



AGORA WEB PORTAL
INTELLICARE



AGORA RENEWAL User Guide

Upon receipt of the Welcome Email from Intellicare with the Activated Account Number and DIGI-ID, the employee may proceed to register in the Agora App / Agora Web using their Active Account number and preferred Email Address.



CARING IN
INFINITE WAYS

AGORA Web Features

Digi ID

A virtual copy of the physical card of the member.

eConsultation and eDiagnostics

Request for consultation / Request for procedure and laboratory.

Reimbursement

Filing of reimbursement request.

Dependent Enrollment

*Dependent Enrollment for **New Hires Only**. (available only to specific accounts)*

Renewal

Renew or cancel existing dependents; Adding new dependents.

Downloadables

Access and download any HMO policy requirement/s or guidelines.

Newsletter

Current news and announcement.

Intellicare Delights

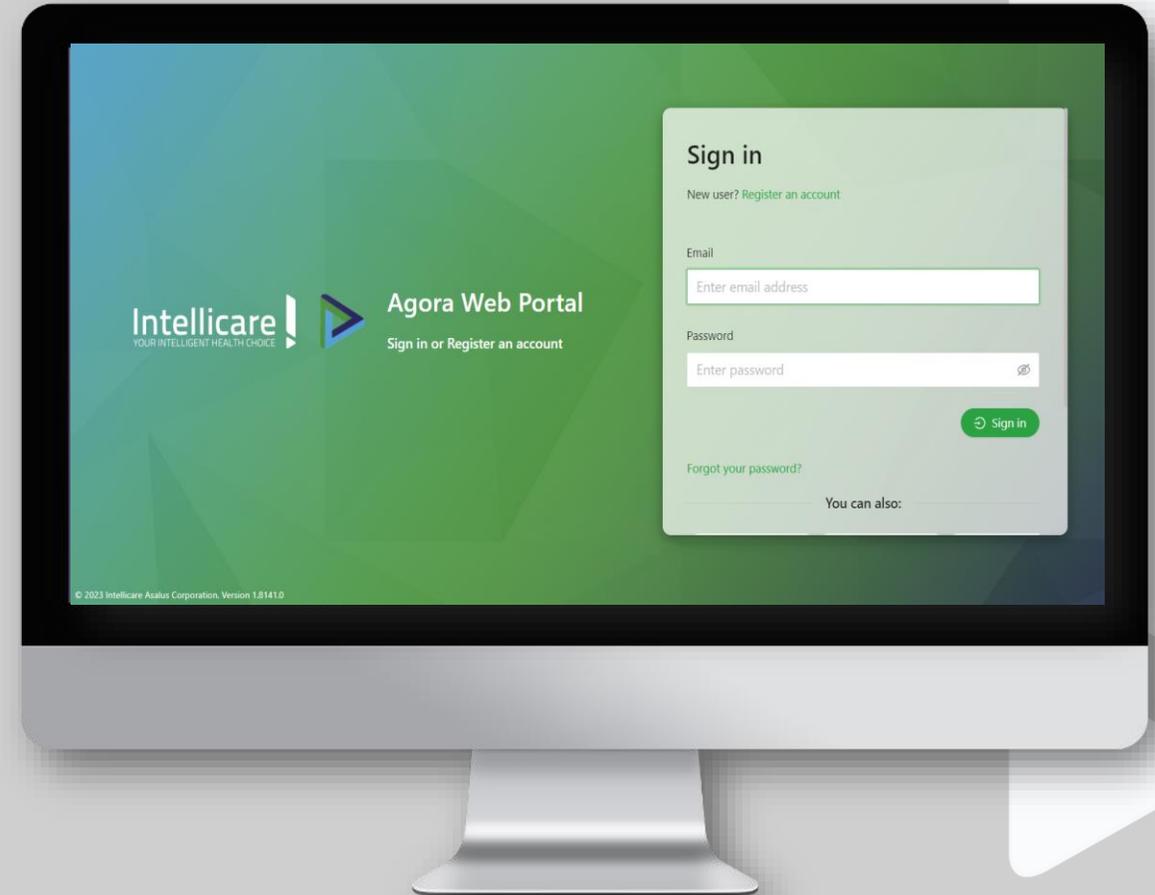
Available discounts and promo alerts.

Search Doctor

Accredited doctors directory.

