



BREAKTHROUGH ALLIANCES

MAKING PREMIER MEDICAL CARE ACCESSIBLE TO MORE PEOPLE

St. Luke's Global Forges an Alliance with IntelliCare

By: Jinky R. Recto

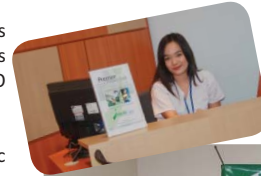


St. Luke's Medical Center-Global City

IntelliCare, the country's preeminent HMO, and St. Luke's Medical Center-Global City, the country's premier medical facility, have come together to provide world-class medical care to more Filipinos.

Effective July 4, 2011, St. Luke's Global is officially open to IntelliCare members (access is subject to the member's current HMO coverage).

IntelliCare will be opening its main clinic soon at Rooms 1033-1034 of the Medical Arts Building (MAB). In the meantime, IntelliCare has opened its temporary clinic located near the HMO Concierge beside the Ultrasound Section at the Ground Floor of the Main Hospital Building to accommodate members for primary consultations and issuance of referral forms (RCS 1 and 2). Clinic hours are from 8:30 a.m. to 5:30 p.m., Mondays to Saturdays.



IntelliCare Medical Relations Staff at the HMO Concierge



IntelliCare Customer Service Specialist and Medical Relations Staff at IntelliCare's Temporary Clinic

IntelliCare Opens New Primary Clinic at the Victor R. Potenciano Medical Center

Contributed by: Edmund V. Jose and Dr. Louie J. Agregado

IntelliCare constantly seeks ways to raise the bar in delivering quality healthcare services with the forthcoming opening of a new clinic at the Victor R. Potenciano Medical Center In EDSA, Mandaluyong City. The hospital is known to be HMO-friendly and is committed to its partnership with IntelliCare.

The new clinic will be the center of servicing activities for out-patient and in-patient cases in this facility. Located at the Ground Floor, it is an upgrade from Room 401 (4th floor) of the Medical Arts Building, making it more visible and accessible to our members. It is also designed to efficiently provide for the needs of the members even during peak hours due to a well thought-out queueing

system in issuing referral slips (RCS 1 and 2) for out-patient consultations. Our doctor is on duty from 8:00 a.m. to 5:00 p.m., Mondays to Saturdays, to ensure unhampered delivery of medical service.

Special arrangements were also made with the hospital to accommodate the clinic-based plans of our members, adding value to their list of medical providers.

Other clinics that serve the same function are as follows:

- Medical City (Pasig City)
- Metropolitan Hospital (Manila)
- Calamba Medical Center (Calamba, Laguna)
- San Antonio Medical Center (Lipa, Batangas)



IntelliCare Clinic



Standing: Mr. Ed Jose (IntelliCare Manager for Medical Relations)

FIGHTING THE BIG "C"

By: Camille T. Silos



partners with



In their endeavor to make cancer insurance more affordable and accessible to Filipinos, **Philam Life**, along with its partner HMOs that includes the country's preeminent HMO, IntelliCare, have launched the country's first Group Cancer Insurance Program (GCIP).

The scheme of the GCIP is now offered as an added inclusion to members who are under employer-sponsored HMO contracts, allowing individuals to address their cancer concerns in a manner that not only prevents the deadly disease from spreading but also saves their lives.

As IntelliCare Chairman and President, Mr. Mario M. Silos, says, "The program will help our members far beyond their existing coverage and their concept of card benefits. With cancer being a dreaded disease, utilization of coverage will certainly go beyond the P100,000 limit. This program can offer the higher coverage that patients need."

Account Management: Leveling Up to Face *Terra Incognita*

Contributed by: Mario A. Oca, Jr.

For three straight days starting June 2, 2011 (Thursday), IntelliCare's Account Management Department renewed their pledge of commitment to continue to measure up to "IntelliCare's stature of preeminence".

Under the tutelage of two unforgettable brothers – Ricardo and Raymond de Vera, both prominent consultants and trainers in their respective fields – the account officers from the head office and the regions were ushered into a new realm of understanding in a seminar titled "Level-Up Customer Service: From Service to Service Management (with Business Review Management)" held at the College of St. Benilde-De la Salle University.

The seminar highlighted Account Management not just as a position but

as a lifetime career to pursue. Account Management was depicted as not just a department but also as "A Philosophy, a Discipline and a Commitment". The seminar enhanced ones insight that, indeed, "relations are works in progress" and even if "the future is one of *terra incognita* (unknown land)", the group will be better-equipped and ready to overcome the unknown challenges of the future.

According to Walt Disney, "You can dream, create, design and build the most wonderful place in the world, but it requires people with talent to make the dream a reality." These people are people with talent who are willing to go beyond their abilities and challenge their capabilities.

As the seminar drew to a close, the inspiring words of Mr. Rommel J. Ancheta



LEVEL-UP CUSTOMER SERVICE FROM SERVICE TO SERVICE MANAGEMENT (with Business Review Management) INTELLICARE CSB Hotel, June 2-4, 2011
(IntelliCare VP for HRMD) and Mr. Jeremy G. Matti (IntelliCare SVP for Marketing and Sales) were a fitting end to a very successful seminar. To the management, we thank you for this opportunity to further develop ourselves as we continue striving towards becoming a "Transforming Difference" in our company.

And Then There Was One

Contributed by: Jude Edmon Anthony M. Ola

Summer was scorching hot and so was the hard court. IntelliCare and Aventus ballers duked it out for supremacy as teams tried to out hustle, rebound and outgun each other for the honor of being the first MMS Basketball Cup Champion.

Initially, there were eight (8) teams from Accounting and Collection, Account Processing, Administration, Billing, Claims, Marketing, Membership Services and partner Aventus Medical Care. As the summer wore on and the heat intensified, the area where teams battled it out for the final four slots that would face off in the semifinals also felt like it was scorched in flames.

