



Maxicare

Your Step by Step Guide in Availing your Benefits

www.maxicare.com.ph



I'm not feeling well and cannot go out to make a face-to-face consultation

Get expert medical advice
anytime, anywhere through our

Maxicare Telemedicine
24/7 Teleconsult
VOICE CALL



No need to leave the comfort of your home or take a leave from work just to have a consultation. All you need to do is pick up your phone, dial the teleconsult hotline number, and talk to our affiliated physicians.

How to consult with a doctor via 24/7 Teleconsult

1 Dial the 24/7 Teleconsult Hotline number



2 Connect to a Maxicare-affiliated physician

After the consultation, the doctor will provide:

- Call summary
- E-prescription for over-the-counter medicines
- E-laboratory request (as needed)

CALL BACK FEATURE



If call is unanswered within 20 secs, you will be prompted to leave a voice message

Leave a voice message that includes:

- name
- contact number
- medical concern



A call back specialist will return your call as soon as possible to connect you with a Teleconsult Doctor



Note: If you have a phone credit concern and would like to request for an immediate or scheduled callback, just inform the doctor and request for an immediate callback.

Call to consult with a doctor anytime, anywhere
24/7 TELECONSULT HOTLINES

Metro Manila**(02) 8582-1980****Bacolod****(034) 458 6714****Baguio****(074) 661 8832****Batangas****(043) 779 8014****Cagayan de Oro****(088) 864 8803****Cavite****(046) 419 8016****Cebu****(032) 260 9068****Davao****(082) 238 7016****Dumaguete****(035) 522 5014****GenSan****(083) 887 9813****Iloilo****(033) 328 7034****Kidapawan****(064) 521 8002****Laguna****(049) 559 8007****Ormoc****(053) 832 9902****Palawan****(048) 716 5122****Pampanga****(045) 649 8005**

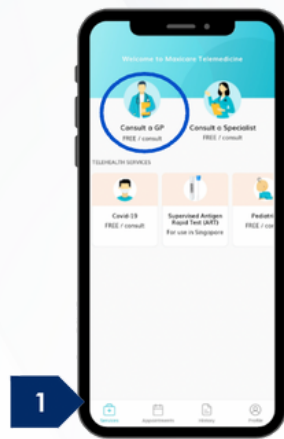
Enjoy quick access to locally-licensed doctors anytime, anywhere on



Download the app now!

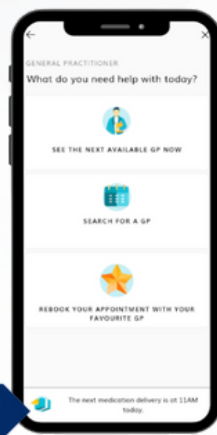


HOW TO SCHEDULE A CONSULTATION WITH A GENERAL PHYSICIAN



1

Select 'Consult a GP'

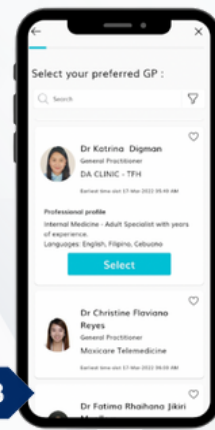


2

a. Click 'See the next available of GP' to have your consultation.

Proceed to Step 6. OR

b. Click for 'Search for a GP' to schedule a consultation. Proceed to Step 3.



3

Select your preferred GP & click "Select" to view GP's schedule



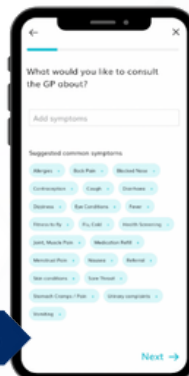
4

Choose your preferred date & time slot and click 'Select'



