Intellicare AGORA
Mobile App

USER GUIDE

I. Getting Started

II: Homepage Dashboard

III: Frequently Asked Questions (FAQs)

Teleconsultation

Map

E-RCS

Utilizations

Directory

Members Profile

Downloading the App

To use the Intellicare mobile app, download it from the Google Playstore for Android users and Apple App Store for iPhone users.

1. Open the Playstore or Appstore and search for **"Intellicare Agora".**
2. Download and install the Intellicare mobile app on your device.
3. Open the Intellicare Agora mobile app.

You are ready to go!

Always check available updates to ensure that you are using the most recent version of Intellicare Agora.
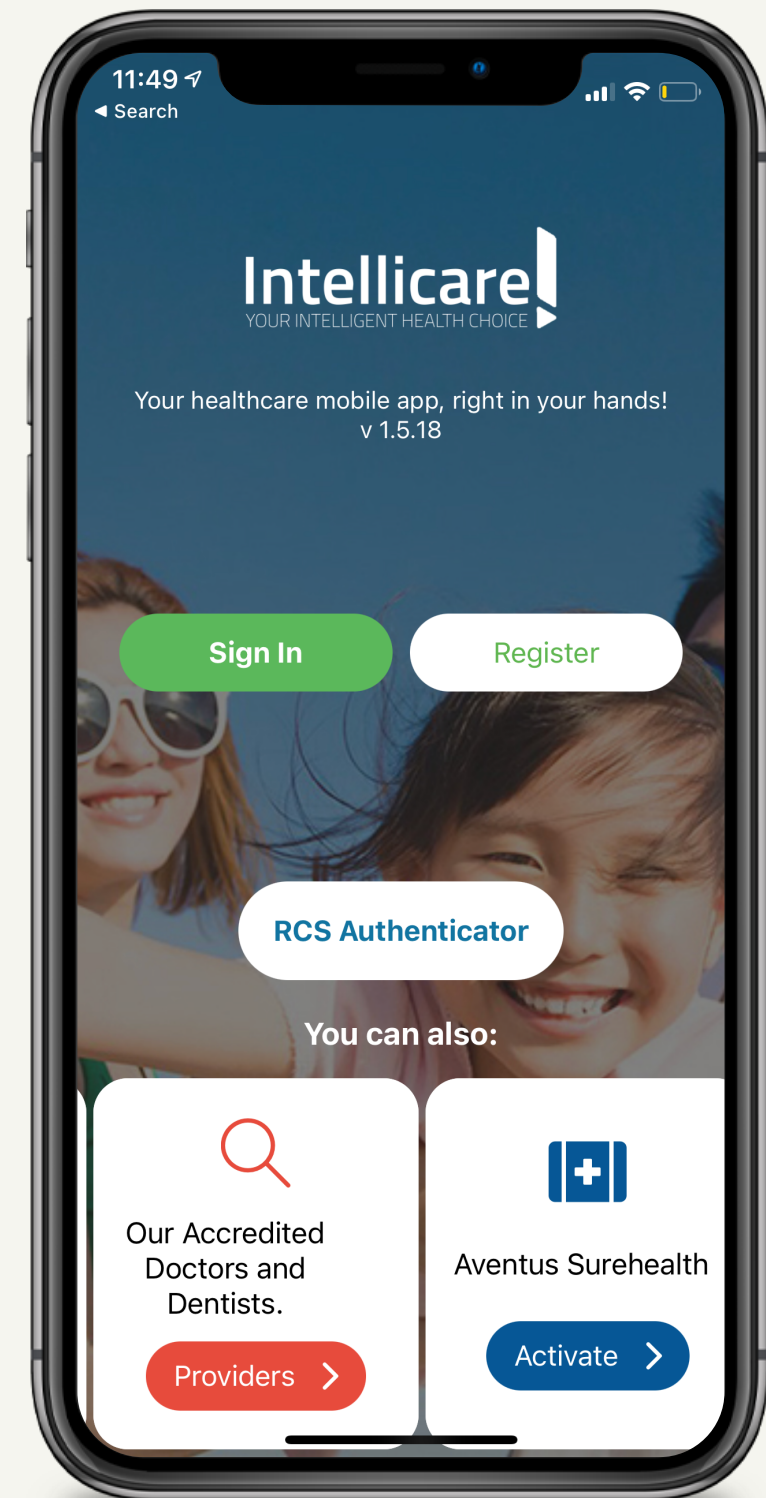
Onboarding Page Interface

To log-in registered account

To create an account
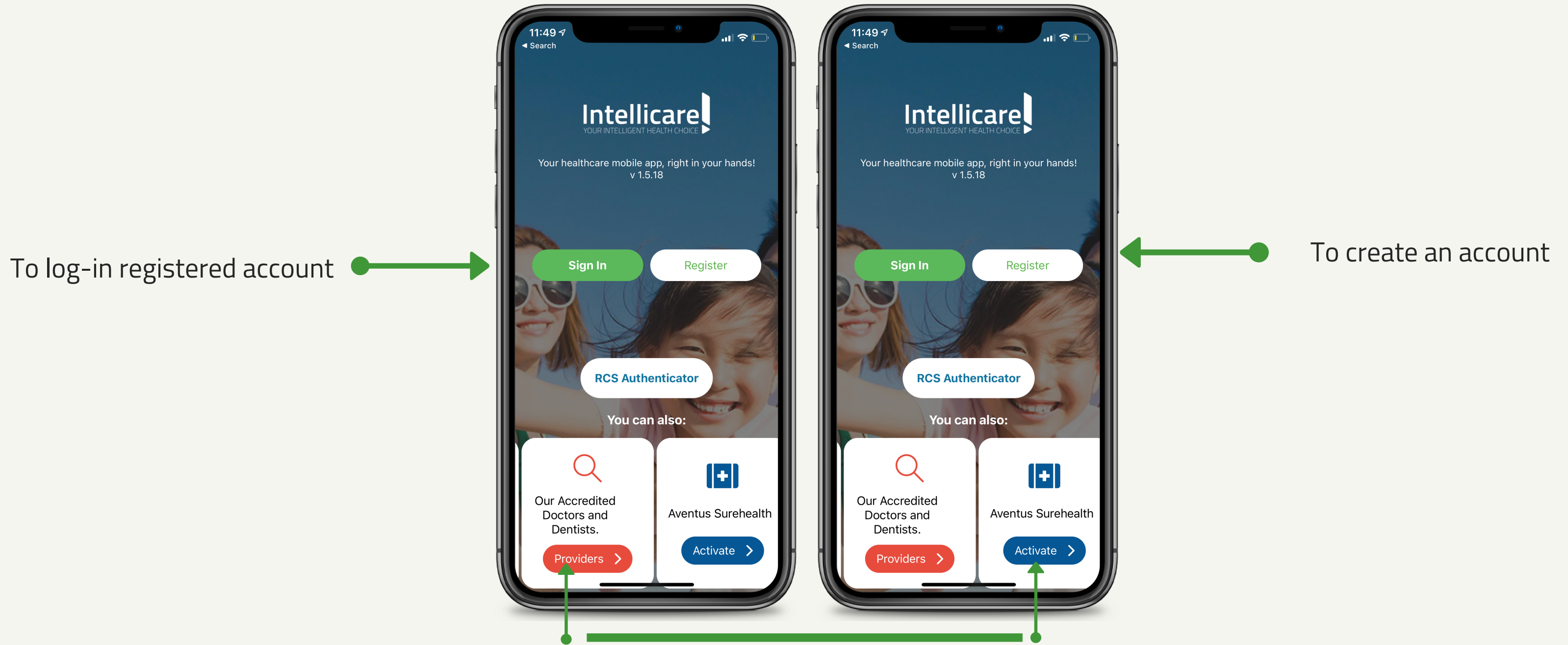
Can access without registering or signing in
Simply click the icon

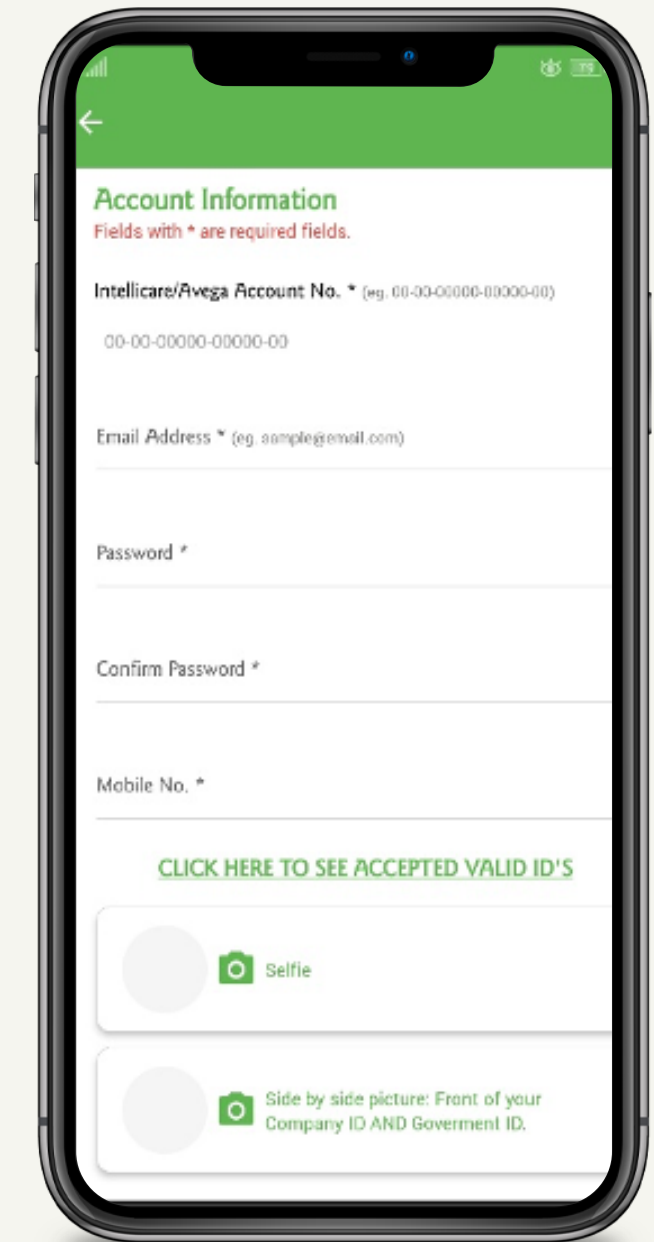## How to Register?
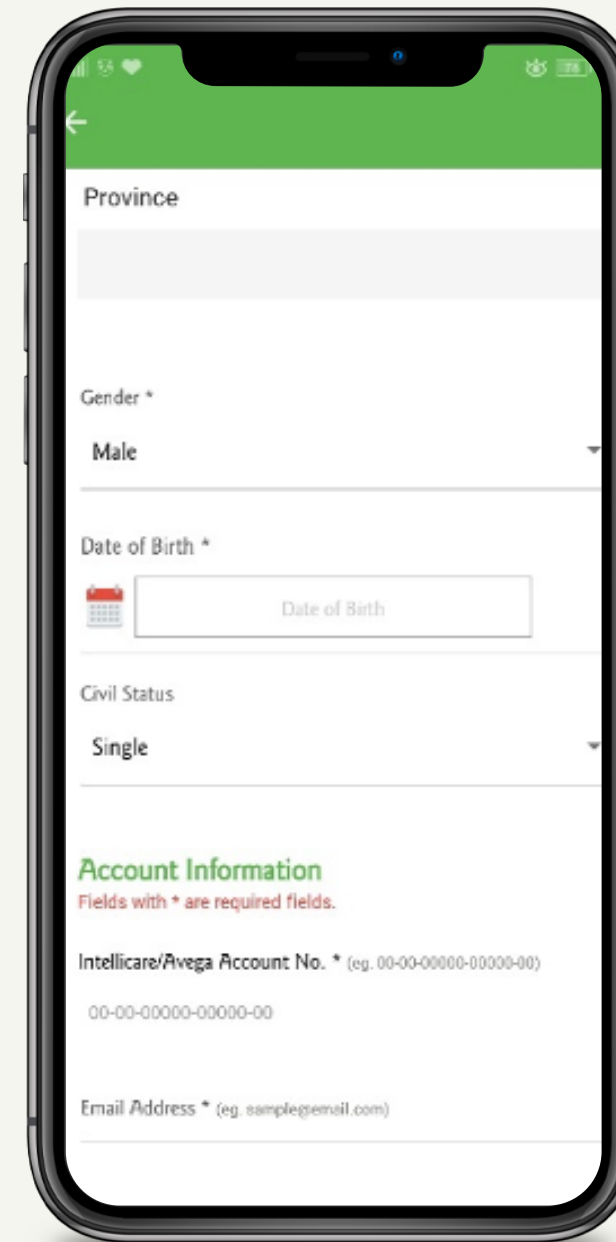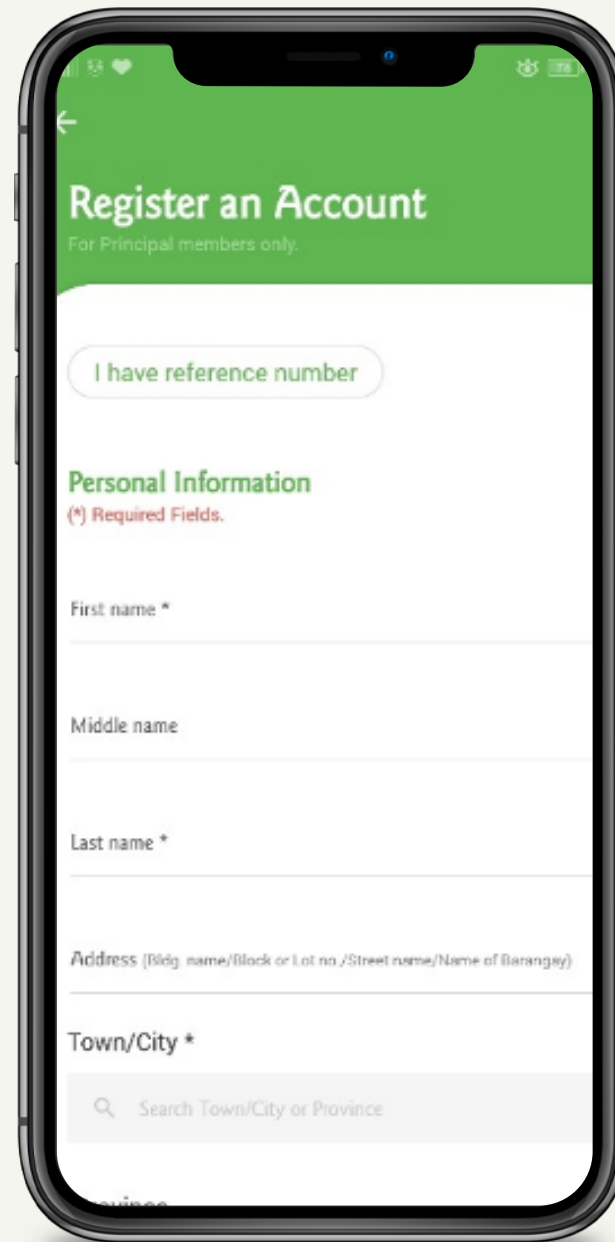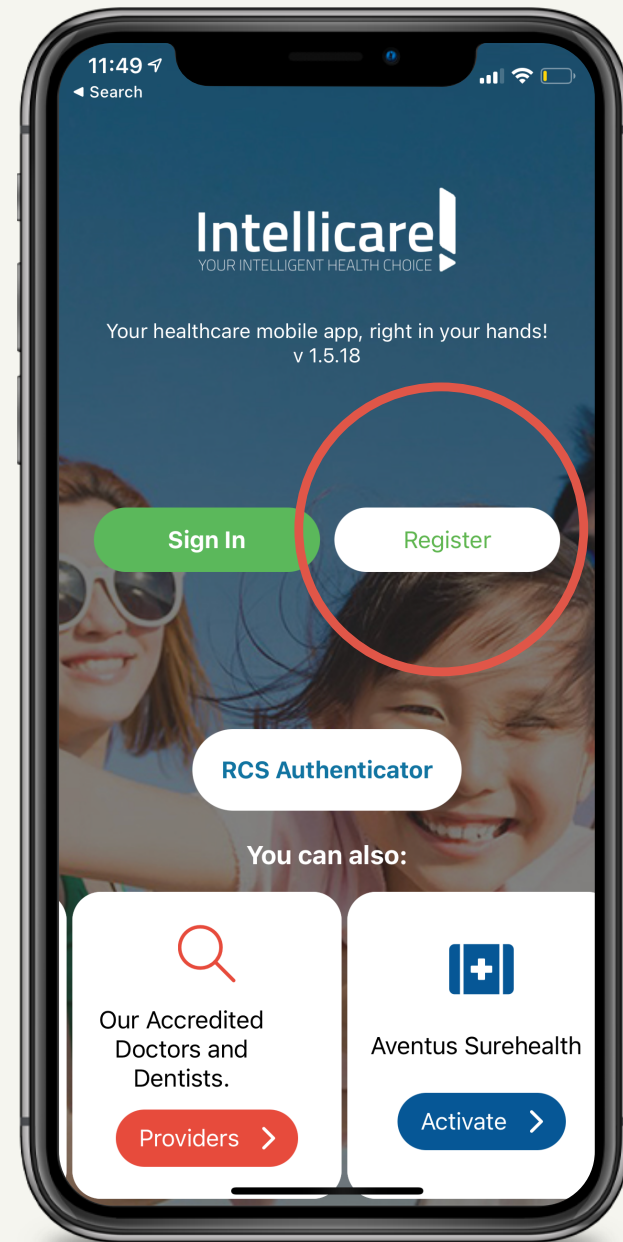
1. Click the **Register** icon to get started.

