



Human Resources – DISCIPLINARY ACTION

Employee Name:	Rhomil Vincent T. Lubanga	Date:	February 3, 2025
Employee Number:	5	Immediate Superior:	Niño Angelo Q. Manal
Emp Status:	Regular	Position:	STL – Asset Recovery

Facts and investigation of the case:

On December 26, 2024, we received a report coming from Ms. Stefanie Bellano (Manager of Asset Recovery of AdaptHealth) and Neil Trainer (Senior Director, Patient Financial Services, AdaptHealth), escalating a few of the concerns they have regarding your performance at work. Below are some of the frustrations they have shared with specific examples of the impact of your detached demeanor in the team:

1. To put it bluntly, the client specifically mentioned that you have been disengaged, exhibiting a lack of leadership and accountability in many areas.
2. It has been observed that you appear to be particularly withdrawn in the following areas:
 - a. **Commitment to New-Hire Training:** There has been a noticeable lack of commitment to the new-hire training plan. The client strongly believes this is contributing to a higher turnover rate, particularly among agents who are completing their training.
 - b. **Adherence to Process Compliance:** Your inconsistency in adhering to process compliance and staying updated on process changes has raised concerns. The department has implemented several new processes and tools over the past few years, accompanied by comprehensive training sessions for the team. However, it has been reported that you have not sufficiently held the team accountable for following these new procedures or using the tools effectively, as you seem to struggle with learning and applying these changes yourself. This has become a recurring issue, where the client feels they cannot rely on you during process updates, requiring multiple reminders before you effectively retain the information. It is important to note that this is not perceived as an issue with Ed, Marie, or their teams.
 - c. **Accountability in Communication:** When discussing errors or areas for improvement, there appears to be a lack of accountability or acknowledgment of the issues on your part. Your responses tend to be vague or unrelated, which hinders constructive dialogue.

On December 27, 2024, the Director of Operations, along with the Operations Manager and HR, conducted a one-on-one meeting with you to address the concerns raised by our client. The meeting was facilitated by the HR Manager, and the minutes were documented by HR Associate Phel Estrera. During this meeting, you were given the opportunity to provide your explanation regarding these matters. As a result, this Notice to Explain (NTE) was created to formally address the situation.

On January 14, 2025 you provided your Letter of Explanation with the following information written on your defence:

- You apologize for any inconvenience caused by your silence on the client side as you focused on working in the background.
- You made sure that everyone was reminded of their responsibilities and updated accordingly to help the agents perform at a higher level.
- You acknowledge the client's frustration, as they were unaware that you had been consistently updating the team.
- While you don't have an excuse for failing to communicate these updates effectively, you ask the client to review as shown on the attached images, which demonstrate that you have been fulfilling your duties and have not neglected your responsibilities. Refer to Annex A for your supporting documents justifying this claim.
- On commitment to new hire training, you are not certain as to how the client evaluated the turnover rate for asset recovery. As noted on the table you have provided in Annex A, 90% of the new hires were successful and were regularized.

- On the aspect of adherence to the process and training, you stated that starting from day one of 2024, you have been sending reminders, SOPs, and Video tutorials to all agents in your team (Refer to a screenshots that proves this claim).

It is important to point out that the screenshots provided only shows proof that both TLs were able to cascade the information to their team members but it does not show that you were able to provide updates to the client on the instructions given and the progress as well. As the STL of the team, it is your responsibility to update them about what your TLs have done including your own initiatives. It is important that they know about the progress of every issues and concerns, assigned projects, and even simple instructions given by them to the team. As the leader of Asset Recovery team, we expect that you know your basic responsibilities to your client as you have been handling this position for a long time now.

We understand that you do not only provide assistance/support to the TLs but also to all the reps who comes to you for help if their TLs are unable to assist them. As an STL, this is one of your responsibility for which you have been doing based on your screenshots provided. But let us not forget that it is not the only responsibility you have as an STL. You also have a responsibility to your onshore client.

Your explanation with regards to the commitment to new hire training, it is very important that you discuss this with your manager and onshore client for them to be aware of the data. Leaving them hanging will allow them to interpret data as it is and would appear that you are not doing anything to resolve it. This is why communication with your onshore client is very important.

