

Memo to : PCS-AHMOPI Liaison Committee
From : _____



Subject: Complaint against AHMOPI Member _____
Gentlemen:

I wish to bring to your attention my complaint/s details of which (with "check" marks) are as follows:

Non-acceptance by the HMO's Medical Coordinator and/or by his/her staff considering that I am not part of their HMO's network of affiliated physicians, despite my having presented (a) my credentials (I am a consultant of the hospital or have visiting privileges in the hospital) and (b) a copy of my Unified Service Agreement issued by the AHMOPI.

- Name of my patient : _____
- Hospital/location : _____
- Name of AHMOPI Medical Coordinator and/or clinic secretary who denied me my rights under the PCS-AHMOPI MOA initiatives and AHMOPI's USA: _____
- Medical/Surgical Case involved : _____

I am being asked to sign a separate Service Agreement despite having a USA, the compensation package of which is the same different from the USA. Attached is the same for your perusal.

I already have a Service Agreement with the said HMO prior to my joining the PCS-AHMOPI MOA initiatives, and I understand that the latter takes precedence over the former. Why does my HMO continue to pay my PFs based on my present Service Agreement when I should be compensated based on my current USA for any and all cases administered to within the effectivity of the same?

Other Issues/Comments: _____

I certify to the veracity of this complaint and details thereof, and request that immediate action be taken to protect my rights under the PCS-AHMOPI MOA & IRR; and the AHMOPI's USA.

Thank you.

Signature of PCS Physician: _____
Contact Numbers: (Hospital/Clinic/Residence) _____
Mobile Number/s : _____

Note: A copy of this complaint is being emailed to **Mr. Carlos D. Da Silva**, Executive Director, Association of Health Maintenance Organizations of the Philippines, Inc., Tel. Numbers 633 97 02
Email Address: carlosleedasilva@gmail.com; and

Dr. Fernando L. Lopez, Chairman, Committee on HMOs and RVS, at secretariat@pcs.org.ph
AHMOPI Members: Asalus Corporation (Intellicare0, Avega Managed Care, Inc., Caritas Health Shield, Inc., Cocolife Healthcare, Health Maintenance, Inc., Health Plan Philippines, Inc., Insular Health Care, Inc., Medicaid Philippines, Inc., Medicare Plus, Inc., and Pacific Cross Health Care, Inc.