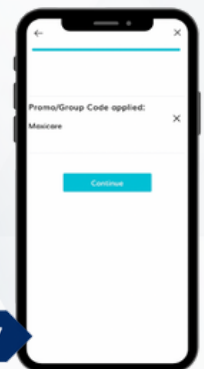
5

Click 'Confirm' to schedule your appointment



6

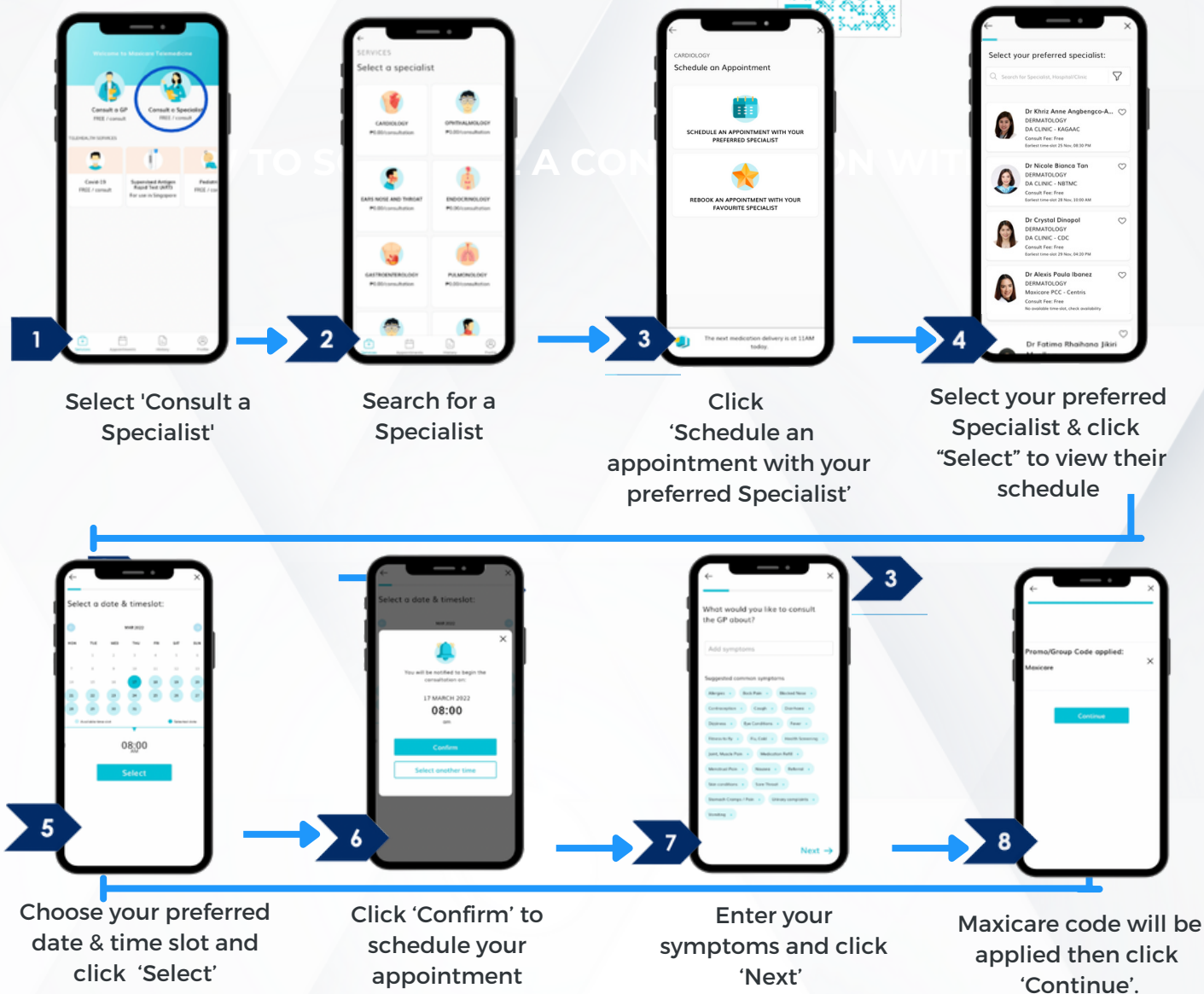
Enter your symptoms and click 'Next'









7

Maxicare code will be applied then click 'Continue'.

