

WELLCARE HEALTH MAINTENANCE INC.

NEW HOTLINE NUMBERS

To provide our members and providers with better service, please be advised that we are transitioning to the following new hotline numbers:

GLOBE: (02) 7754-8688

Domestic Toll-Free No.: 1800-8-7548688

PLDT: (02) 8247-5840

Domestic Toll-Free No.: 1800-10-3792255

The new numbers will be available for all transactions of WellCare effective **September 03, 2024.**





Healthcare. Now in Your Pocket.

Take control of your health, anytime, anywhere.



The **WellCare Mobile app** is now available, designed to make managing your healthcare simpler and more convenient than ever before.



Download the App now!

KEY FEATURES



MEMBER REGISTRATION



**REQUEST REFERRALS OR LOAs,
AND SUBMIT REIMBURSEMENT
APPLICATIONS**



WELLCARE ID



**DIRECT ACCESS LINK TO
E-CONSULTATION**



**ACCREDITED FACILITIES AND
PHYSICIANS**



FREQUENTLY ASKED QUESTIONS

MISSION/VISION

Mission

WellCare Health Maintenance is a Health Maintenance Organization engaged in the delivery of health care services to its members.

As a health care provider, our mission is to improve the health of the people we serve through comprehensive health maintenance programs, disease prevention, and quality personalized care in times of illness

We work with physicians, hospitals and other providers to help ensure that care is accessible and coordinated in a timely manner.

Vision

To become the most trusted health care provider in the Philippines.

*"In **WellCare**, we make every encounter an opportunity to provide quality personalized services and expedient assistance to our members from admission to discharge"*

WellCare Health Maintenance Inc. is one of the latest additions to the country's roster of service companies engaged in the administration of managed health maintenance programs and services.

We belong to a globally and progressive business group of highly successful companies, the Transnational Diversified Group of Companies (TDG). TDG has more than 30 member companies in diverse industries such as logistics, ship management, travel and tourism and information & communications technology services. It has more than 30 business partners and over 18,000 employees to date.

CONTACT DETAILS



Hotlines:
Globe: (02) 7754-8688
Domestic Toll-Free No.:
1800-8-7548688

Smart: (02) 8247-5840
Domestic Toll-Free No.:
1800-10-3792255



Email: hmo@wellcare.ph



Address: 551 Cabildo St., Intramuros, Manila

WellCare Health Maintenance Inc.

PRIMER



STANDARD BENEFITS

- Outpatient Services
- Inpatient Services
- Emergency Services
- Dental Services (according to availed contract)

ELIGIBILITY & HIERARCHY

Principal

- Eligible principal members up to 65 years old

Dependents

A. Married

1. Legitimate Spouse up to 65 years old.
2. Unmarried legitimate/legally adopted children (15 days old up to 21 years old)

Hierarchy of Enrollment:

1st – Spouse before children

Note: if the spouse is already covered by health care insurance, is deceased, or is out of the country, the eldest child shall be covered.

B. For single

1. Parents up to 65 years old.
2. Siblings – in the order of eldest to youngest (15 days old up to 21 years old)

C. For a single parent

1. Own child 15 days old up to 21 yrs. old
2. Parents up to 65 years old

Note: Dependents covered should be in good health, and children & and siblings are not gainfully employed

ACCREDITED MEDICAL FACILITIES/PROCESS

Kindly visit our webpage at <https://wellcare.ph> for the updated list of accredited Hospitals and Clinics and the process of application of reimbursements in non-accredited medical facilities



STANDARD BENEFITS

■ Out-Patient Care

- All medically necessary consultations including specialists evaluation except prescribed medicines
- Minor surgeries
- Necessary X-ray, Laboratory, and other diagnostic procedures prescribed by accredited physician
- First Aid treatment of accidental injuries
- Pre and Post Natal Consultations up to 14 consults
- Immunization except cost of vaccine
- Annual physical examination which consists of:
 - Chest x-ray, CBC, Urinalysis, & Fecalysis (according to availed contract)

■ In-Patient Care

- Daily Room and board accommodation
- Services of physicians, specialists, and surgeons
- General Nursing Services
- Use of emergency, operating, and recovery rooms
- Drugs, medicines, anesthesia, and oxygen
- Laboratory tests, X-rays, and other diagnostic procedures
- Dressings, casts & and other necessary medical supplies
- Transfusion of blood and other blood products
- Confinement in Intensive Care Unit
- Standard admission kit

■ Emergency Care

- Doctor's services
- Emergency room fees
- Medicines used for immediate relief and during treatment
- Oxygen, IV fluids, whole blood, and human blood products
- Dressings, casts, and sutures
- X-ray, Laboratory, and Diagnostic exams
- Room Upgrading within 24 Hrs (except Suite Room)
- Ambulance Service up to Php2,500 per conduction (Reimbursement Basis)- hospital to hospital



LIMITATIONS & EXCLUSIONS

1. Additional hospital charges and professional fees resulting from taking a room accommodation and / or rate in excess of the max room allowance.
2. All pregnancy related condition/s requiring medical or surgical care.
3. Circumcision, sterilization of either sex or reversal of such , artificial insemination, sex transformation or diagnosis and treatment of infertility.
4. Rest cures, custodial, domiciliary or convalescent care.
5. Cosmetic surgery and oral surgery for purpose of beautification, except reconstructive surgery or treatment of functional defects due to disease or accidental injury.
6. Psychiatric disorders, psychosomatic illnesses, mental disorders and any injury, illness or condition which the employee may suffer after he has taken intoxicating drugs or liquors, and/ or conditions illnesses resulting from alcoholism.
7. Congenital anomalies and conditions and their complication.
8. Medical or surgical procedures w/c are experimental in nature or not generally accepted as standard medical treatment by the medical profession.
9. Procurement or use of corrective appliances, artificial aid and durable equipment.
10. All expenses incurred in the process of organ donation.
11. Physical examination required for obtaining or continuing employment insurance or government licensing.
12. Injuries or illness due to military service or suffered under conditions of war.
13. Executive check-ups and confinement which are for purely diagnostic purposes.
14. Disease or injuries wherein the care or reimbursement of services is provided by law or a government program up to the stipulated limits.
15. Injuries or illnesses which are self inflicted, caused by attempt of suicide or incurred as a result of or when participating in the commission of a crime or act involving violation of laws and ordinances.
16. All hospital charges and professional fees incurred after the day and time the discharge from the hospital has been duly authorized.