PHILIPPINES HMO Coverage With PhilCare

As part of our commitment of providing your health security through quality health care, it is our pleasure to present to you our health care guidelines for your reference. This provides information on your medical benefits under Teletech Customer Care Management Philippines, Inc.

PhilCare's network of accredited provides nationwide gives members an advantage of experiencing the medical service enjoyed by the largest and best corporations in the country. You also get to maximize technology's benefits with the use of NFC- equipped card, smartphone-enabled applications and a web-based database system.

COVERAGE CLASSIFICATION

Employees and dependents coverage are classified according to the following table. Tenured employees are those that had reached five (5) years of continuous employment with the company.

EMPLOYEE CLASSIFICATION

Classification	Room Accommodation	Maximum Daily/ Room & Board	Maximum Benefit Limit (MBL)
Directors	Suite	3,100.00	500,000.00
Tenured Directors	Suite	no cap	500,000.00
Senior Managers	Large Private	2,200.00	350,000.00
Tenured Senior Managers	Large Private	no cap	350,000.00
Managers	Large Private	2,200.00	300,000.00
Tenured Managers	Large Private	no cap	300,000.00
Supervisors	Large Private	2,200.00	200,000.00
Tenured Supervisors	Large Private	no cap	200,000.00
Rank And File	Regular Private	1,800.00	100,000.00
Tenured Rank And File	Regular Private	no cap	100,000.00

DEPENDENT/S CLASSIFICATION

Classification	Room Accommodation	Maximum Daily/ Room & Board	Maximum Benefit Limit (MBL)
Dependents Of Directors	Large Private	2100.00	
And Managers	Earger Hvate	3,100.00	300,000.00
Dependents of non-			
tenured Managers	Large Private	2,200.00	300,000.00
Dependents Of			
Supervisors	Large Private	2,200.00	200,000.00
Dependents Of Rank			
And File	Regular Private	1,800.00	100,000.00



ELIGIBILITY

EMPLOYEES

Principals (regular and full time employees): 18 to 65 years old Regular part-time employees (works 6 hours/day, 5 days/week)

DEPENDENTS

Adult dependents (spouse and grandfathered parents): up to 65 years old Minor dependents (children and siblings):15 days to 22 years old for regular plan

COVERAGE OVER PROCEDURES

Upon consultation and availment, a working diagnosis will be identified by a medical personnel to proceed with procedures. Below are the procedures covered under our plan:

Outpatient (Op) Care	Coverage
Consultations during regular clinic hours, except prescribed medicines	Covered subject to MBL
Pre and Post Natal consultations.	Covered up to 14 sessions subject to MBL
Eye, ear, nose and throat (EENT) treatment prescribed by an Accredited Physician/Specialist	Covered subject to MBL
Treatment for minor injuries such as lacerations, mild burns, sprains and the like	Covered subject to MBL
Dressings, conventional casts (plaster of Paris) and sutures.	Covered subject to MBL
X-ray, laboratory examinations, routine, diagnostic and therapeutic procedures prescribed by an Accredited Physician/Specialist, provided however that the cost of diagnostic and therapeutic procedures covered shall be limited to a specific amount.	Covered subject to MBL
Minor surgery not requiring confinement prescribed by an Accredited Physician /Specialist	Covered subject to MBL
Eye laser therapy only for retinal tear, retinal hole, retinal detachment and glaucoma prescribed by an Accredited Physician/Specialist. Eye correction such as Lasik, PRK and the like are not covered.	Principal: Covered subject to MBL Dependent: Covered up to Php 30,000.00/member/year
Cauterization of skin lesions such as plantar warts, flat warts, periungual warts, filiform warts and molluscum contagiosum, in any part of the body, except genital warts and condyloma acuminata, prescribed by an Accredited Physician/Specialist.	Covered up to Php1,000.00 /member /year
Sclerotherapy for varicose veins (except medicines and for cosmetic purposes) as prescribed by an Accredited Physician, to be availed through accredited vascular surgeons.	Principal: Covered up to Php 30,000.00/member/year Dependent: Covered up to Php 10,000.00/member/year
Allergy Testing/ allergy screening and other related examinations prescribed by an Accredited Physician	Covered up to Php2,500.00/ member/year

Outpatient (Op) Care

Speech therapy (for stroke patients only)

Tuberculin test

Inpatient (Ip) Care

Room and Board Accommodation

Use of operating room, Intensive Care Unit (ICU), isolation prescribed by Attending Accredited Physician) and recover

Professional fees in accordance with HMO Schedule of Ra a. Attending Physicians

b. Surgeons

c. Anesthesiologists

d. Cardio-pulmonary clearance before surgery and cardiac monitoring du

Standard Nursing Services

Medicines for inpatient use

Blood products transfusions and intravenous fluids, incluc screening and cross matching.