Agora Map

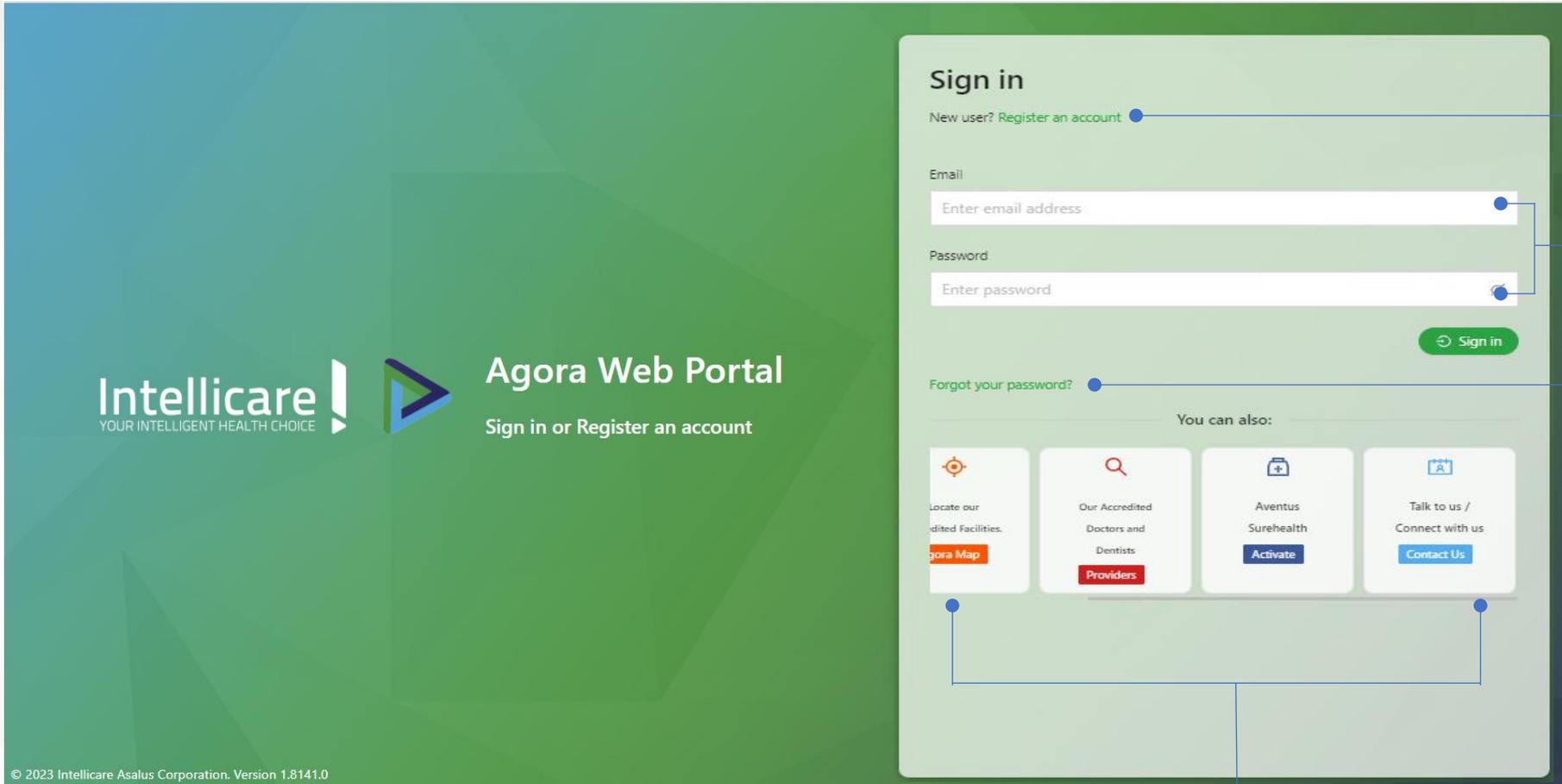
Locate nearby hospitals/clinics.



For members Access
Visit: <https://www.intellicare.com.ph/agora>

Welcome to Agora Web Portal

GO TO: <https://www.intellicare.com.ph/agora/login>



No Account yet? Click here to register.

Input registered account.

Click here if you forgot your credentials.

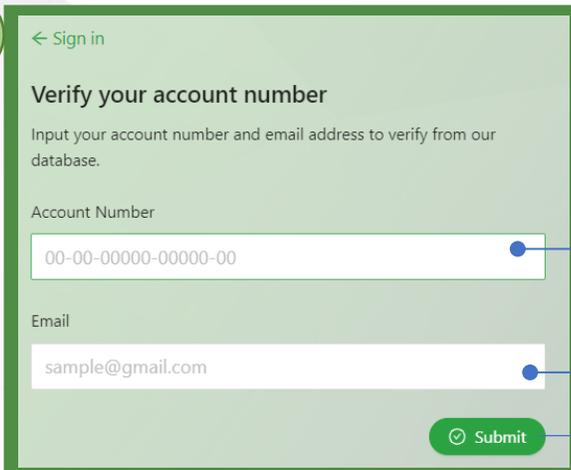
click the icon to access without registering or signing in.

The Onboarding Page

How to Register

Let's get you started

1



Verify your account number

Input your account number and email address to verify from our database.

Account Number

00-00-00000-00000-00

Email

sample@gmail.com

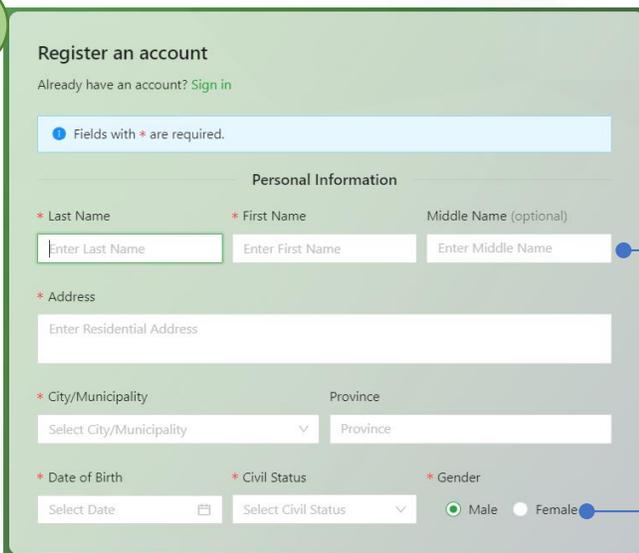
Submit

Input Account number and Active Email Address to verify account.

Click Submit to proceed.

WE SUGGEST YOU TO USE PERSONAL EMAIL. Make sure to provide an active and correct email address.

2



Register an account

Already have an account? [Sign in](#)

Fields with * are required.

Personal Information

* Last Name * First Name Middle Name (optional)

Enter Last Name Enter First Name Enter Middle Name

* Address

Enter Residential Address

* City/Municipality Province

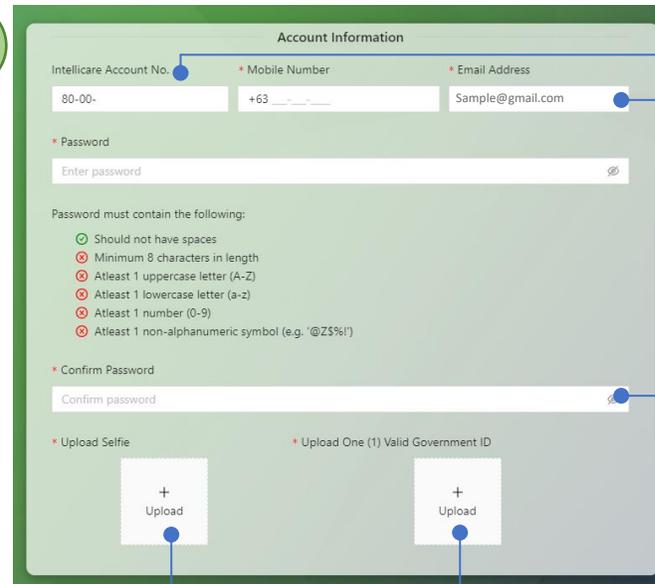
Select City/Municipality Province

* Date of Birth * Civil Status * Gender

Select Date Select Civil Status Male Female

Fill out the necessary personal details.

