Maxicare

aetna™

THE CHURCH OF
JESUS CHRIST
OF LATTER-DAY SAINTS

AVAILMENT GUIDELINES

OUTPATIENT SERVICES:
SCHEDULED CONSULTATION/S
For advance LOA request.

Missionaries/ Representatives may send an e-mail request for Letter of Authorization (LOA) to aetnasupport@maxicare.com.ph, with the following needed information:

1. **Full Name of the missionary**
2. **Date of Birth**
3. **Aetna ID number**
4. **Name of the Doctor, if available**
5. **Name of the hospital**
6. **Date of availment**
7. **Chief complaint, signs or symptoms**

TAT of issuance of LOA is up to 24 hours. Validity date of LOA is within 30 days from the date of issuance. **Please indicate "Urgent" in the subject to prioritize the email.**

If the doctor has requested tests/procedures after consultation, please go back to the HMO office to request for LOA for issuance on the same day visit . List of accredited hospitals clinics and doctors shall be provided to you for your easy reference.

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OUTPATIENT SERVICES: WALK-IN CONSULTATION/S

1. Go to the nearest accredited hospital/provider of Maxicare, then proceed to the HMO Office for assistance.
2. Present Aetna ID and declare that availment will be under Maxicare network.
3. Please bring any valid ID for verification purposes.
4. The HMO Office will provide you with the list of accredited doctors of Maxicare for your reference.
5. Once relevant information are gathered, the HMO Office will call Maxicare to seek approval and LOA regarding the missionary's availment.
6. Once approved, LOA will be issued to the missionary for the requested doctor.

If the doctor has requested tests/procedures after consultation, please go back to HMO office to request for LOA on the same day visit.

If prefers email. Please indicate "Urgent" in the subject to prioritize the email.
List of accredited hospitals clinics and doctors shall be provided to you for your easy reference.

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OUTPATIENT SERVICES: LAB TESTS/SURGERY
For advance LOA.

Missionaries/ Represenatives may send an e-mail request for Letter of Authorization (LOA) to aetnasupport@maxicare.com.ph. Kindly provide the following information:

1. **Full Name of the missionary**
2. **Date of Birth**
3. **Aetna ID number**
4. **Name of the Doctor**
5. **Name of the hospital**
6. **Scanned copy of doctor's order**
7. **Date of availment**
8. **Diagnosis (No need to indicate if the diagnosis is indicated in doctor's request)**

TAT of issuance of LOA is up to 24 hours. Validity date of LOA is within 30 days from the date of issuance. **Please indicate "Urgent" in the subject to prioritie the email.**
List of accredited hospitals clinics and doctors shall be provided to you for your easy reference.

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INPATIENT SERVICES: SCHEDULED SURGERY/ OPERATION

Missionaries/ Representatives also notify Maxicare thru an e-mail request for Letter of Authorization (LOA) to aetnasupport@maxcare.com.ph, with the following information:

1. **Full Name of the missionary**
2. **Date of Birth**
3. **Aetna ID number**
4. **Name of the Doctor and hospital**
5. **Date of availment**
6. **Diagnosis (No need to indicate if the diagnosis is indicated in doctor's request)**

Note: Issuance of LOA will be made upon discharge provided that the Mission President / Mission Mum, Medical advisors/ AILOA has approved the confinement.

The hospitals will call Maxicare to request for approval initial/ interim) of confinement prior discharge.

List of accredited hospitals clinics and doctors shall be provided to you for your easy reference.

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EMERGENCY AVAILMENT

1. Go to the nearest accredited Maxicare hospital.
2. Please declare that you are Maxicare member. Kindly present Aetna ID for validation.
3. ER hospital will call Maxicare for approval upon completion of all the tests/procedures, medical condition.
4. If the ER is non-admissible, this is pre-authorization by Maxicare.

ER LEADING TO CONFINEMENT

If the ER case is leading to confinement:

1. Kindy note that the LOA will be issued directly to the hospital upon discharge.
2. Also note that e-mail confirmation from the Mission President is required as part of the coverage.
3. You may also notiify Maxicare through email or call

Note: Missionary can proceed to the ER without LOA prior to availment.

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Contact details Maxicare Customer Care 24/7

Aetna-dedicated Hotline: (02) 8582-1965
E-mail Address: aetnasupport@maxicare.com.ph

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Feel free to contact Mr. Malayo for assistance and enquiries

Jonathan Malayo

Health Benefit Executive
Email address: jonathan.malayo@maxicare.com.ph
Mobile no. 0917-5591683, or reach out through viber

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Healthcare that puts you first

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