Consequently, action plan must be created by you to address this matter focusing on the following factors: (a) creating minutes of the meeting for every meeting attended esp with the onshore client noting down the topics that were discussed and listing down the attendees as well; and (b) providing updates on all projects, initiatives and the like on a daily basis by submitting a Daily Productivity Report copying your Operations Manager and the Director of Operations for their awareness as well.

Objectives:

All Employees are expected to behave in accordance with the company policies and procedure. This can be done by holding themselves accountable for demonstrating the utmost in professional behavior, following instructions required by the company in relation to his/her role in the organization, and by delivering the task in a timely manner being set forth by the client, immediate superior/s and the company.

Consequences

As stipulated in the company's Code of Conduct and Discipline, *all other acts of misconduct that cause or tend to cause damage or prejudice to the company shall be subjected to disciplinary action depending upon the gravity of the offense committed. The Company's Code of Conduct Policy and Discipline, under Rules on Proper Conduct and Decorum Section 23 prohibits:*

"Neglect of Duty -failure to implement policies and procedures"

Upon weighing all the pieces of evidence at hand as well as taking into account the deliberation from top management regarding your case not to mention your admittance to this case, you are hereby found to be culpable of violating the infraction/s as stated above. Due to the severe impact of this case causing distrust of our clients not only toward you as the Senior Team Lead in Asset Recovery but also towards the Company as a whole, Management has decided to give you **two (2) counts of Neglect of Duty** thus giving you this **Final Written Warning (FWW)** with stern coaching.


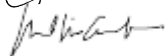
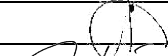


You must not incur another violation related to this or of the same nature within one (1) year period, otherwise this violation will progress and result in the issuance of Suspension up to and including termination depending on the impact of the violation.

Understanding



By signing this document, you acknowledged that you will be participating in a discussion outlined above which will be facilitated by your immediate superiors. You may elect to refute the basis of this FWW within five (5) days upon issuance providing written evidences supporting your Conduct Policy violation. Otherwise, this FWW stands and will be added to your permanent record.

Signature

	NAME	SIGNATURE	DATE
Prepared by:	Ramelyn Castañares, HR Manager		Feb 3, 2025
Noted by:	Niño Angelo Q. Manal, Operations Manager		Feb 3, 2025
Approved by:	Alfredo Camarillo, Jr, Director of Operations		Feb 3, 2025
Issued by:	Ramelyn Castañares, HR Manager		Feb 3, 2025
Received by:	Rhomil Vincent T. Lubanga, STL – Asset Recovery		Feb 6, 2025

Human Resources – NOTICE TO EXPLAIN FORM

Employee Name:	Rhomil Vincent T. Lubanga	Date:	January 3, 2025
Employee Number:	5	Immediate Superior:	Niño Angelo Q. Manal
Emp Status:	Regular	Position:	STL – Asset Recovery

Facts:

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Consequences

The Company value employees who take responsibility for their actions and behaviors. Likewise, iPloy requires its employees to abide by the policies and procedures set forth by top management. As stipulated in the Company's Code of Conduct and Discipline Policy, under Rules on Proper Conduct and Decorum Section 23, it states that "*Neglect of Duty -failure to implement policies and procedures*" is punishable according to the progression below:

1 st Occurrence	Written Warning
2 nd Occurrence	Final Written Warning
3 rd Occurrence	Suspension – 5 days
4 th Occurrence	Dismissal

Upon checking on our records, it shows that this is your 1st documented NTE since February 2023. Nonetheless, depending on the impact this has with our client, this might progress to a higher sanction up to and including termination of your employment especially with the nature of your role in this company as a Senior Team Lead.

Understanding

1. The opportunity to explain in writing why you should not be given disciplinary action for the alleged violation of the policy mentioned above is hereby given. You understand that you have to accomplish and submit the attached Explanation Form to HR **within 5 calendar days** upon receipt of the Notice to Explain Memo.
2. Lastly, you understand that failure to comply with the above shall mean a waiver on your part to be heard and appropriate disciplinary action may be taken by the Company including possible termination.

	NAME	SIGNATURE	DATE
Prepared by:	Ramelyn Castañares, HR Manager		01.03.2024
Noted by:	Niño Angelo Q. Manal, Operations Manager		01.04.2024
Approved by:	Alfredo Camarillo, Jr, Director of Operations		01.04.2024
Issued by:	Ramelyn Castañares, HR Manager		01.04.2024
Received by:	Rhomil Vincent T. Lubanga, STL		

Commitment to new hire training

I am not a 100% sure how they evaluated the turnover rate for asset recovery.