2. Fill-out Form by providing correct details.

3. Create password.

Account registration is only for principal members.

* *For Date of Birth field, you can click the year icon.*

Password must contain at least one digit number, one upper case, and one special character. (!@#$%)
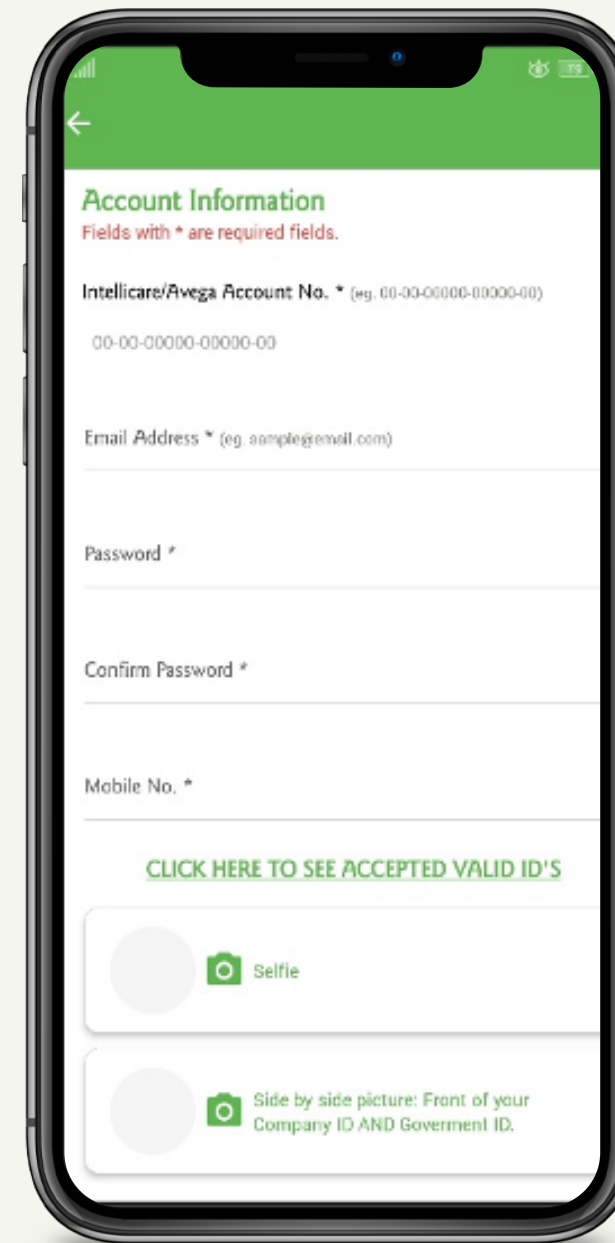

Personal Information Fields
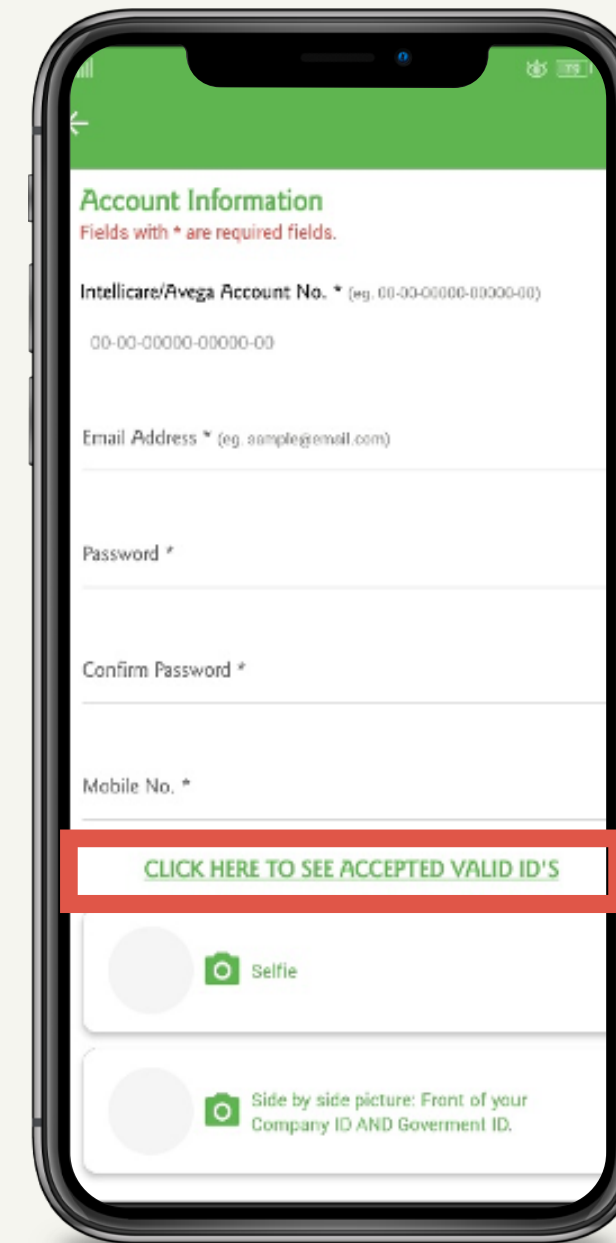
Account Information Fields

How to Register?

3. Click the **Camera** icon to activate your phone's camera and capture your image.

Make sure that photo taken is not blurred. Otherwise, your application may be disapproved.
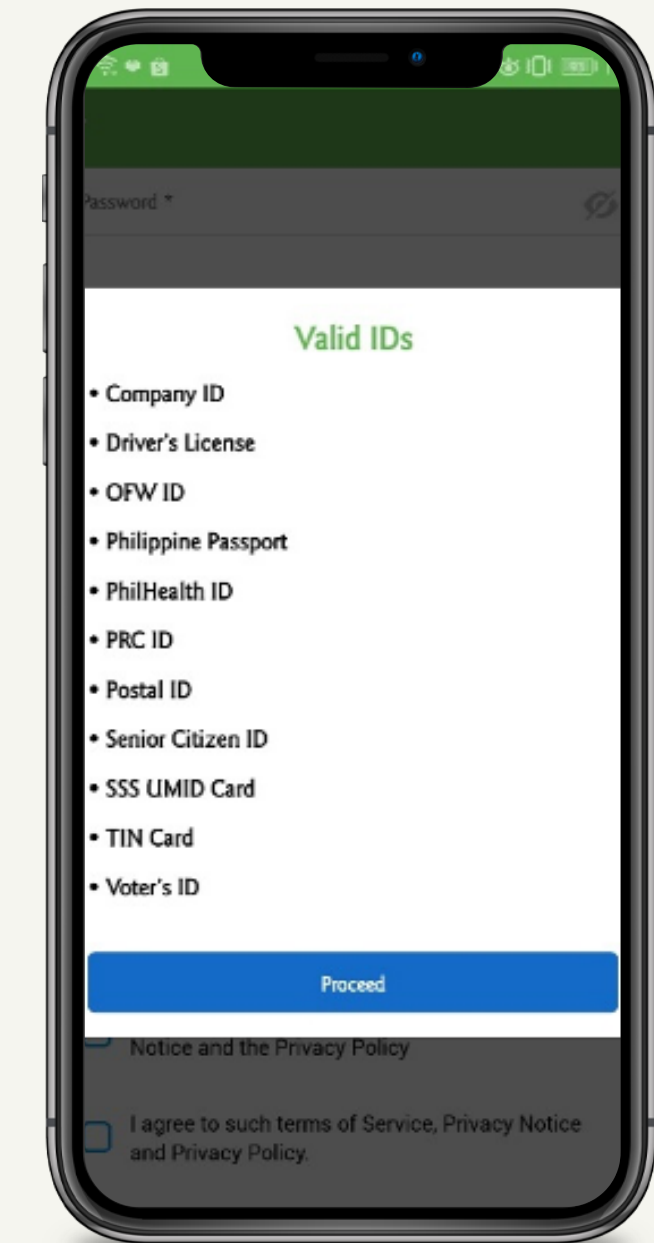
4. Click **Proceed** to return to recent page.

A. Take a Selfie
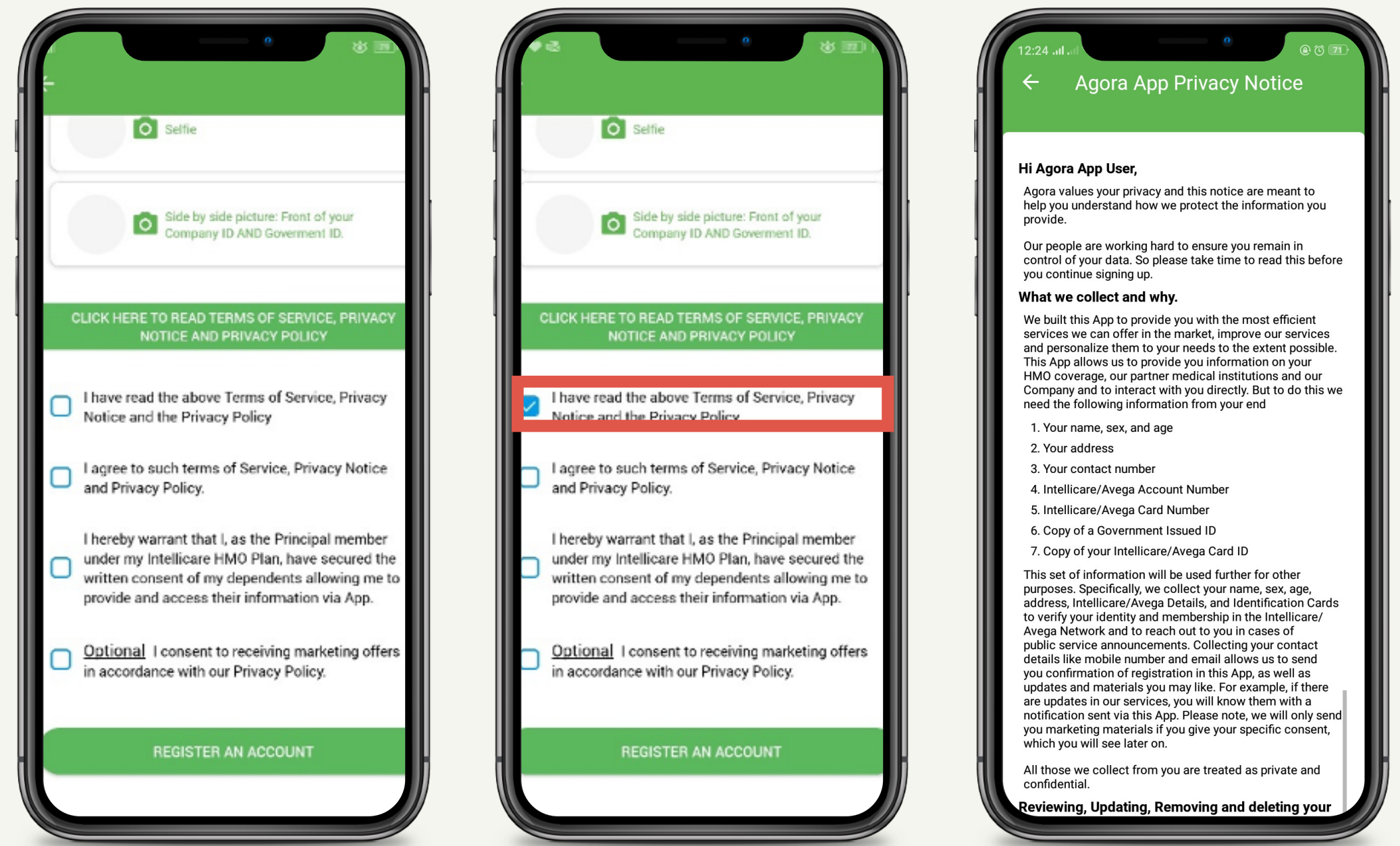B. Front of your Company ID
   AND Government ID

To view the List of Valid IDs

Valid IDs

How to Register?

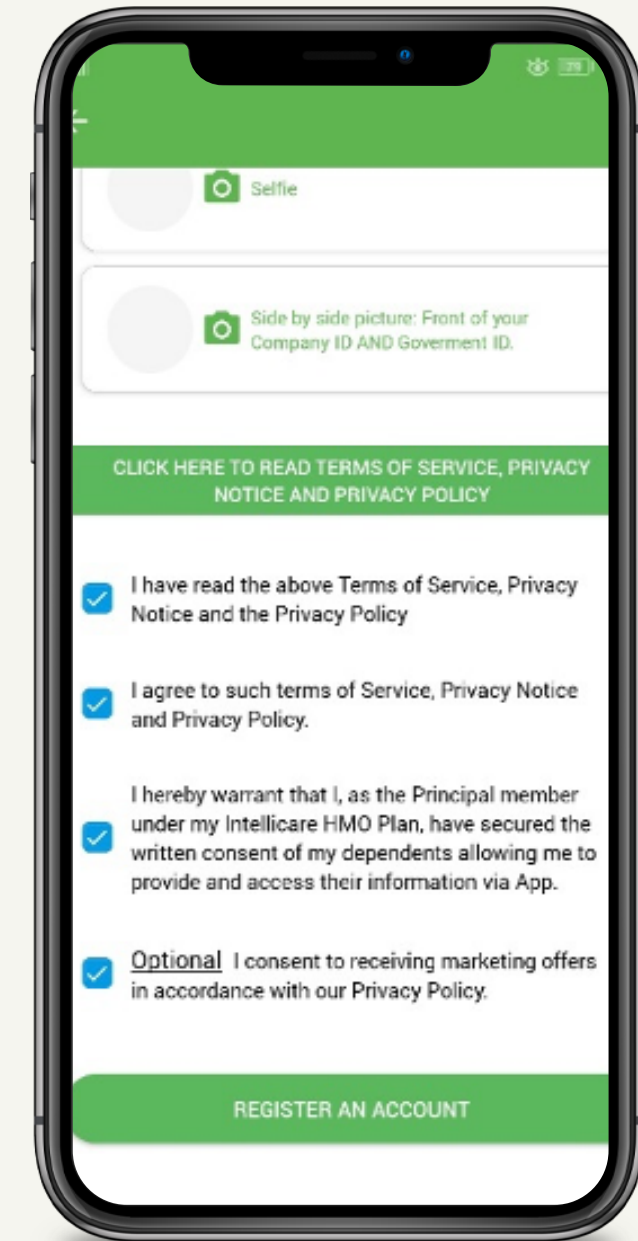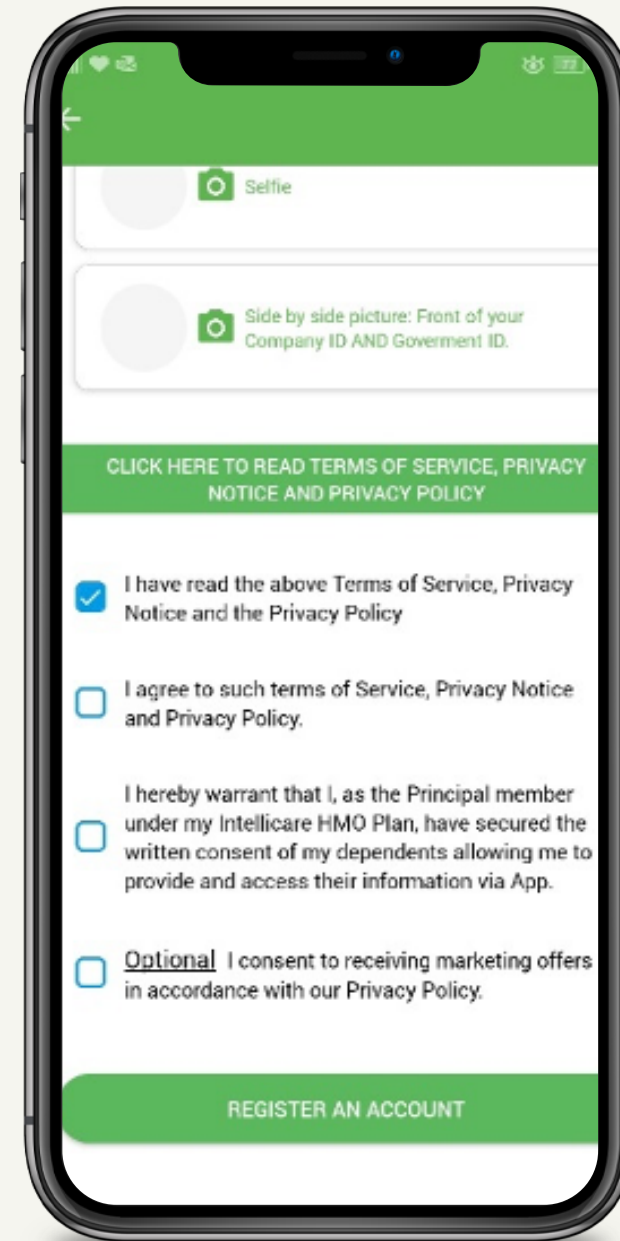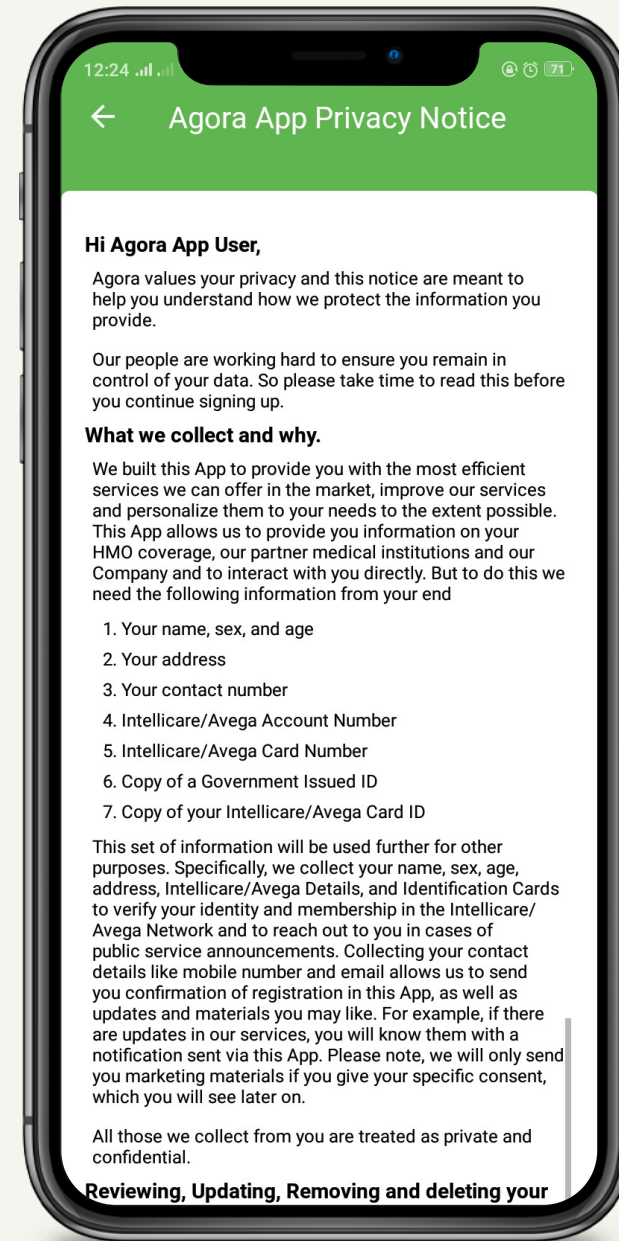5. Read and check the first agreement.