3



Account Information

Intellicare Account No. * Mobile Number * Email Address

80-00- +63 Sample@gmail.com

* Password

Enter password

Password must contain the following:

- Should not have spaces
- Minimum 8 characters in length
- Atleast 1 uppercase letter (A-Z)
- Atleast 1 lowercase letter (a-z)
- Atleast 1 number (0-9)
- Atleast 1 non-alphanumeric symbol (e.g. '@Z\$%')

* Confirm Password

Confirm password

* Upload Selfie * Upload One (1) Valid Government ID

+ Upload + Upload

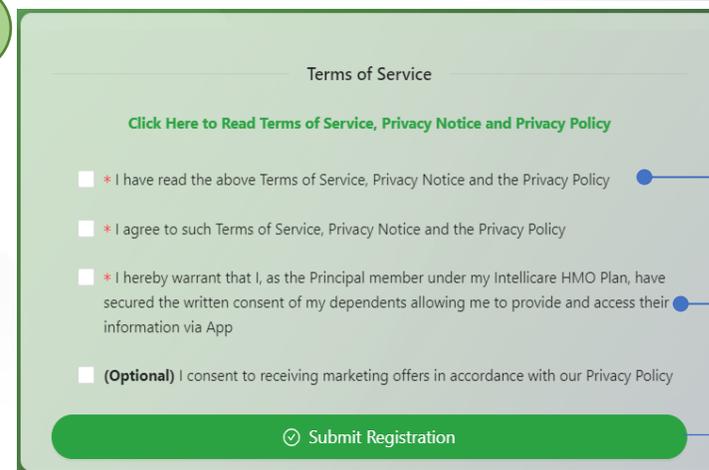
Account No. is auto populated.

Fill out the necessary Account information.

Don't forget to take a selfie and a picture of your ID.

**Make sure that the photo taken is not blurred. Otherwise, your application may be disapproved.*

4



Terms of Service

[Click Here to Read Terms of Service, Privacy Notice and Privacy Policy](#)

* I have read the above Terms of Service, Privacy Notice and the Privacy Policy

* I agree to such Terms of Service, Privacy Notice and the Privacy Policy

* I hereby warrant that I, as the Principal member under my Intellicare HMO Plan, have secured the written consent of my dependents allowing me to provide and access their information via App

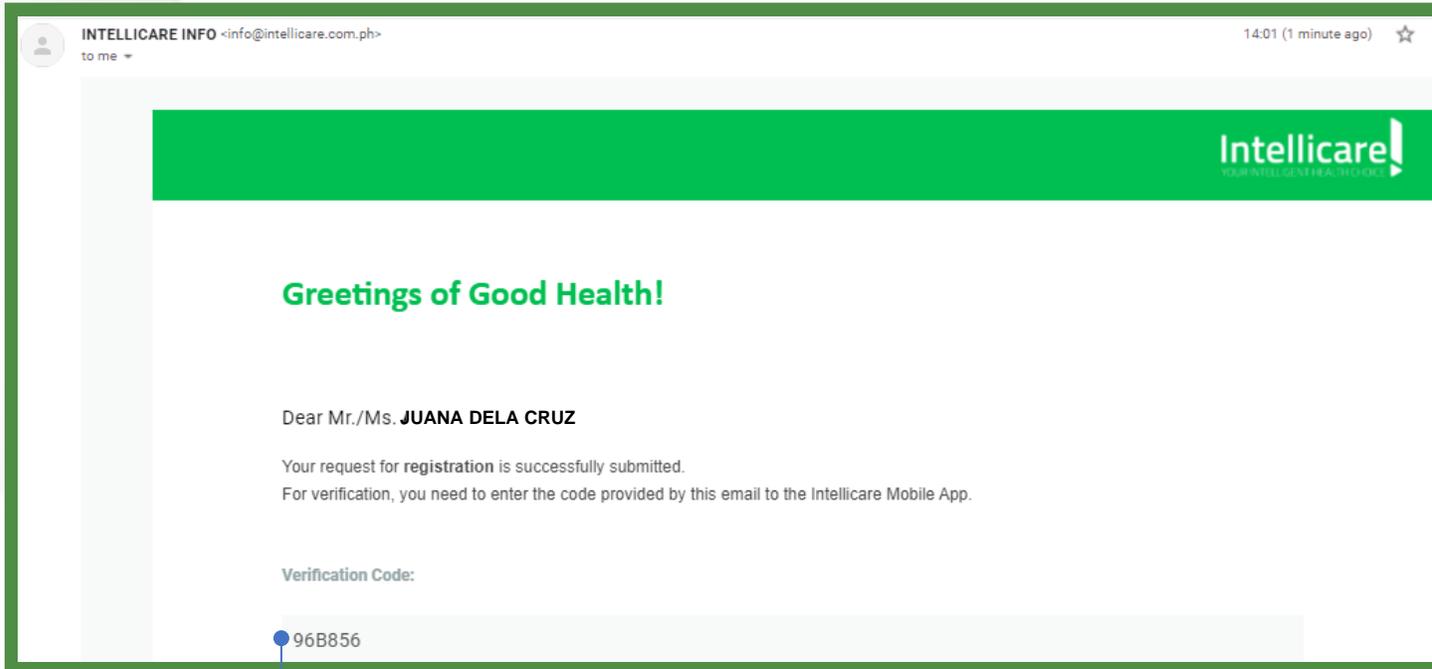
(Optional) I consent to receiving marketing offers in accordance with our Privacy Policy