As Far as I can remember.

90% of them are successful on getting through regularized

	Tenurity	Resigned	Reason
Cierra Flores	2 yrs	January 1, 2024	Health Complications
Mary Cempron	3 yrs	February 1,2024	Family Issue(2 son was diagnosed Hemophilia)
Randy Valente	2 yrs	February 1,2024	Family issue(only son Mother is sick need to go home to Mindanao
Allie Delos Santos	8 months	May 1, 2024	Family issue (wealthy family does not want her daughter to work)
Clark Belenganilao	4 yrs	May 1, 2024	Greener Opportunity
Macie Limpag	5 months	Feb 21,2024(Terminated)	Attendance issue
Grace Milano	2 yrs	May 6, 2024	personal matter, Can no longer manager work and studies
King Lejera	5 months	June 25, 2024	Attendanc issue
Alice Fiel	2 yrs	September 3, 2024	Client escalation (terminated)
Christine Ligan	5 months	September 3, 2024	personal matter, Can no longer manager work and studies
Lorie Emnace	3 yrs	September 9 2024	December 30
Rod Lozano	1 month	September 19, 2024	Behavioral issue
Ryan Mandajuyan	10 months	September 10	Behavioral issue
Izzy Rivera	4 yrs	September 30, 2024	Personal Matter, persue teaching career
Bea Abello	7 months	December 30	Persue phycology studies
Erica Beliran	2 yrs	December 30	personal matter
Alcon Tubie	7 yrs	December 30	Business opportunity

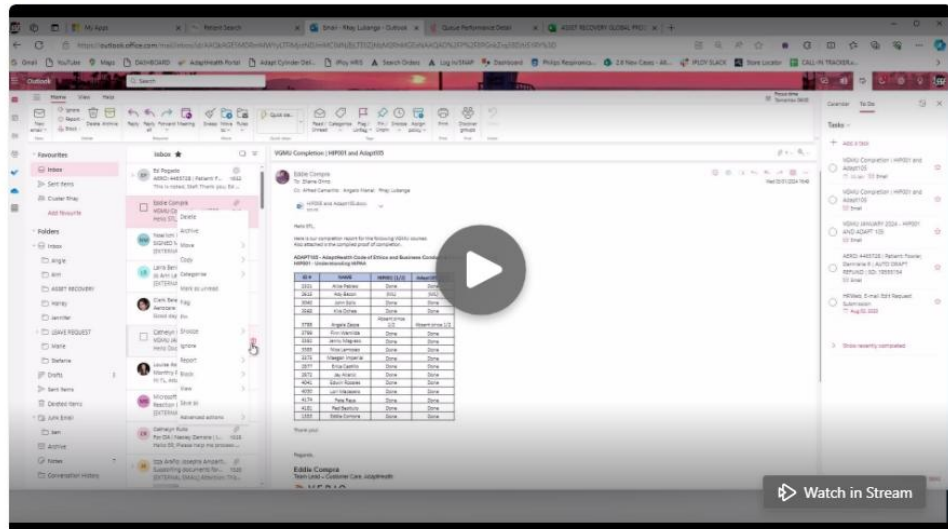
Adherence to the process and training.

Starting from day one of 2024 I am already sending reminders, SOP and Video tutorials for all employees

Reply

Rhay Lubanga 1/3/2024 5:04 PM

TASS Please follow the steps on setting a follow up through email



Email Follow up.mp4

Faxes sent to Asset Recovery tickets

Hi Team,

There has been a recent surge in inquiries asking TL to look for faxes in the ticket system. I want to clarify that we no longer receive the faxes the same as before and we cannot manually check. They are auto assigned in FreshService, so if you are searching for a fax and its not yet in the account, then we have not received that fax yet.

TASS



Alcon Tuble 1/17/2024 11:05 AM

Hi Angie, is still the same window for these docs to be uploaded? - we were told back then it's 24 to 48 hrs from the time they fax it.

