



Memo to : **POGS-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 POGS-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. Attached is the same for your perusal.

I already have a Service Agreement with the said HMO prior to my joining the POGS-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 POGS-AHMOPI MOA & IRR; and the AHMOPI’s USA.

Thank you.

Signature of POGS 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. Nos. 8633 97 02, email address **ahmopi@yahoo.com**; and **Ms. Sharnie Espina**, POGS Secretariat, Tel. Nos. 89217647 & 89220195, email address **pogsinc@gmail.com**

AHMOPI current HMO industry members are Asalus Corporation (Intellicare); Avega Managed Care, Inc.; Caritas Health Shield, Inc.; Forticare Health Systems International, Inc., Getwell Health Systems, Inc., Health Maintenance, Inc.; Health Plan Philippines, Inc.; Insular Health Care, Inc.; Medicare Philippines, Inc.; Medicare Plus, Inc., Pacific Cross Health Care, Inc., and Value Care Health Systems, Inc. Its non-HMO member is Cocolife Healthcare, a division of United Coconut Planters Life Assurance Corporation.
 (POGS-AHMOPI Complaint Form January 2022)