HMO Digital Card Launch

Q. What is HeyPhil application?
A. PHIL or HEY PHIL is a cognitive voice assistant developed by PhilCare for its members. Phil aims to provide the best healthcare assistance to PhilCare members using the latest artificial intelligence technology.

Q. How do I download the HeyPhil Application in mobile?
A. HeyPhil can be downloaded either in Google Play Store for Android users and Appstore for Iphone users.

Q. How do I sign-up with HeyPhil if I'm a new user of the application?
A. In signing-up for HeyPhil application, you have two options to register your account. It can either be thru Manual Registration or Facebook Registration.

> For Manual Registration:
> - ✓ To register account, click on the **sign-up** link > Input **Certificate Number** and **Birthday** > Click on the **Verify** button > Once clicked, system will redirect you to the registration page > Key in your **basic information, username and password** > Click on the **Submit** button > You will receive an **Email Verification** in your registered email address > To verify your account, open and click the link provided in the email

> For Facebook Registration:
> - ✓ To register account, click on the **sign-up** link > Input **Certificate Number** and **Birthday** > Click on the **Verify** button > Once clicked, system will redirect you to the registration page > Select **Continue with Facebook** > Facebook will require you to key in your Facebook credentials such as username and password > System will automatically capture the information from your Facebook account such as Email address, and other basic information

Q. How can I get my Certificate Number?
A. Certificate Number can get either thru raising a ticket or chat with the HCS team, call the PhilCare contact center, send a message thru PhilCare Microsite member's feedback, chat with the PhilCare team thru Livezilla or Facebook page or send an email to PhilCare partners or thru SMS Info Text.

Q. What are the features of HeyPhil app?
A. The features of HeyPhil app will be the following:
- ✓ Digital Card
- ✓ DigiMed
- ✓ Search a Doctor
- ✓ Search a Hospital
- ✓ Request for Letter of Authorization for Consultation or for Procedure

Q. What is Digital Card?
A. Digital Card is the latest enhancement of HeyPhil application. It is the replacement of the HMO physical card effective 01 January 2019.

Q. Can the Digital Card be used by our dependents?
A. Yes, the digital card is applicable or can be used by both principal and dependent members if the members have their smartphones and they have certificate number.

Q. Can principal members view their dependent's Digital Card?
A. Yes, principal members can view their dependent's digital card in HeyPhil app.

Q. How can I view my Digital Card?
A. You can view your Digital Card through options provided below:
- ✓ In a chat box, you may click the View Card button located on the upper right corner of the page.

✓ In a chat box, you may swipe the screen from left to right and click on the View Card button.
✓ In a chat box, you may click the Avatar or Profile Logo and select View Card button.

Q. Can I still request for physical card if my dependents do not have their own smartphones or HeyPhil app?
A. Yes, you can still request for physical card for yourself and for your dependents through PhilCare microsite.

Q. Should I still request the card through HCS team?
A. No, HCS team will not process the request for card printing. You can directly go to PhilCare microsite's members' feedback tab.

Q. Is there a corresponding fee for the printing of card?
A. If you are requesting for initial printing of card, then it is a free of charge; however, if you are a tenured employee and you are requesting for card replacement due to lost card or defective card, then you still need to pay Php 168.00 for card replacement fee.

Q. Is the card replacement fee will be through salary deduction?
A. No, since HCS will not handle the process of card replacement. The card replacement fee should be paid to provided bank account by the customer service team of PhilCare in the microsite.

Q. How do I receive my physical card?
A. We still have the bi-monthly distribution of card across all sites.

Q. Will the accredited facilities of our HMO accept the Digital Card?
A. Yes, PhilCare already informed their accredited facilities with regard to the launch of Digital Card effective 01 January 2019.

Q. What if the accredited facilities didn't accept my Digital Card?
A. You need to send an incident report by providing the details of the incident. Kindly send it to ph.benefits@teletech.com

Q. What if I have a Qualifying Life Event (QLE) during the middle of the year and added it as my new dependent, do I still need to manually input the details in the application?
A. No, once PhilCare has been added the new dependent in their system, it will automatically be added in HeyPhil application.

DigiMed

Q. What is DigiMed?
A. DigiMed is one of the new features of HeyPhil app. It allows our members to consult with their preferred doctor using telephone technology.

Q. Is the consultation in the DigiMed free of charge?
A. There will be no additional charges in the DigiMed; however, since this is still a consultation it will still apply the standard amount for the consultation of our doctors either General Physician or Specialist amounting to Php 200.00 that will hit your MBL. DigiMed's consultation fee is a budget friendly and promotes a hassle-free benefit since the consultation will not require physical appearance and member is not required to go to the hospital, fall in line and wait for their queue.

Q. Can the doctor provide a Medical Certificate via Digital Consult?
A. No, doctors will not provide any medical certificate, but only medical assessment of the consultation.

Q. How am I going to receive the Medical Assessment from the Digital Consult?
A. The Medical Assessment will be sent to the registered e-mail of the member in the application.

Q. Can the doctor provide a Medical Prescription via Digital Consult?
A. Yes, once the Digital consultation has been completed, the user will receive an e-mail notification from PhilCare indicating the Medical Assessment and Medical Prescription.

Q. How can I check my utilization?
A. You may view your utilization by entering "my utilization" on the chat box and HeyPhil will provide the summary list.

Q. How can I search for an affiliated hospital or clinic of PhilCare using the HeyPhil application?
A. You can search for an affiliated hospital or clinic of PhilCare in HeyPhil app through the following:
- ✓ You may talk, chat or click on **Hospital/Clinic Search** button.
- ✓ You may set your preferred location to **Choose City** box.
- ✓ The system will display the list of accredited Hospital/Clinic (with or without access tagging).
- ✓ The system will redirect you to Google map and view the exact location of the clinic/hospital.

Q. How can I search for an accredited doctor/s using the HeyPhil application?
A. You can search for an accredited doctor/s in HeyPhil app through the following:
- ✓ You may talk, chat or click on **Doctor Search** button.
- ✓ You may fill in any of the following:
    - o First name of the doctor
    - o Last name of the doctor
    - o Specialization of the doctor
    - o Hospital of the Doctor
- ✓ The system will display the list of accredited doctors based on your input.

Request for Letter of Authorization (LOA) thru HeyPhil App

Q. Can I request Letter of Authorization (LOA) thru HeyPhil app?
A. Yes, members do have the privilege to create or request Letter of Authorization (LOA) for Consultation or Procedure via HeyPhil application.

Q. Is there any LOA limit for the request in HeyPhil app?
A. Yes, a limit of Php 1,500.00 per day per member

Q. How do I request for LOA Consultation?
A. Member should provide required information such as Chief Complaint, Doctor or Specialization.

Q. How do I request for LOA Procedure?
A. Member should provide required information such as Chief Complaint, Doctor or Specialization, Diagnosis and Procedure.

Q. Does LOA request has its own validity?
A. The LOA that was requested from HeyPhil app is only valid for 3 days from the date of request.

Q. How do I cancel my LOA from HeyPhil app?
A. Member needs to contact the PhilCare Call Center Hotline for the cancellation of LOA request at least 24-48 hours prior the consultation or procedure.

Q. How can I receive the confirmation of my LOA cancellation?
A. Member can request the confirmation of LOA cancellation from PhilCare Call Center Hotline and send it to the member's e-mail address.

Q. Can a member request in-patient or admission thru HeyPhil app?
A. No for now, but this is something that IT PhilCare is working on.