HOW TO SCHEDULE A CONSULTATION WITH A SPECIALIST



Reminders before doctor's appointment

- 
Be prepared
 Give detailed descriptions or upload medical records before the consultation. Have your ID on hand.
- 
Be on time
 Log on at the exact time of your call.
- 
Avoid multiple bookings
 Book one appointment at a time.
- 
Avoid last minute cancellations
 If you need to reschedule, please do so at least 4 hours before your appointment.
- 
Pick a quiet and secure environment
 Be in a quiet room where you and the doctor can hear each other.
- 
Dress appropriately
 Dress as you would for in-person consultations



I was prescribed to do a laboratory procedure

Get quality medical care at the safety and comfort of your homes through our

HEMOCARE PROGRAM



Maxicare understands that not all patients have the time to go to healthcare facilities for laboratory tests. Now, you can get quality healthcare services, without having to go out or fall in line in health centers and hospitals through Maxicare's HomeCare Program. Available to Metro Manila members for now.

Benefits of HomeCare



EASY & SAFE

You don't need to leave the comforts of your homes.

CONVENIENT & RELIABLE

Maxicare delivers complete medical care to COVID-19 patients in the safety and convenience of their homes

COST EFFECTIVE

Laboratory, medication and delivery are free of charge

Note: Medication and delivery are only applicable for COVID-19 HomeCare cases only



Services Offered

Laboratory procedures

Have your laboratory tests and procedures (Laboratory procedures include RT-PCR swab test for COVID-19 and tests for blood, urine, and stool) at the comfort of your homes

Note: RT-PCR test is available to all members except for PRIMA Gold card holders



COVID-19 HomeCare Treatment

HomeCare may be considered for any individual with confirmed COVID-19 infections when hospitalization is unnecessary

This includes the following services:

- Remote consultations
- Telemonitoring



Anti-Rabies vaccine

Avail of succeeding doses (2nd dose onwards) of anti-rabies vaccines at the comfort of your home

How do I avail? HOMECARE PROGRAM

Consult with Maxicare doctors through:

- 24/7 Teleconsult
- Videoconsult powered by Doctor Anywhere app



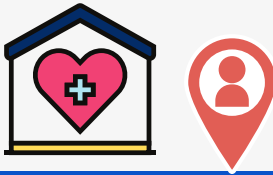
If the doctor prescribes laboratory procedures, you may request HomeCare services through the following channels:

- Maxicare Hotline (02) 8582-1900 | 7798 - 7777
- Maxicare Email customercare@maxicare.com.ph
- Google Registration Form

NOTE: Provide the information below.

- Preferred date and time of HomeCare Service (at least 3 options)
- Complete address & landmarks
- Contact numbers (at least 2)
- Email address where result will be sent

Maxicare representatives will check if the member's location is in a serviceable area.



Receive confirmation of your HomeCare schedule via email or SMS. The message may include instructions to fast for certain tests.

NOTE: Specimen collection schedule is 7:00 am to 4:00 pm. Cut-off period for requests is 3:00 pm. For requests made beyond 3:00 pm, the earliest schedule will be two days after.

HomeCare conducts the service on the appointed date and time.

NEED TO CANCEL AN APPOINTMENT?

Please notify us by calling our hotline ((02) 8582-1900 | 7798 - 7777) 12 hours prior to your confirmed schedule.

Results will be released via email.

- For routine tests: within 24 hrs
- Special tests: may vary depending on running day



For Covid-19 HomeCare Treatment:

Follow these steps if you are experiencing Covid-19 symptoms like tiredness or fatigue, cough, chest or stomach pain, difficulty in breathing, heart palpitations, joint or muscle pains, loss of smell or taste, and dizziness or lightheadedness

Consult with Maxicare doctors through:

- 24/7 Teleconsult
- Videoconsult powered by Doctor Anywhere app

Telemedicine will assess the condition of the patient if qualified for either of the following:

- Consultation
- Telemonitoring
- HomeCare treatment program
- Referral to the nearest available affiliated hospital

TELEMONITORING means monitoring through either of the following:

- **Call center care agent**
If asymptomatic for callout of in-house doctor every 5 days.
- **Maxicare-affiliated physician**
If symptomatic for callout of in-house doctor every 3 days.

