Annex Bldg. (MAAX). The orientation focuses on the medical benefit including comprehensive coverage such as in-patient, out-patient, dental and ER of more or less 30,000 members enrolled as ValuCare member. Morning session conducted by Ms. Mavie Bulanos were attended by Rank & File to Supervisors employees while the afternoon session were attended by Officers and up with Ms. Anna Mabaquiao as the presenter.

INSPIRATIONAL MESSAGE

FROM THE CHIEF OPERATING OFFICER , ARMANDO S. MACALINO



From the time I became a part of this wonderful company to date, I saw that the growth and fruition of its 20th year is that by valuable talents, hard work and mutual respect with business and healthcare partners. Its success is owed to everyone's effort and dedication to make things happen.

I joined ValuCare in 2006 as a driven and aggressive young executive who wanted nothing more than simply to become successful in my chosen trade. Leading a wonderful organization on an entirely new level was not part of my plan, but fate had something different for me and such has led me to where I am 12 years later today.

This would not have been possible if not for the valuable people who – thru different capacities and influences – inspired and enabled me to lead.

Being regarded as both a leader and a “father” by ValuCare employees is truly an honor and a humbling privilege. So does the trust and confidence of our healthcare providers (hospitals, clinics, doctors), business partners (agents and brokers), and clients. Steering business leaders through the Philippine Association of HMO Companies (PAHMOC) as its first president is a challenge, but I am reciprocating their trust by my commitment of relevance and direction not only for the member-organizations' benefit, but for the HMO industry as a whole.

Your love and support gave me the enormous encouragement to work harder and achieve more. For these, I will be forever grateful.

As we all gear towards the future where globalization and evolving customer trends take on greater and more aggressive competitions, molding a better and more resilient organization becomes everyone's responsibility. And while we establish and maintain our course in the industry, let us not forget, above all, to seek the Lord's hand in prayer as we continue to provide **Healthcare** that the Filipinos **Can Count On**.

On the occasion of ValuCare's 20th Anniversary, join me in looking forward to another 20 fruitful years, thriving through diversity and brilliant minds while working together for a common cause in creating milestones and good memories for the benefit of our members as one big happy VC Family.

...Continuation from front cover

GETTING BIGGER AND STRONGER

by Elmer M. Palomata, MD, RN, Asst. Vice President, CLAIMS AND PNUM

ValuCare believes that behind its growth is its most valuable investment: its employees. Thinking that it can extend more than just the incomparable employee benefit package, the Management embarked to promote several employee-centered programs. It include sponsorship to reputable training courses to learn more about leadership, customer service, and process improvement. Another is a college scholarship program for deserving children of employees.

The tenacity and commitment of the ValuCare Management has truly brought out the good in the organization; but the best is yet to come!

Credit to “change” as a characteristic of investment in people, innovation, financial stability and out-of-the-box mindset, ValuCare now asserts leadership, stability, and a promise of growth towards its 21st year and beyond.

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