

# [autoserv.csd@intellicare.ph](mailto:autoserv.csd@intellicare.ph)

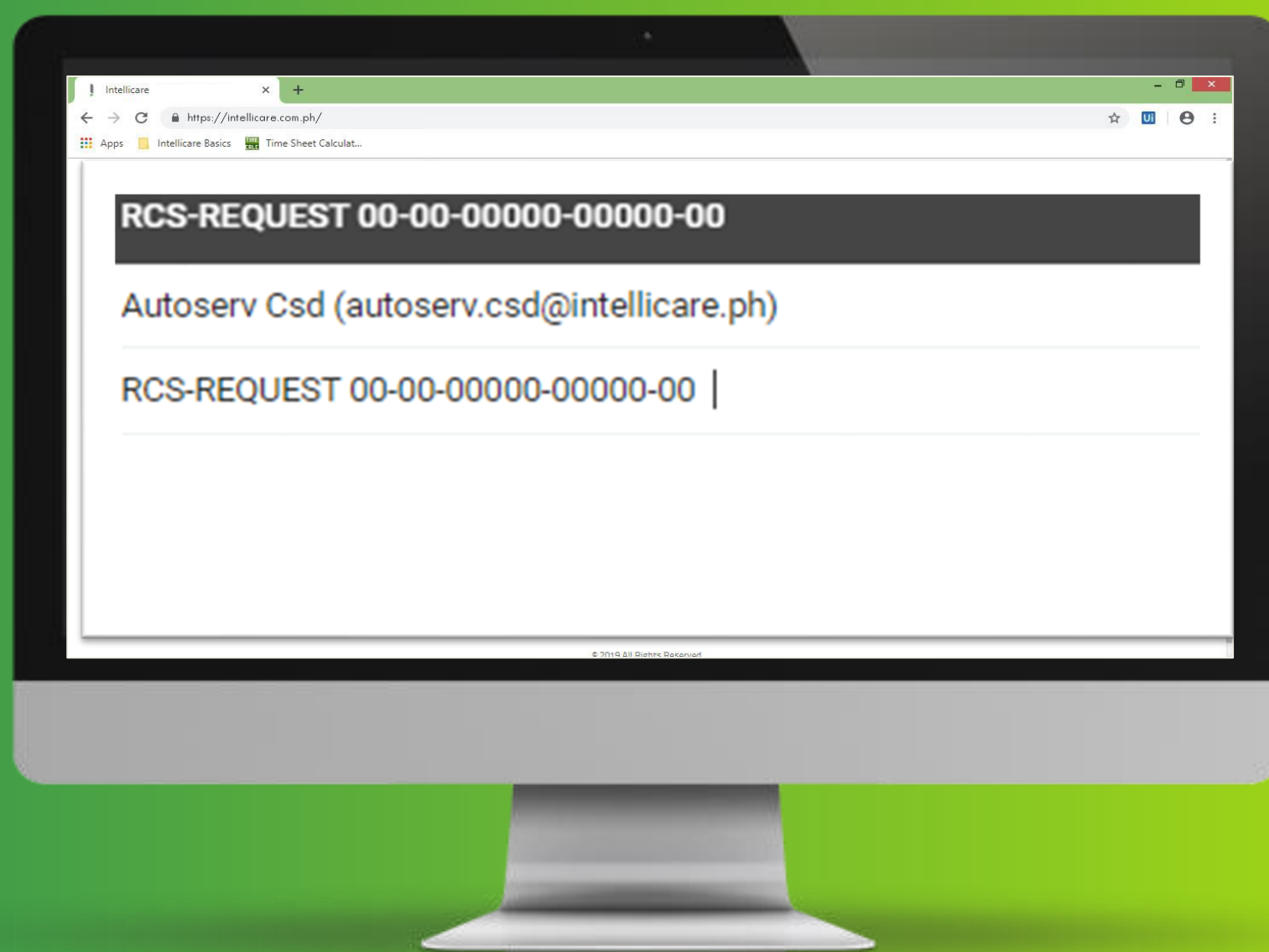
## Quick and Accurate Centralized eRCS Generation Through email is Ready to Serve You!



1. Get in touch with [autoserv.csd@intellicare.ph](mailto:autoserv.csd@intellicare.ph). You will get guidelines, an excel template to fill out and a list of documents to prepare (in PDF/photo file type: .jpeg or .png)
  - Government ID with picture
  - Intellicare Card
  - Copy of Doctor's request / recommended procedure with diagnosis (only for eRCS2 generation)
2. For your actual request, do not reply to the above system generated email. Instead, create a new email and indicate the subject RCS-REQUEST 00-00-00000-00000-00 (Availer's Account no.). Here, you will send the filled out excel sheet and attach the requested documents as stated above.
3. Do not CC anyone else on your email.
4. Kindly attach one (1) template per e-mail request only. The excel template is not for printing and manual filling out. Do not leave any item blank. Make sure to select items on ones with the drop-down menu available. Follow instructions at the side of the template.
5. Your name on the form must reflect the one on your membership card.
6. If you cannot find your Doctor or facility in the template, you can email [css.info@intellicare.com.ph](mailto:css.info@intellicare.com.ph) to inquire about the complete name of doctor or facility. Do not forget to include the complete name of the patient, company, and contact number in your query.
7. If guidelines are followed, necessary template is filled out, and other documents are emailed, you will receive an acknowledgement email with reference number. Standard TAT to respond and process RCS is 24 hours.
8. Please expect an email response from [info@avega.com.ph](mailto:info@avega.com.ph) (AVEGA); [info@intellicare.com.ph](mailto:info@intellicare.com.ph) (Intellicare) with attached approved Referral Control Sheet.
9. As of the moment, this e-mail channel is not for mobile use. It is best used in Microsoft (MS) desktops/laptops using MS Excel 2016 and beyond.
10. Remember to plan your consultations ahead and send requests in advance. eRCS is valid for 3 days.
11. The platform is not applicable for teleconsultation with Medgate or TelAventusMD. Please use our AGORA App.
12. To cancel request or unused approved eRCS, kindly email [css.info@intellicare.com.ph](mailto:css.info@intellicare.com.ph) and attach a copy of the eRCS for cancellation.

[autoserv.csd@intellicare.ph](mailto:autoserv.csd@intellicare.ph)

**Quick and Accurate Centralized eRCS Generation  
Through email is Ready to Serve You!**



**1 Get in touch with [autoserv.csd@intellicare.ph](mailto:autoserv.csd@intellicare.ph)**

You will get guidelines on needed documents and a template to fill out. **Please do not reply to the initial email for your RCS Request.**

**2 On your actual RCS email request, indicate subject: **RCS-REQUEST 00-00-00000-00000-00****

Please follow format when inputting Availer's account number including dash lines.

**3 Do not forget to include attachments with completed template.**

(PDF or photo file type: jpeg, png) of:

**(1.)** 1 government ID with Picture, **(2.)** Intellicare Card, and **(3.)** Copy of Doctor's Request / Recommended Procedure (if applicable).

**4 Plan your consultations ahead and send requests in advance. eRCS is valid for 3 days.**

Allow for a maximum of 24 hours for turnaround. Please note that the platform is best used in Microsoft desktops/laptops using MS Excel 2016 and beyond.