Submit Registration

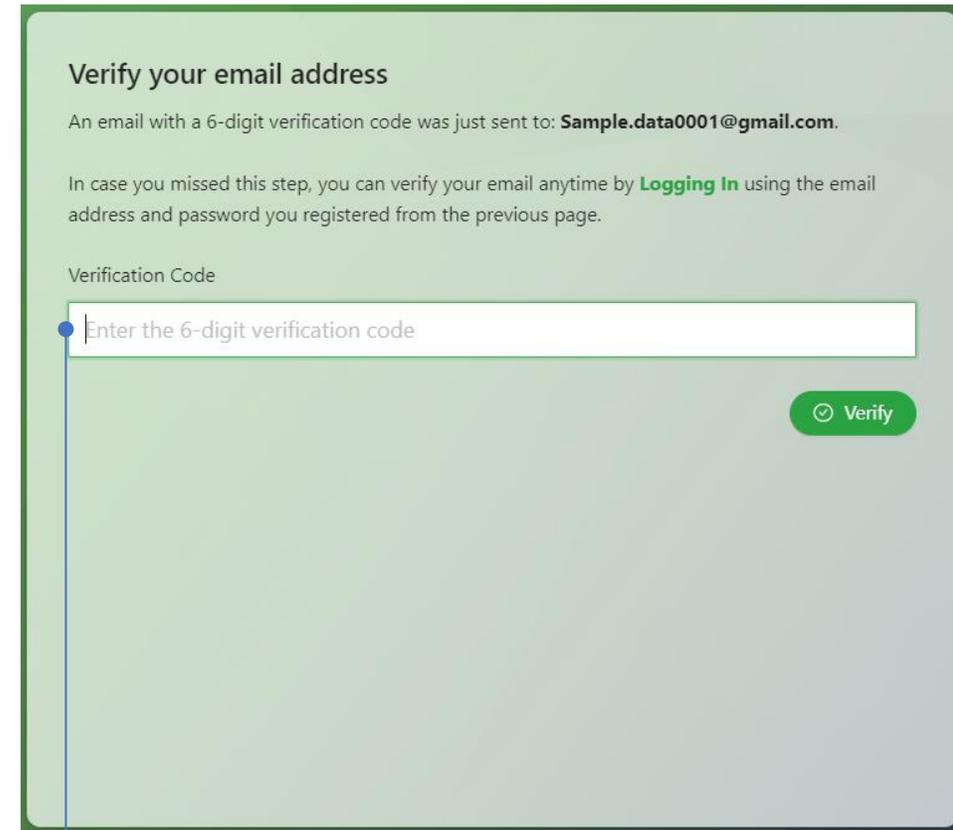
Read and confirm the notices and policies.

Click Submit Registration. A Verification will be sent to your email.

How to Register



Retrieve the verification code from your email.



Enter the verification code then click Verify.

How to Register



Registration complete. Please wait for the verification from our side.

Your registration has been successfully submitted for approval. You will receive email regarding your registration status within 24 hours.

[Sign in](#)

Wait for 24-48 hours for your email confirmation.

Greetings of Good Health!

Dear Mr./Ms. **JUANA DELA CRUZ**

We are pleased to inform you that your application **has been approved**.
You may now logon to Intellicare Mobile App.

Thank you and Stay Healthy!

You may now log-in.

Intellicare!
YOUR INTELLIGENT HEALTH CHOICE

Renewal: Renew or Cancel Existing Dependents, Adding New Dependents

Renewal Dashboard

Agora Web Portal

- Dashboard
- Consultation
- Diagnostics
- Reimbursement
- Enroll Dependents
- Renew Dependents
- Modify Dependents**
- View Renewal Status
- Newsletter
- Intellicare Delights
- Downloadables
- Search Doctors
- Agora Map
- Privacy Policy

Welcome to 2024 Dependent Renewal Module

This facility will allow you to renew, add and/or cancel dependents for January 1, 2025 to December 31, 2025 coverage.

You can ONLY access the portal within our Renewal Period from November 18, 2024 to December 13, 2024. After this date you will no longer have the opportunity to enroll your dependents for this coverage period.

Should you fail to complete the enrolment activity, the next cycle of dependent election will be for 2025 coverage year.

Company rules on dependent limit and premium payment (those shouldered by the employee or by the company) shall still apply.

IMPORTANT: After successful completion of enrolment, the information you have provided is considered final. You will no longer be allowed to edit any information including removing and adding dependents, except for viewing purposes only.

Proceed

Step 2: Read the **guideline for Renewal module**. The portal will be opened for a certain period only to renew/enroll your dependents.

Step 3: Click **Proceed** button.

Step 1: Click **Modify Dependents** under **Renewal Module**.

Renewal: Renew or Cancel Existing Dependents, Adding New Dependents

Guide on Dependent Hierarchy:

- 1. Company Paid dependents** - Employees may enroll up to 4 qualified dependents and hierarchy below must be followed. Company will pay the premium of these qualified dependents:
 - Parents and spouse/domestic partner– should not be more than 65 years old
 - Siblings – should be 30 days old to 23 years old; eldest to youngest; fully dependent financially to the employee
 - Children – biological / legally adopted child from 0 to 23 years old; eldest to youngest; fully dependent financially to the employee



Renewal: Renew or Cancel Existing Dependents, Adding New Dependents

Guide on Dependent Hierarchy:

2. Employee Paid Dependents – these are dependents who are not eligible under company paid category. It is also based on the employee's civil status. These are considered employee paid dependents:

- Spouses/domestic partners and parents of any type of employee civil status – 66 to 75 years old
- Parents of married / with domestic partners – up to 65 years old
- Siblings / children – 24 to 25 years old and are financially dependent to you, eldest to youngest
- 5th or more dependents
 - Children up to 23 years old; eldest to youngest
 - Parent up to 65 years old

Overaged Dependents (single / married / w domestic partners)	Married / with Domestic Partner	Qualified 5th dependent (or more) Single	Qualified 5th dependent (or more) Married / w Domestic Partner
<ul style="list-style-type: none">• 1. Spouse• 2. Parents	<ul style="list-style-type: none">• 1. Parents• 2. Siblings	<ul style="list-style-type: none">• 1. Parent• 2. Siblings / Children	<ul style="list-style-type: none">• Children

Renewal: Renew or Cancel Existing Dependents, Adding New Dependents

Guide on Dependent Hierarchy:

Standard requirements (new enrollments only):

- Spouse – PSA / local civil registry marriage certificate
- Domestic partner – should be submitted to Intellicare portal and [People Services via mySolutions Portal](#)
 - Latest Certificate of No Marriage (from Philippine Statistics Authority)
 - signed [S&P Global's Domestic Partner Attestation Letter](#) and
 - any of the two requirements:
 - Documentation showing proof of joint financial responsibility or economic interdependence (such as shared lease, joint bank account, or ownership of property); or
 - Barangay certification of co-habitation stating that the employee & his/her domestic partner live in the same address, including the duration of their residence therein.
- Children – PSA / local civil registry birth certificate of the child; legal adoption papers
- Sibling and parent – no need to submit if same surname as employee. If different, birth certificate of both sibling/parent and employee.