HOMECARE PROGRAM

Serviceable Areas



NCR

- ✓ Caloocan City (Not applicable for Prima Gold)
- ✓ Las Piñas City
- ✓ Malabon City (Not applicable for Prima Gold)
- ✓ Makati City
- ✓ Mandaluyong City
- ✓ Manila City
- ✓ Marikina City
- ✓ Muntinlupa City
- ✓ Navotas City (Not applicable for Prima Gold)
- ✓ Parañaque City
- ✓ Pateros
- ✓ Pasay City
- ✓ Pasig City
- ✓ Quezon City
- ✓ San Juan City
- ✓ Taguig City

Bulacan

- ✓ Obando
- ✓ Bocaue
- ✓ Marilao
- ✓ Meycauayan
- ✓ San Jose del Monte
- (All Not applicable for Prima Gold)

Cavite

- ✓ Kawit
- ✓ Bacoor
- ✓ Imus
- ✓ Gen. Trias
- ✓ Trece Martires
- ✓ Dasmariñas
- ✓ Carmona
- ✓ Silang
- ✓ Tagaytay
- ✓ Amadeo
- ✓ Mendez
- ✓ Alfonso Indang
- (All Not applicable for Prima Gold)

Cebu

- ✓ Cebu City
- ✓ Mandaue
- ✓ Lapu-Lapu
- ✓ Talisay
- (All Not applicable for Prima Gold)

Davao City

(Not applicable for Prima Gold)

Dagupan

- ✓ Calasiao
- ✓ Sta. Barbara
- ✓ Mangaldan
- ✓ San Fabian
- ✓ Lingayen
- ✓ Binmaley
- ✓ San Carlos
- ✓ Mapandan
- ✓ San Jacinto
- ✓ Malasiqui
- ✓ Urdaneta City
- (All Not applicable for Prima Gold)

Iloilo

- ✓ Jaro
- ✓ La Paz
- ✓ Lapuz
- ✓ Iloilo City Proper
- ✓ Molo
- ✓ Mandurriao
- ✓ Villa Arevalo
- (Not applicable for Prima Gold)

Laguna

- ✓ San Pedro
- ✓ Biñan
- ✓ Sta. Rosa
- ✓ Cabuyao
- ✓ Calamba
- ✓ Los Baños
- (Not applicable for Prima Gold)

Pampanga

- ✓ Porac
- ✓ Apalit
- ✓ Minalin
- ✓ Mabalacat City
- ✓ Santa Ana
- ✓ San Simon
- (Not applicable for Prima Gold)

Rizal

- ✓ Angono
- ✓ Binangonan
- ✓ Teresa
- ✓ Morong
- ✓ Baras
- ✓ Cardona
- ✓ Antipolo
- ✓ Tanay
- (Not applicable for Prima Gold)



I'm not feeling well and need a face-to-face consultation from a doctor.

Availment Process

1

Avail our face-to-face consultation in our Primary Care Clinics through the following:

via appointment

Call or email your preferred clinic to set an appointment.

Your appointment will be confirmed via email or SMS within 24 hours.

On the day of your visit, show the appointment slip or SMS confirmation to the clinic staff.

via walk-in

Go to the self-service kiosk at the PCC and key in your details to get a queue number.

Wait for your number to be called.

Proceed to the nurse station for vital signs and history taking.

Proceed to your consultation and/or laboratory procedure.

Note:

- Walk-ins are also welcome on a first-come, first-served basis
- For procedures that require preparations such as fasting, we recommend you to schedule via an appointment

2

Avail of Services

- Consultation
- Laboratory exams

Turn your lab test or consultations into a **relaxing healthcare experience**



PRIMARY CARE CLINICS

Maxicare established the Primary Care Clinics (PCC) in convenient locations across the country to make superior healthcare more accessible to Maxicare members. They are staffed by friendly customer service representatives, top-notch primary care physicians and specialists and equipped with state-of-the-art diagnostics and laboratory equipment.

