



VALUE CARE HEALTH SYSTEMS, INC.

NEWS LETTER

VALULINK

JANUARY 2014

VOLUME VI, ISSUE I

A SKYLINE RISING TOWARDS SERVICE EXCELLENCE

2014 is the year to make the new ValuCare Building a reality!

Along the stretch of Meralco avenue going to Shaw Boulevard, we can see the New ValuCare Building in progress. A 9-storey building that will serve as the new home for ValuCare employees, sales partners and valued members. ValuCare office shall occupy the 5th floor way up to 9th floor of the building.

The building is situated right in front of a residential and commercial structure called *Capitol Commons* by Ortigas & Company which construction is also in progress.

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Photo by: Jeffrey Copiaco

"A Night of Thanks"

December 20, 2103 was closed with candy-colored celebration painstakingly prepared by all VC employees—new and senior alike. Our dear SVP for Operations, Mr. Armando S. Macalino, opened the night with a call for us, those spared from typhoon Yolanda, to be thankful and make life more meaningful by sharing with and helping those who are in need.

(Read more on page 2)



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JANUARY 2014

A SKYLINE RISING TOWARDS SERVICE EXCELLENCE

(Updates on Construction Progress)

By: Jeffrey Copiaco - ICT Department Manager

The prestigious and appealing ValuCare building is geared towards providing excellent service to the continuously increasing number of VC members. Diligent workforce can operate in a more ample workplace.

ValuCare believes that the new building will provide a better service facility to exceed greatly the performance last year. Everyone has gained inspiration to open new horizons of business possibilities undaunted by many challenges in the HMO industry.

ValuCare shall keep on expanding its horizons to deliver superior products and services through continuous technology enhancements in business processes and efficient workforce.

The business operation in the new building shall commence before the 4th Quarter of 2014.

Holding on to ValuCare's Vision... "WE ARE ALMOST THERE".

"A Night of Thanks"

VC CHRISTMAS PARTY 2013

By: Ms. Camille Joy Gomez—Marketing and Communication Officer

Raffles, games, and contests kept the crowd alive the whole evening. A raffle draw with exciting prizes ranging from gadgets to flat screen TVs was drawn and followed by the annual new employee dance competition that sent the audience back to their childhood days. This year's presentations splashed the venue with colorful props and costumes. Child-like but elaborate dance moves were showcased along with the tunes that children of today and yesterday rave about. The group of Dra. Anna Karmela O. So (Manager, Provider Network and Utilization Management), named "*Chikititas*", bagged the first place award and P10,000 cash, while the group of Jonathan E. Gutierrez (SVP, Sales & Marketing), named "*Jojo's little angels and demons*", got second place.

Not everyone was fluky that night but the sumptuous dinner sure filled everyone's tummy with much delight. Making the night more memorable are the songs performed by some employees, Maredele Dela Cruz, Nathan Magboo, Michelle Ann Villarosa, Janine Ann Canilang and Danilo Santiago Jr., Jeff Copiaco, Jeremy Lunario and Jasper Atienza.

The MANCOM members- Ms. Rosemarie U. Yu-EVP & COO, Mr. Armando S. Macalino-SVP, Operations, Mr. Jonathan E. Gutierrez-SVP, Sales & Marketing, Dr. Ronaldo V. Mendoza-Medical Director and Mr. Jeffrey B. Copiaco-Manager ICT—also graced serenades that night. Dr. Mendoza even had Fortunato Pichay of Claims Department and Michelle Diaz of Utilization Management Department perform an interpretative dance along with his song.

Awards were also given to exceptional employees, including a 10-Year Loyalty Award bestowed to Mr. Bernard Basi and Ms. Judy Ann Poblete, Employee of the Year given to Mr. Danny Villanueva

And, as all good things come to an end, the night was capped by our dear EVP & COO, Ms. Rosemarie U. Yu, commending each employee for a job well done with a positive outlook to see everyone in 2014's Christmas party at the new building in Meralco Avenue, Ortigas Pasig.