Renewal: Renew or Cancel Existing Dependents, Adding New Dependents

Authority to Deduct form:

S&P Global

**S&P Global Philippines Inc. / S&P Global Asia Pacific LLC
HMO Employee Paid Dependents' Authority to Deduct Form**

Date _____
Employee Name _____
EIN _____

No.	Full Name of EE Paid Dependent	Relationship (Employee's Parent, Spouse, Child)	Is dependent covered by any medical plan?	New Enrollment OR Renewal?
1				
2				
3				
4				

Notes:

- Voluntary Dependents' membership fee will be paid through salary deduction. The total rate per month will be distributed equally for deduction from February 2024 until January 2026. Effective date of coverage is 01 January 2024 until 31 December 2024.
- Once enrolled, I cannot cancel enrollment of my dependents during the coverage period.
- Benefit levels are the same as the employee's except when it's stated principal's/employees only in the Employee Insurance Handbook.
- For employees in S&P Global Asia Pacific LLC and employees within S&P Global Philippines Inc. who are NOT considered performing services necessary to carry out PEZA registered activities (i.e. some employees within HR, finance, office support), premiums are subject to additional 12% VAT. Please reach out to People Services to confirm.

TYPE OF DEPENDENT	MEMBERSHIP FEE per person for 12 months (PHP)	Computation of semi-monthly deduction for 31 pay cycles (PHP)	Number of Persons
Additional Immediate (5th dependent onwards)	XX	XX	
Over Age Immediate			
Child/Sibling 24-25 years old	XX	XX	
Spouse/Parent 65-70 years old	XX	XX	
Spouse/Parent 71-75 years old	XX	XX	
Extended of Married / with Domestic Partner Employee			
Parent up to 65	XX	XX	
Siblings up to 23 years old	XX	XX	
Over Age Extended Dependent of Married Employee / With Domestic Partner Employee			
Sibling 24-25 years old	XX	XX	
Parent 65-70	XX	XX	
Parent 71-75 years old	XX	XX	

TOTAL Amount of Annual Membership Fee (number of persons x annual membership fee)	
+ TOTAL one-time card processing fee PHP 108 per person (applicable only to NEW dependents)	
+ TOTAL VAT (12% of total annual fee, if applicable)	
TOTAL Amount of Semi-Monthly Deductions (TOTAL amount of annual membership fee + card processing fee + VAT divided by 24)	

I, the undersigned, hereby acknowledge that the total amount of membership fees of the dependents reflected above shall be deducted from my salary every payday from February 2024 until January 2026.

S&P Global

balance will be immediately demandable on the last amortization date, January 2025, and will be deducted in full from my salary.

Sabbatical Leave / Prolonged Unpaid Leave

In case I will go on sabbatical leave or prolonged unpaid leave for more than 1 month, the remaining full year's balance will be deducted from my salary before I go on sabbatical or prolonged unpaid leave.

Separation of Employment

I also understand that separation of employment from S&P Global Philippines Inc./ S&P Global Asia Pacific LLC will mean discontinuance of my membership as well as my dependents. In case of voluntary separation (resignation) from the company or due to just cause termination (dismissal), the remaining full year balance will be deducted from my full and final pay.

For cases of separation due to redundancy or retrenchment, the remaining full year balance will not be deducted from my full and final pay. The same will also apply in case of my death / demise.

Death/Demise of Dependent

I will make sure to notify People Services immediately in case of death/demise of dependents. Deductions will automatically cease on the next applicable payroll cycle after my notice. The basis to stop the deductions is the date of my notice and not the date of death.

I have read the foregoing terms and conditions of S&P Global Philippines Inc./ S&P Global Asia Pacific LLC's Intellicare Dependent's Enrollment Policy, before affixing my signature below and warrant that I fully understand the contents thereof. Henceforth, I authorize S&P Global Philippines Inc./ S&P Global Asia Pacific LLC to deduct from my salary the fees for my dependent's enrollment.

Signature above printed name and date

Please use in duplicate (copy for yourself and for People Services)

Renewal: Renew or Cancel Existing Dependents, Adding New Dependents

Step 4: Review
Principals information.

Step 5: Click Eligibility Criteria
to view Dependents Hierarchy and Eligibility.

This section is an overview of how civil status is defined, as well as the eligible dependents appropriate for each one. Enrollment of dependent is based on hierarchy and eligibility criteria.

Hierarchy and Eligibility of Dependents

MARRIED EMPLOYEES

REQUIREMENTS

- 1. Legal Spouse Not more than 65 years old.
- 2. Children Not more than 21 years old; biological/legitimate/legally adopted; eldest to youngest

SINGLE EMPLOYEES

REQUIREMENTS

- 1. Parents Not more than 65 years old (1 FREE dependent, 1 Paying dependent)
 - 2. Siblings 21 years old and below; eldest to youngest
- Birth certificate of child/en (for single parent) / Marriage contract of parents / Birth certificate of parents / Picture of eligible dependents

SINGLE PARENT EMPLOYEES

REQUIREMENTS

- 1. Children Not more than 21 years old; biological/legitimate/legally adopted; eldest to youngest
- Marriage contract / Birth certificate of child/en / Picture of eligible dependents

Note: For Birth certificate & certificate of marriage, in lieu of NSO copies, copy from local civil registry will be accepted.

