

Date : December 2, 2024
To : Pia Lucelle V. Gulmayo
Position : Authorization Specialist
From : Human Resources
Thru : Anthony Britz Alenton Tabios
Subject : DISCIPLINARY ACTION

This is to inform you of the decision regarding the following infraction/s:

INFRACTION AND REMEDIAL ACTION PER OFFENSE

Rules on Proper Conduct and Decorum **Written Warning to Dismissal**
Section 23 – Neglect of Duty - Failure to implement policies and procedures

Date violation committed: **November 2, 2024**

Place where violation committed: **9th floor ACCT, Bohol Street, Cebu Business Park, Cebu City**

Upon weighing all the pieces of evidence at hand as well as accounts from witness/es, the following are our findings:

- *This is already the second instance that you have violated the Rules on Proper Conduct and Decorum, specifically Section 23 – Neglect of Duty – Failure to implement policies and procedures.*
- *You committed a critical error by failing to check current eligibility.*
- *It is evident that you failed to implement the correct process and procedures as outlined in your department’s Standard Operating Procedure (SOP).*

- Culpable of violating the infraction/s as stated**
 Not-culpable of violating the infraction/s

With this, you are then sanctioned:

- | | |
|--|--|
| <input type="checkbox"/> Coaching | <input checked="" type="checkbox"/> Final Written Warning |
| <input type="checkbox"/> Documented Verbal Warning | <input type="checkbox"/> Suspension |
| <input type="checkbox"/> Written Warning | From: |

If you are suspended, you shall start reporting for work the day immediately after the end of your suspension or on the schedule (and shift) provided by your immediate superior.


PHOEBE JOY A. SORINGA
HR – Employee Relations

ALFREDO CAMARILLO, JR.
Director of Operations

Received by (SIGNATURE OVERPRINTED NAME):
Date/Time: _____

Date : **November 20, 2024**
To : **Pia Lucelle Gulmayo**
Position : **Authorization Specialist**
From : **Team Lead**
Thru : **Anthony Tabios**
Subject : **NOTICE OF INFRACTION**

This is to inform you that the following incident has been brought to our attention. Kindly see below for the following offense/s you allegedly committed:

ALLEDGE INFRACTION AND REMEDIAL ACTION PER OFFENSE

Rules on Proper Conduct and Decorum, Written Warning to Dismissal
 Section 23 –Neglect of Duty – Failure to implement policies
 And procedures.

Date violation committed: **November 2, 2024.**

Place where violation committed: 9TH Floor, Ayala Center Cebu Tower, Bohol Avenue, Cebu Business Park

DETAILED DESCRIPTION OF THE INCIDENT (briefly describe how the offense was allegedly committed):

Pia Lucelle committed 1 critical error from November 4-8, 2024, Audit and error was dated November 2, 2024, and failed to meet the QA goal of zero critical error for Audit week November 4-8, 2024.

Row Labels	Count of Sales Order Number
Failed to check current eligibility (failed to complete manual eligibility checks)	3
Grand Total	3

Sales Order – 29085829
 Sales Order – 28857839
 Sales Order – 28867341

Row Labels	Count of Sales Order Number	Average of Score	Count of Critical Errors	Count of Major Errors	Count of Minor Errors
Pearl Gulmayo	4	25.00	3		
Grand Total	4	25	3		

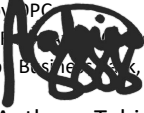
In view of the evidence presented against you, you are hereby required to submit a written explanation within **five (5) calendar days** from the receipt of this notice. In the event that you are found guilty of the said charge(s), the Company may impose an appropriate penalty, including the termination of your employment.

Your refusal, neglect, or failure to comply with the instructions stated above within the required period shall be construed as a waiver of your right to present your side and therefore management shall be constrained to resolve your case based on official records.