X-ray, laboratory examinations, routine, diagnostic and the procedures incidental to confinement

Dressings, conventional casts (plaster of Paris) and suture

Anesthesia and its administration

Oxygen and its administration

Standard Admission kit

All other items directly related in the medical management o as deemed medically necessary by the Attending Accredited

Routine Procedures (Whether Op Or Ip)

Blood Chemistries

Chest X-ray

	Coverage
	Covered subject to the Member's Room and Board limit Covered subject to MBL
	Coverage
	Covered subject to MBL
n room (if ery room.	Covered subject to MBL
ates. Iuring surgery.	Covered subject to MBL Covered subject to MBL Covered subject to MBL Covered subject to MBL Covered subject to MBL
	Covered subject to MBL
	Covered subject to MBL
ding blood	Covered subject to MBL
erapeutic	Covered subject to MBL
25	Covered subject to MBL
	Covered subject to MBL
	Covered subject to MBL
	Covered subject to MBL
of the patient, d Physician	Covered subject to MBL
)	Coverage
	100% of Actual Cost subject to MBL
	100% of Actual Cost subject to MBL

Routine Procedures (Whether Op Or Ip)	Coverage
Complete Blood Count (CBC)	100% of Actual Cost subject to MBL
Fecalysis	100% of Actual Cost subject to MBL
Urinalysis	100% of Actual Cost subject to MBL
Diagnostic Procedures (Whether Op Or Ip)	Coverage
12-Lead Electrocardiogram (ECG)	100% of Actual Cost subject to MBL
24-hour Electroencephalogram (EEG) Monitoring	100% of Actual Cost subject to MBL
24-hour Holter Monitoring	100% of Actual Cost subject to MBL
Adrenocortical Function	100% of Actual Cost subject to MBL
Anti-Nuclear Antibody, C-Reactive Protein, Lupus Cell Exam	100% of Actual Cost subject to MBL
Arterial Blood Gas	100% of Actual Cost subject to MBL
Arthroscopic Procedures, Orthopedic Arthroscopy	100% of Actual Cost subject to MBL
Audiograms and Tympanograms	100% of Actual Cost subject to MBL
Bone Densitometry Scan (Dexascan)	100% of Actual Cost subject to MBL
Bone Mineral Density Studies	100% of Actual Cost subject to MBL
Cardiac Stress Tests (Thallium and Dipyridamole Stress Tests)	100% of Actual Cost subject to MBL
Computed Tomography (CT) Scans	100% of Actual Cost subject to MBL
Diagnostic Radiographs:	
a. Biliary tract: Cholecystogram and Cholangiogram	100% of Actual Cost subject to MBL
b. Chest, ribs, sternum and clavicle	100% of Actual Cost subject to MBL
c. Digestive: Plain film of the abdomen, Barium Enema, Upper Gastrointestinal (GI)	100% of Actual Cost subject to MBL
Series, Lower GI Series, Small Bowel series	
d. Face (including sinuses), Head and Neck	100% of Actual Cost subject to MBL
e. Urinary: Kidney, Ureter and Bladder (KUB) Pyelograms and Cystograms	100% of Actual Cost subject to MBL
f. X-ray of the extremities and pelvis	100% of Actual Cost subject to MBL
g. X-ray of the spine (cervical, thoracic, lumbo-sacral)	100% of Actual Cost subject to MBL

Diagnostic Procedures (Whether Op Or Ip)