HEALTHCARE BENEFITS ENHANCEMENTS

Single Employees One (1) free qualified dependent - Upon regularization
For existing single employee as of December 31, 2015, they will be entitled to enroll one (1) free qualified dependent effective January 1, 2016.

Married Employees Newly hired married employees - Maximum of three (3) qualified dependents only.
Newly married employees from January 1, 2016 - Maximum of three (3) qualified dependents only.
All existing married employees as of December 31, 2015 - Maximum of four (4) qualified dependents only.

Welcome to Agora Web Portal

Renewal Form

VERIFY PRINCIPAL PROFILE

Account Number:	00-00-00005-00000-00	Employee Number:	00-12345	Full Name:	HXLXN XLXRCXN XPXD
Civil Status:	MARRIED	Gender:	Female	Birth Date:	June 6, 1977
Job Position:		Effective Date:	January 1, 2019	Hire Date:	
Regularization Date:		Email Address:	agoraavega@gmail.com	Site:	P

ELIGIBILITY CRITERIA

- RENEW OR CANCEL EXISTING DEPENDENTS. Please CHECK to RENEW or UNCHECK to CANCEL existing dependent/s.
- ADDITIONAL DEPENDENTS
- DEPENDENTS
- AUTHORITY TO DEDUCT / FEES AND PAYMENTS
- MEMBER CONSENT AND UNDERTAKING

Step 6: To Cancel or Renew
existing dependent/s.

Initially, all existing dependents have their boxes checked. To cancel a dependent, you must uncheck their box. If you don't cancel, then your dependent will be automatically renewed.

RENEW OR CANCEL EXISTING DEPENDENTS. Please CHECK to RENEW or UNCHECK to CANCEL existing dependent/s.

<input checked="" type="checkbox"/>	Last Name	First Name	Middle Name	Birth Date	Relation
<input checked="" type="checkbox"/>	XPXD	JXSSXX	T.	Dec 04, 1975	HUSBAND
<input type="checkbox"/>	XPXD	SXXN JXSTXN	X.	Nov 11, 2011	SON
<input type="checkbox"/>	XPXD	SHXNXXX JXSSXCX	X.	Mar 12, 2015	DAUGHTER
<input type="checkbox"/>	XPXD	SHXNNX JXSSLXNX	X.	Mar 30, 2017	DAUGHTER

Renewal: Renew or Cancel Existing Dependents, Adding New Dependents

Step 8: Once added, click **Dependents** tab to view the details of the additional, renewed, and cancelled dependent/s. User can click file under View Files to view the uploaded document.

- ADDITIONAL DEPENDENTS
- > DEPENDENTS
- > AUTHORITY TO DEDUCT / FEES AND PAYMENTS
- > MEMBER CONSENT AND UNDERTAKING

Step 7: Click **Additional Dependents** in order to add new dependents.

Fields marked with asterisk (*) must be filled out. Answer the fields in sequence.

Once the Principal select their dependent's relation, RNB and Limit will automatically fill out.

Provide atleast 1 copy of required document.
Note: System only accept file that is in .jpg, .png, and .pdf file type. And not exceeding in 4mb file size.

Click **Add Dependent** button to initially add your new dependent.

**Note: You cannot answer the succeeding field if you leave the current field blank.*

▼ ADDITIONAL DEPENDENTS

* Lastname * Civil Status

* Firstname * Relation

Middlename * RNB

* Gender * LIMIT

* Birthdate

Required Attachments

Photocopy will suffice For updates in coverage due to Life Changing Events, supporting documents are required atleast 1, such as:
Photocopy of marriage certificate
Photocopy of birth certificate of dependent
Photocopy of personal HMO card of Dependent

Note: Accepts .jpg, .png, and .pdf file type only.

Marriage Certificate

Birth Certificate sample.jpg

HMO Card

Others

ADD NEW DEPENDENT

▼ DEPENDENTS

RENEW AND CANCEL EXISTING

Status	RNB	Limit	Last Name	First Name	Middle Name	Birth Date	Relation	Gender
<input type="button" value="Renew"/>	REGULAR PRIVATE	100,000.00	XPXD	JXSSXX	T.	Dec 04, 1975	HUSBAND	MALE
<input type="button" value="Cancel"/>	REGULAR PRIVATE	100,000.00	XPXD	SXXN JXSTXN	X.	Nov 11, 2011	SON	MALE
<input type="button" value="Cancel"/>	REGULAR PRIVATE	100,000.00	XPXD	SHXXNXX JXSSXCX	X.	Mar 12, 2015	DAUGHTER	FEMALE
<input type="button" value="Cancel"/>	REGULAR PRIVATE	100,000.00	XPXD	SHXXNXX JXSSLXNX	X.	Mar 30, 2017	DAUGHTER	FEMALE

1

ADDITIONAL

Remove	Status	Last Name	First Name	Middle Name	Birth Date	Relation	Gender	View Files
<input type="button" value="Remove"/>	<input type="button" value="Additional"/>	DELA CRUZ	JUAN	A	Jan 19, 1994	BROTHER	MALE	<input type="button" value="View Files"/>

1

Check the status for cancel/renew dependents if correct.

If the user want's to change their action, they can go back to **Renew or cancel existing dependents** tab to edit it.

> RENEW OR CANCEL EXISTING DEPENDENTS. Please CHECK to RENEW or UNCHECK to CANCEL existing dependent/s.

Review the details of additional dependent/s.

Note: You cannot edit the details of your new dependent once you click the Add dependent button, but you can delete it's record by clicking the **Delete** icon.

Renewal: Renew or Cancel Existing Dependents, Adding New Dependents

- > ADDITIONAL DEPENDENTS
- > DEPENDENTS
- AUTHORITY TO DEDUCT / FEES AND PAYMENTS
- MEMBER CONSENT AND UNDERTAKING

AUTHORITY TO DEDUCT / FEES AND PAYMENTS

I hereby confirm that the details provided by me regarding my dependents are true and correct to the best of my knowledge and belief. In case any of the information is found to be false or untrue or misleading or misrepresented, I am aware that I may be held liable for it. I also give my employer consent to share the relevant details with the benefits provider towards activating my dependents insurance. I authorize the company to deduct the corresponding employee share for the Health Benefits of my paying dependent/s from my payout.