Benefits of going to a Primary Care Clinic

SUPERIOR HEALTHCARE

- Staffed by top-notch primary care physicians and specialists
- State-of-the-art diagnostic and laboratory equipment
- Over 255 laboratory tests

CONVENIENCE AND ACCESSIBILITY

- Conveniently located across the country with more coming soon

SHORT WAITING TIME

- Walk-ins are welcome
- 6-minute average waiting time
- No Letter of Authorization needed

COZY AMBIANCE


Free flowing beverage in all PCCs, free wi-fi and charging stations in select PCC locations


SAVINGS


Unlimited consultations and laboratory tests that are not deducted from member's benefit limit

How to avail of outpatient services from Primary Care Clinics

via appointment


- 


Call or email your preferred clinic to set an appointment
- 


Your appointment will be confirmed via email or SMS within 24 hours.
- 


On the day of your visit, show the appointment slip or SMS confirmation to the clinic staff

via walk-in

- 

Go to the self-service kiosk at the PCC and key in your details to get a queue number
- 

Wait for your number to be called
- 

Proceed to the nurse station for vital signs and history taking
- 

Proceed to your consultation and/or laboratory procedure

Note:

- Walk-ins are also welcome on a first-come, first-served basis
- For procedures that require preparations such as fasting, we recommend you to schedule via an appointment

Primary Care Clinics

are conveniently located nationwide



Primary Care Clinics

are conveniently located nationwide



NCR

ALABANG

G/F Southkey Hub, Indo-China Drive,
Northgate Cyberzone Filinvest,
Alabang, Muntinlupa City

 (02) 7798 - 7739

 pcc.concierge@maxicare.com.ph

DOUBLE DRAGON, PASAY

G/F Tower 2, Double Dragon Meridian Park,
Diosdado Macapagal Ave. Cor. EDSA Ext.,
Pasay City

 (02) 7798 - 7739

 pcc.concierge@maxicare.com.ph

BGC, TAGUIG

W City Center, 7th Ave. Cor 30th St.,
Bonifacio Global City, Taguig

 (02) 7798 - 7739

 pcc.concierge@maxicare.com.ph

MAKATI

Unit 43-44 2/F Shops,
Ayala North Exchange, Ayala Ave. Cor Salcedo
and Amorsolo Sts., Makati City

 (02) 7798 - 7739

 pcc.concierge@maxicare.com.ph

BRIDGETOWNE, QC

Unit 1-3, 2/F Zeta Tower, Bridgetowne, C-5
Road, Brgy. Ugong Norte,
Quezon City

 (02) 7798 - 7739

 pcc.concierge@maxicare.com.ph

PASAY REHAB

G/F DD Center West Double Dragon Meridian
Park, Diosdado Macapagal Ave. Cor. EDSA
Ext., Pasay City

 (02) 7798 - 7739

 pcc.concierge@maxicare.com.ph

CENTRIS, QC

G/F Cyberpod Centris 5, Eton
Centris, Quezon City

 (02) 7798 - 7739

 pcc.concierge@maxicare.com.ph

VV SOLIVEN, SAN JUAN

GF-SOL1 (Centro Del Sol), VV Soliven
Shopping Complex, EDSA Greenhills,
San Juan

 (02) 7798 - 7739

 pcc.concierge@maxicare.com.ph

Luzon

BAGUIO

Ground Floor, Patria de Baguio, Porta Vaga
Mall, Session Road, Baguio City

 (074) 661 - 8833

 pcc.concierge@maxicare.com.ph

CLARK

G/F SM City Clark, Tech Hub 6, Manuel
A. Roxas Highway, Clark Freeport,
Angeles, Pampanga

 (045) 599-8392

 pcc.clark@maxicare.com.ph

LAGUNA

Ground Floor, Solenad 2, Nuvali, Sta.
Rosa, Laguna

Primary Care Clinics


are conveniently located nationwide



VISMIN

BACOLOD

Ground Floor, Lopues Mandalagan, Lacson Street, Mandalagan, Bacolod City

 **(034) 458 - 6715**

 **pcc.bacolod@maxicare.com.ph**

CEBU BUSINESS PARK

Blk 6, Lot 5, Mindanao Ave. Cebu Business Park, Ayala, Brgy Luz, Cebu City

 **(032) 260 - 9067 local 7402**

 **pcc.cebucbu@maxicare.com.ph**

CEBU SKYRISE

Blk 8, Lot 3, Cebu IT Park Subdivision, Brgy Apas, Cebu City

 **(032) 260 - 9069**

 **pcc.cebuskysrise@maxicare.com.ph**

CAGAYAN DE ORO

Ground Floor, Primavera City-Citta Verde, Pueblo de Oro, Upper Carmen, Cagayan de Oro City