Reply

Rhay Lubanga 1/17/2024 10:00 AM

TASS Team Please be reminded and keep in mind when doing your follow ups and even not Always and religiously check if the SO is still in asset Recovery it might have been sent back to billing but they have skipped a process to leave a note or notify so in order for each and everyone to move the account smoothly lets take the initiative to always check so we can close it out accordingly and save our energy. Thank you team



Rhay Lubanga 1/17/2024 1:35 PM

TASS team, in addition please make sure that Sales order and PT custom fields match with each other in order and to avoid from the



see more



Reply

TASS good morning Just a reminder If an account is in 6-letter mailed and when the PT/Fam Member called back and was not able to provide a proper documents or what we need to resolve please dont flip it back to inprocess we can only flip it once we get resolution and if the pickup has been scheduled. thank you

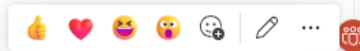


Rhay Lubanga 2/5/2024 10:18 AM
TASS sending another reminder Please keep in mind what are that statuses that needs to have a Follow up date entered Mostly what i see right now that we must do ASAP is the accounts we escalated thank you



Reply

Rhay Lubanga 3/1/2024 11:49 AM

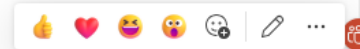


Team TASS
when using the pickup tool
please Dont type anything in the middle of the tracker it will cause a disrupt on the formula and will not work as expected.
thank you



Reply

Rhay Lubanga 3/26/2024 8:42 AM



Good morning TASS team we have noticed that there is still mates that we have that does not own the account even if it needs to we are all in now for all BT SYSTEM please be reminded to own those accounts thank you



Unknown user 3/26/2024 9:07 AM



see more

Reply



Rhay Lubanga 4/5/2024 9:39 AM

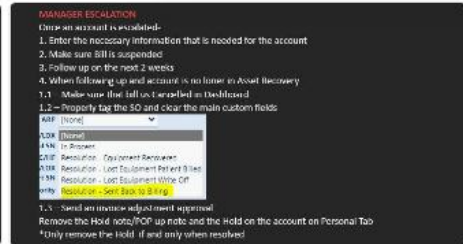
Team Good morning Reminder and please be diligent on this. please make sure to update the status custom fields and own the account. Also for O2 we dont have it purchased they can pay for it on a monthly base but not purchase be precise on explaining to PT that its a monthly rental



Reply



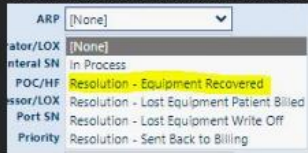
Rhay Lubanga 4/9/2024 8:26 AM



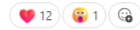
Good morning TASS Reminder on the tagging

Equipment Recovered

1. Make sure the you check the P/U ticket and there is a document that supports for the pickup
2. update the main Custom fields to COMPLETED
3. Make sure that the sales order is moved to



see more



Reply

Rhay Lubanga 4/26/2024 10:03 AM

TASS team No follow ups has been sent please make sure that you are all caught up on the list Stef gave. we need to work as a team to help everyone caught up to those who are already caught up please focus on the inbound queue and dialer to those who are not stay on queue but be laser focus on the follow ups



Reply

Rhay Lubanga 4/29/2024 8:34 AM

Good morning TASS! HAPPY MONDAY! we are moving some of our mates to the Aerocare dialer. the intention and thought with this is to help the aerocare accounts move faster and as well as to even out the volume of calls we will be getting at the same time to increase the productivity of everyone. Please be informed as we have just move random teammates. thank you



Rhay Lubanga 4/29/2024 8:53 AM

Just Identified Crystal Resurreccion Jacey Ropal you were moved to AEROCARE Dialer for now



TASS We have run 2800 accounts in STL- Please be prepared Lets wrap this calls as fast as we can so we can move on to the next



Rhay Lubanga 4/29/2024 8:55 AM

Most reason that are in STL Dialers right now are billing issue but all low value items.





General

Posts

Files

RCM Teams Alteration...



Rhay Lubanga 4/29/2024 8:55 AM

Most reason that are in STL Dialers right now are billing issue but all low value items.