Diagnostic Ultrasounds:
a. 2D-Echo with Doppler
b. Abdomen
c. Duplex Scan
d. Digestive and Urinary Systems
e. Ultrasound of the Lungs
Electroencephalogram (EEG) Monitoring
Electromyelography and Nerve Conduction Studies
Endoscopic Procedures
Fluorescein Angiography
Impedance Plethysmography
Magnetic Resonance Angiography (MRA)
Magnetic Resonance Imaging (MRI)
Mammogram and Sonomammogram
Myelogram
Nuclear Radioactive Isotope Scan
Pap Smear
Perfusion Scan
Plasma Urinary Cortisol, Plasma Aldosterone
Polysomnograms (Sleep Recording)
Pulmonary Function Tests
Radioisotope Scans And Function Studies:
a. Cardiac
b. Gastrointestinal
c. Liver
d. Parathyroid Bone, Pulmonary (Perfusion/ Ventilation Lung Scans)
e. Renal

e. Renal



Coverage

100% of Actual Cost subject to MBL 100% of Actual Cost subject to MBL

100% of Actual Cost subject to MBL 100% of Actual Cost subject to MBL 100% of Actual Cost subject to MBL 100% of Actual Cost subject to MBL 100% of Actual Cost subject to MBL

Diagnostic Procedures (Whether Op Or Ip)	Coverage	Therapeutic Procedures	Coverage
Thyroid Scans . Total Body Scans	 100% of Actual Cost subject to MBL 	Principal: Shared limit of up to 16 sessions/member/year subject to MBL for OP;	
adionuclide Ventriculography		as cal diac renabilitation, puintonal y renabilitation and the line.	Covered subject to MBL for IP
urface Electromyography (SEMG)			Dependent: Shared limit of up to 1 sessions/member/year subject to MBL for OP;
hallium Scintigraphy	100% of Actual Cost subject to MBL	0% of Actual Cost subject to MBL	Covered subject to MBL for IP Note: Therapy of one (1) body area
readmill Stress Test (TMST)	100% of Actual Cost subject to MBL		shall be considered as one (1) sessi
Therapeutic Procedures	Coverage	Thoracentesis	Covered up to six (6) sessions subj
rthrocentesis	Covered up to six (6) sessions subject to MBL for OP; Covered subject to		to MBL for OP; Covered subject to MBL for IP
ontinuous Positive Airway Pressure (CPAP) titration for sleep study	MBL for IP Covered up to Php60,000.00 shared limit for OP and IP	Therapeutic Radiology: a. Brachytherapy	Principal: Covered up to 18 sessions/member/year subject to MBL for OP; Covered subject to MBL for IP;
sis Principal: Covered up to 18 sessions/ member/year subject to MBL for OP; Covered subject MBL for IP;			Dependent: Covered up to 10 sessions /member/year for OP; Covered subject to MBL for IP
	Dependent: Covered up 10 sessions/ member/year subject to MBL for OP; Covered subject to MBL for IP	b. Cobalt	Principal: Covered up to 18 session member/year subject to MBL for Covered subject to MBL for IP; Dependent: Covered up to 10 sessions /member/year for OP;
ntravenous Chemotherapy	Principal: Covered up 18 sessions/ member/year subject to MBL for OP; Covered subject to MBL for IP; Dependent: Covered up to 10 sessions/member/year subject to MBL for OP; Covered subject to MBL for IP	c. Linear Accelerator Therapy	Covered subject to MBL for IP Principal: Covered up to 18 sessions/member/year subject to MBL for OP; Covered subject to MBL for IP; Dependent: Covered up to 10 sessions /member/year for OP;
oral chemotherapy	Covered up to Php60,000.00 shared		Covered subject to MBL for IP
hlebotomy	limit for OP and IP Covered up to six (6) sessions subject to MBL for OP; Covered subject to MBL for IP	d. Radioactive Cesium	Principal: Covered up to 18 session member/year subject to MBL for Covered subject to MBL for IP; Dependent: Covered up to 10 sessions /member/year for OP; Covered subject to MBL for IP