In the end, it was the Administration, Claims, Account Processing and the Membership Services teams that emerged from the initial scuffle. As with all final four formats, the Administration and Claims teams had a twice-to-beat advantage by being the number one and two teams respectively. Hence, in order to get a

crack at the crown, the Account Processing and Membership Services teams had to beat these powerhouse teams twice in a row. However, when the smoke cleared, Administration and Claims both defeated their respective opponents and set the stage for a do-or-die showdown.

It is interesting to note that this scenario has a déjà vu flavor to it since these two teams were also the ones that faced each other during last year's pilot test league involving the different departments of the company. That time, the Administration team easily prevailed against Claims. This year, however, despite a slow start, the Claims team seemed to gain their dangerous form when they barged into the win column.

For the second time, Administration and Claims squared off for the final battle but, this time, the stakes were higher as the first-ever MMS Cup was on the line. And the final game was even witnessed by the Chairman and President of IntelliCare himself, Mr. Mario M. Silos. Hence, the level of competition



MVP Lionel Castro with Pres. Mario Silos and AVP for Sales Mark Gamir
MMS Cup Basketball Champion Team Administration
Runner-up Team Claims represented by PRO Dexter Rabago

was definitely pushed as fans screamed and cheered for their teams.

The players of the Administration and Claims teams did not fail the crowd when they delivered a true finals duel. No one seemed to be getting the better of the other until the last few seconds of the game. However, in the end, it was the Administration team that prevailed and, along with their victory, the MVP honors was given to Lionel Castro. Moreover, they retained a spotless record where, despite the attempts of many, no one prevailed against the powerhouse team of Administration. In the end, there can be only one...

...and Team Administration was the one.

This would not have been possible without the sacrifice of the

committee headed by Lord Trinidad, Marcial Abrigo and Edwin Medina of Accounting, Aloha Trinidad, Nelson Dagcutan, Francis, Jonas, Arman and, of course, Eric Trinidad (Manager) from FPAD, and Roger Reyes and Efrén Vigil from Credit and Collection. Also, this was made possible with the support of Mr. Mark B. Gamir (AVP for Sales) who is also the team manager of IntelliCare's basketball team.

Once again, the winning tradition of IntelliCare continues to shine. Furthermore, the spirit of wellness and camaraderie has been successfully cascaded down to the different departments of the company. The teams really showed their enthusiasm for the game as well as the spirit of teamwork that has made IntelliCare the preeminent HMO.

ROAD TO WELLNESS: Recognition Batch 3

By: Camille T. Silos

On April 18, 2011 (Monday) at the Training Room in Skyland Plaza, IntelliCare once again recognized employees who have successfully completed a three-month fitness program to lose body weight as part of the wellness program of the Human Resources Management and Development (HRMD) Department. The hosts of the event were Lyka Diesta and Wilson Cervantes.

In the distribution of the Major Awards, for the female division, Cynthia Manuel (HRMD) and Nimrah May Bayron (MRD) were the 2nd and 1st-place runners

up respectively while Marijoy Merino (FPAD) took the title of the Grand Winner in losing a total of 12 pounds. For the male division, Allan Sanchez (PRO) and Paulo Garces (Credit and Collection) were the 2nd and 1st-place runners up respectively while Jeffrey Pucaputan (IT) took the title of the Grand Winner in losing a total of 11 pounds.

For the Special Awards, Marijoy Merino took the Perfect Attendance Award while Abrigo Marcial (Accounting) took the Fit for Family Award. Mr. Arnie Dantis (VP-FPAD and IT), Ms. Josephine Sabuga



Road to Wellness Batch 3 Graduates

(AVP-Membership Services Dept.), Lorie Beral (Billing) and Jessica Celis (SMD) were all awarded Special Awards. Reynaldo Guzman (FPAD) was awarded the Consistent Attendance Award-Batch 1 and Ma. Pamela Saguibo (Claims) awarded the Consistent Attendance Award-Batch 2.



Grand Winners: Web Developer Jeffrey Pucaputan (left) and Administration Assistant Marijoy Merino (right) with VP for HRMD Rommel Ancheta and SVP for Operations Gerry Vargas

Committed to Serve: IntelliCare Heroes Tell All

THE POWER OF IS IN ITS PEOPLE

"I believe that if you love what you do, everything else will follow. Diligence, professionalism, optimism and a caring attitude are the core values that I uphold. New employees have to take it upon themselves to understand their role and know how their contribution will impact the company. It is also essential that they are believers of the mission and vision of this company. After all, we are IntelliCare."

Ekelda L. Millevo, IntelliCare-Proud Manager for Customer Service Specialists

"My work ethic is simple: patience to my patients. I make it a point to let the patients feel like they are being taken care of. From the moment I enter their room, I empathize with them, treat them like a relative I am visiting and alleviate their feelings of helplessness in the process as a representative of IntelliCare."

Roger M. Manuel, IntelliCare-Proud PRO

"What do I like about IntelliCare? The Management. Sobrang madaling malapitan ang mga big bosses at down-to-earth sila. Palagi nilang inilinis ang kapakanan ng mga employees. Very generous yung company at hindi madamot. At, para sa akin, dapat mahal mo ang trabaho mo at dapat mo itong alagaan. Pangalawa na lang ang sahod – una ang happiness."

Elito A. Lorica, IntelliCare-Proud Messenger

"I have stayed with IntelliCare because I believe that only through this company can an ordinary rank and file employee enjoy the same decent medical care like that of their executives. Since day one, I have always felt gratified in knowing that, through my participation (no matter how indirect or small), I would be a part of a company that may very well be one of the best hopes in bringing affordable and effective medical care to the people."

Fortunato R. Roxas, IntelliCare-Proud Sr. Manager for Account Management

"I may not be the perfect employee, but I know I can offer something that would help the company, IntelliCare, grow. I love my work, I respect my coworkers and I consider IntelliCare as my second home. This company has given me a chance to become a more productive individual and offers me opportunities to learn and grow."