Step 9: Read and Check Authority to deduct to proceed.

A picture format of your Authority to Deduct Form.

Step 10: Click the "Member Consent and Undertaking". Read the form and tick the 3 boxes to be able to proceed.

MEMBER CONSENT AND UNDERTAKING

For purposes of evaluating and processing your Renewal under the Health Service Agreement, Intellicare/Avega Managed Care, Inc. ("Intellicare/Avega") seeks your authorization, consent, and grant of access to and/or collection, processing, and disclosure of your personal information. This covers all details provided by you through this portal, including your supporting documents if meritorious.

Your Information will be stored by Intellicare/Avega for the five (5) years, without prejudice to your rights to reasonable access to, upon demand, and correction of your Information, as well as your right to lodge a complaint before the National Privacy Commission. Intellicare/Avega has ensured the protection of your Information, in accordance with its privacy policy. Should you wish to access, correct or update your Information, or if you have any inquiries, please write us at Avega Managed Care, Inc. 14th Floor Phil. AXA Building, Sen. Gil Puyat Avenue Corner Tindalo Street, San Antonio Village, Makati City, addressed to our Data Protection Officer or email our DPO at dpo@avega.net.ph.

You agree to hold Intellicare/Avega, and its officers, directors, stockholders, employees, consultants, and doctors free and harmless from all claims, suits, charges, fees, damages or liabilities arising from or connected with the collection, processing and release or disclosure of the your Information, including, but not limited to, your medical records, done in accordance with the processing of your reimbursement request. I have read the above and hereby consent to the processing of my personal information submitted through this portal in accordance with the purpose mentioned above.

- I have read the above and hereby consent to the processing of my personal information submitted through this portal in accordance with the purpose mentioned above.
- I acknowledge that all of the procedures indicated in my request have been done and confirm that the information and amounts submitted through this portal are in order. I am also aware that under Article 175 of the Revised Penal Code using false medical certificate or submitting any altered or forged document or any document containing false statements or information in relation to my request for reimbursement is punishable by law and can be a cause for termination of my employment under the Labor Code, including membership in Avega.
- I understand that if any of the procedures are not covered by the Health Service Agreement or if the documents I submitted are insufficient, my request shall be denied.

Proceed

After clicking Proceed button the "Dependent Summary" will appear. Review the details before clicking "SUBMIT".

Dependent summary.

Status	RNB	Limit	Last Name	First Name	Middle Name	Birth Date	Relation	Gender	View Files
Renew	REGULAR PRIVATE	100000.00	XPXD	JXSSXX	T.	Dec 04, 1975	HUSBAND	MALE	
Cancel	REGULAR PRIVATE	100000.00	XPXD	SXXN JXSTXN	X.	Nov 11, 2011	SON	MALE	
Cancel	REGULAR PRIVATE	100000.00	XPXD	SHXNXX JXSSXCX	X.	Mar 12, 2015	DAUGHTER	FEMALE	
Cancel	REGULAR PRIVATE	100000.00	XPXD	SHXNNX JXSSLXNX	X.	Mar 30, 2017	DAUGHTER	FEMALE	
Additional	REGULAR PRIVATE	100000	DELA CRUZ	JUAN	A.	Jan 19, 1994	BROTHER	MALE	

Submit Close

Step 11: Click Submit button to finalize the renewal. A successful transaction notification will show.
Note: Once submitted the information you have provided is considered final, you will no longer be allowed to edit any information, including removing and adding dependents.

Renewal: Renew or Cancel Existing Dependents, Adding New Dependents

Welcome to Agora Web Portal!

STATUS GUIDELINE

- PENDING**
New renewal request
- ON PROCESS**
Received by our backend service for processing
- PROCESSED**
Completed backend process

RENEWAL STATUS GUIDELINE

- RENEWED**
For dependent retained/renewed
- ADDITIONAL**
For additional/newly added dependent
- CANCELLED**
For dependent cancelled from the portal

Note For Actual HMO Status, Click Reference Number once processed.

View Renewal Status

Reference No.	Last Name	First Name	Middle Name	Birthdate	Relation	Gender	Status	Renewal Status
AR0723-000022	Samplelastname	Samplefirstname	Samplemidname	Jan 01 2010	Child	Male	PROCESSED	RENEWED

< 1 >

Step 12: Click **view Renewal Status** to see renewal details.

clickable once status is Processed, user can check here if their dependents is underprocess, active or disapproved.

pending/processed status from website indicates automated processing which adheres to the agreed requirements (Shirei).

Action that the user made in Renewal module.

Renewal Status

View Renewal Status

The screenshot shows the 'Agora Web Portal' interface. On the left, a sidebar contains navigation items: Dashboard, Consultation, Diagnostics, Reimbursement, Enroll Dependents, Renewal (highlighted), Modify Dependents, View Renewal Status (highlighted with a blue circle), Newsletter, Intellicare Delights, and Search Doctors. The main content area shows a 'Welcome to Agora Web F' message, a 'STATUS' section with a 'New' indicator, and a 'View Renewal Status' section with a table of reference numbers. A blue box highlights the reference number 'AR0723-000022' in the table, with a line pointing to a callout box.