Therapeutic Procedures	Coverage	Additional Procedures And Modalities (shared limit for OP and IP; professional fees, hospital bills and other incidental	Coverage
e. Radioactive lodine	Principal: Covered up to 18 sessions/ member/year subject to MBL for OP; Covered subject to MBL for IP; Dependent: Covered up to 10 sessions /member/year for OP;	expenses relative to the procedure shall form part of the limit) Lithotripsy	Principal: 100% of Actual Cost subj to MBL: Dependent: Covered up to Php40,000.00/member/year
Preventive Care	Covered subject to MBL for IP Coverage	Percutaneous Ultrasonic Nephrolithotomy	Principal: 100% of Actual Cost subj to MBL; Dependent: Covered up to Php40,000.00/member/year
Passive and active vaccines for treatment of tetanus and animal bites	Covered up to Php15,000.00/member/year	Stereotactic Brain Biopsy	100% of Actual Cost subject to MB
eriodic monitoring of health problems	Covered	Conventional Hemorrhoidectomy	100% of Actual Cost subject to ME
ealth-education and counseling on diets or exercise	Covered	Scalpel Hemorrhoidectomy	100% of Actual Cost subject to MB
lealth habits and family planning counseling	Covered	Stapled Hemorrhoidectomy	Covered up to Php5,000.00/member/ye
Additional Procedures And Modalities (shared limit for OP and IP; professional fees, hospital bills and other incidental expenses relative to the procedure shall form part of the limit)	Coverage	Mammotome	Principal: Covered up to Php 10,000.00/procedure/member /ye Dependent: Covered up to Php
ngiography (gastrointestinal, brain, retinal and peripheral vascular)	100% of Actual Cost subject to MBL		5,000.00/procedure/member/yea
Foronary Angiogram and/or Angioplasty/Coronary Artery Bypass Graft	100% of Actual Cost subject to MBL (shared limit)	4D Ultrasound except for maternity-related cases	Principal: Covered up to Php 10,000.00/procedure/member/ye Dependent: Covered up to Php
ryosurgery amma Knife Surgery	100% of Actual Cost subject to MBL Principal: 100% of Actual Cost subject to MBL Dependent: Covered up to Php	Esophageal Manometry	5,000.00/procedure/member/yea Principal: Covered up to Php 10,000.00/procedure/member/yea Dependent: Covered up to Php
	40,000.00/member/year		5,000.00/procedure/member/yea
lysteroscopic Myoma Resection	Principal: 100% of Actual Cost subject to MBL; Dependent: Covered up to Php40,000.00/member/year	Intensified Modulated Radiotheraphy	Principal: Covered up to Php 10,000.00/procedure/member/ye Dependent: Covered up to Php 5,000.00/procedure/member/yea
lysteroscopically-guided D&C	100% of Actual Cost subject to MBL	Botox which is not cosmetic in nature nor for beautification purpose	Principal: Covered up to Php
aparoscopy	Principal: 100% of Actual Cost subject to MBL; Dependent: Covered up to Php40,000.00/member/year		10,000.00/procedure/member/ye Dependent: Covered up to Php 5,000.00/procedure/member/yea
		Positron Emission Tomography (PET) Scan	Principal: Covered up to Php 10,000.00/procedure/member/ye Dependent: Covered up to Php 5,000.00/procedure/member/yea

Additional Procedures And Modalities (shared limit for OP and IP; professional fees, hospital bills and other incidental expenses relative to the procedure shall form part of the limit)	Coverage
CT Pulmonary Angiography	Principal: Covered up to Php 10,000.00/procedure/member/year Dependent: Covered up to Php 5,000.00/procedure/member/year
Photodynamic Therapy	Principal: Covered up to Php 10,000.00/procedure/member/year Dependent: Covered up to Php 5,000.00/procedure/member/year
Other medically necessary modalities not mentioned above and those for which there are no comparable, conventional or traditional counterparts	Principal: Covered up to Php 10,000.00/procedure/member /year Dependent: Covered up to Php 5,000.00/procedure/member/year
Transurethral Microwave Therapy of Prostate	Principal: Covered subject to MBL Dependent: Covered up to Php 40,000.00/member/year
Conditions With Specific Limitations:	Coverage
Provoked and Unprovoked Assault, including domestic violence, whether initiated by the Member or by a known or unknown third party	Covered subject to MBL
	Covered subject to MBL Covered subject to MBL
whether initiated by the Member or by a known or unknown third party Scoliosis including necessary procedures, except physical therapy	-
whether initiated by the Member or by a known or unknown third party Scoliosis including necessary procedures, except physical therapy sessions, whether congenital, pre-existing, developmental or acquired Congenital Conditions except physical therapy sessions and	Covered subject to MBL Principal: Covered up to Php 30,000.00/member /year (shared limit for OP and IP) Dependent: Covered up to Php 20,000.00/member /year
whether initiated by the Member or by a known or unknown third party Scoliosis including necessary procedures, except physical therapy sessions, whether congenital, pre-existing, developmental or acquired Congenital Conditions except physical therapy sessions and developmental disorders	Covered subject to MBL Principal: Covered up to Php 30,000.00/member /year (shared limit for OP and IP) Dependent: Covered up to Php 20,000.00/member /year (shared limit for OP and IP) Principal: Covered up to Php 30,000.00/member /year (shared limit for OP and IP) Dependent: Covered up to Php 20,000.00/member /year