Read the Intellicare App Privacy Notice.

How to Register?

6. Click Accept to return to recent page.

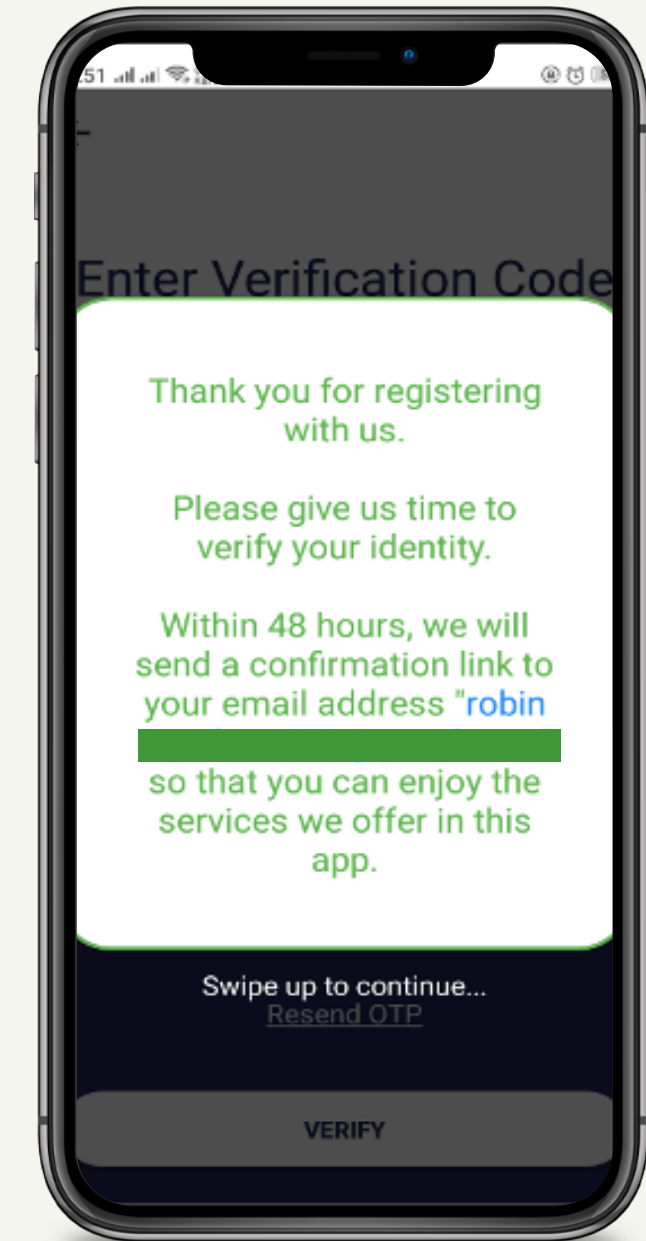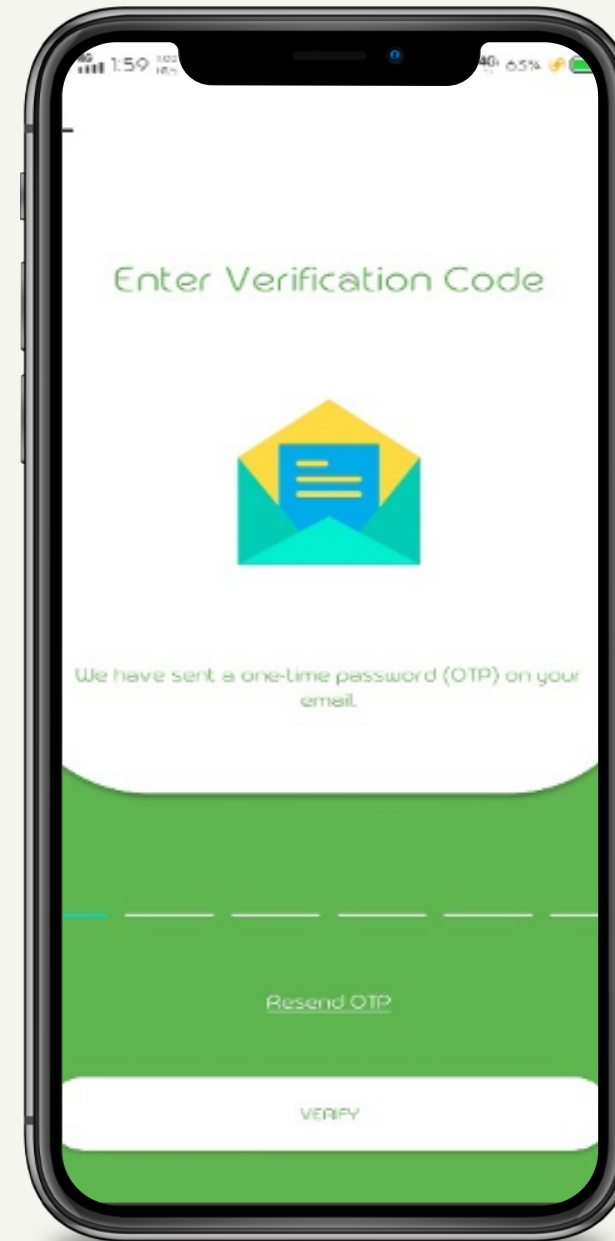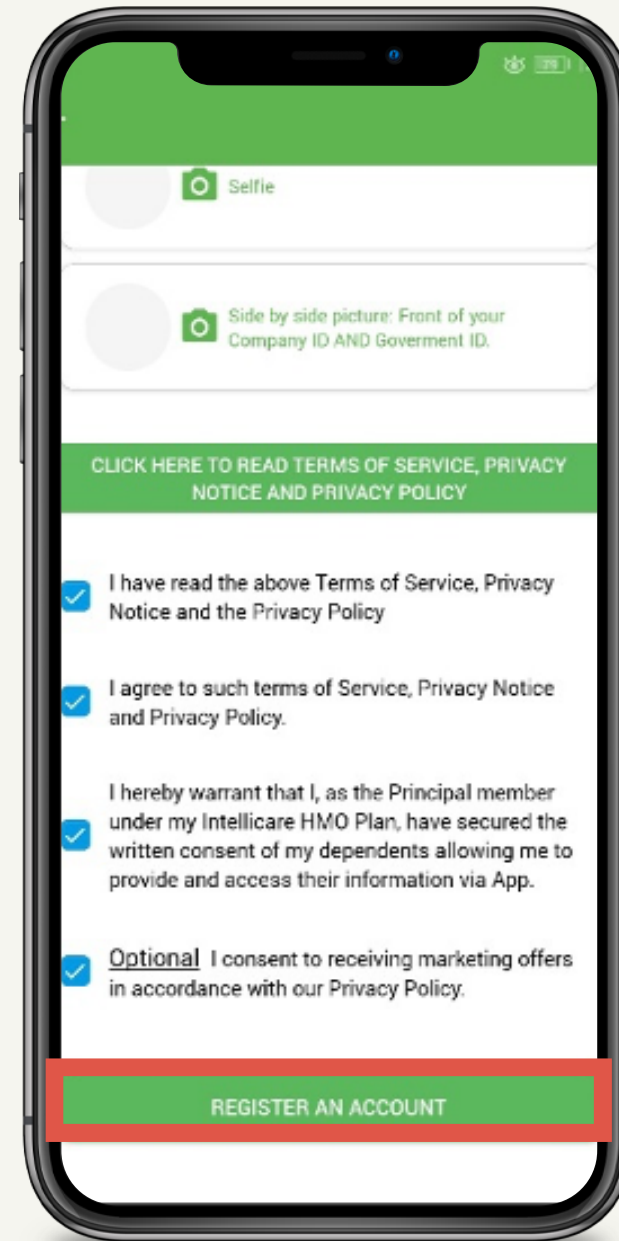7. Read and check the remaining agreements.

How to Register?
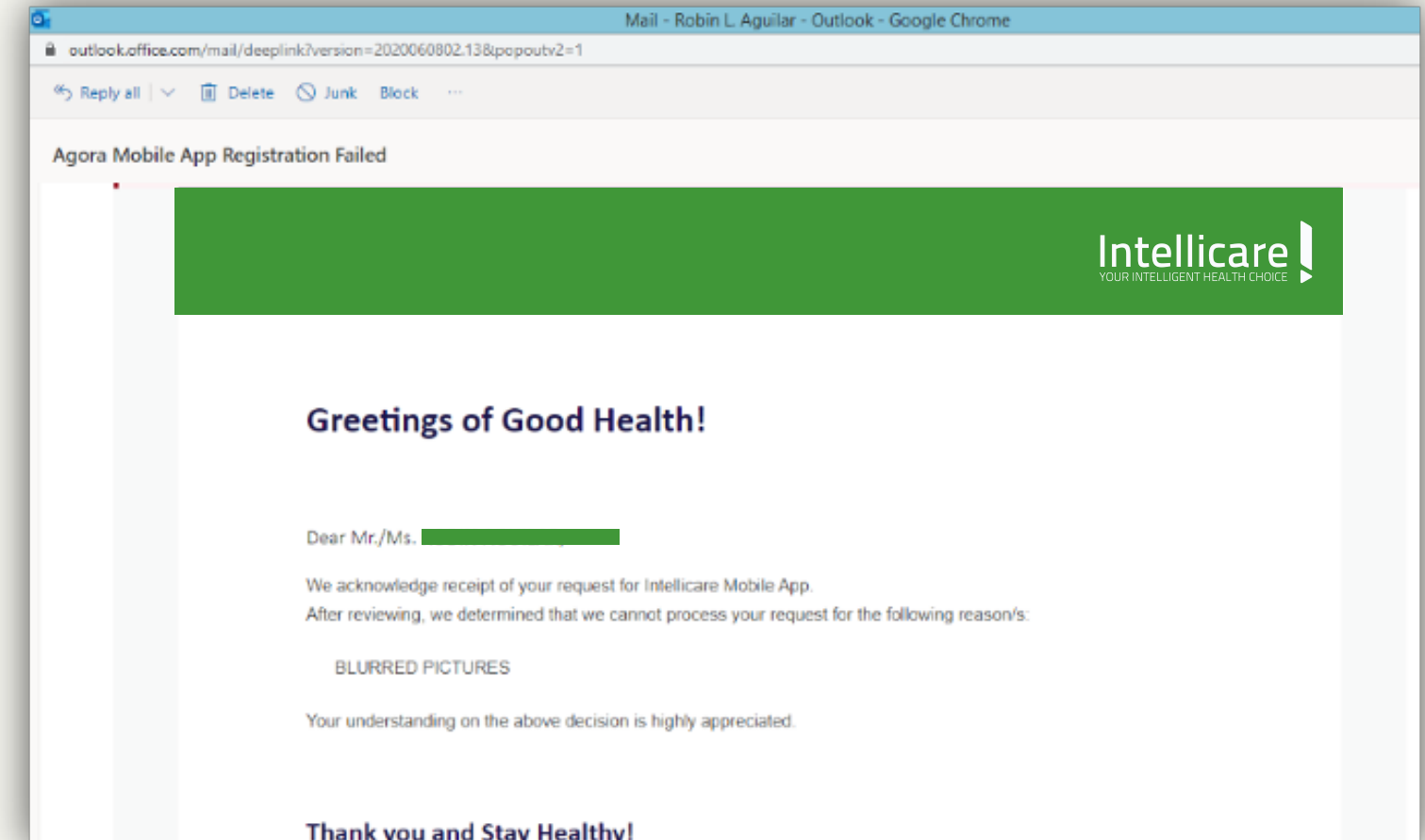
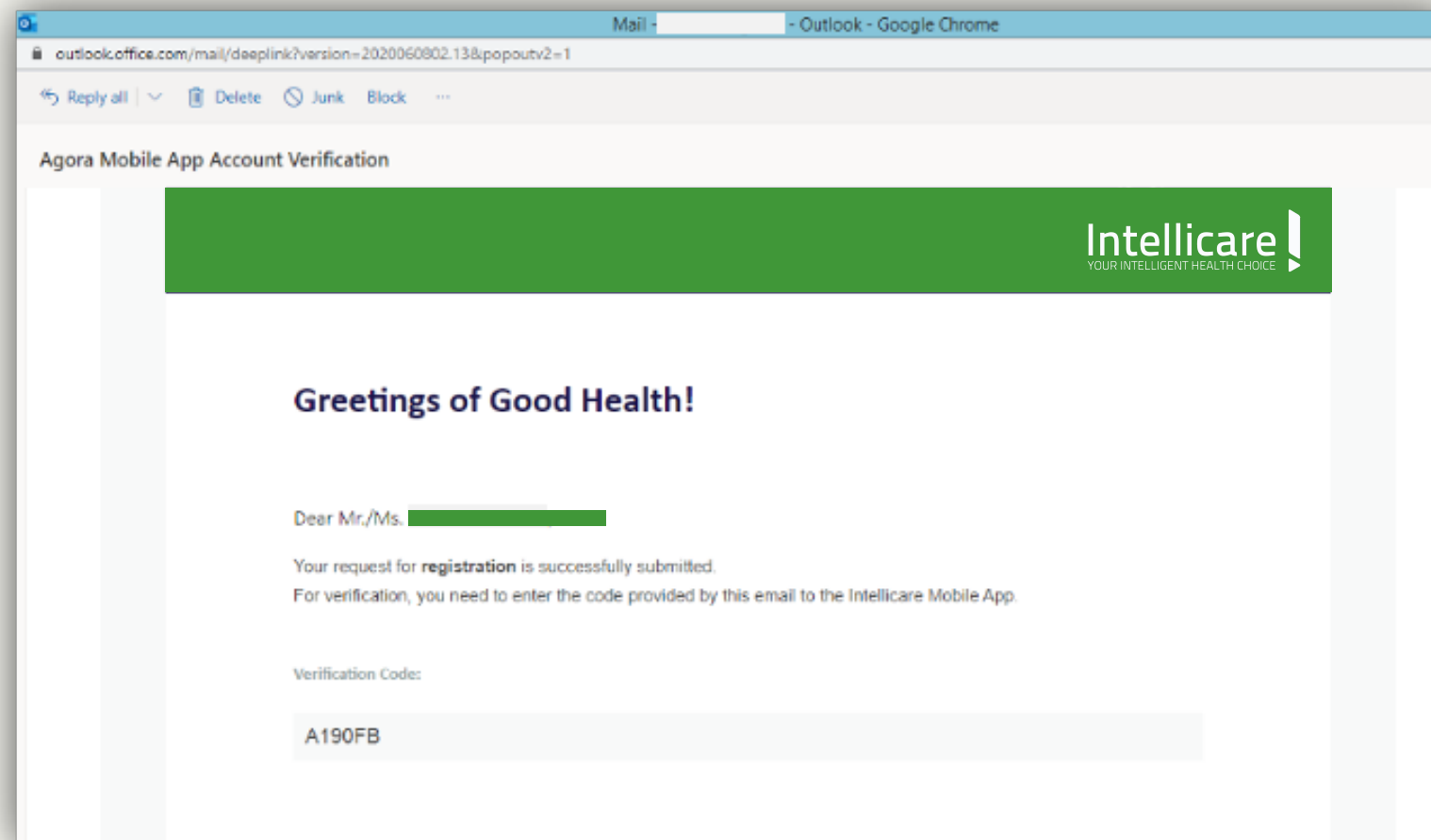8. Click **Register An Account** button to register.

9. Enter the Verification # received from your email.

10. Press Verify button.

* Account registration takes 48 hours.