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BIRTHDAY CELEBRANTS WITH EVP / COO



JUNE



JULY



AUGUST



SEPTEMBER



OCTOBER



NOVEMBER

VC BOWLING 2013 HIGHLIGHTS

By: Ms. Cherrie Detera—HCMA Department



"Alone we can do so little; together we can do so much"

Value Care 's 9th **Annual Bowling Tournament** was held last August 12, 2013 at AMF Puyat Coronado Lanes, but due to unfavorable weather conditions, the final games were resumed last October 3, 2013

The tournament champion was **Team Kalabasa** with a total score of 1,457 and beat **Team Saluyot** by 57 pins.

Team Kalabasa members were led by Mr. Bernard Basi of Claims Administration Department. Tournament runner up Team Saluyot was headed by Mr. Roger dela Cruz of Credit and Collection.

Team Patola led by Mr. Roberto Gonzales of Customer Care landed third place for their 1,355 score. Last cash prize went to **Team Kundol** led by Mr. Mike Milambiling of Claims Administration Department.

Furthermore, **Ms. Charmaine Ann Reyes** of Business Development Department became the top bowler in the ladies race division with a score of 140 pins while **Mr. Danrich dela Tongga** of Credit and Collection was the top bowler in the gentleman's race division with a score of 168 pins.

Mr. Bernard Basi was named the Most Valuable Player of the Tournament in the Male Category while **Ms. Abegail Gregorio and Jhoanna Nanquil** for the Female Category.

EMPLOYEE OF THE YEAR

2013

By : Ms. Lorie V. Castillo—HCMA Department Manager



MR DANNY VILLANUEVA
Employee of the Year 2013

Professionalism

He has utmost integrity and loyalty with the Company. He sees to it that he finishes all tasks on hand on a daily basis.

Customer Focus

Has no records of customer complaints and extend/accommodates requests at all times

Quality

He values confidentiality of his work and sees to it that he delivers to the correct recipient. For collected payments, he sees to it that all are accounted/endorsed to Credit and Collection on a daily basis

Teamwork

He covers the area of his colleague if needed without being told. Has good camaraderie with employees within and outside the department

Attendance and Punctuality

No incidence of absences. Seldom avails of his vacation leave

CONGRATULATIONS TO VC'S 10 Year Awardees



MS. JUDY ANNE POBLETE
CLAIMS DEPARTMENT
DATE HIRED :
September 10, 2002



MR. BERNARD BASI
CLAIMS DEPARTMENT
DATE HIRED :
May 26, 2003

MEDICAL TIPS

By : Elmer Palomata, MD, RN, DPCOM—AVP for Customer Care
Dept and Underwriting Dept.

“TIGDAS”

Measles, Rubeola

Tigdas or measles is a respiratory infection caused by a virus. It is highly contagious and is easily spread by inhalation of airborne viral particles, commonly through sneezing and coughing. It may also be acquired through direct contact with secretions from the nose, mouth, or throat of an infected person.

The appearance of symptoms vary between eight to twelve days after exposure and may last up to two weeks. Your doctor will usually be able to diagnose measles from the combination of symptoms, such as the small spots inside the mouth (Koplik's spots) and the characteristic total body skin rash that usually starts from the back of the ear and spreads to cover most of the body and to the hands and feet. Other symptoms include high grade fever, cough, runny nose, and red watery eyes.

Since measles is caused by a virus, there is no specific treatment. Most will recover with supportive care which includes vitamin A supplement, adequate rest, nutrition and plenty of fluids. However, poorly-nourished children and those with weak immune systems may develop potentially fatal complications such as diarrhea, pneumonia, and encephalitis.



JANUARY 2014

VISIT US ON FACEBOOK

ONLINE SURVEY

I.C.T. CORNER

What is Q.R. Code?

By: Mr. John Derrick A. Sualog, Web Developer / Graphic Artist—ICT Dept.



Value Care Health Systems, Inc., an HMO established in 1997, is a wholly-owned Filipino corporation founded by a group of physicians whose objective is to make healthcare services accessible and affordable to the people. It provides quality healthcare with compassion to its members through a wide network of service providers and comprehensive hospitalization benefit and healthcare packages.

ValuCare is an official member of the Association of Health Maintenance Organizations (AHMO).