 **(088) 864 - 8804**

 **pcc.cdo@maxicare.com.ph**

ILOILO

Unit 4, Three Techno Place, Megaworld Blvd, Mandurriano, Iloilo Cty, Iloilo

 **(033) 323 - 9254**

 **pcc.iloilo@maxicare.com.ph**

DAVAO

G/F, Space 1C-1D, Abreeza Mall, J.P Laurel Avenue, Bajada, Davao City

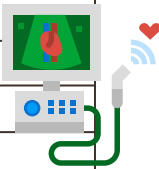
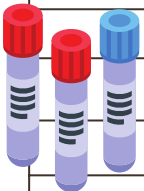
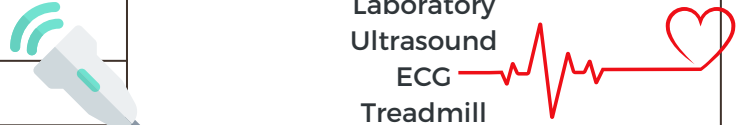
 **(082) 293 - 2446**

 **pcc.davao@maxicare.com.ph**



PRIMARY CARE CLINICS

Available Services

PRIMARY CARE CLINICS	AVAILABLE SERVICES
W City Center	 Laboratory Ultrasound ECG X-Ray 2D Echo
Laguna (Ultrasound to follow)	
Baguio (2D Echo to follow)	
CDO	
Bacolod	Laboratory Ultrasound ECG Treadmill X-Ray 2D Echo
Bridgetowne	
Davao	
Iloilo	
Double Dragon Meridian Park	 Laboratory Ultrasound ECG Treadmill X-Ray 2D Echo
Clark	
Ayala North Exchange	
Cebu Skyrise	
Cebu Bussiness Park	 Laboratory Ultrasound ECG Treadmill X-Ray 2D Echo Holter and Ambulatory BP Monitoring CT Scan is available at VV Soliven
Centris	
Alabang	
VV Soliven	
Double Dragon Wellness and Rehab Center	Physical Therapy Holter and Ambulatory BP Monitoring

NOTE: Over 255 laboratory and diagnostic procedures are available at the PCCs

Available Specialists

- W City Center
- Bridgetowne
- Clark
- Ayala North Exchange
- Centris
- Alabang
- Davao
- Double Dragon Meridian Park
- Cebu Bussiness Park
- Iloilo
- VV Soliven
- Cebu Skyrise
- Cagayan De Oro
- Bacolod
- Sta. Rosa Laguna
- Baguio



- Internal Medicine
- Family Medicine
- General Medicine
- Pediatrics
- ENT
- OB-Gyne/OB-Sono
- Dermatology
- Ophthalmology
- Psychiatry

NOTE:
CEBU BUSINESS PARK: (Not yet available) Family Medicine and Ophthalmology
ILOILO: (Not yet available) Dermatology
VV SOLIVEN: (Not yet available) Psychiatry
CEBU SKYRISE: (Not yet available) Family Medicine, ENT, Ophthalmology, Psychiatry

The following services are exclusively available at Double Dragon Rehabilitation and Wellness Center

- Rehabilitation Medicine
- Neurology
- Developmental Pediatrics
- Psychiatry



Comfort and Safety

Maxicare Exclusive Wing

Our Maxicare Exclusive Wings are designed to give Maxicare members a straight-to-room admission and discharge process while providing easy access to the hospital's medical practitioners and facilities.