Account Registration Email

In case of disapproval, Member must see reason for disapproval.Then, reprocess application

How to Log In?

1. Press the **Sign-in** icon.

2. Log-in your registered email address
    and password.

3. Press the Login button to open the account.

* After fifteen (15) minutes of inactivity, you will automatically be logged out of your session. This is to safeguard your account.

* Be careful as you type your credentials. After three (3) failed attempts you will be locked out.
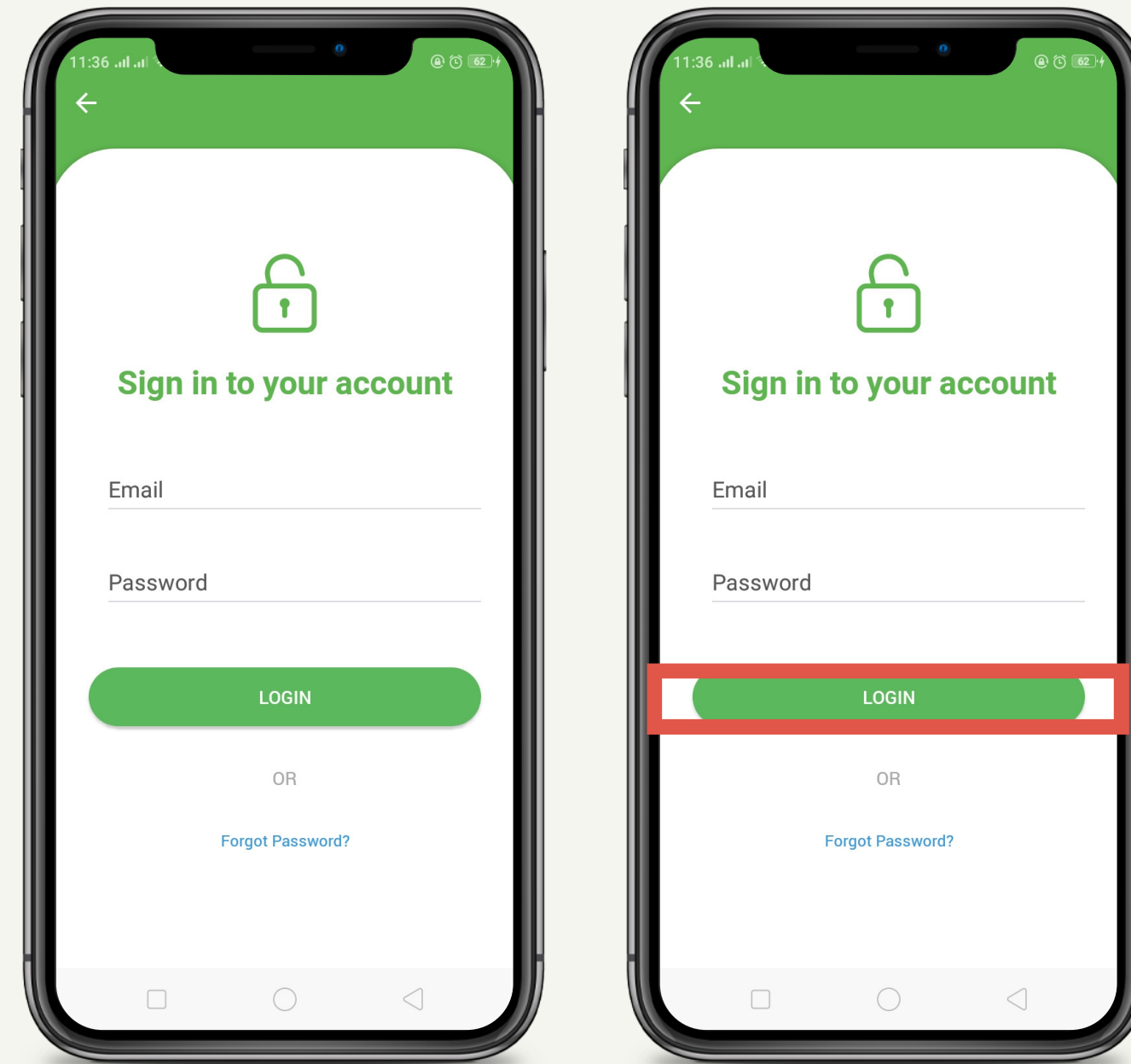
Forgot Password?

1. Select Forgot Password.

2. Provide the registered email address.

3. Click the **Reset Password** button.

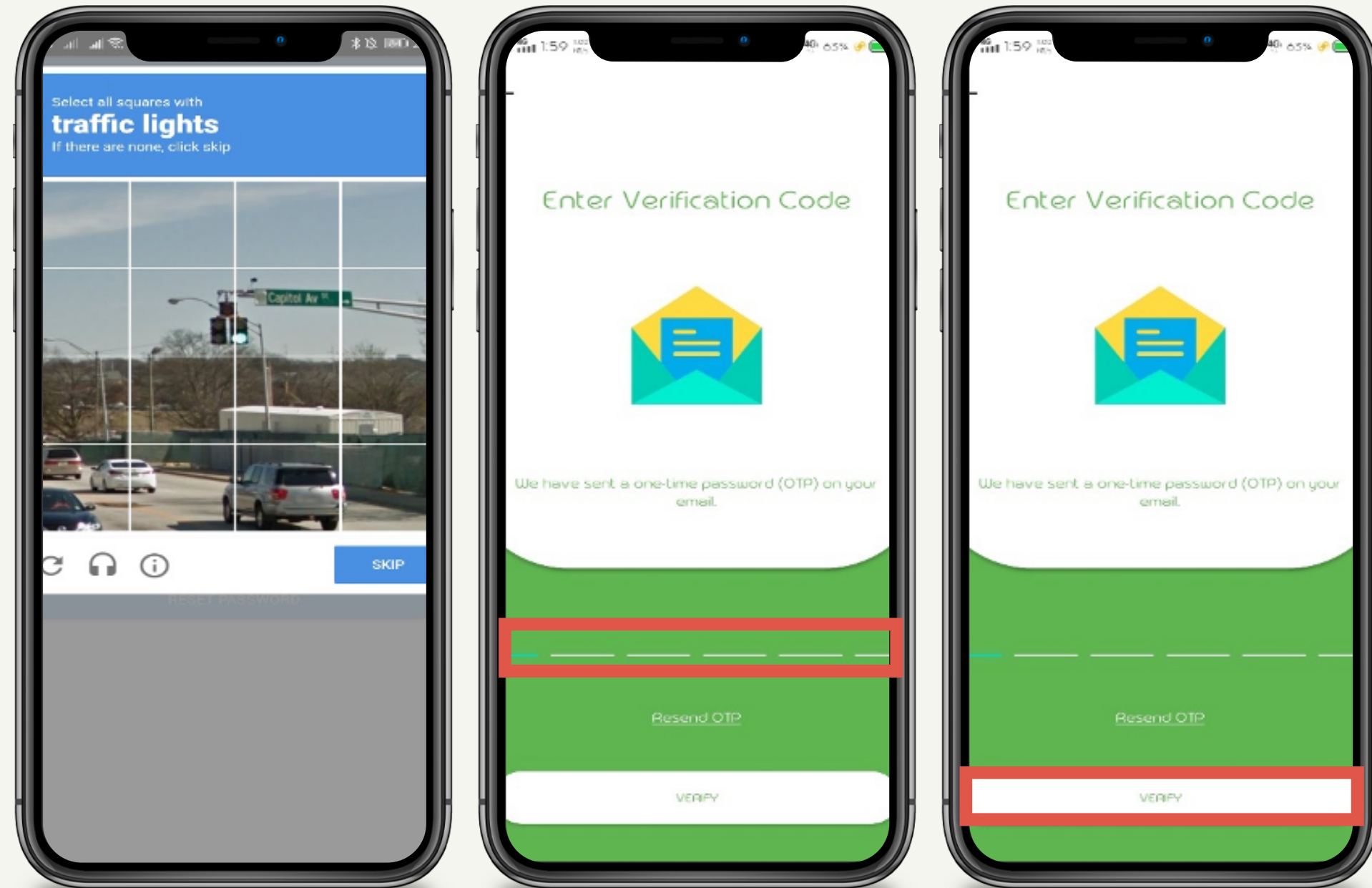4. Click the **CAPTCHA** verification.
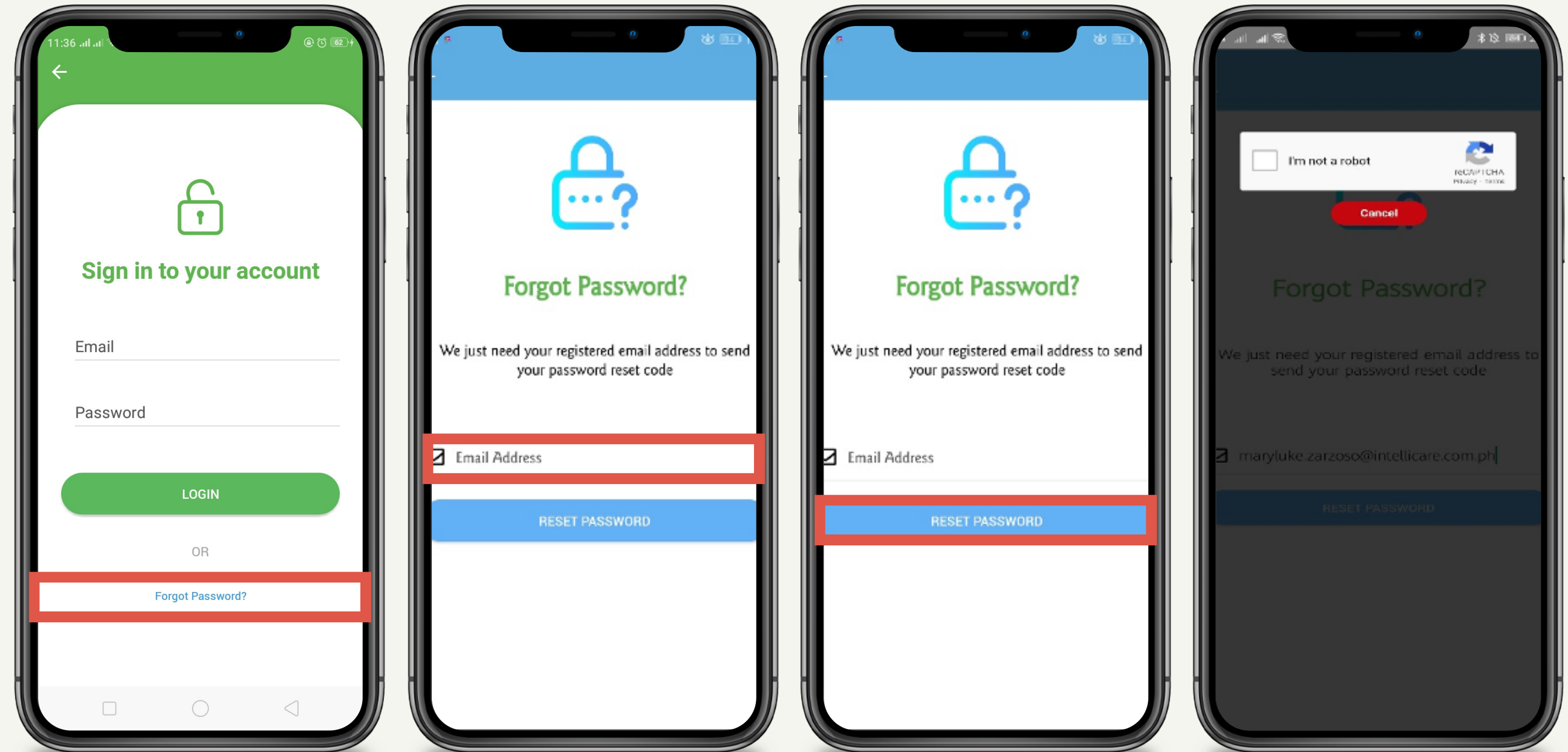
Forgot Password?

5. Follow the instruction.

6. Enter **One-Time-Password (OTP)** sent
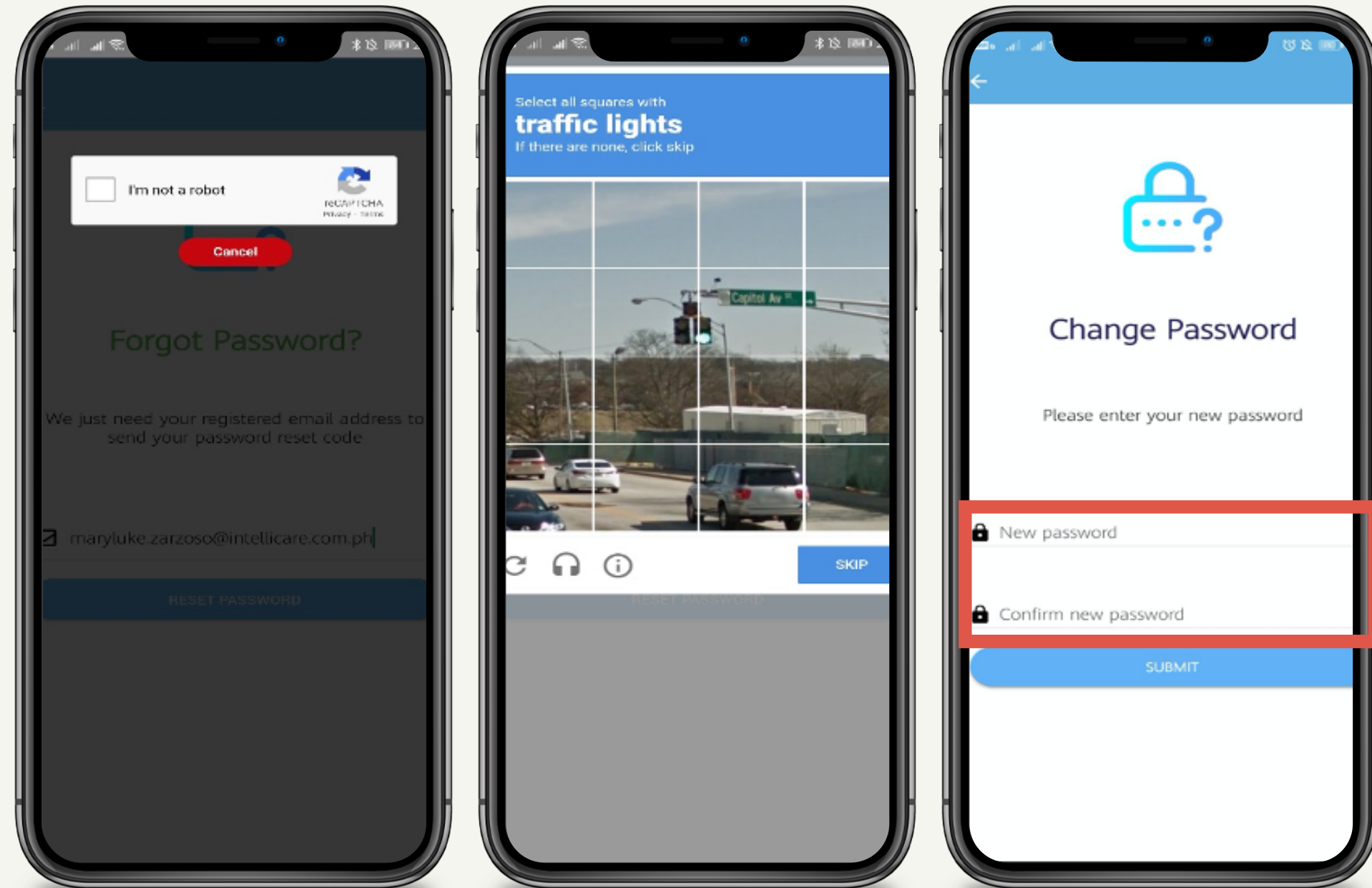   on your email.

7. Tap the Verify button.

Forgot and Change Password

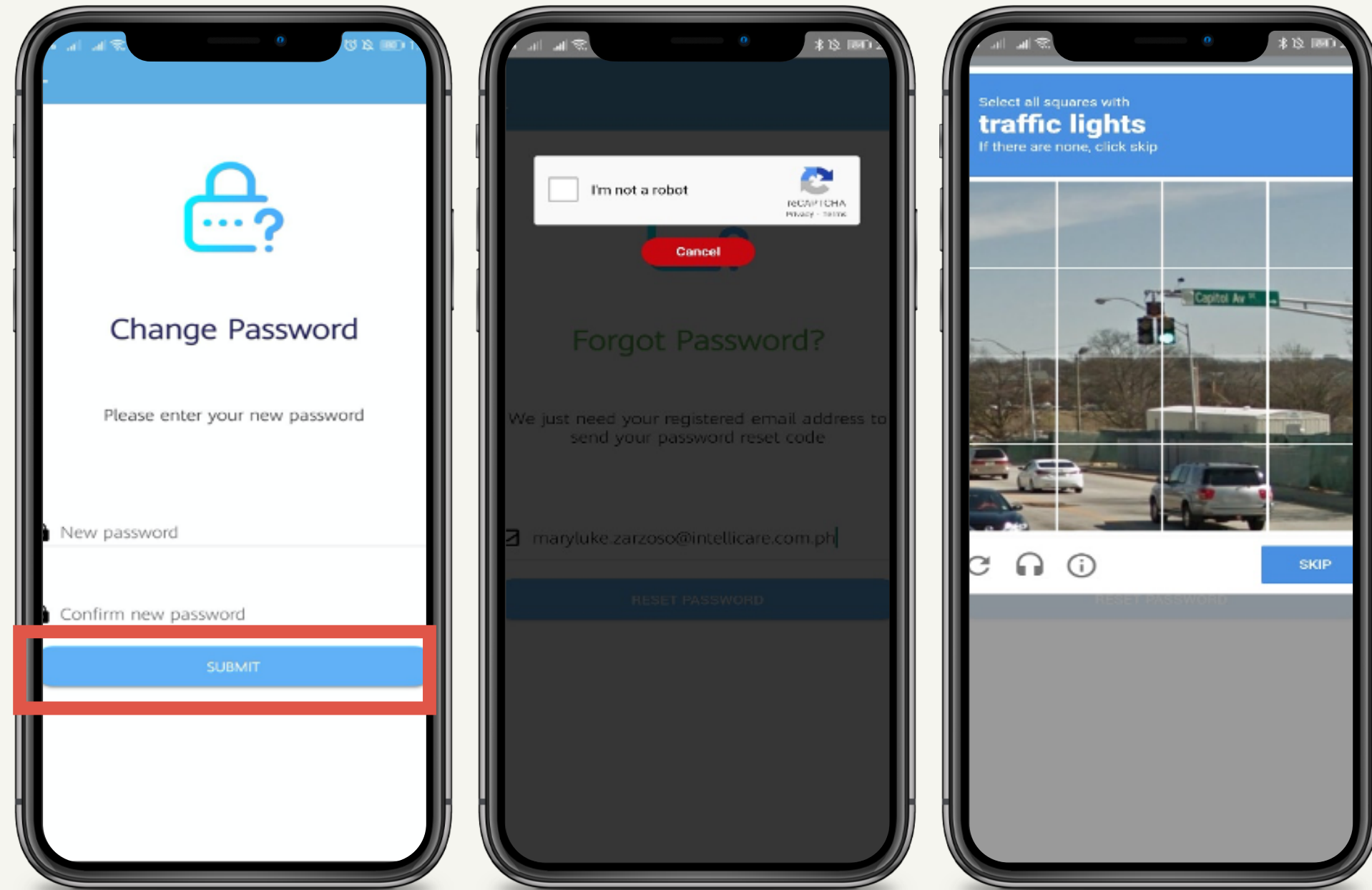8. Check the **CAPTCHA** verification.