Nie B. Herbolario, IntelliCare-Proud Sr. Admin Assistant

"For the past 10 years, I developed projects for the growth of the company. In spite of some offers from other competitors regarding my projects, I just tell them NO. For me, knowledge is a blessing and it cannot be sold. I consider IntelliCare as my family and my life."

Pastor S. Prudencio, Jr., IntelliCare-Proud Manager for Credit and Collection

"Over the past six years in IntelliCare, I have managed to build a superb camaraderie with my fellow workers and my department heads. This is one of the reasons why I stay with the company. I believe that working in a pleasant environment and having good relationships with my co-employees are very important."

Annie A. Jalos, IntelliCare-Proud Accounting Staff

"Working for IntelliCare with its current leaders has made me feel more confident and comfortable because the leaders of IntelliCare care and value their employees. I'm so very proud to work with this company because I know how small it was in the beginning and how it is now already the number one HMO business in the Philippines."

Roman O. Adolfo, IntelliCare-Proud Assistant Manager for Billing

"Truth be told, each step I have taken in this company to become who I am now was never that easy. I give high regard to my mentors for instilling in me a great value in working not only for happiness but in working for excellence. After all, happiness in self-fulfillment will always follow a job excellently done."

Arsie F. De Luna, IntelliCare-Proud Sr. PRO

"I am a team player. I have a strong desire to make the group work as a team and to remain loyal to the company. To grow along with the company, a good employee should be knowledgeable, respectful to fellow employees and should know how to communicate, listen, acknowledge and appreciate others. One should know how to behave professionally and should be willing to learn the job and do it well."

Cherel C. Diaz, IntelliCare-Proud Assistant Manager for Customer Service

"A good employee should believe that his or her daily contribution as part of this company, regardless of their designation or department, contributes greatly to making a difference in the general well being of more than 500,000 people."

Josefina Anna O. Valdez, IntelliCare-Proud Sr. Account Officer

"Professionalism is one of the key factors for the success of an employee. An employee should be loyal to the company because loyalty will enable them to do things not only because they are required to do but also because they are willing to do so. Employees should know what their strengths are and what they can do to overcome their weaknesses or learn from their mistakes."

Jeffrey T. Luna, IntelliCare-Proud Supervisor for Training

"Every employee should believe in the company's advocacy in order for them to do well in their respective tasks. IntelliCare has been in the service of helping people with their healthcare concerns and this advocacy is what makes me work hard because I know that, one way or another, I am a part of helping people."

Evangeline F. Igos, IntelliCare-Proud Processor for Claims

"I stayed with IntelliCare because I found joy in working for this company. I am satisfied with my work and my co-workers. I started here as a receptionist on October of 2000. From then, I became a Treasury Staff and am now a Senior Treasury Assistant. I love my work and it seems that my works also loves me; it is a gift from God."

Mary Claire H. Tomelden, IntelliCare-Proud Senior Treasury Assistant

"IntelliCare has helped me develop my skills and has imparted knowledge unto me on how to be a good leader to those in my group. I may not have been able to achieve the status of being one of the company's most outstanding employees without the support of my superiors and management. IntelliCare will always be in my heart and soul wherever I go, and I am proud to be an IntelliCare employee."

Melecio R. Salugsugan, Jr., IntelliCare-Proud PRO Supervisor

"For me, it's a privilege to handle the Executive Check Up team. As a representative of IntelliCare, it feels great to meet and even share stories with the members as well as receive commendations from them. My work ethic is to work fairly and treat people the way I would like to be treated. Earn a reputation as a person with integrity, maintain a healthy relationship with those around you and provide excellent customer service."

Mae Lalaine S. Gonzales, IntelliCare-Proud Executive Check Up Supervisor

"IntelliCare has become my second home and this is why I stay with the company. As a hard-working and goal-oriented person, I believe that the goals and vision of the company should be the motivation for every employee for him to truly become a part of the success of IntelliCare."

Aniliz B. Lara, IntelliCare-Proud Supervisor for Membership Services-Davao

"One should know the vision and mission of IntelliCare and, from there, give their commitment, time and hard work. They should treat the company as if it were their own family because, when they do that, they will give all the care and compassion they can give. Go the extra mile, be patient and learn from your experiences."

Brenda S. Vidal, IntelliCare-Proud Supervisor for Claims-Davao

"I stay with IntelliCare because I love and enjoy my work. The management treats its employees like family. As for my work ethic, I believe that one shouldn't stop and rest until they know that they've done their best. An employee should love their work, do their best, be honest and be loyal at all times."

Eleanor Marie T. Ebalor, IntelliCare-Proud Collection Analyst

"It is important that you put a sense of ownership on the company. Because you own it, you will learn to take care of it and it will motivate you to do and give your best. I believe that anyone can get as much as they give. Therefore, it may be more appropriate for an employee to consider asking themselves first what they can contribute or if they are willing to give their share to the growth of the company before asking if the company can help them grow."

Jerico C. Dela Cruz, IntelliCare-Proud Senior Manager for Billing

"We need to have more and more patience in our work every day. We must not get irritated easily by those around us and separate personal and business matters before we begin our work every morning. As such, I usually begin and end the day with a prayer in my job place. Also, I believe that to excel in one thing is to love what you are doing."

Ronald E. Cardenas, IntelliCare-Proud PRO Supervisor

"Be an optimist. From the moment we become a part of the IntelliCare family or company, we shouldn't think that we're just mere employees but that we are the owner. Why, you ask? Because each one of us has a major role to play in the company that will contribute greatly to its growth and prestige."

Jurgen Mark D. De Lara, IntelliCare-Proud Cashier

"It would help if an employee would learn to 'own' the company from the moment they become a part of it. I have heard our Chairman and President say this a number of times and my mentors have been telling me every now and then that 'THIS IS OUR COMPANY'. I believe that nobody would dream of letting their own company down and will always give everything their best shot."

