

Date : December 12, 2024
To : John Cabiluna Mendoza
Position : Initial Authorization
From : Human Resources
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: **November 15, 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 third 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 complete manual eligibility checks.*
- *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: December 18, 2024 (Wednesday)

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 O. A. SORINGA
Human Resources


ANTHONY BRITZ ALENTON TABIOS
Team Lead


ALFREDO CAMARILLO, JR.
Director of Operations

Received by (SIGNATURE OVERPRINTED NAME):

Date/Time: 12/12/2024



Date : **November 20, 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: November 15, 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 November 11-15, 2024, Audit and error was dated November 15, 2024, and failed to meet the QA goal of zero critical error for Audit week November 11-15, 2024.

Row Labels	Count of Sales Order Number
Failed to check current eligibility (failed to complete manual eligibility checks)	1
Grand Total	1

Sales Order = 28991182


Row Labels	Count of Sales Order Number	Average of Score	Count of Critical Errors	Count of Major Errors	Count of Minor Errors
Joey Mendoza	5	80	1		
Grand Total	5	80	1		

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.

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





Anthony Tabios
IMMEDIATE SUPERIOR
(Signature Overprinted Name)
Position: Team Lead

Received by: 

JOHN C MENDOZA
EMPLOYEE (Signature Overprinted Name)

12/4/2024 7:33 AM

Date/Time

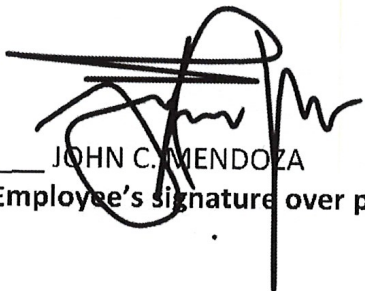
EMPLOYEE'S WRITTEN EXPLANATION FORM

Date/Time: 11/29/2024 7:29 PM

To (Immediate Superior): Anthony Tabios

Position: Auth Rep

This is in response to the critical error for not checking the eligibility. As far as I can remember, during that time I was multi-tasking that I forgot to double check the patient's eligibility.



____ JOHN C. MENDOZA ____
(Employee's signature over printed name)



iGROW COACHING FORMs

Full Name: John Cabiluna Mendoza	Date: 12/04/2024
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 November 11-15, 2024, audits.

Goal: To discuss the errors he incurred from November 11-15, 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 committed critical errors prior to this last October 14-18, 2024, regarding lacking authorization number for Medicaid CA. This is the 3rd time that John committed critical error his 1st was week September 9-14, 2024.

John committed critical error for the audit week November 11-15, 2024, by not checking eligibility check because that time he was opening multiple sales order and was confused of the orders, and he thought all the sales order he opened the eligibility was already checked.

John is fully aware of the process and that it is very important to check the eligibility first before working a sales order.

Way Forward – Action Plan and Setting Proper Expectations

Moving forward I will do the following action plan:

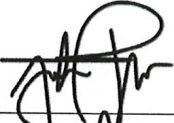

1. John will open one sales order at a time to avoid confusion and to make sure the order is being checked.
2. Before moving on the next sales order John will double check or will check again if the eligibility has been checked already.
3. John will make sure to follow the and utilize all the checklist provided to them

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 November 11-15, 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 December 17, 2024, to evaluate and assess if the entirety of the above action plan is executed accordingly.

Employee Signature: 	Date: 12/04/2024
Supervisor Signature: 	Date: 12/04/2024