9. Follow the instructions.
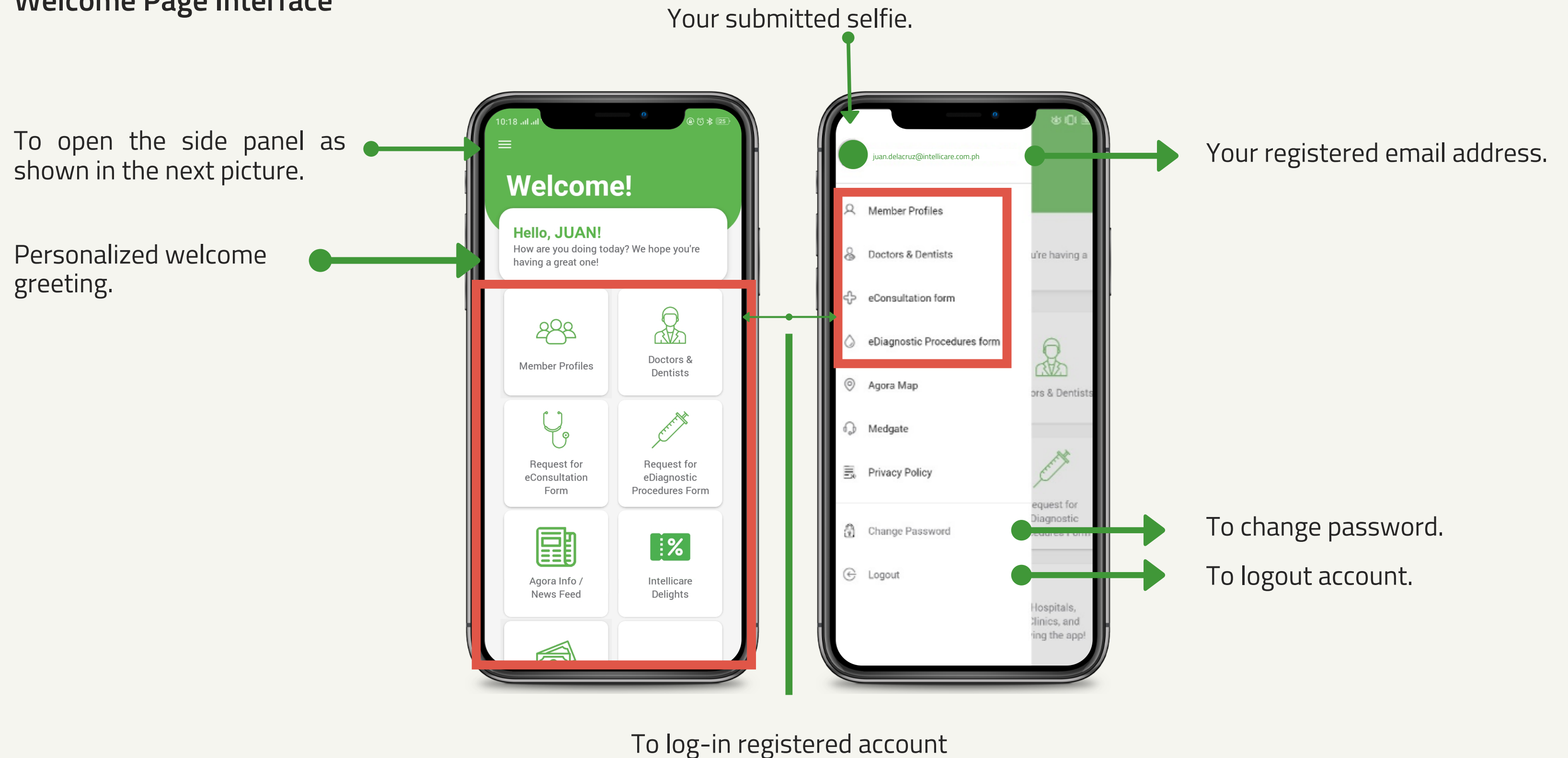
10. Provide the new password.

Change Password

11. Tap **Submit** button.

12. Check the **CAPTCHA** verification.

13. Follow the instructions.

Welcome Page Interface

Your submitted selfie.

To open the side panel as shown in the next picture.

Your registered email address.

Personalized welcome greeting.

To change password.

To logout account.
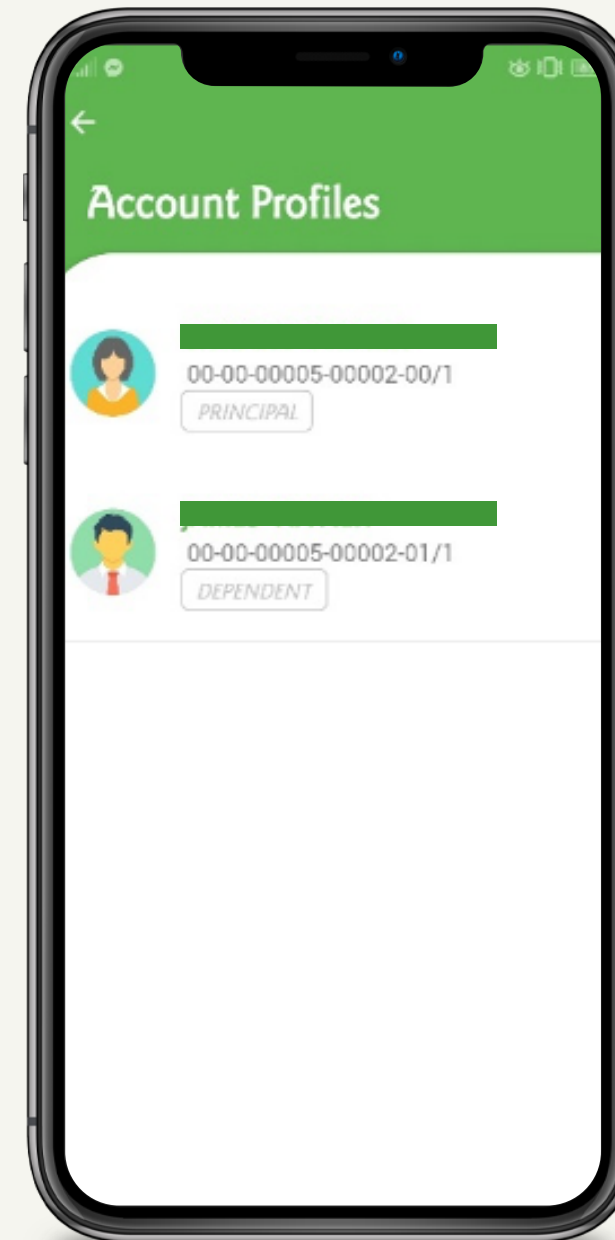
To log-in registered account

Members Profile

1. Click any account to view the Member Information page.
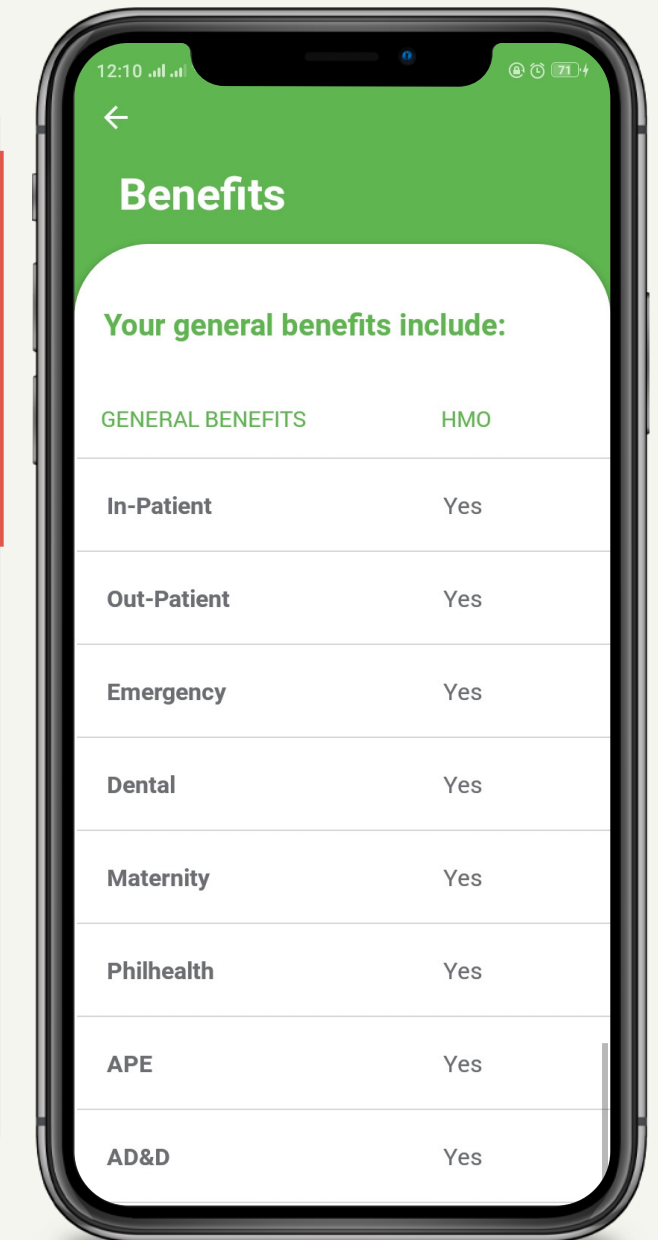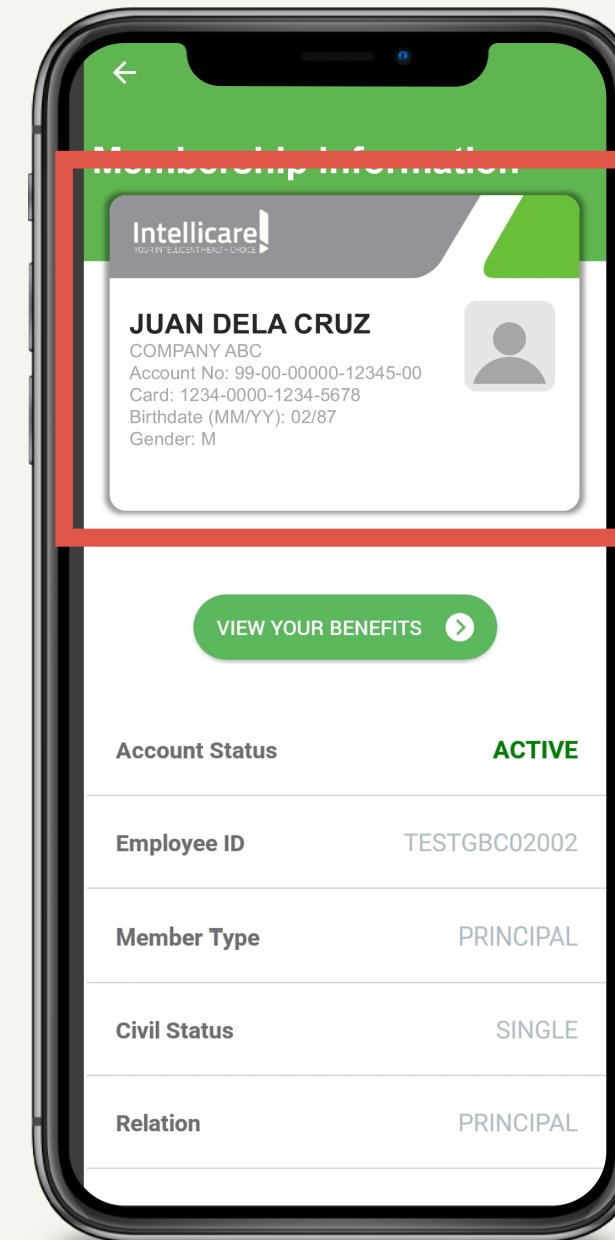
2. Press the View Your Benefits button to access benefit details.
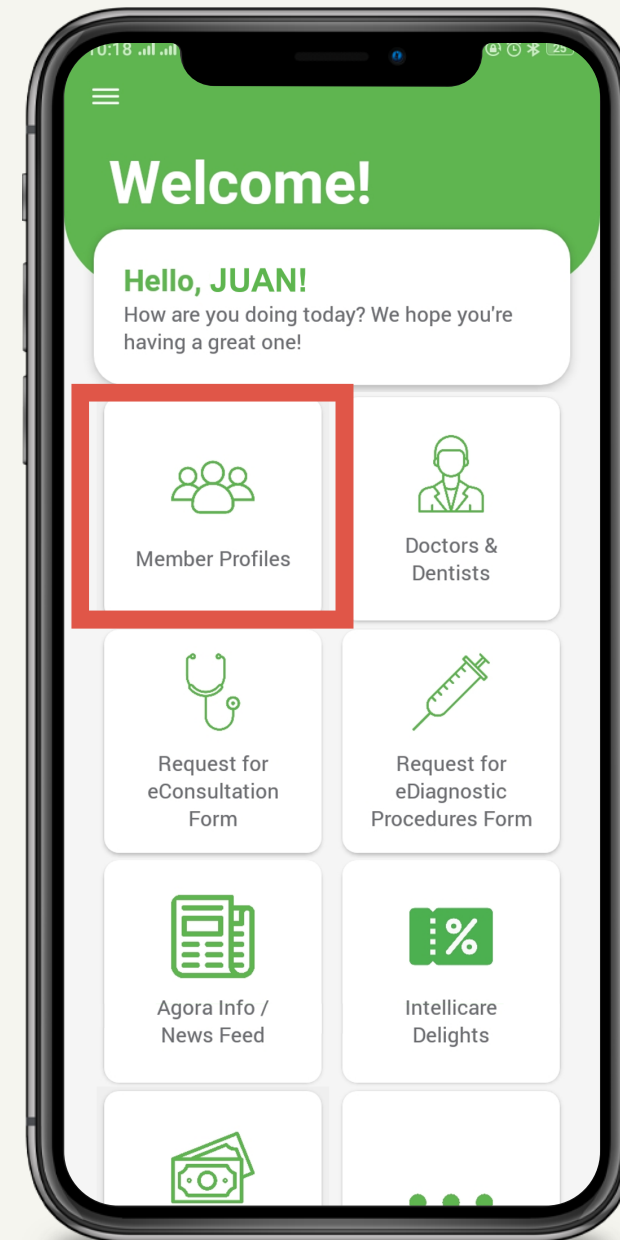
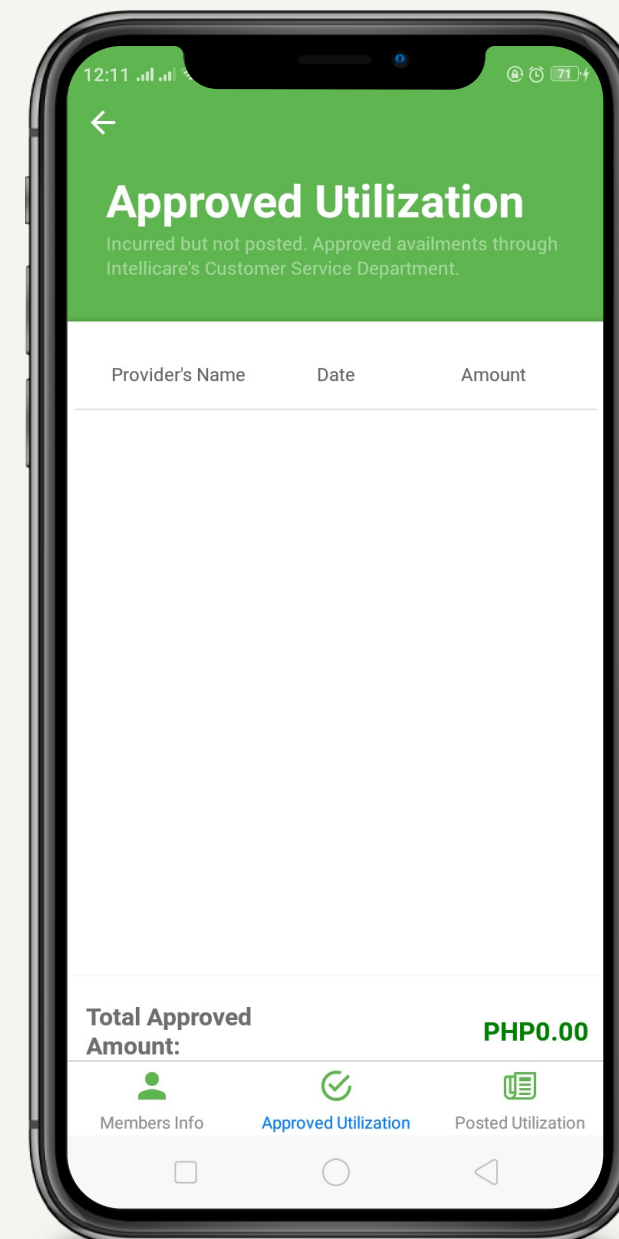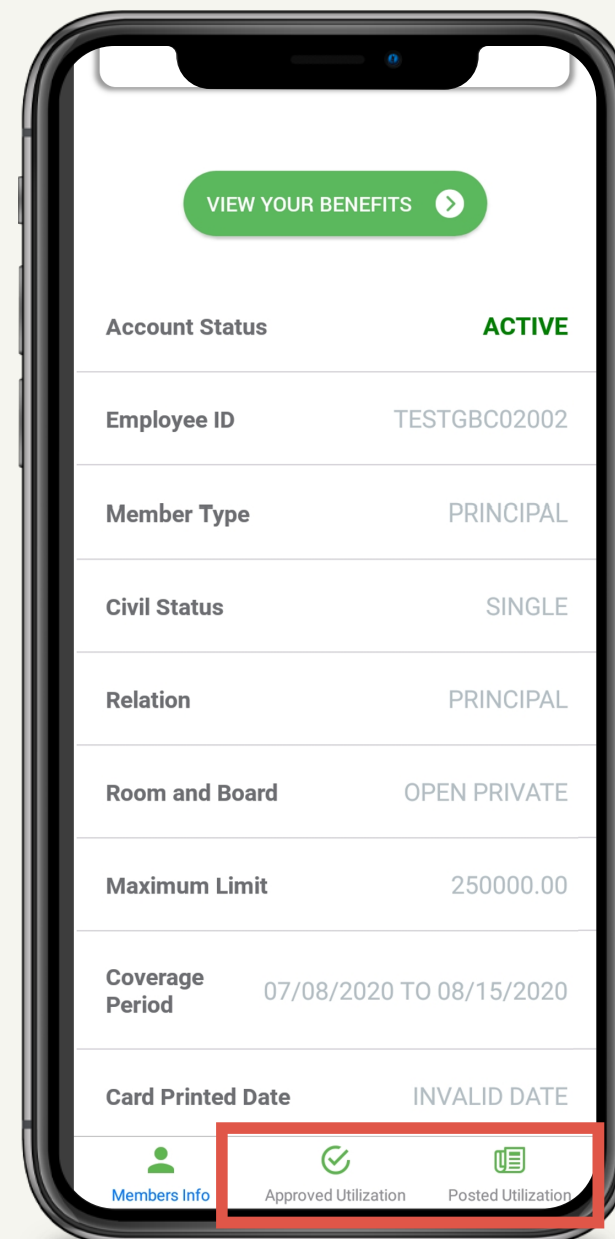Account Profiles will appear. You can access your and your active dependents record.
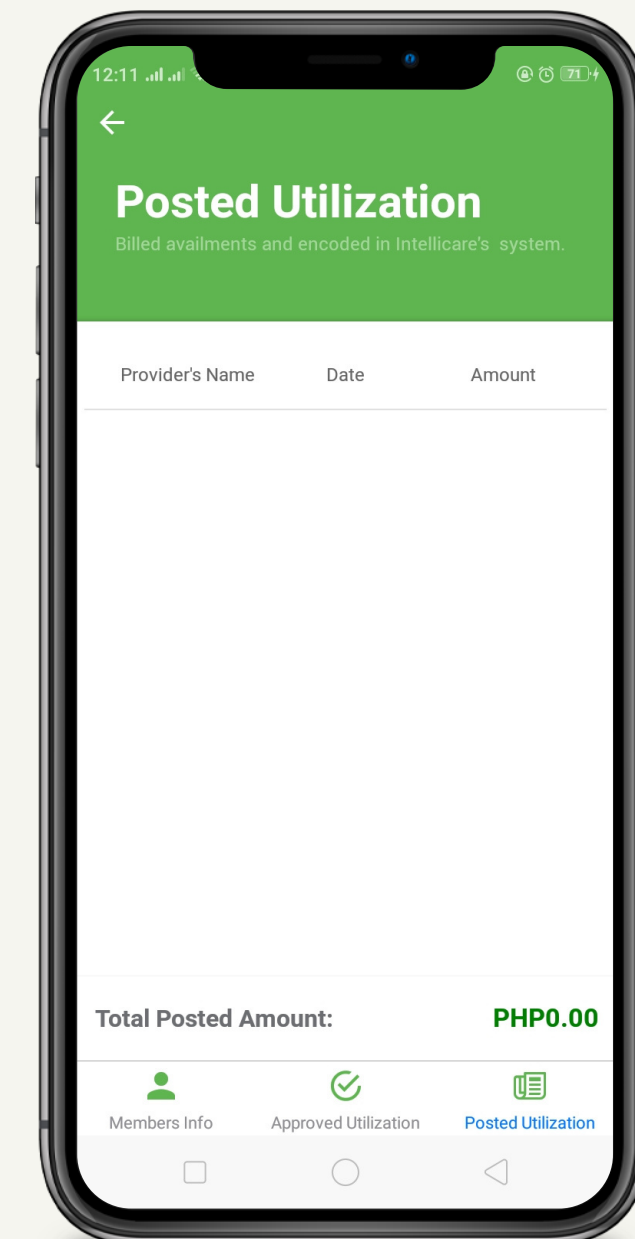
Virtual Card