Chille G. Mabanag, IntelliCare-Proud Manager for Claims

"I stay with IntelliCare because I know that I'm in the right place – the right place to gain knowledge and impart my knowledge; the right company to provide service to, not only to the company but to the clients as well. To become someone who serves better, I do not think of myself as a singular being but as being a representative of the whole of IntelliCare."

Kenneth G. Decasa, IntelliCare-Proud Account Officer

"In the workplace, I believe that a person should first develop the character of a leader. Then, they should be competent or handle the work assigned to them proficiently. A deep sense of professionalism should also be practiced in their work environment. Then, and only then, will wisdom be gained."

Onaldo M. Trinidad, IntelliCare-Proud Supervisor for Accounting

"I do not serve my accounts just because they are our clients or because it's the job that I have to do – I look at them as partners who want effectively-delivered benefits to their employees. It's a no-no to leave them hanging and to do superficial servicing. As time goes on, the relationship with the contact persons build up. Trust and confidence will serve as their basis for choosing IntelliCare with YOU as their contact person."

Efren O. Monte, IntelliCare-Proud Account Officer

"Masasabi ko sa IntelliCare mabait ang management. Kahit minsan hindi ako nag ka problema sa IntelliCare; nandyan lang sila para suportahan ako. Siguro hanggang sa kaya kong magtrabaho, mag-IntelliCare parin ako. Wala na akong hahanapin pang ibang management. Sa oras na may problema sa pamilya ko, naka tulong ang boss ko. Iyan ang hindi ko makikita sa ibang company."

Michael F. Biñas, IntelliCare-Proud Driver

"Wherever you go, you bring IntelliCare in your heart and mind. You think that you are a part of one of the best HMOs wherever you go and meet new people. You proudly say that you are a member of the IntelliCare family. You do these things because you believe in yourself, your job and in your company."

Norman D. Estrella, Jr., IntelliCare-Proud Sr. Philhealth Coordinator

"There are things that we all like to do and things we don't like to do. What makes a great employee is having the mindset that they do the best job they can possibly do whether or not they like doing it. Having integrity and being honest are vital to becoming a good employee. When you work with integrity, the people and management learn to trust you."

Jennyfer D. Hilbero, IntelliCare-Proud Assistant Manager for Finance

"My work ethic is this: always challenge yourself to be better then go for the best. Nowadays, applicants look for a job with compensation as the reason, but their mindset must shift. An employee should think of how they can use their knowledge and skills to contribute to the growth of our company. The work attitude is also important, because it you 'enjoy' your work, an employee has the chance to put their work on a greater level."

Howard E. Tanchanco, IntelliCare-Proud PRO Supervisor-Calamba

"My work ethic is this: heart work. Heart work is to love what I do, to cherish what I do and to share whatever I have learned with others. An employee should discover how to appreciate his or her key roles and contributions to the company and be aligned with the company's vision and mission so as to give them a sense of direction."

Maria Edlyn D. Gregorio-Palma, IntelliCare-Proud Training Supervisor for Membership Services

"I take stress as a challenge because, with it, I can gauge how far I can go to resolve a problem as well as manage the decisions I make and stand by them. After all, how one works reflects a person's personality. My personal formula is this: prayers + perseverance + commitment + will + determination = SUCCESS."

Anna Paula T. Valdeviso, IntelliCare-Proud Customer Service Specialist

"Goodness, honesty, honor and principle can be summarized into just one word – INTEGRITY. Also, I think that a good employee should not only share the vision and mission of the corporation; they should also see themselves in the same mental image of our company. An eminent company is synonymous to exceptional employees."

Grace Marie D. Jose, IntelliCare-Proud Trainer for Membership Services

"I have been with the company for 13 years and I am blessed that my beginnings with IntelliCare are with superiors truly dedicated and sincere about making a difference in the industry and are also concerned about the welfare of their people. They treat us employees as partners in their efforts to succeed in their business. This is the heart of my journey with IntelliCare – to be with people who know what matters."

Rea Daneen G. Asensi, IntelliCare-Proud Manager for Account Processing

"IntelliCare always reminds us to strive and work hard for our future. If we are working as a team then, definitely, we are continuously succeeding as a team. Moreover, the company plays a major role in the development of my values, commitment and integrity in life. I believe that these things will become a strong weapon for me in facing obstacles in the future."

Jayson G. Tolentino, IntelliCare-Proud PRO Supervisor

"One of the reasons why I stay with IntelliCare is because of the company's pleasant environment. A lot of people here are very friendly and can really give you a good laugh. This boosts one's enthusiasm at work when one knows that they are surrounded by people who can lend them a hand when they need help and people who can 'de-stress' them when things get rough."

Gian Carlo S. Riosa, IntelliCare-Proud Supervisor for Account Management

"I stay with IntelliCare because of the good employees I've met and because I found my second family in the company. IntelliCare truly renders good service and shows compassion to their clients which, in turn, motivates me to work harder."

Benedick F. Federico, IntelliCare-Proud Customer Service Specialist

"I know what I want and that is to serve and help people. As a customer-service giver, I not only do my job but I also enjoy helping people and assisting them. I know a lot of people think that it is boring and tiring to help people, but I enjoy my work because these individuals that I help appreciate what I do for them even if it is on a simple matter."

Rhoderick R. Geluz, IntelliCare-Proud PRO

"I stay with IntelliCare because the company speaks with its actions. The benefits I receive as an employee and my flexible working hours are also reasons why I stay here, as well as the employees having a sense of commitment to the company and the company feeling the same way about its employees."

Maribel R. Sangre, IntelliCare-Proud Account Officer

"I choose to stay here at IntelliCare because the company values, appreciates and recognizes my work as a PRO. My superiors and co-employees treat me well. However, the thing that has marked me by this company is the 'extra mile' they give not only to their members but also to their employees. This extra mile teaches me to give more of myself to my job and to go beyond the goals I have set."