Reply



Rhay Lubanga 5/7/2024 8:52 AM

TASS good morning. Moving Forward. We have to be inline and have same understanding when PT wants to receive a bill that they asked for adjustment or a bill that they asked for a discount and we give consideration. Once there is a bill that has been approved, Please take the payment right away. Please dont wait for the bill in BT to be adjusted to its discounted or marked down price(for the lack of term) Take the payment and tell them that once they pay it that will the only bill that they will need to pay Sound very confident when explaining that to the PT so they will not be hesitant.



Reply



Rhay Lubanga 5/7/2024 9:30 AM



TASS For PT needed for Recert or Requal and they are asking what documents we need. Generally tell them, that most likely we need Chart notes, CMN and updated saturation test. But most important thing is we need them to get the soonest schedule with their doctors for us to forward the information and the appropriate department can call their doctor and discuss what are the needed Documents in that way we can never miss a detail and instruction to the PT.



Unknown user 5/7/2024 9:32 AM




see more




Reply


 Rhay Lubanga 5/10/2024 11:30 AM


TASS team, Please be reminded of the HIPAA verifiers most of the evaluation mark downs are in those aspect which is very Crucial


 4 


This message has been deleted.

 Reply

General Posts Files RCM Teams Alteration... 

 1

 Reply




 Rhay Lubanga 5/16/2024 8:40 AM


TASS
Good morning Everyone


In case you don't read your email thoroughly....IMPORTANT MESSAGE - A notice has been placed on the Adapt Health web site to notify patients of the Phillip's Respironics data breach. As patients review this notice, they may call into our branches and have questions or concerns regarding the Phillip's incident. Please direct all questions to the resolution team for proper response, follow up and tracking of these inquiries.

You can direct patients to call the resolutions hotline at 844-415-6016 or email the resolutions team at resolutions@adapthealth.com. Please do not try to answer the questions on your own, follow protocol and direct the caller to the appropriate resolution line or email. Thank you 😊

[see less](#)

 2  1 

 Reply

 Angie Bridges 5/17/2024 8:20 AM

Asset Recovery Team

Today, each of us will give our best!
Respect will permeate from all of us!
Unstoppable passion will guide us!
Steadfast unity will hold us up, and help us through challenges!
Together, we can and will keep winning!

[see more](#)



Rhay Lubanga 5/21/2024 4:42 PM



TASS Please be reminded and for clarifications make sure that you are able to understand what has been resolved, not resolved and what has been closed out on our workflow You may encounter these/came across: Not Resolved, Closed in asset

1. The sales order "ARP Asset Recovery Stop" had to be released from these accounts to close the sale order, Make sure to check the Custom fields as they are tasked to PT purchasing out and /Lost PT billed.

2. This had to be done, due to not removing the asset items from the Pick up tickets when the accounts were moved to complete our process.

These were not released from asset, they were closed in our workflow

[see less](#)



Reply



Rhay Lubanga 5/28/2024 9:19 AM



TASS good morning Please pay attention and work smoothly on your make accounts please be extra careful when moving on to the next account Reminder to everyone that It is very vital that we fill in the follow up dates and the correct statuses of the accounts weather it needs to be updated with follow up or not. we understand that there might be glitches but it is much better if we do out accurately Lets Go and hope u enjoyed ur weekend!



Reply

12

Reply

Rhay Lubanga 6/4/2024 9:41 AM Edited

TASS Please be reminded and please be extra diligent on these WHEN TO UNSUSPEND INVOICE

1. When PT is Purchasing the item/ continue to rent if its an o2
2. When the pickup is not done
3. when the information we got turns to be not accepted to bill thank you

6 2

Reply

Rhay Lubanga 6/4/2024 2:18 PM

TASS Team, we totally understand that lapses are made and its natural for every human. but lapses can be adjusted through slowing down. Please just focus on getting 55 individually. As a team lets not go down 90%SLA systematically 55 is the number we are able to perform the best we will be able to maintain good quality of work and we will not be able to miss any of the important key indicators of our work flow.. We cant move a distance if we put too much resistance.(reflect) thank you

13 1

Reply

Rhay Lubanga 6/12/2024 9:09 AM

TASS good morning Please be reminded, Verifying the 2 elements is very important yet, there are still who missed this. Focus on the calls. Thank you

2



Rhay Lubanga 6/24/2024 9:50 AM

TASS happpppyyyyyy Monday! team, is there something that you would like to be specific that you want us to discuss during the huddles that you need further clarifications process or anything please dont hesitate to reply on this



Open 4 replies from Annie Bernalea, you and Angie Bridges



Annie Bernalea 6/24/2024 2:48 PM

Balance Transfers



Rhay Lubanga 6/24/2024 2:49 PM

Angie Bridges partner



Annie Bernalea 6/24/2024 2:50 PM Edited

PCP Referrals, there's still a lot we don't really know about this. I usually advise patients to have their PCP file for auth.