MANILA MED, MANILA

8th floor, Medical Center
Manila, 850 UN Ave,
Paco, Manila City

(02) 523 8131

MAKATI MEDICAL CENTER

8th floor Tower 1,
Makati Medical Center,
Amorsolo St., Makati City

(02) 8888-999

VRPMC, MANDALUYONG CITY

8th floor, VRP Medical
Center, 163 EDSA,
Mandaluyong City

(02) 464 9999

THE MEDICAL CITY

12th floor, Doctor's
Building, MGR04 G/F
Medical Arts Tower 1, @
The New Medical City,
Ortigas Ave, Pasig City

(02) 635 6789

Want to visit a particular location?
We'll show you the way



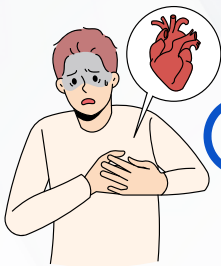
Find doctors, clinics, and hospitals



**I need urgent medical attention
(Emergency Case)**

Availment Process

In Affiliated Hospitals

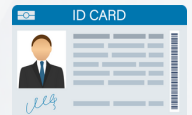
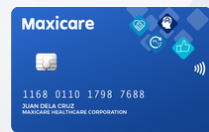


1

Proceed to the emergency room of the nearest Maxicare-affiliated hospital

2

Present member's Maxicare card and valid ID in the triage area



3

Avail of treatment at the Emergency Room



In Non-affiliated



4

Secure pertinent document

(medical certificate, detailed breakdown of charges, receipts and others)

5

Forward to Maxicare for reimbursement within **30 days** from date of discharge



Note: If emergency case leads to confinement, just present your valid ID to the hospital emergency staff.



I was bitten by a dog or cat

When you get bitten by a dog or cat wash the wound with soap and water under pressure from a faucet for at least 5 minutes and get immediate medical help through:



1

Maxicare's animal bite hotline or Maxicare Telemedicine

Maxicare Telemedicine
24/7 **Teleconsult**
VOICE CALL

Maxicare Telemedicine
Videoconsult
VIDEO CALL
A mobile application powered by **DA DOCTOR**

2

Get vaccinated at a Primary Care Clinic near you or at home via HomeCare



Maxicare
PRIMARY CARE CLINIC

Maxicare
HomeCare



Avoid complications from animal bites.
Seek quality care from Maxicare right away!



I have a reimbursement claim

Claims and Reimbursement Procedure

1

All claims need to be submitted thru **Member Gateway**, within 30 days from the date of availment



The following are the required documents for reimbursement:

- Filled-out claim reimbursement form for MRC
- Original receipts of all hospital bills & professional fees of the Doctor;
- Original charge slips (with an itemized breakdown of charges);
- Clinical abstract, admitting history, and medical certificate;
- Histopath/Surgical Report (if surgical operation was done);
- Police Report in case of accident and medico legal cases:

2

Scanned copies of the documents are acceptable for the reimbursement to be processed. However, members are still required to submit original copies of the required documents, within 90 days of the submission date, as this is a BIR requirement.

Where will the members submit the original documents?

Luzon:

Maxicare Healthcare Corporation
c/o Claims Reimbursement
Receiving Unit Ground Floor CIBI
Center #3308 Zapote St. Brgy Sta
Cruz, Makati City

Visayas:

Maxicare Healthcare Corporation c/o
Claims Reimbursement Receiving Unit
8th Floor Apple One - Equicom Tower
Mindanao Avenue cor. Biliran Road
Cebu Business Park, Cebu City 6000

Mindanao:

Maxicare Healthcare Corporation
c/o Claims Department 3rd Floor FTC
Tower, Mt Apo Street, Davao City



*Continued on next page



I have a reimbursement claim

Claims and Reimbursement Procedure

3

Claims will be processed within 15 days from receipt of complete documents. Status can be checked via Member Gateway.



4

Approved reimbursement shall be credited to your Maxicare card



Your card will be activated to cash card and you will receive an SMS notification of your PIN and approved reimbursement amount.

*Your SMS number must be correctly reflected in the Claims Reimbursement Form.



Member may withdraw the amount from Equicom ATMs or Bancnet, Expressnet or Megalink ATMs



Member may also use the amount to purchase from any of the Bancnet accredited merchants