Rochelle E. Tabile, IntelliCare-Proud PRO

"One of the reasons why I stay with IntelliCare is the FAMILY I have found in the camaraderie and true leadership of its key officers, colleagues, friends and mentors who I work with. For me, IntelliCare is an organization that provides extensive opportunities and encouragement to hone skills appropriate to the growth and career development of its employees for them to carry out tasks effectively and responsibly."

Maida Myrte! A. Salugsugan, IntelliCare-Proud Sr. Account Officer

BMW Carshow

By: Camille T. Silos

As a pledge of support to its client, **BMW**, IntelliCare sponsored the 8th Annual ALL BMW Car Show, or more popularly called "Bimmerfest", held at the Venice Piazza, McKinley Hill, last May 21, 2011.

IntelliCare provided free blood pressure and body fat check in the booth. GMA-7's Mind Master and IntelliCare's very own mentalist, Nomer Lasala, demonstrated his mind-boggling abilities that further drew visitors to the IntelliCare booth. People who visited the booth were given freebies like umbrellas, fans, pillcases and Intellibear stuffed toys. IntelliCare representatives were also invited to judge the participating modern and heritage show cars on display.



IntelliCare Booth Representatives
(left to right: Business Development Officers Nomer Lasala, Mike Ignacio, Philip Silos, Dennis Gallardo and Carlyn Gamir with Marketing Support Services Manager Jinky Recto and Trainer Kris Guevarra)



BMW Car Club President Mr. Edwin Reyes with IntelliCare's Mentalist, Mind Master Nomer Lasala



Booth visitor trying out IntelliCare's free Body Mass Index (BMI) check



37th PSTD National Conference

Contributed by: Sheryl C. Camarines

IntelliCare was one of the sponsors of the 37th PSTD (Philippine Society of Training and Development) National Conference held at the APO View Hotel last May 17-19, 2011 with the theme "Uploading Information, Upgrading Infrastructure, Upholding Strategic Partnerships in Training" or simply "UP! UP! UP! PSTD".

IntelliCare tote bags were given to the 300 delegates joined by Mr. Rommel Ancheta (IntelliCare VP for HRMD) and Ms. Sheryl Camarines (IntelliCare Asst. Manager for HRMD) who attended the convention to learn and develop practices and programs that will keep IntelliCare on top.

A 10-minute presentation was also conducted by Mr. Al Napoles (IntelliCare Manager for Davao Branch Office) during the Sponsors' Night.

Golf Tournament

IntelliCare sponsored the 14th Dr. Pablo O. Torre Golf Tournament held in Bacolod City, May 20-22, 2011 for the benefit of **Dr. Pablo O. Torre Golf Foundation Inc.**



IntelliCare players:
Mr. Joe-b Yulo
(AVP for CSR External Affairs)
Mr. Norman Amora
(VP-Marketing and Sales)
Mr. Mario Oca
(Manager-Account Management)

Security Bank Fun Run

IntelliCare sponsored the standby ambulance (AeroMed) for **Security Bank's Fun Run** held last June 11, 2011 at the Venice Piazza, McKinley Hill, Fort Bonifacio, Taguig City.



IntelliCare's Business Development Officer Mike Ignacio manning the booth



AeroMed Ambulance sponsored by IntelliCare

BDO Sportsfest

Contributed by: Efren O. Monte

IntelliCare sponsored for the 2nd time sponsored its client's, **BDO**, much-attended Annual Sportsfest held at the Cuneta Astrodome last May 21, 2011. A standby ambulance, paramedic and doctor were provided by IntelliCare as assistance to any medical emergencies or cases requiring urgent medical care.

Customer service/nurse, Khrist Tangalin, was also present as part of the medical standby team together with HR Benefits Officers Grace Murao and Deanna Roxas

Five gift certificates of "The Sweetest Test", a medical check-up package that includes tests designed

to aid in diagnosing diabetes which can be availed in any Aventus Medical Care branch, were also raffled to the employees.

The event was hosted by Giselle Sanchez, Rovilson Fernandez and

Marc Nelson with Coco Martin as special guest.



Host Marc Nelson



Host Rovilson Fernandez



Host Giselle Sanchez



Guest Coco Martin



CSR PROJECTS

Medical Mission with Green Earth Foundation

Contributed by: Ernesto M. Reyes, Jr.

IntelliCare sponsored a medical mission in San Miguel, Bulacan, last April 9, 2011. Although we were ready at the start, we became sceptical when we learned that the place is at the foothills of Sierra Madre, an almost three-hour ride from Manila for our convoy, through an unpredictable and dangerous river crossing. With the bundling of supplies and medicines, leading 14 people composed of doctors, nurses, drivers and other support staff, and, most of all, probable threat from lawless elements, made us feel uncertain.

But what we saw and experienced completely changed our sentiments. It was an experience worthy of a weekend well-spent, of religious ambience, of community sharing, and of touching base with the environment and nature.

A small, self-sustaining and organic-based community of achievers led by two pioneering pastors have inextricably settled themselves and

their flock in a beautiful hundred-hectare valley of fruit-bearing trees, various species of plants and vegetable gardens tended by a community built on peace, perseverance and compassion. The vegetables that abound there are *alugbati*, basil, *camote*, chili and cayenne pepper, eggplant, lemon grass, *okra*, red onion, *pipino* and leeks. These, together with the first-hand experience of homespun ambience and charisma, turned us into instant converts to their lifestyle and nature produce.

Long after we had gone home, the memories of the children's warm smiles linger and refuse to leave our minds (one doe-eyed girl had to walk for two hours just to have her medical check-up). These memories alone lift and rend our hearts and pull our spirits.

In that short span of our stay, we learned that the world can still afford some understanding by less pushing and more hugging.



IntelliCare CSR Volunteers



BACK² with SCHOOL Brigada Eskwela

Contributed by: Ernesto M. Reyes, Jr.



