

Date : November 12, 2024
To : John C. Mendoza
Position : Initial Authorization
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: **September 26 and October 8, 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 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 upload the correct PAR 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).*

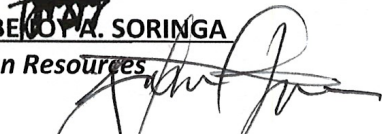
- Culpable of violating the infraction/s as stated**
 Not-culpable of violating the infraction/s

With this, you are then sanctioned:

- Coaching
 Documented Verbal Warning
 Written Warning
 Final Written Warning
 Suspension
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 OYA. SORINGA
Human Resources


JOHN C. MENDOZA


ALFREDO CAMARILLO, JR.
Director of Operations

Received by (SIGNATURE OVERPRINTED NAME):
Date/Time: 11/12/2024



Date : **November 5, 2024**
To : **John 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 26 and October 8, 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 2 critical errors from October 14-18, 2024, Audit and error were dated September 26, 2024, and October 8, 2024, and failed to meet the QA goal of zero critical error for Audit week October 14-18, 2024.

Row Labels	Count of Sales Order Number
Joey Mendoza	2
Failed to upload the correct PAR details/UM number/Prior Authorization number	2
Grand Total	2

Sales Order = 28401663

Sales Order = 28536393

Row Labels	Count of Sales Order Number	Average of Score	Count of Critical Errors	Count of Major Errors	Count of Minor Errors
Joey Mendoza	2	0.00	2		
Grand Total	2	0.00	2		

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 OPC
9TH Floor, Alala Center Cebu Tower
Cebu Business Center, Cebu City 6000




Anthony Tabios

IMMEDIATE SUPERIOR
(Signature Overprinted Name)
Position: Team Lead

Received by: 
John Mendoza

EMPLOYEE (Signature Overprinted Name)

11/6/2024 12:13 PM

Date/Time



EMPLOYEE'S WRITTEN EXPLANATION FORM

Date/Time:

To (Immediate Superior):

Position: *Authorization Specialist*

This is in response to This is in response to I got a critical error because
I did not add a zero in the par number while logging the
par with the payor of medicaid Ca since they need to be
(12 digits) log with 11 digits in the par number. I will be extra
careful when logging a par from medicaid Ca and always
double check for me to prevent this kind of issue.


JOHN R. MONROZE
(Employee's signature over printed name)



IGROW COACHING FORMs

Full Name: John Cabiluna Mendoza	Date: 11/05/2024
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 October 14-18, 2024, audits.
Goal: To discuss the errors he incurred from October 14-18, 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 fully aware of the fact that all Medicaid CA approval number needs to be 11 digits. However, during that week John committed a critical error by not logging Medicaid CA approval that causes the order to be kicked back and not confirmed by the confirmations team.

John was not focused that week and was distracted; he did not follow and utilize the checklist provided to the team to make sure that they avoid committing critical errors. The reason why he is distracted is that during that week is the 1st year anniversary of the passing of her mother and the birthday of her mother as well. He is still emotional that week as he remembers his mother and was distracted during working hours. At the same time, he is distracted because of his seatmates as they are talking during working hours not only work related topics but including un related to work.

This is the 2nd instance that John has committed critical error, and he is fully aware of the progression and the impact on the error.

Way Forward – Action Plan and Setting Proper Expectations

Moving forward I will do the following action plan:

1. I will be transferring Joey to another station so he can focus on his work properly.
2. I am doing scheduled floor walk to the team and check them one by one if they open their branch overrides tools, checklist, knowledge auth base at the same time their teams if they are chatting or have group chat that is not work related or I am not included.

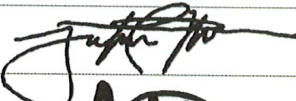



3. John created a group in edge where if he opens the edge all the portals/excel sheet/QRG that he saved will open automatically. In this way when he logs in and opens the edge all the necessary tools and qrg needed will open automatically so John has no more reason that he forgot to open the checklist/portals/knowledge auth etc.

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 John 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 John Failed hitting his QA goal of zero QA critical error for the week October 14-18, 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 John's current standing.

His QA result of the current week will be reviewed on November 14, 2024, to evaluate and assess if the entirety of the above action plan is executed accordingly.

Employee Signature: 	Date: 11/05/2024
Supervisor Signature: 	Date: 11/05/2024