Reply



Angie Bridges 6/27/2024 12:52 PM

Write-off template for Black List EQ

Hi Team , if you are requesting adjusted invoices due to items being "blacklist"
Make sure you send the adjustment request template emails to your Team Lead to approve, those Write Offs , still need a paper trail .. Thank you
TASS



Reply

Rhay Lubanga 6/28/2024 9:47 AM

TASS good morning team Just a reminder be more conscious and be more attentive to details specially on the calls. Also, if you are done with your follow ups lets patrol around on the Escalation follow up and lets proactive help our mates move those accounts so all of us will be on top of that. Remember a successful team becomes successful in anyway if we have each other.. lets learn ang grow together

8 3 1 1

Reply

Rhay Lubanga 7/2/2024 9:07 AM

TASS good morning team, lets Regroup. 1st question of the day What will you do to an account that is in callfire but will just drop off the item.? A. Own the account and tag as scheduled - (React heart) B. Leave the account in CF and just note the account (React Approve)

7 2

Reply

Rhay Lubanga 7/2/2024 9:13 AM

TASS All asset recovery invoice adjustments that are "credit adjustment/payer change , sent back to billing" no matter the amount goes to to DTL for approval

If your TL has approved a MCTP Pap as payments received /purchase , the write off will be -----"Write -off /Discount " , you must attach your team leads response approval to the adjustment template you sent to Stef for post

7 1 1

Reply

Rhay Lubanga 9/24/2024 8:47 AM Edited



**IMPORTANT!
FOLLOW UPS**

TASS Team Good morning everyone
this is for strict compliance
Please take care of your follow ups first and help our mates those who has overdue follow ups before getting 2.6.
i will lock it up till everything and everyone is caught up

3 2

Reply

Reply

Rhay Lubanga 11/18/2024 10:16 AM Edited



CUSTOM FIELDS TAGGING

Jacy Espina Jenni Orquia Chaela Mendez



Reply

Ed Pogado 11/20/2024 1:12 PM Edited

Kudos




see more



Marie Bala 11/20/2024 1:22 PM
Good job, Chris Debuayan!!!



see more

 Rhay Lubanga 11/29/2024 9:06 AM

REFUND REQUEST PARAMETERS

Hi TASS Team,

Please see pointers when can we issue a refund and when should we say NO for a refund

PARAMETERS FOR REFUND REQUEST

When can we proceed for a Refund.





1. If the card was deducted through auto pay only
2. If they have returned the machine way back and got deducted after enrolled or flipped to asset recovery


Why can't we proceed with a refund.


1. All sales are final (even if they have returned the machine, we can't issue a refund)
2. When the payment was made after the bill was dropped
3. If the PT willingly agrees to pay for the item or bill

Thank you

[see less](#)

 8  1  1 

 Reply

 Angie Bridges 11/29/2024 12:02 PM Edited

IMPORTANT!

"AutoPay" Automation Ran This morning

Hi Team , Just a heads up !! The "Autopay project" accounts were automated this morning and you may get an influx of grumpiness , Be kind , let them knw how to resolve the issue , if these devices were already returned let your Team Lead know so a refund can be done as soon as possible .. It will look like the highlighted image below



Reply



Rhay Lubanga 12/16/2024 9:32 AM



BLACK LIST

TASS

Good morning

Just want to remind everyone and clarify regarding black list items.

Yes we are moving those accounts as MCTP but it does not mean its resolved and we are removing the hold and move it as resolved idea is we would not give that much effort as those items on the black list are low dollar value. we let the system take care of t so when they call we will still have a chance to discuss and resolve the issue on the account.



Reply



Rhay Lubanga 12/16/2024 12:36 PM



INVOICE ADJUSTMENT APPROVAL

TASS

team. Please dont skip a process if an account has been resolved

Dont forget to send an approval adjustment to reflect the account accordingly.

Thanks



Reply