Members Profile

3. Press the **Approved Utilization** icon
   to view page.

4. Press the **Posted Utilization** icon
   to view page.

You can view the Provider's Name, Date, Amount and Total Approved Amount of your approved utilization.

You can view the Provider's Name, Date, Amount and Total Posted Amount of your posted utilization.

Doctor and Dentist Directory

1. Search doctor's last name & specialization

2. Press the Search icon button.

Physician Directory page will appear. You can search by the following:

Doctor's Name (Last Name or First Name)
Hospital / Clinic
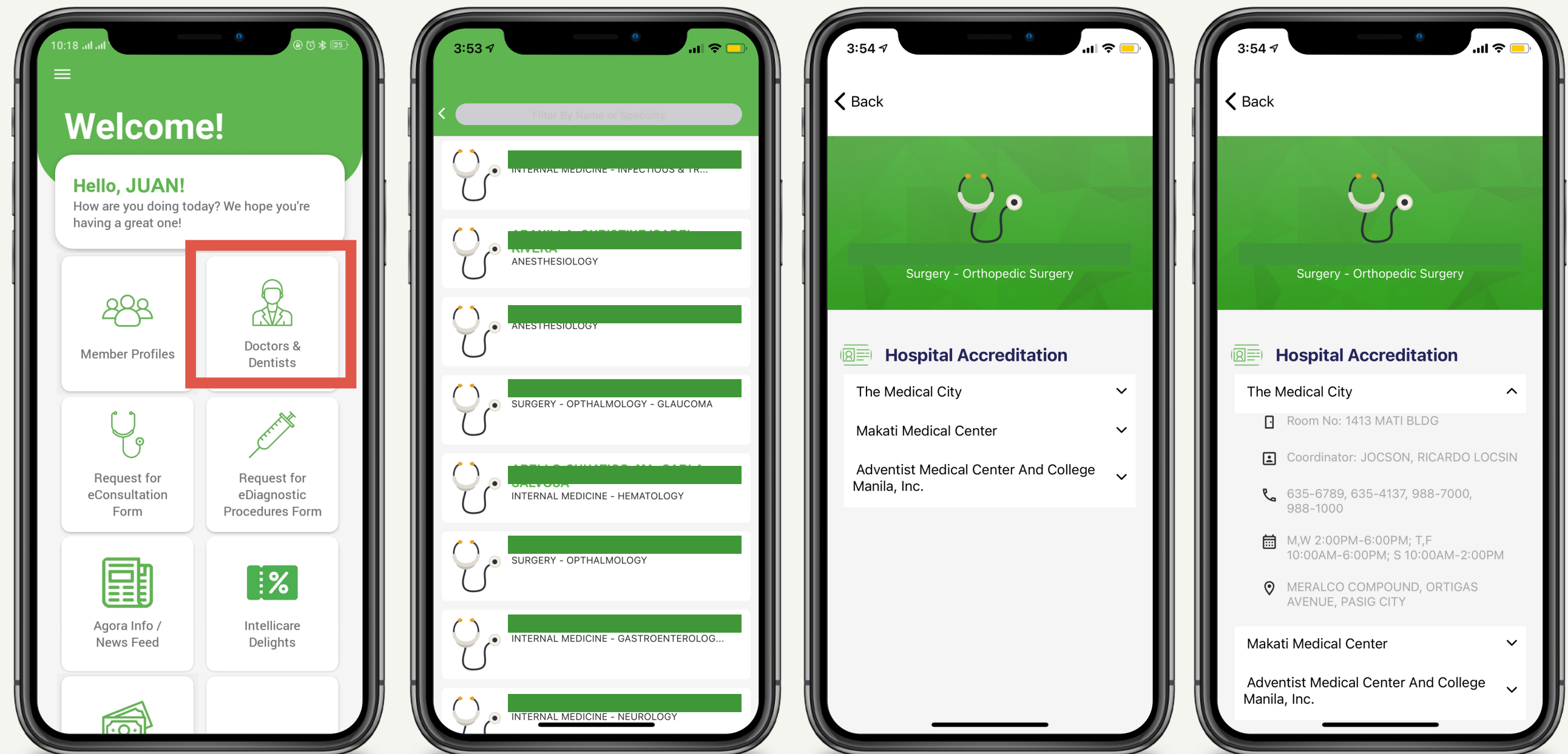Specialization
City / Province
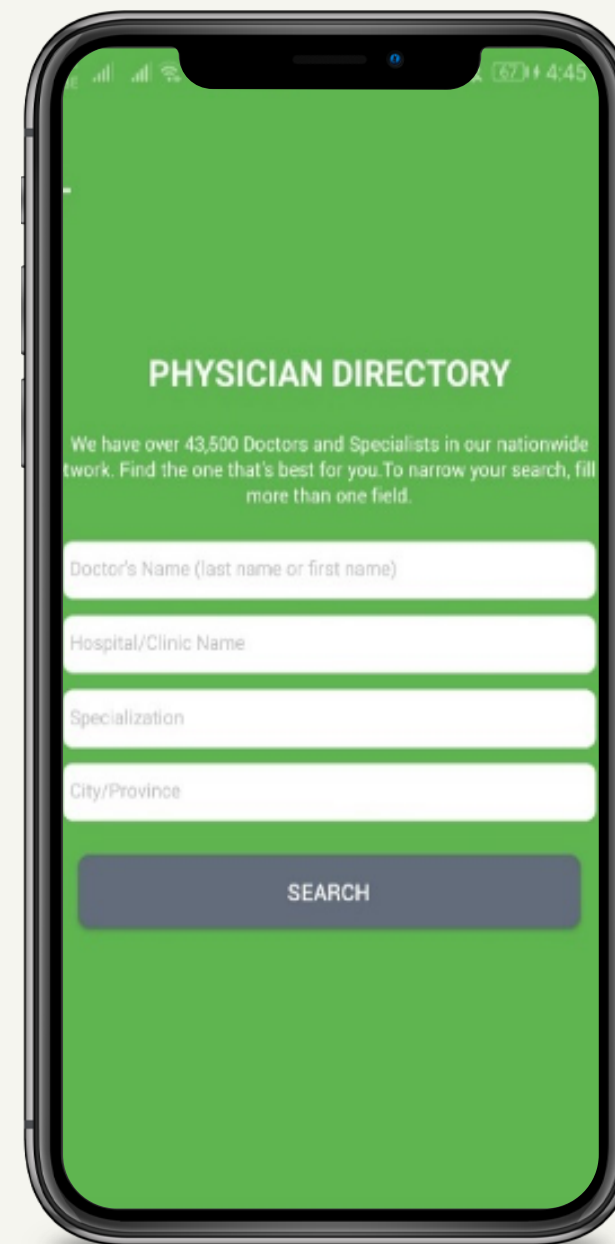
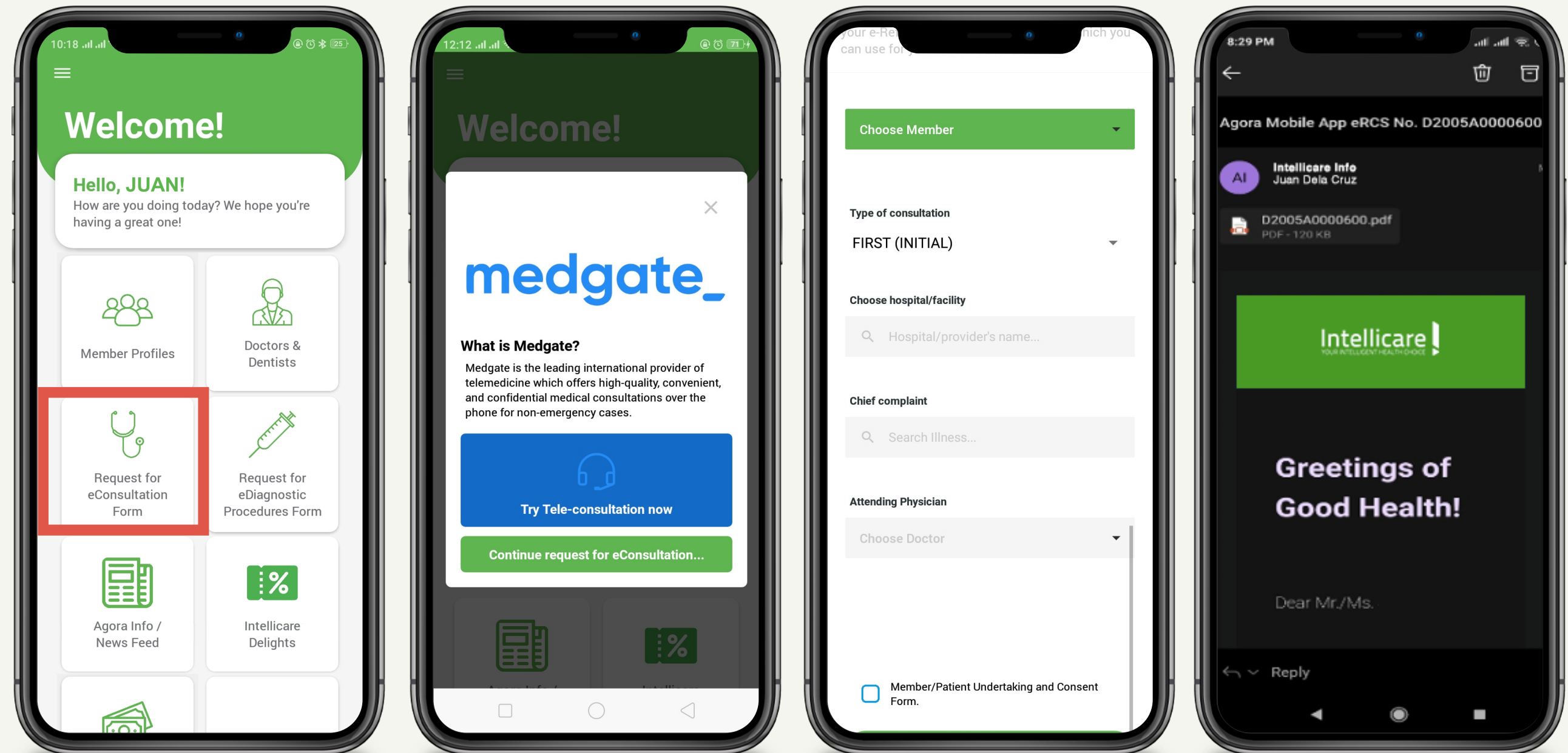## Doctor and Dentist Directory

