



Employee Availment With  
**Mobile Application**

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Mobile Application

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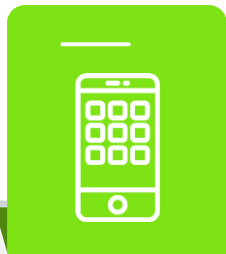
# OUT-PATIENT

STEP

# 01

*member*

- Requests LOA thru their Mobile Application.
- Goes to his chosen provider.
- Presents the LOA generated to the Medical Coordinator's Clinic or HMO/Industrial Department.
- At the clinic, member presents the LOA generated in the mobile app at the reception area or at the nurse station.



STEP

# 02

*hospital/  
clinic staff*

- Writes the LOA # with correct coverage in the AMAPHIL Form.
- Encodes the AMAPHIL Form number in the mobile application of the member.
- Clicks *CONSUME* button. Gives the AMAPHIL Form to Member.



STEP

# 03

*member*

- Member avails the consultation/ procedure.



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# IN-PATIENT

STEP

# 01

*member*

- Upon receipt of the admitting order, member requests TRANSACTION NUMBER thru their Mobile Application. Presents the TRANSACTION NUMBER generated at the Admitting Department.
- AMAPHIL receives SMS alert that there is hospital admission.



STEP

# 02

*hospital/  
clinic staff*

- Writes the Transaction Number in the AMAPHIL Form
- Encodes the AMAPHIL Form number in the mobile application of the member
- 3. Clicks CONSUME button. Performs the hospital admission process.



STEP

# 03

*amaphil*

- Calls the hospital for verification of identity and benefits.
- Email/Fax the Benefit Guide of the member to the Hospital

**Member**

- Should occupy allowed room to avoid incremental charges
- File for Philhealth



STEP

04

*member*

- Once the member receives an order of discharge from the attending doctor, proceed to the Billing Department to process the SOA. Once the Final and Itemized SOA is ready, member to access the mobile application for discharge.
- **AMAPHIL**
- Receives an SMS alert that there is for discharge



STEP

05

*hospital/  
clinic staff*

- Fax/email the final and itemized SOA, IP Form, and signed Benefit Guide to AMAPHIL
- **AMAPHIL**
- Computes for the actual coverage based from the SOA within 20 minutes. Then, fax/email the LOA to the hospital



STEP

06

*member*

- Member receives an SMS alert informing him that the LOA was already issued to the hospital. Member to settle the excess if any.



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# EMERGENCY

STEP

# 01

*member*

- Go to the Emergency Room (ER) of an accredited hospital



STEP

# 02

*member*

- Member accesses the mobile application, inputs the mobile number which he wanted to receive call from AMAPHIL



STEP

# 03

*amaphil*

- AMAPHIL receives an SMS alert informing that there is an ER case.





STEP

04

*member*

- Member undergoes medical treatment.
- AMAPHIL calls the member and the provider for verification of identity and coverage then issue LOA



STEP

05

*hospital/  
clinic staff*

- If declared as an OP case, sign the hospital SOA upon discharge and settle excess if any.
- If for Hospital admission, access the mobile application and click Admission.



## Employee Availment With Mobile Application

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# REMINDERS

- ✓ LOA is valid up to 3 days.
- ✓ For any concerns or queries regarding your Philhealth benefits, please consult with your HR Department

- ✓ If treated in a non-accredited facility/doctor, you may file for reimbursement (subject to plan and coverage). Reimbursement should be filed within 30 days from the date of availment.

- ✓ AMAPHIL encourages its members to use the Mobile Application to hasten the availment process.
- ✓ **AMAPHIL 24/7 HOTLINE: 0999-223-6011**



Employee Availment With  
**Smart Phone & No Internet Connection**  
**Amaphil Physical Card Only**

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# OUT-PATIENT

STEP

# 01

*member*

- Member presents his OFFLINE Mobile Application or AMAPHIL Physical Card to the Medical Coordinator's Clinic or HMO/Industrial Department. At the clinic, member presents the Offline Mobile Application or AMAPHIL Physical Card at the reception area or at the nurse station.



STEP

# 02

*hospital/  
clinic staff*

- Calls AMAPHIL for LOA
- Dictates the AMAPHIL Form number to AMAPHIL.
- AMAPHIL to dictate the LOA number
- Writes the LOA Number in the AMAPHIL Form



STEP

# 03

*member*

- Member avails the consultation/procedure



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# IN-PATIENT

STEP

01

*member*

- Member presents his OFFLINE Mobile Application or AMAPHIL Physical Card to the Admitting Department.



STEP

02

*hospital/  
clinic staff*

- Calls AMAPHIL for TRANSACTION NUMBER (TNO)
- Dictates the AMAPHIL Form number to AMAPHIL. AMAPHIL to dictate the TNO
- Writes the TNO Number in the AMAPHIL Form



STEP

03

*amaphil*

- Conducts verification of identity and benefits.
- Email/Fax the Benefit Guide of the member to the Hospital

**Member**

- Should occupy allowed room to avoid incremental charges.
- File for Philhealth



STEP

04

*member*

- Once the member receives an order of discharge from the attending doctor, proceed to the Billing Department to process the SOA.
- HOSPITAL to fax/email the final and itemized SOA, IP Form, and signed Benefit Guide to AMAPHIL.



STEP

05

*amaphil*

- AMAPHIL computes for the actual coverage based from the SOA within 20 minutes. Then, fax/email the LOA to the hospital



STEP

06

*member*

- Member receives an SMS alert informing him that the LOA was already issued to the hospital and settle the excess if any.





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# EMERGENCY

STEP

# 01

*member*

- Go to the Emergency Room (ER) of an accredited hospital



STEP

# 02

*member*

- Member presents his OFFLINE Mobile Application or AMAPHIL Physical Card to the ER Department.



STEP

# 03

*member*

- Member undergoes medical treatment.



STEP

04

*hospital/  
clinic staff*

- Calls AMAPHIL for LOA.
- AMAPHIL to dictate the LOA.
- Writes the LOA Number in the AMAPHIL Form.



STEP

05

*member*

- If declared as an OP case, sign the hospital SOA upon discharge and settle excess if any.
- If for Hospital Admission, Hospital to call AMAPHIL



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## REMINDERS

- ✓ LOA is valid up to 3 days.
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