

Date : September 28, 2024
To : John Cabiluna Mendoza
Position : Initial Authorization
From : Human Resource
Thru : Director of Operations- Alfredo Camarillo Jr.
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: September 10, 2024

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

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

- ***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 in the Sales Order you worked on, to wit:***
 - ***You failed to upload the correct PAR/UM details/UM number/Prior Authorization number***
- ***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:

Coaching

Documented Verbal Warning

Written Warning

Final Written Warning

Suspension

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.


LYKA C. MENDOZA
HUMAN RESOURCES


ALFREDO CAMARILLO JR.
DIRECTOR OF OPERATIONS


JOHN C. MENDOZA

Received by (SIGNATURE OVERPRINTED NAME):

Date/Time: _____

Date : **September 17, 2024**
To : **John Cabiluna Mendoza**
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,
Section 23 –Neglect of Duty – Failure to implement policies
And procedures.

Written Warning to Dismissal

Date violation committed: **September 10, 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):

John committed 1 critical error from September 9 – 13, 2024, audit and failed to meet the QA goal of zero critical error.

Row Labels	Count of Sales Order Number
Failed to upload the correct PAR details/UM number/Prior Authorization number	1
Grand Total	1

Sales Order - 28206450

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.



Anthony Tabios

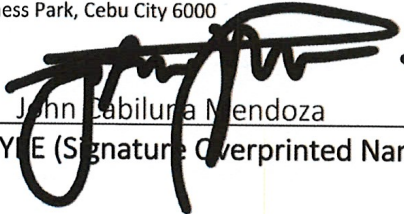
IMMEDIATE SUPERIOR
(Signature Overprinted Name)
Position: Team Lead

Received by:

Cc: Immediate Superior
201 file

iPloy OPC
9TH Floor Ayala Center Cebu Tower
Cebu Business Park, Cebu City 6000





John Cabiluna Mendoza
EMPLOYEE (Signature Overprinted Name)

September 17, 2024
Date/Time



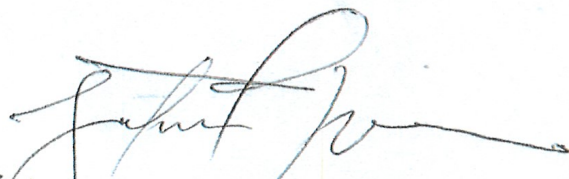
EMPLOYEE'S WRITTEN EXPLANATION FORM

Date/Time: 9/16/2024

To (Immediate Superior): Anthony Tubios

Position: Authorizations

This is in response to This is in response to The critical error that I had last
week was failed to get the correct par number during call,
I should have listen carefully or to ask again the correct
Authorization number to confirm that I got it correctly. Furthermore,
I should've waited for the Auth letter to be uploaded
to reconfirm the details that was exchanged during
the call.


JOHN C. MENDOZA

(Employee's signature over printed name)



iGROW COACHING FORMs

Full Name: John Cabiluna Mendoza	Date: 09/17/2024
Employee No: 4923	Immediate Supervisor: Anthony Tabios

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

Issue: John incurred a critical error from his September 9 - 13, 2024, audits.
Goal: To discuss the errors he incurred from September 9-13, 2024, audits especially the critical error that he 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

John is already aware of the process and getting a critical error is not because he doesn't know the workflow. He is very aware of the workflow and SOP.

John called the insurance on this patient to follow up for the approval and upon getting the auth approval he did not verify/clarify the auth approval if it is correct or not at the same time when he received the approval letter from the insurance he did not bother to double check at all if the auth approval he got from the call is matching with the auth approval coming from the insurance. John is too confident that he did not bother verifying and checking if the auth he got is correct because he is in a hurry to reach his goal at the same time.

John is fully aware that auth approval under PAR he logged if it's not matching the approval from payer is a critical error and it might affect our revenue since the claims will deny it because the auth number is incorrect. John is aware of the impact of the error that he has made.

Way Forward – Action Plan and Setting Proper Expectations

Moving forward I will do the following action plan:

1. John will utilize and check all the guides, cheat sheets and tools available on file.
2. While working through the orders, Joey will have to keep track of his workflow. Ensuring that he is following the correct processes, recognizing errors such as the critical ones that he incurred



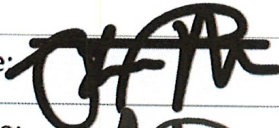

(unverified information through call) before finalizing his works and thus, maintaining the company's standard of quality.

3. John will refrain from chitchatting and will focus on his work to avoid errors.

John is confident that these action plans will greatly help him not to commit any critical error moving forward. He is committed that all the action plans discussed will be put into action.

It is highly expected that Joey 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 Joey Failed to hit his QA goal of zero QA critical error for the week September 9-13, 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 Emerson's current standing.

His QA result of the current week will be reviewed on September 24, 2024, to evaluate and assess if the entirety of the above action plan is executed accordingly.

Employee Signature: 	Date: 09/17/2024
Supervisor Signature: 	Date: 09/17/2024