Cc: Immediate Superior
 201 file

iPloy PC
9TH Floor Cebu Tower
Cebu Business Park, Cebu City 6000

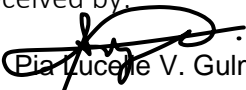




Anthony Tabios

IMMEDIATE SUPERIOR
(Signature Overprinted Name)
Position: Team Lead

Received by:



Pia Lucelle V. Gulmayo

EMPLOYEE (Signature Overprinted Name)

11/27/2024 5:20 AM

Date/Time

Cc: Immediate Superior
201 file

EMPLOYEE'S WRITTEN EXPLANATION FORM

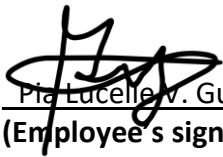
Date/Time: 11/27/2024 5:20AM

To (Immediate Superior): Anthony Tabios

Position: CSR, Authorization Specialist

This is in response to This is in response to the critical error I've committed on three of my orders. I was not able to check the patient's eligibility on those orders. I was in a hurry to reach my productivity and I found the orders that only need dummy PAR, I went ahead and logged the PAR then closed the order and proceeded to another one. I was focused on reaching my goal that I was not able to check the eligibility, all I did was to verify if they require auth or not and once I verified it, I went ahead and logged PAR without checking the eligibility.

I know that I was not a valid reason to not check the eligibility as this is not the first time, I committed this error. I admit that I forgot to check it AGAIN.



Pia Lucelle V. Gulmayo

(Employee's signature over printed name)

iGROW COACHING FORM

Full Name: Pia Lucelle Gulmayo	Date: 11/27/2024
Employee No.: 1913	Immediate Supervisor: Anthony Tabios

Issue / Goal - What is the issue and goal of the coaching session?

Issue: Pia incurred a critical error from her November 4-8, 2024, audits.

Goal: To discuss the errors he incurred from November 4-8, 2024, audits especially the critical error that she committed. To know the real root cause and create action plan on how to avoid any critical errors and errors moving forward.

Reality / Options – Root Cause Analysis and Agent’s Feedback

This is the 2nd time that Pia committed critical error, her 1st was last September 12, 2024, and the reason is she did not check eligibility. Same with her critical for November 4-8, 2024, she did not check eligibility for at least 3 orders.

Pia is already aware of the process/workflow and getting a critical error is not because she doesn't know the workflow but because she is too confident and did not check the eligibility. She is aware that since she is almost 4 years in the team and checking eligibility is the most basic workflow in working a sales order.

Pia committed critical with the same reason on 3 of the orders for the said week because she is in a hurry to reach her productivity, she is focused on reaching her productivity goal and did not bother checking the eligibility even if she is aware that she should be checking it, and it is part of the workflow. Pia admits' s her reason is not acceptable and that she acknowledges her errors.

Pia is fully aware that by not checking eligibility it is a critical error, and it might affect our revenue since the claims will deny it even if we have approval if the insurance is no longer illegible.

Pia is aware of the impact of the error that she has made. She is also fully aware that having a different work assignment or orders is not an excuse for not following the workflow.

Way Forward – Action Plan and Setting Proper Expectations

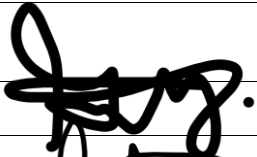
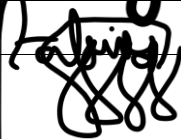
--

Moving Forward Pia will make the following action plan:

- Pia will check the eligibility before and after working every sales order.
- Pia will open one or 2 SO only at a time to avoid confusion
- She will always open her SOP/Workflow, guide, QRG and checklist so that she will follow it and be reminded to always check eligibility.
- A note “Please check Eligibility Always” is pasted on the right top of her monitor to remind her to check eligibility always.

It is highly expected that Pia will no longer commit any critical error. Otherwise, another write - up under Section 23 of the Rules of Proper Conduct and Decorum will be issued again. Furthermore, because Pia Failed to hit her QA goal of zero QA critical error for the week November 4-8, 2024, a write up in Section 23 of the Rules of Proper Conduct and Decorum was issued. Depending on the disciplinary action previously served and if the same infraction will be committed moving forward, infraction will continue to progress based on Pia’s current standing.

Her QA results for the current week will be reviewed on December 3, 2024, to evaluate and assess if the entirety of the above action plan is executed accordingly.

Employee Signature:		Date: 11/27/2024
Supervisor Signature:		Date: 11/27/2024

iPloy Incorporated
11th Floor MSY Tower
Pescadores Road Cebu Business Park,
Cebu City 6000



iPloy Incorporated
11th Floor MSY Tower
Pescadores Road Cebu Business Park,
Cebu City 6000