[READ MORE](#)

HOME

ABOUT US

SERVICES

We see them everywhere – but some of you are inquisitive about those little pixelated boxes that you always see whenever you read magazines, poster, watching Television or even on someone's t-shirt. Those square dots are the so called (QR Code) Quick Response Code. Somehow, it is quite trendy but this QR phenomenon is so valuable to the marketing and advertising world.

Quick Response Codes are a type of two-dimensional barcode that can be read using smartphones and different QR reading devices. It can store much more data than standard barcode; It link directly to websites, emails, text, phone numbers and more!

With just one scan, it instantly directed to webpage you desired or other online content for product information, special promo, discounts, videos or either liking a facebook page and follows on twitter. With these features it will have a major impact on our society particularly in marketing, advertising and customer services. If you are a smartphone user such as Android, iPhone or Blackberry then there are different application you can choose from; such as Red Laser, Barcode Scanner and QR Scanner. This barcode scanner applications can read and decode data store from a QR code and this is the good news majority of these are completely free. You just only need to install the app, use your phone's camera, scan the barcode and it will automatically load the encoded data.

Part of this evolution is moving toward the Digital World and QR Codes are part of it.

BASIC PLAN

Estimated premium
either Individual
or Family Plan

[LEARN MORE](#)

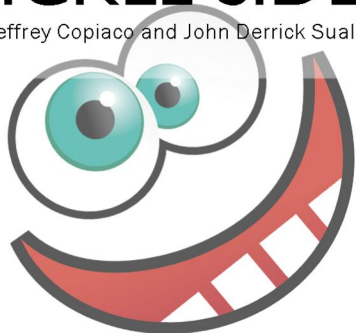
ONLINE INQUIRY

Want to know
your previous
availments?

[LEARN MORE](#)

TICKLE SIDE

By: Jeffrey Copiaco and John Derrick Sualog



TANGGAL-STRESS



STEM CELL



SALES PROMO WINNER!

Congratulations!
Mr. Renante "Rene" M. Navarro, MP, ASC
 Assistant Vice President, receiving for
 RESPONSIVE HEALTH & INSURANCE BROKERS, INC
 their cash prize & Round trip tickets for two (2) to Melbourne, Australia



VALUCARE MOBILE WEBSITE
www.valucare.com.ph/mobile

VALULINK

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JANUARY 2014

WELCOME TO THE VC FAMILY



SAN BEDA COLLEGE –Alabang
 Contract Signing Date : May 27, 2013

With Mr. Luisito Padolina (HR Manager) & Fr. Anselm M. Manalastas (OSB Rector)
 Rosemarie U. YU (EVP/COO) & Jhoanna Nanquil (Account Management Manager)



URC ADMINISTRATION UNION

Last December 12, ValuCare hosted the contract signing of the Universal Robina Corporation (URC) Administration Union. The event was graced by ValuCare's Intermediary Sales Unit Supervisor Charmaine F. Reyes and SVP for Sales and Marketing Jonathan E. Gutierrez, and URC's respective officers and board members.

BUSINESS DEVELOPMENT HIGHLIGHTS

By : Mr. Jonathan Gutierrez, SVP Sales and Marketing

ValuCare joins the big league

In its drive to enter a critical phase towards the realization of its vision to be the number one managed care organization in the Philippines, ValuCare further cements its partnership with sales intermediaries by empowering them in acquiring corporate customers by enhancing the company's franchising guidelines. The new guidelines aim to provide more engagement to accredited brokers, agencies and independent agents by recognizing their integral roles in customer acquisition. The new guidelines took effect August 1, 2013.

"HULING HIRIT" – A 4th Quarter Sales Drive

The fourth quarter of any calendar year always poses a big challenge to the sales campaign of most industry players. Either due to the drive to put the "icing on the cake" of a fruitful season or a last ditch "hurrah" to achieve sales targets, the fourth quarter always sees a flurry of sales activities.

To take advantage of this, ValuCare launched its last quarter sales drive; Huling Hirit. The launch was met with unbridled enthusiasm by the company's sales intermediaries, aiming to cap a fruitful year. Business Development's Sales Intermediary Unit led the drive. In his short talk with intermediaries, Senior Vice President for Sales and Marketing Jonathan Gutierrez talked about ValuCare's commitment to its brand values embodying ValuCare's tagline of HealthCare You Can Count On.