3. Select doctor / dentist

4. Choose affiliated facility
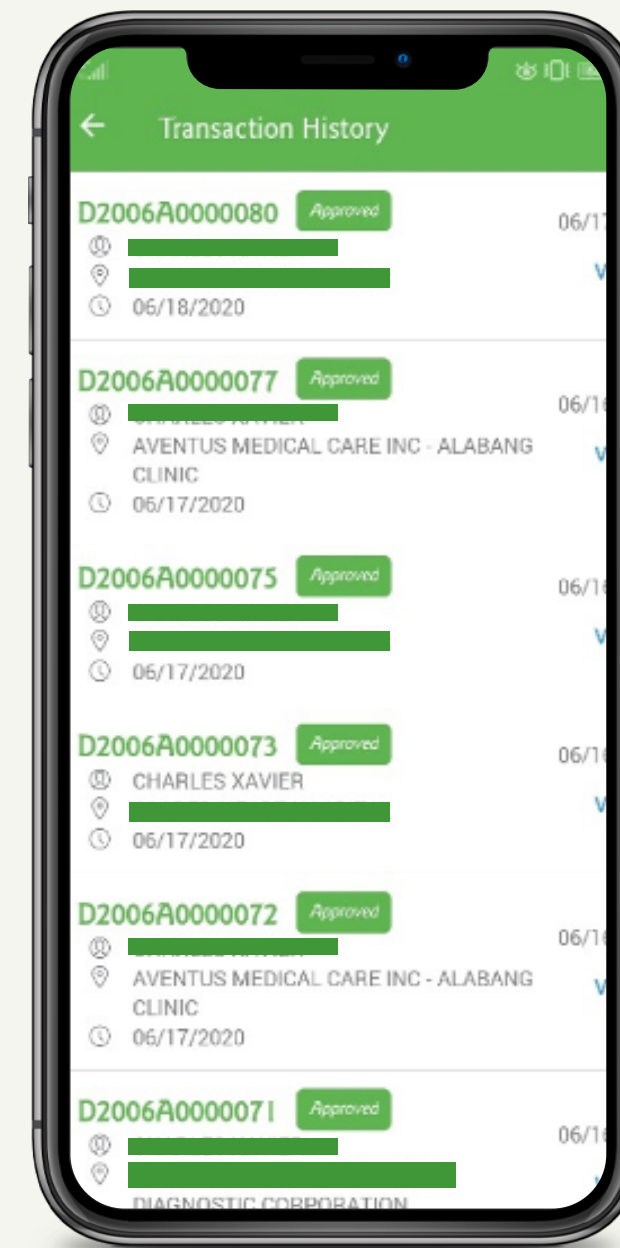
5. See details

Generate eRCS1

1. Click Continue Request

2. Fill-out & Submit

3. Receive eRCS1 thru email

Generate eRCS1

4. Click Transaction History

5. See details

Generate eRCS2

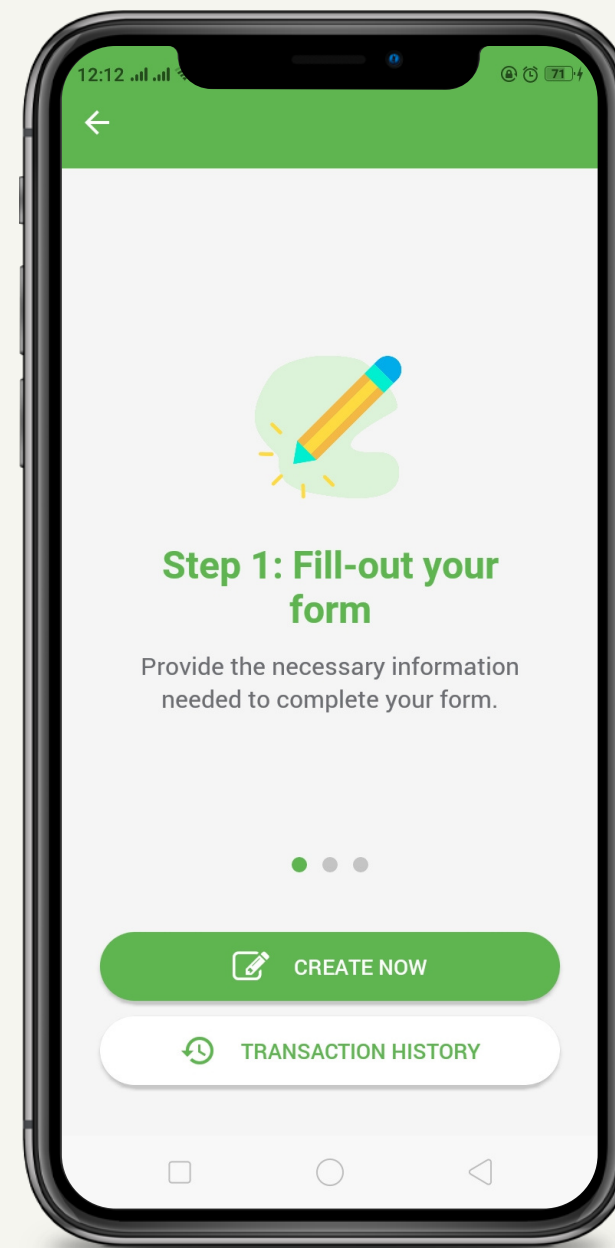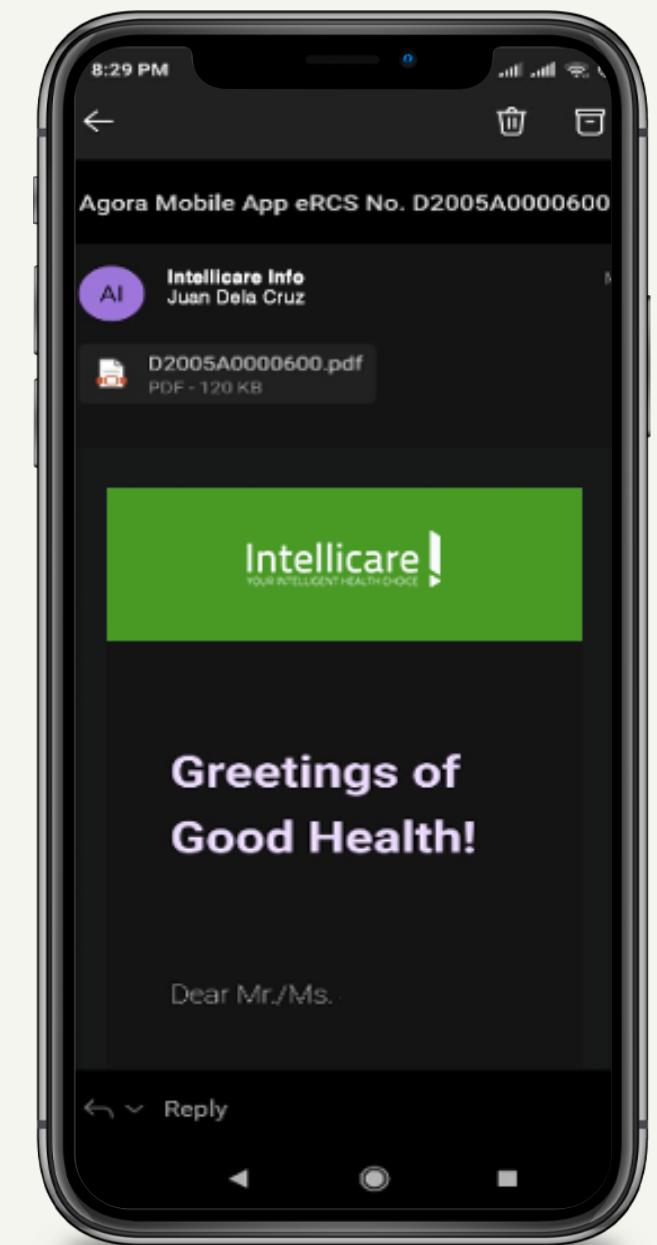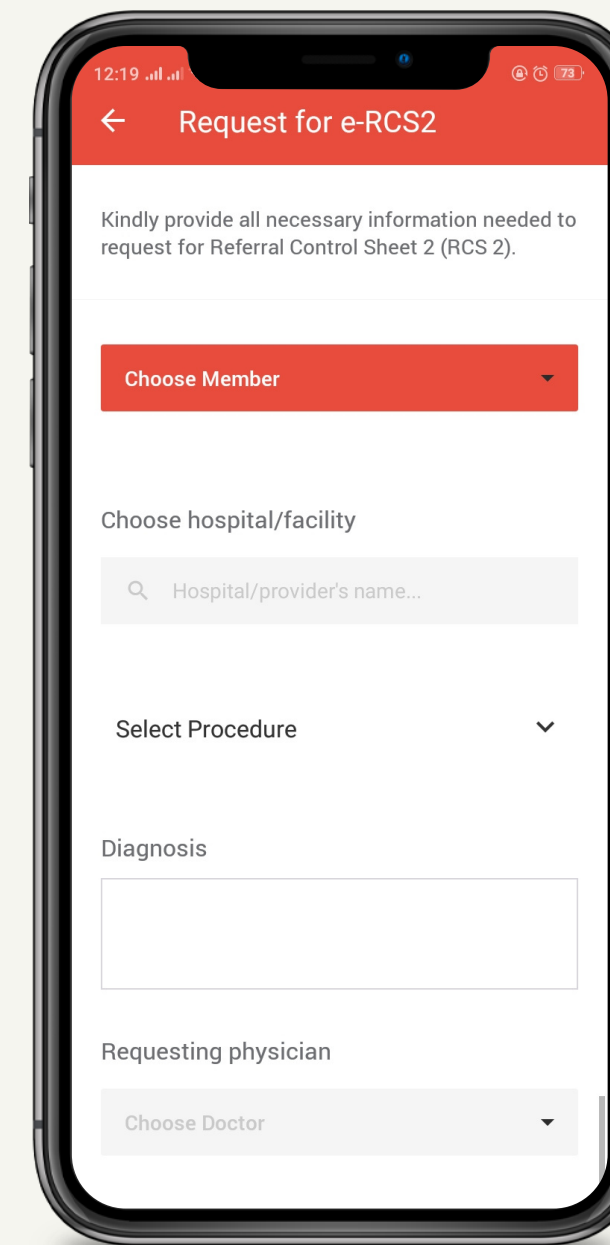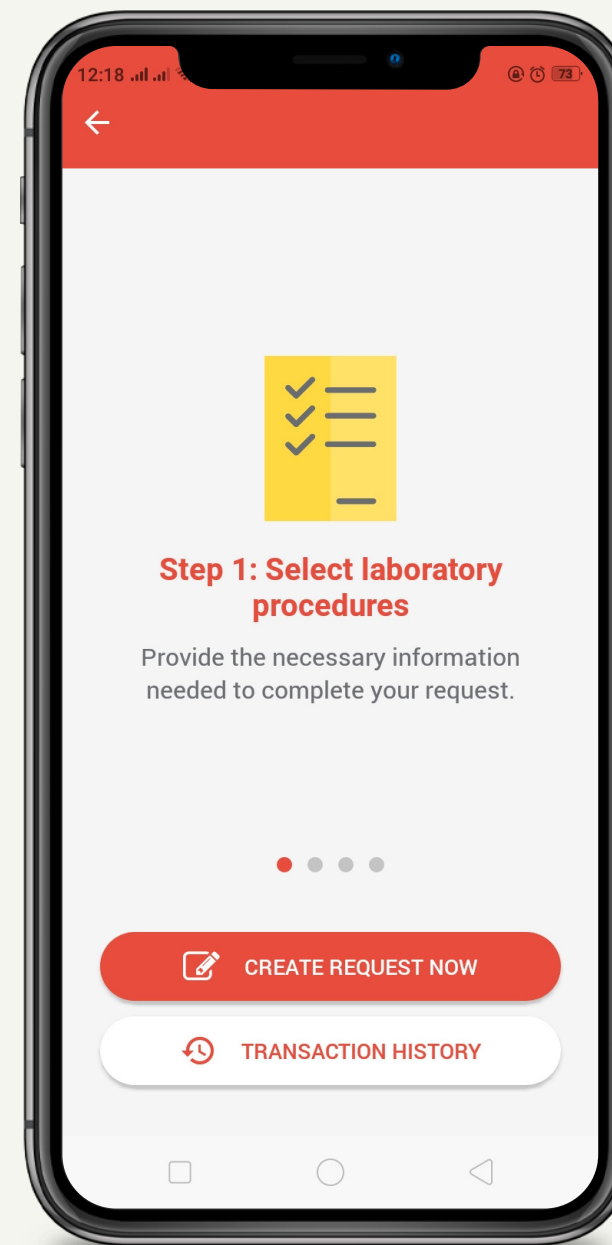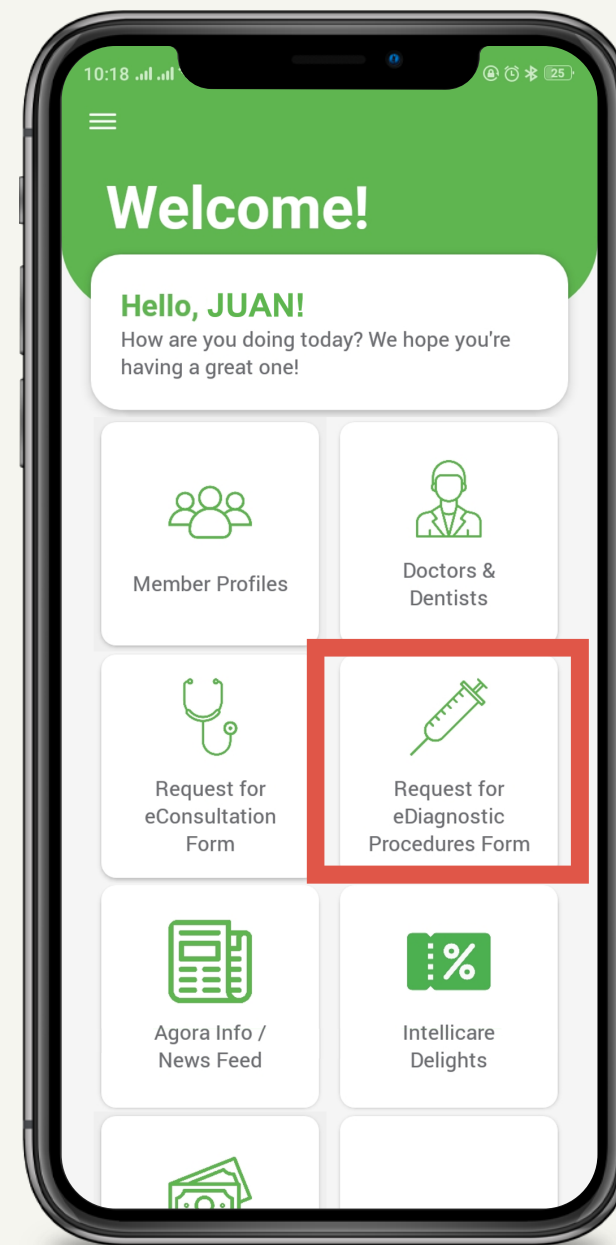1. Click Continue Request