IntelliCare CSR Volunteers

On Saturday, May 21, 2011, IntelliCare sent a delegation of 16 employees to Bagong Silangan Elementary School in Quezon City in response to PBSP's (Philippine Business for Social Progress) call for employee-volunteers for a civic action. The school was the first direct beneficiary to kick-off this annual event with a student population of about 7,200 with 152 teachers and only 64 classrooms serving residents, not just of Bagong Silangan but also of nearby populous *barangays* like Payatas and Batasan Hills.

IntelliCare and the other 49 member-companies of PBSP participated in the cleaning of classrooms, covering of library books (and donation of new sets), gardening, minor repairs and hair cuts/styles in the school campus. There were entertainment numbers provided by the school and a pledge of commitment to serve was made by the participants. The ample food and drinks gave our IntelliCare volunteers much energy to exert their best efforts.

The same kind of concerted efforts, amidst an enviable camaraderie amongst the various stakeholders, will surely permeate similar undertakings of PBSP.

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Medical Director



IntelliCare Cebu Regional Office Head is New PMAP Cebu President

Interviewed by: Camille T. Silos

As of May 1, 2011, the Personnel Management Association of the Philippines (PMAP) Cebu, Inc. has a new President – Mr. Chito M. Recamadas, Senior Manager of IntelliCare Cebu Office.

He was also the recipient last year of the Special Award for Outstanding Contribution as Chairperson of the RC10 Finance Committee for the success of the Regional Conference held at the Waterfront, Lahug, Cebu City.

In addition, last March 31, 2011, he was awarded the Outstanding PMAPER of the Year Award at the Harolds Hotel in Cebu for his commitment and enthusiasm in participating, taking on assignments and leading in the implementation of various activities of PMAP for the year as well as for demonstrating the creed of a true PMAPER.

Congratulations, Sir Chito, on being named the President of PMAP Cebu, Inc. How does it feel?

It's a mixed emotion. I feel excited and, at the same time, worried because being the president of PMAP Cebu, Inc. comes with great responsibility to deliver what is expected of me.

For those who do not know what PMAP is, care to tell them a little about it? What is it that PMAP does?

PMAP Cebu, Inc. is strictly a professional, non- stock, not-for-profit organization of over 180 corporate members and individual management executives

engaged or interested in human resource management and industrial relations work. Founded over 30 years ago, PMAP Cebu continues the tradition of its forefathers in advancing the profession, the science and the art of human resource management. In 2002, PMAP Cebu Chapter was incorporated and renamed PMAP Cebu, Inc.

As a professional association, PMAP Cebu helps institutions mold an enlightened, competent, socially responsible and influential sector of people managers who can effectively participate in the nation-building. PMAP Cebu also helps its members become more effective on the job by teaching the human aspect

of management via numerous career development forums and training programs. Our vision is to make PMAP Cebu, Inc, the Center for Professional Development of Human Resources and our mission is to become the seat of HR best practices and global trends and to develop HR practitioners as change agents.

What are the responsibilities expected from you as the President of the Association?

Being the Chief Executive Officer of the corporation, I am expected to provide guidance and leadership in the development of strategies, action plans and budget to further the purposes and objectives of the corporation.

What is your personal vision and mission for PMAP?

Personally, I want to retain and continue what we have started with my predecessor, Ms. Gladys Santos. My aim for this year is to get again the most coveted award of PMAP for the Chapter and this Chapter of the Year Award. This award given by PMAP National Office validates that all our programs and projects this year were all aligned to the vision and mission of PMAP. We made it happen last year and we will make it happen again this year.

IntelliCare Takes the Extra Mile

Interviewed by: Camille T. Silos

Interviewee: *Timogene Ocampo*

Who sponsored the run?

Jonel Mendoza, Editor-in-Chief of the Front Runner Magazine, spearheaded the race dubbed "The Coast-to-Coast 65k Ultramarathon" from Toledo City to the Cebu Provincial Capitol through the Transcentral Highway, the toughest race in terms of route due to its mountainous course.

We (Jordan Davis and I) were privileged to have the support of IntelliCare through our VisMin Head, Mr. Ray Garcia.

What is the cause that the run advocates?

This was the second Ultramarathon Race headed by Mr. Mendoza in Cebu, the first one being a 50-kilometer run through the Transcentral Highway last November 2010.

Each runner or run-group had their respective purpose for the run, mostly for the sake of a healthy lifestyle and for the passion of the sport. Mr. Mendoza had said it well during the launching of the event: "Let the Ultramarathon be a celebration of your passion for running."

How long did the run take?

Runners were expected to finish within the 12-hour cut-off time to be considered as Official Finishers. Jordan Davis was able to finish the race in 11:29:49 and ranked no. 169 while I crossed the finish

line in 11:32:00 and ranked no. 171 out of 188 Official Finishers. There were a total of 219 starters. Official Finishers were given a shirt and a personalized dog-tag bearing the runner's rank in the race.

How was the experience?

We had our first marathon last January 9, 2011 during the Cebu City Marathon. That experience motivated us to join this event.

The run started from the old municipal hall of Toledo, to Balamban town, and then traversed the "killer hills" (830-meter in elevation) of Cansamoroy, to the long and winding Transcentral Highway, and ended at the Cebu Capitol.

It was a festive day where runners, support crews, supporters of different running groups and spectators filled the usually quiet Transcentral Highway.

Our strategy was to run straight the relatively flat route from Toledo City to Balamban, about 20K in distance, and we were able to do it in 2 hours. Next was to run-walk the uphill route which I did walking most of the way since my legs started to cramp up at Km. 30 and got worse as I engaged the gruelling hills of Cansamoroy. I was down for about 10 minutes since I could no longer stand the severe pain in my right leg; and Jordan Davis and a fellow runner who stopped by did a great job in relieving the pain.

From that point onwards, I was running with on-and-off pain in my legs. Thus we changed

our game plan to walk the uphill and then run the downhill. However, we slowed down every time the pain in my legs set in.