Diagnostic Procedures (Whether Op Or

Valvular heart disease (congenital and/or acquired) includ Cardiomyopathies, Chronic Glomerulonephritis, previous sequelae/hearing impairment/ Neurologic disease and Sp (if pre-existing)/Poliomyelitis/Slipped disc (if pre-existing) Guillain-Barre Syndrome, Diabetes and its complications (pre-existing), Complicated Hypertension (e.g. those with stroke, myocardial ischemia or infarction and poor kidney and all malignant tumors (if pre-existing).

Hepatitis B except vaccines and screening

Prosthetic Device

NETWORK ACCESS LIMITATION

For All Members St. Luke's Medical Center-Global City (SLMC-Global)

For Supervisors, Rank and File and their Dependents Asian Hospital Medical Center Healthway Clinics

DENTAL BENEFITS

- **1.** Annual dental examinations and consultations;
- 2. Emergency outpatient dental treatment to be availed at accredited dental clinics;
- 3. Unlimited, with flouride brushing oral scaling and polishing (prophylaxis) for senior managers to directors;
- **4.** Two (2) oral scaling and polishing (prophylaxis) with flouride brushing per year for rank and file to managers; Simple tooth extraction;
- **5.** Restorative and prosthodontic treatment planning;
- **6.** Temporary fillings-unlimited as needed
- 7. Desensitization of hypersensitive teeth up to two (2) teeth;
- 8. Simple adjustment of dentures;
- 9. Recementation of loose crowns, inlays and onlays;
- **10.** Dental nutrition and dietary counseling;
- **11.** Dental health education;
- 12. Pre-natal check of teeth and gums;
- **13.** Temporo mandibular joint consultation;
- **14.** Gum treatment for cases like inflammation or bleeding;
- 15. Lightcure fillings up to four (4) teeth (per contract year); and
- 16. Guaranteed Dental discount at all HMO Dental Network accredited clinics (specify amount, e.g. 25%).

lp)	Coverage
ding craniotomy pinal Stenosis and (if history of / function),	Up to MBL (if acquired) and subject to dreaded pre-existing provision (if pre-existing)
	If acquired, covered subject to MBL; If pre-existing, covered subject to MBL as long as not STD-related
	Principal: Covered up to Php 20,000.00/member/year Dependent: Not Covered

PRE-EXISTING CONDITIONS

The Pre-Existing Condition (PEC) clause shall no longer apply to all members – both for principal and dependent coverage.

GROUP LIFE COVERAGE

All employees covered under the company HMO plan, except those who have attained the age of 65, are entitled to insurance coverage provided for by the Philippine Life Financial Assurance Corp., are insured for death benefits in the amount of Php10,000.00 payable to the beneficiary upon receipt of the due proof of death of the employee occurring while insured.

ACCIDENTAL DEATH AND DISABLEMENT COVERAGE

All employees covered under the company HMO plan, except those who have attained the age of 65, are entitled to insurance coverage provided for by the Philippine Life Financial Assurance Corp., as described below.