2. Fill-out & Submit

3. Receive eRCS2 thru
   email

Generate eRCS2

4. Click Transaction History
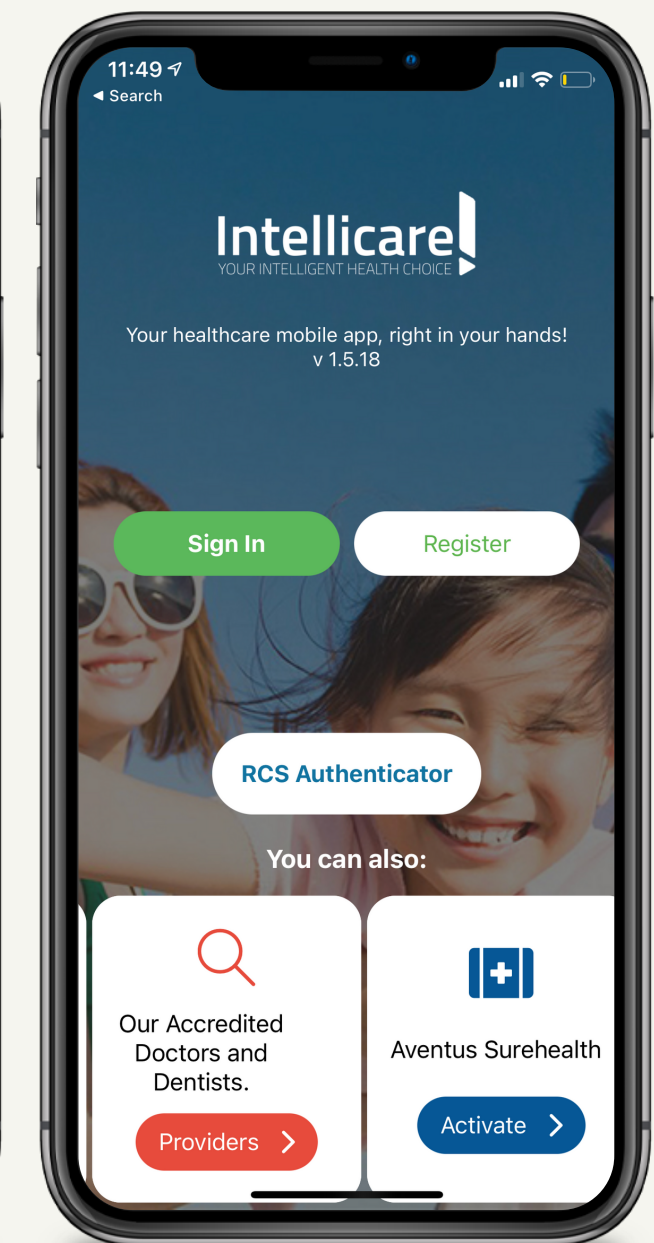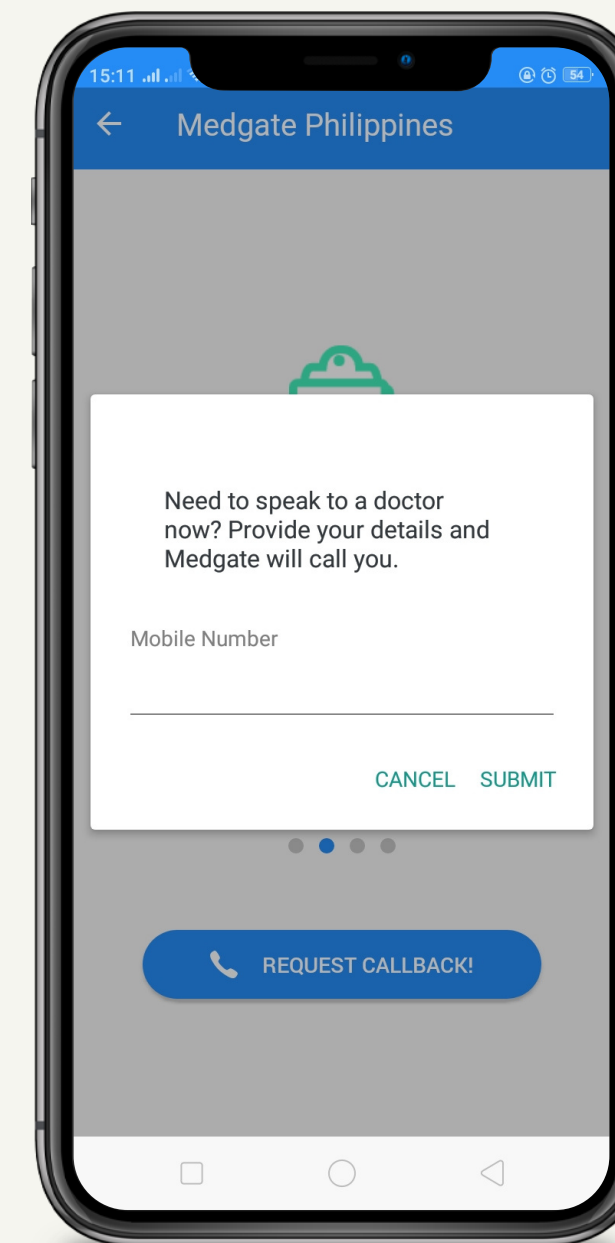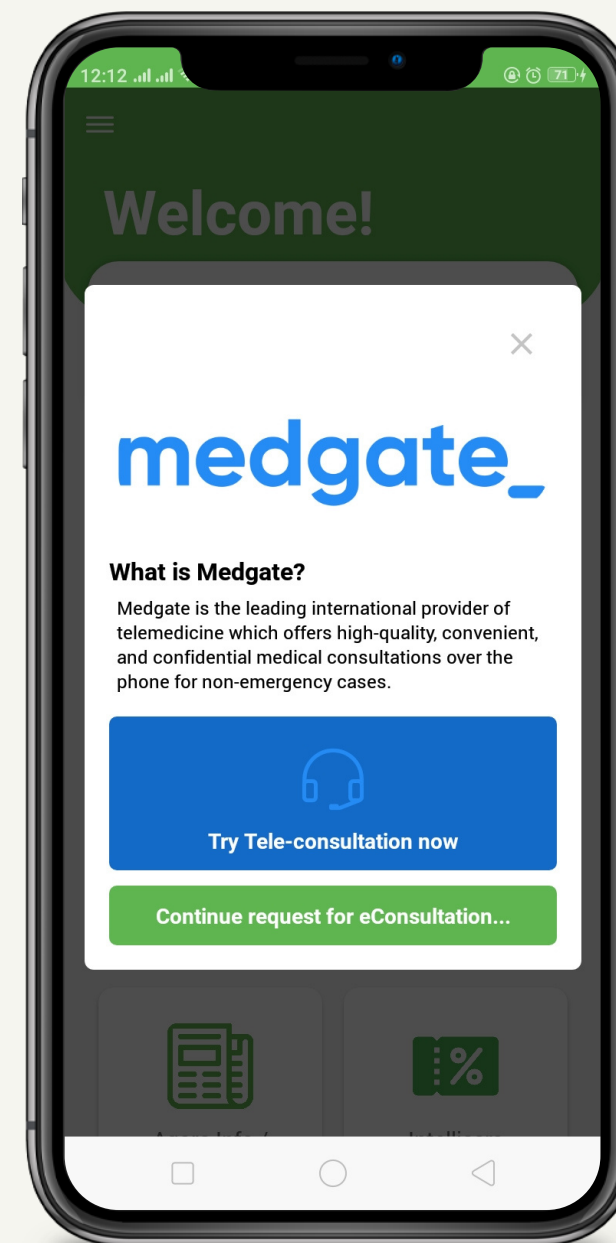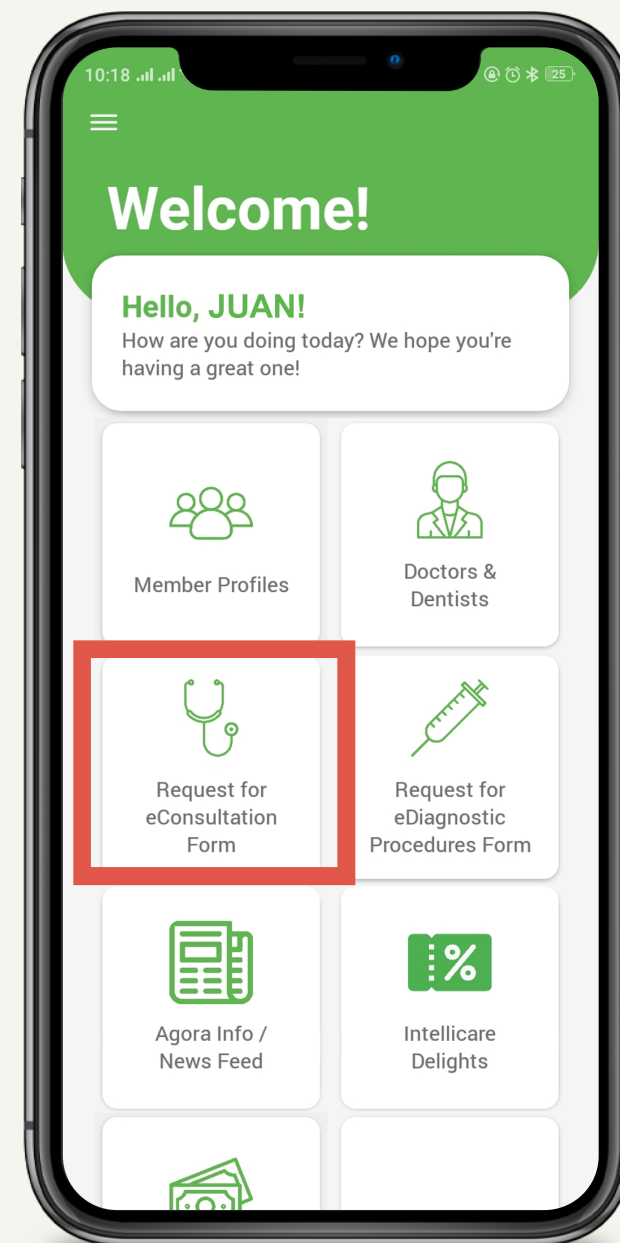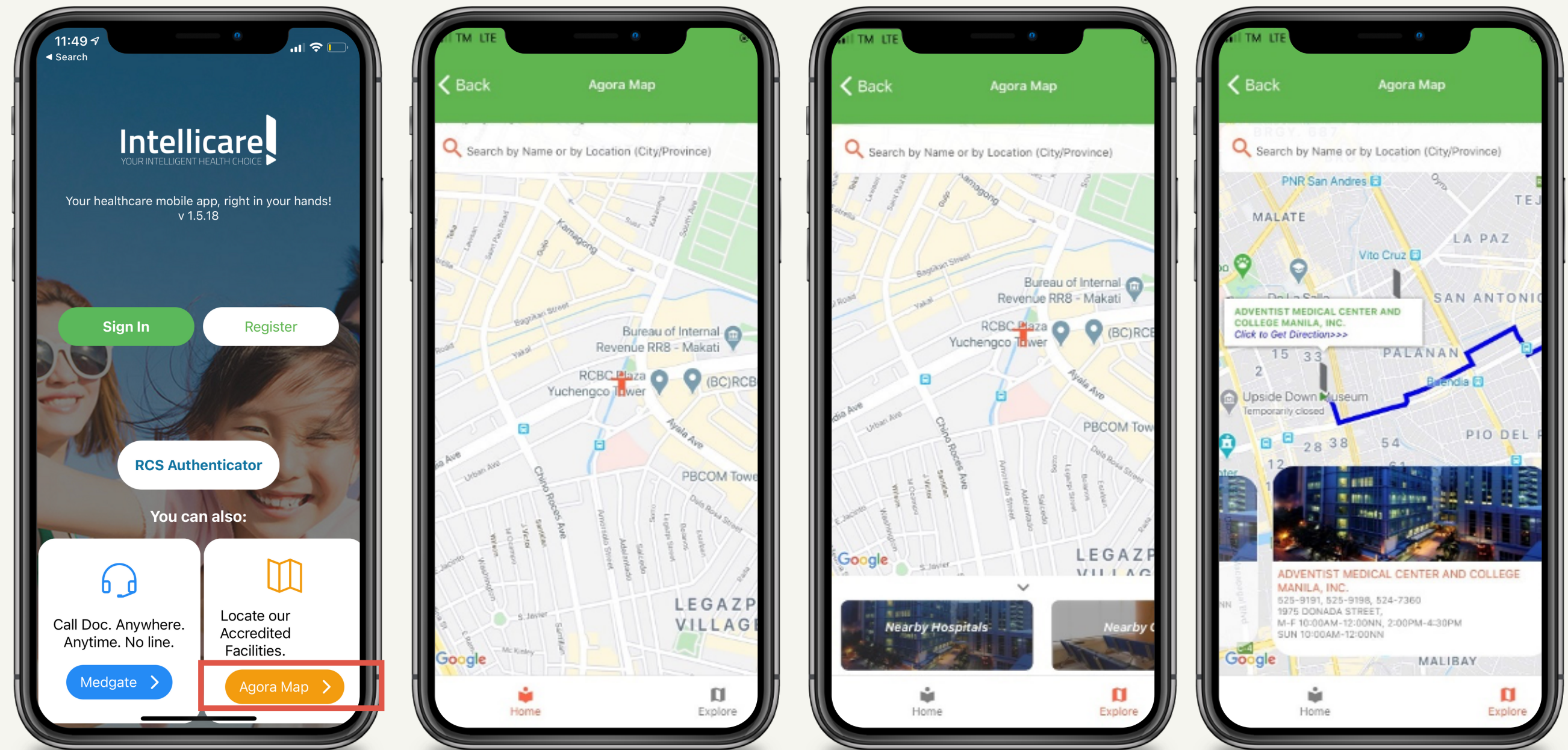
5. See details
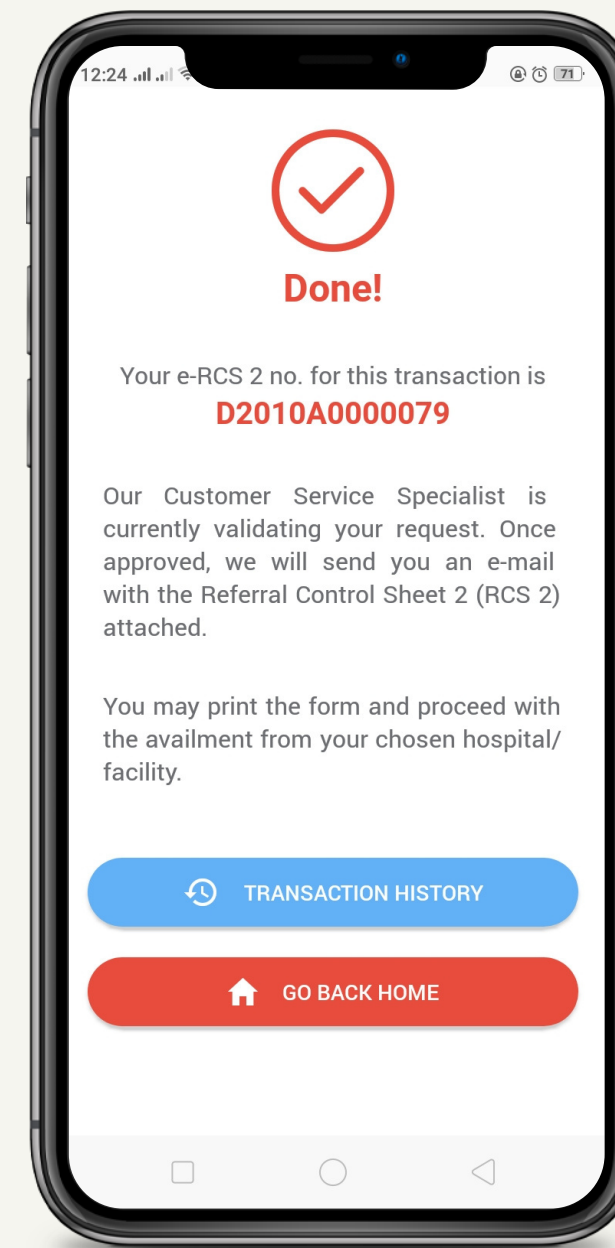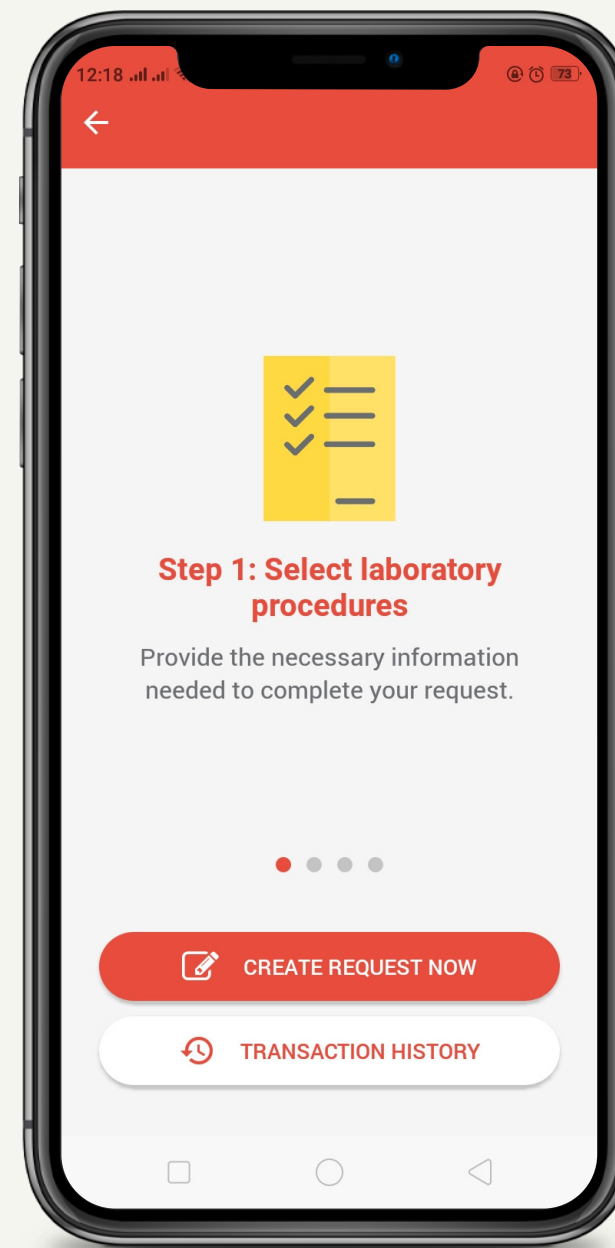
Medgate Teleconsultation

1. Click Try Medgate
   Teleconsultation

2. Fill-out & Submit

3. Wait for the call

Agora Map

1. Click the **Agora Map**

2. Click **Explore**

3. Search nearby hospitals or clinic

4. Swipe right to left to view facilities

Directions is also shown for easy reference.

Where can I download the mobile app?

The App can be downloaded via Google Play Store and IOS App Store.

I registered in Intellicare Agora App, but have not been approved yet. How can I proceed with this?

An email to confirm your registration will be sent within 24 to 48 hours. While waiting you can enjoy using the other functionalities on the main page - Medgate, Agora Map and Providers Directory.

What are the accepted IDs so I can proceed with my enrollment in the mobile app?

- Company ID
- Driver's License
- OFW ID
- Philippine Passport

- Philhealth ID
- PRC ID
- Postal ID
- Senior Citizen ID

- Unified Multi-Purpose ID (UMID)
- SSS / GSIS ID
- TIN Card
- Voter's ID

Are my dependents allowed to use the Agora mobile app?

Yes, dependents can download the app. However, dependents can only access the open for all features such as Medgate Teleconsult, Agora Map and Providers Directory. Moreover, only Principal members can enjoy all the following features:

- Medgate Teleconsult
- Agora Map
- Providers Directory
- eRCS1 and eRCS2 Generation

- Member Profiles
- Benefits
- Approved Utilizations
- Posted Utilizations

What is e-RCS1 and eRCS2?
- e-RCS1 for regular consultations
- e-RCS2 for laboratories and diagnostic procedures

What is approved utilization?

Approved utilizations are incurred utilizations but not yet posted. These are approved availments through Intellicare'sCustomer Service Department.

What is posted utilization?

Posted utilizations are billed availments and encoded in the Intellicare system.

I checked my account information, but it is incorrect. How do I update membership details?

You may contact your HR representative and they will be the one to coordinate with Intellicare. Please prepare supporting documents as needed.

I cannot find my Intellicare card. To whom shall I request for card replacement?

You may contact your HR representative and they will be the one to coordinate with Intellicare.

Intellicare AGORA