Running Ultramarathon is beyond an individual's physical and mental strength. It's a test of the human spirit that when everything seems to fall apart, or when in pain, or when the sun is at its hottest, or when you are physically tired and mentally drained, all you can do is to "run with your heart".

It's a liberating experience especially at the moment I finally crossed the finish line. What seemed impossible to do was finally achieved. And this experience taught me a lesson that I could apply not just in running but in my everyday dealings at home, work and as a person.

It was team effort that enabled us to reach the finish line, most especially by the way we encouraged each other as we ran side-by-side. Jordan, being the more experienced runner, did the pacing of our run. Jordan and I are happy for the achievement; we are now officially Ultramarathoners!

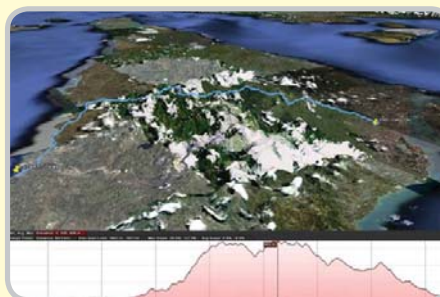
Did you feel proud to carry IntelliCare on your back?

Yes, we were very proud for the opportunity given us. And carrying "IntelliCare" on our back gave us a sense of mission not only to finish the race but also in promoting wellness beyond the borders of our clientele.

We are the Proud IntelliCare (Ultra) Runners!



IntelliCare Runners (PRO Jordan Davis on the left and Senior Asst. Manager Timogene Ocampo on the right)



IntelliCare Cebu Receives Award from PMAP

Contributed by: Chito M. Recamadas



PMAP CEBU, INC. gives institutional awards every year to deserving companies and individuals. Last year, IntelliCare was given a Special Award for Outstanding Contribution for the company's unwavering commitment in supporting various PMAP programs, greatly contributing to the attainment of the Association's goals and objectives in the process.

IntelliCare Cebu and its people have definitely proven themselves to be a force to be reckoned with to PMAP Cebu and the IntelliCare Head Office with these awards.

Cleaning Vegetables the Green Way

A Health Tip from the GreenEarth Heritage Foundation



E-Coli (Escherichia coli) infection is a common water and food-borne disease that can not only lead to a person's suffering from food poisoning but can also lead to death. As such, consumers need to know how their food is grown, washed and handled as vigorous hand washing with soap and water may be overlooked by those who prepare the food at times.

GreenEarth would like to remind everyone of hygienic practices like using treated water to wash their vegetables and keeping a bottle of white distilled vinegar or apple cider vinegar at home at all times.

Research has shown that vinegar helps kill bacteria on fruits and vegetables. Simply add two (2) tablespoons of white distilled vinegar to a pint of water and use this to wash fresh fruits and vegetables before rinsing them thoroughly.

Newly Affiliated Medical Providers March - May 2011

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Tunasan, Muntinlupa City
Coordinator: Dr. Zenaida Buendia
Tel # 861-5284, 861-5289

HEALTHSERV LOS BANOS MEDICAL CENTER
#8817 National Highway, Batong Malake, Los Banos,
Laguna
Tel # (049) 536-7718, 536-8407

JESUS OF NAZARETH HOSPITAL
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#19 McArthur Highway, Poblacion, Guiguinto,
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CLINICS

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Mercado Village, National Road, Pulong, Sta. Cruz,
Sta. Rosa Laguna
Tel # 502-4681, 502-4671

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Unit 329-330 3rd Floor SM Calamba, Barangay Real,
Calamba City, Laguna
Tel # 530-0116, 530-0117 (PLDT to PLDT only)

MEDCREST MULTISPECIALTY DIAGNOSTIC CLINIC
AND PHARMACY
Brgy. Zone 1-A Aguinaldo Highway, Dasmarias City
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MORINAGA CLINICAL LABORATORIES
Unit 503F, 2F Camus Bldg., EDSA, Quezon City
Tel # 416-2858

SILAY DIAGNOSTIC CENTER
Rizal St., Silay City, Negros Occidental
Tel # (034) 495-4468

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#253 Shoe Ave., Sto. Nino, Marikina City
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Fax # 933-1645
Email Add. www.stignatiushcs@yahoo.com

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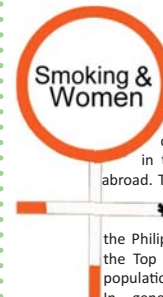
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Tel # 047-2237-6155

The Medical Director's Corner

Contributed by: Dr. Ricardo L. Jocsos and Lydia Lua



Recent statistics reveal an alarming rise in the number of women smokers in the Philippines and abroad. The American Cancer Society has reported that the Philippines ranks fifth in the Top 20 female smoking populations in 2008. In general, smoking has been reported to cause most of the preventable deaths and diseases. It has been reported to cause more than 35% of all respiratory deaths, about 29% of all cancer deaths and 14% of all cardiovascular disease deaths. It adversely affects most organs of the body and reduces life expectancy of smokers by about 10 years.

Top causes of Mortality

Lung cancer is 13 times more likely to happen to women who smoke compared to non-smokers. Chronic Obstructive Lung Disease (COPD), which is 90% due to cigarette/tobacco use and has consistently been one of the top five causes of death in general, has been noted in some studies to worsen faster in women smokers than men smokers. These may explain why, for the past seven years, there have been more women dying of COPD than men.

Other adverse effects on women

The chances of getting cervical and uterine cancer are higher in women who smoke. Moreover, young female smokers who are trying to get pregnant may have delayed conception and have a 30% chance of becoming infertile. Pregnant smokers are also at a greater risk of experiencing premature rupture of the membrane, abruption placenta and placenta previa. The risk of premature labor among these women is around 30% and the chances of giving birth to 'low birth weight' babies who are at greater risk for complications or death are significantly high. Female smokers may also experience earlier menopause. And menopausal women who smoke usually have lower bone density and are more prone to hip fractures than nonsmokers.