1. ACCIDENTAL DEATH AND DISABLEMENT

In case of accidental death or disablement, we will pay a percentage of the Principal Sum of Php50,000.00 according to the schedule below:

Schedule of Losses	Percentage from Principal Sum
Loss of Life	100%
Accidental Dismemberment or Loss of Use of Limbs	
a. Both hands	100%
b. Both feet	100%
c. One hand and one foot	100%
d. One hand	50%
e. Arm between elbow and wrist	60%
f. Arm at or above elbow	70%
g. One foot	50%
h. Leg below knee	60%
i. Leg at or above knee	70%
Loss of Sight	1000/
a. Both eyes	100%
b. One eye	50%
Loss of Speech	100%
Loss of Hearing	100%
a. Both ears	50%
b. One ear	50%
Accidental Dismemberment or Loss of Use of Fingers	50%
a. All of one hand b. Thumb	15%
c. Index finger	10%
d. Middle finger	6%
e. Ring finger	5%
f. Little finger	4%
Loss of Use of Metacarpals	170
a. First or second	3%
Loss of Use of Metacarpals	
a. Third, fourth or fifth	2%
Accidental Dismemberment or Loss of Use of Toes	
a. All of one foot	25%
b. Great toe	5%
c. Other than great,	1%
Each Toe	
a. Fractured leg or patella with established non-union	10%
b. Shortening of leg by at least 5 cm	7.50%

2. SPECIAL MAJOR ACCIDENTAL DISMEMBERMENT OR LOSS OF USE

PhilCare will pay 25 percent of the principal sum in addition to the Accidental Disablement provision if the named insured suffers an injury that results in any of the following losses: A. Accidental dismemberment or loss of use of both hands B. Accidental dismemberment or loss of use of both feet C. Accidental dismemberment or loss of use of one hand & one foot

D. Loss of sight of both eyes

3. MURDER AND ASSAULT

Up to 100 percent of the benefits payable but not exceeding Php10,000.00 for injury due to murder or any attempt thereof. Up to 100 percent of the benefits payable for injury due to homicide or any attempt thereof not occasioned by provocation of named insured.

NO-COPAY CLINICS

Site	
Sta. Rosa	PMP Diagnostic Clinic, CygnetMed Hea Inc SM Sta Rosa
Lipa	St. Joseph Healthcare Inc. Lipa, MD Lir
Pampanga	Stotsenberg Medical Center, Hematec Laboratory and Hi-Precision clinic Ang
Dumaguete	Negros Oriental Hospital and Health Se Laboratory Services -Maria Cristina, Me Maxima Limquiaco
Bacolod	MP Analysis & Laboratory Inc MCS Di
lloilo	Statlab Clinical Laboratory, Medicus Cli Balasan, Passi, Sara, -Sta. Barbara branc
Novaliches	Friendly Care Foundation Inc. – Lagro,
Cebu1 Cebu2 EBloc	LH Prime Medical Clinic - Consolacion LH Prime Medical Clinic - Mandaue Hi Precision Clinics (Mandaue, Cebu Ci Lifelab diagnostics, Cebu St. Lukes Clin
Roxas 5Ecom Roxas 2ECom Aseana One	Borough Medical Clinics MOA branch Hi-Precision clinics Manila, Philcare Clinic Clinics (Paranaque), Inter-Industrial Physi
Ayala (FGU) Makati Ecoplaza Cainta Pioneer Quezon City Araneta	MMC Quick Assist (Consult only) Biomedix - Makati, Healthlab, IncMal Hi=Precision Clinics - Global City, TMC Megaclinic, Hi-Precision Clinics - Pione Hi-Precision Plus - Alabang I.M Health Medical and Dialysis Wellne Polymed Laboratory - Lakandula Polymed Laboratory - Hermosa Dasma PMP Medical Center

2016 COPAY OUTRIGHT COLLECTION:

Availment on the following providers will require Teletech members to pay the copay amount outright:

- The Medical City
- Makati Medical Center

Clinic

ealth System, Wellcare Clinic and Laguna Industrial Health Clinic

nk Healthcare

ch Diagnostic Center, R.A.C.H.F Diagnostic Lab, Parian Diagnostic geles City

Services Cooperative, Metro Dumaguete Diagnostics Care and letro Dumaguete Diagnostics Care and Laboratory Services –

Diagnostics and Villanueva Clinics

ilinic -Main, Jara, La Paz, Manduriao, Oton, Molo, Tabuc-Suba, Inches)

, Family Care Clinic - Lagro

ity, Lapu-Lapu City, Talisay Branches) nic, LH Prime –Mactan

ic (VIP, Manila), Evergreen Medical & Diagnostic Center, Hi-Precision rsicians' Medical Services, Inc., SMS Laboratory Health Services

Ikati Cuuick Assist (Consultation only) eer

ess Center