There are several other debilitating and deadly conditions caused by or directly associated with cigarette smoking which may be discussed in another article. However, it may be worthwhile mentioning one effect that may finally convince ladies to stop smoking: It causes wrinkling of the skin which will definitely make them look older.

For suggestions on topics that you want us to feature, you may e-mail: info@intellicare.com.ph

Commendations

From: beng_laraya@yahoo.com [mailto:beng_laraya@yahoo.com]
Sent: Tuesday, May 03, 2011 7:32 AM
To: info@intellicare.com.ph
Subject: Commendation!

I am an employee of Convergys Phils. with card #43-00-00077-16893-00.I would like to commend Ms. Mags Centeno (Coordinator for being so helpful and passionate in providing assistance. She truly knows her company in giving facts and provide full assistance to us when we needed most especially on billing issues. She does also extra mile help by helping us get professional fee discount. Ms. Centeno is a one of a kind employee thus need to be commended for other employee to do the same for the benefit of your company.

thru:web

From: vieve_naca [mailto:vieve_naca@yahoo.com]
Sent: Friday, April 15, 2011 12:40 PM
To: info@intellicare.com.ph
Subject: customer care

my commendation to your staff named Mr. Bong Sio, for a very good and fast service in assisting me and answering my inquiries anytime of the day. Keep it up!

Genevieve L. Naca

Manager

Jollibee Foods Corporation

Jollibee SM Lucena branch

From: kayemanese@hotmail.com [mailto:kayemanese@hotmail.com]
Sent: Tuesday, May 03, 2011 1:03 AM
To: info@intellicare.com.ph
Subject: Commending Employee- Elmer Escorial

Dear Intellicare, I am writing to you to commend the performance of one of your employees, Elmer Escorial who works at your branch at Marikina Valley Hospital. I have found Elmer to be professional, courteous and willing to accommodate above and beyond what I would come to expect from a liaison officer. He ensured that all hospital concerns have been taken care off and he even called me to update that my husband's procedure has been approved and constantly reminded us to submit Philhealth form so we wont shoulder any cost. This is indeed a job well done and a hassle free experience. Thank you for allowing me the opportunity to express my satisfaction with Elmer Escorial's service. Sincerely, Katherine Valderama Intellicare member

thru:web

From: rubym@cuervoappraisers.com.ph [mailto:rubym@cuervoappraisers.com.ph]
Sent: Friday, April 29, 2011 9:28 AM
To: info@intellicare.com.ph
Subject: COMMENDATION - JAYSON TOLENTINO

Please be informed that my husband and I very much appreciate the attention and care given by your Jayson Tolentino, Intellicare Liaison Officer at Medical City in Ortigas, Pasig. My husband, dependent-member Benjamin P. Madrasto, Jr. was confined from April 24-27, 2011. Mr. Tolentino with his amiable and accommodating manner is truly an asset to Intellicare. Thank you and God bless, MA. JESUSA RUBY B. MADRASTO Human Resources Manager Cuervo Appraisers, Inc. 2/F, Padilla Building F. Ortigas Jr. Road Ortigas Center 1605 Pasig City, MM Tel. 631-1648 loc. 107 Fax 631-3144

thru:web

IntelliCare Goes Beyond Borders

By: Camille T. Silos



IntelliCare once again makes waves in the business and corporate world by standing tall and strong next to corporate giants in an international realm. With its latest article hosted in the prestigious **The Economist**, an authoritative weekly news and international affairs publication focusing on international politics, business news and opinion, and **USA Today**, the widest circulated print newspaper in the United States, and on **United World-USA's** website (an exclusive partner of USA Today), IntelliCare has definitely set itself apart from its competitors and is now known worldwide as the Philippines' pre-eminent HMO.

* You may read the full excerpts on www.intellicare.com.ph

IntelliCare Dumaguete Office Transfers to a New Location

Contributed by: Cirlita S. Sugod

In response to the growing economy of Dumaguete City and the province of Negros Oriental, IntelliCare Dumaguete recently moved to a new and more strategically-located office at the Portal West Building of Silliman University.

Located at the main entrance of the university, at the corner of Silliman and Hibbard Avenues, its accessibility will enable the office to provide better service to the growing number of IntelliCare accounts and members in the area.

Often referred to as "university town", Dumaguete is closely identified with Silliman University which is the first American private university in Asia. With the presence of four universities and several other colleges, it has become the education center for surrounding cities and provinces. And because of the resulting volume of quality college graduates, the city is now one of the growing Business Process Outsourcing (BPO) and Information Technology (IT) hubs of the country.

Intellicare counts among its clientele one of the biggest and the fastest-growing BPO in the city, namely Qualfon Philippines, Inc., and the city's biggest university, Silliman University.



IntelliCare Dumaguete Office

HPV AWARENESS LUNCH & LEARNING SESSIONS

By: Camille T. Silos



For four days (May 12, 16, 17 and 20, 2011), one of IntelliCare's wellness partners, **Merck Sharp and Dohme (I.A.) Corporation**, invited IntelliCare employees and heads to their HPV Awareness Lunch and Learning Sessions. Coursed through the company's very own Dr. Louie Agregado, Head of the Medical Relations Department and Ms. Jackie Pisueño, Medical Relations Wellness Specialist, IntelliCare employees who signed up for the sessions were not only treated to a hearty meal but also left the sessions with valuable information on HPV (human papillomavirus) and how the sexually transmitted disease could affect both sexes.

IntelliCare acknowledges that diseases like HPV should be prevented, treated or managed as early as possible. Thus, alongside the sessions offered, IntelliCare gave their employees access to discounted HPV vaccine rates supplied by Merck Sharp and Dohme (I.A.) Corporation.



Dr. Louie Agregado, IntelliCare's Head for Medical Relations



Representatives from Merck Sharp and Dohme with speaker Dr. Jennifer Co, OB-Gyne and Infectious Disease Specialist (FEU-NRMF)



IntelliCare employees with Dr. Jennifer Co (center) after learning session