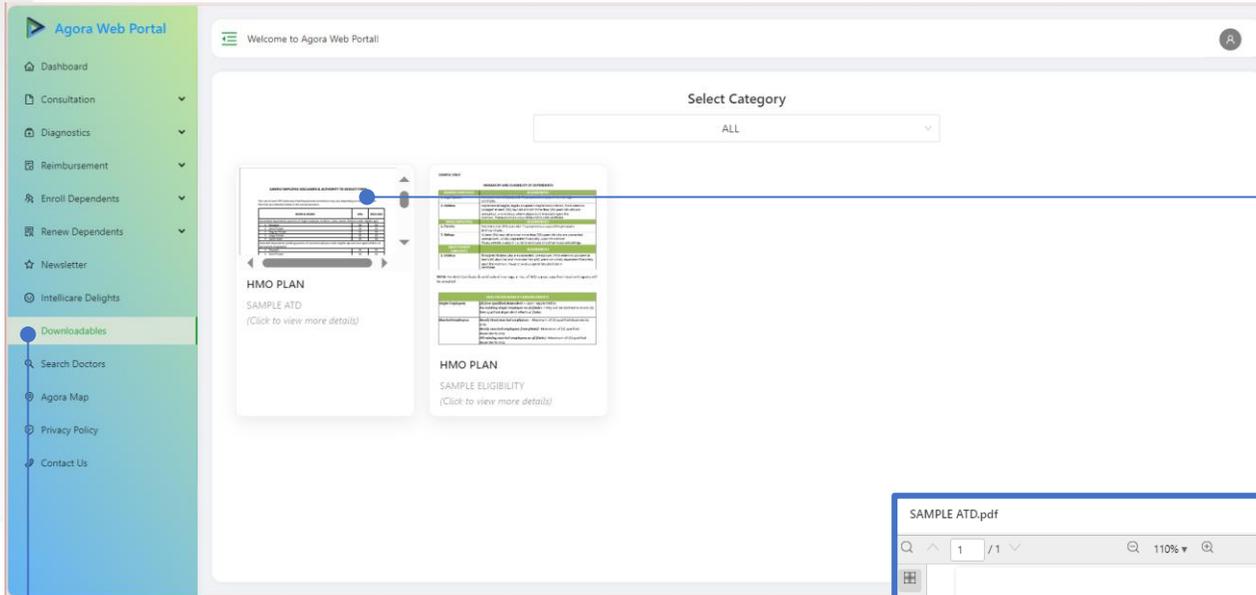
Reference No.	La
AR0723-000022	Sa

Click Reference no. to view processed Status of the member.

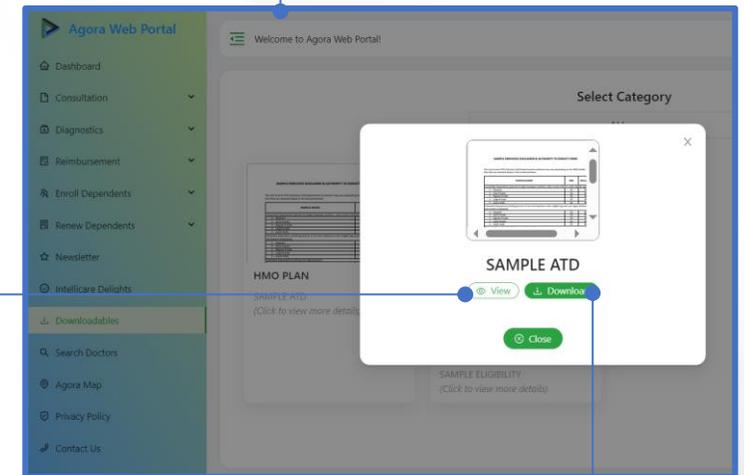
The screenshot shows a detailed member information form for reference number AR0723-000022. The form is organized into two columns of fields. The left column includes Account No., Contract, Status, Employee Number, Member Type, Last Name, First Name, Middle Name, Birthdate, Gender, Civil Status, Relation, Effective Date, and Hire Date. The right column includes Regularization Date, Room and Board, Limit, Position, Job Level, Site, Corporate Account, Company, Costcenter, Department, Payshare, Email Address, Philhealth Rider, and Remarks. A 'Close' button is located at the bottom right of the form.

Account No.	Regularization Date
Contract	Room and Board
Status	Limit
Employee Number	Position
Member Type	Job Level
Last Name	Site
First Name	Corporate Account
Middle Name	Company
Birthdate	Costcenter
Gender	Department
Civil Status	Payshare
Relation	Email Address
Effective Date	Philhealth Rider
Hire Date	Remarks

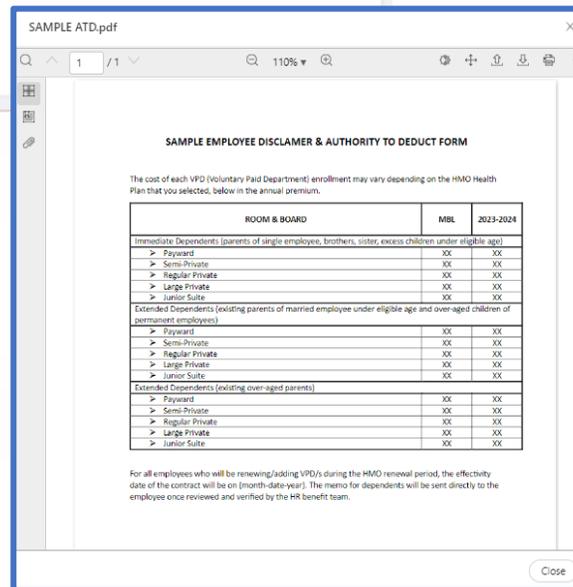
Downloadables:



Step 2: Users can also download the HMO Plan and access the necessary guidelines for securing their enrollment. Just Click this window.



Step 3: Click Download button to download the file.



Step 1: Select "Downloadables" from the menu to access and download any HMO policy requirement/s or guidelines that may be needed.

Privacy Policy

Agora Web Portal Privacy Notice

Agora Web Portal

Dashboard

Consultation

Diagnostics

Reimbursement

Enroll Dependents

Renew Dependents

Newsletter

Intellicare Delights

Downloadables

Search Doctors

Agora Map

Privacy Policy

Contact Us

Welcome to Agora Web Portal!

Agora Web Portal Privacy Notice

Hi Agora Web Portal User,
Agora values your privacy and this notice is meant to help you understand how we protect the information you provide.

Our people are working hard to ensure you remain in control of your data. So please take time to read this before you continue signing up.

What we collect and why.
We built this web app to provide you with the most efficient services we can offer in the market, improve our services and personalize them to your needs to the extent possible. This Web App allows us to provide you information on your HMO coverage, our partner medical institutions and our Company and to interact with you directly. But to do this we need the following information from your end

1. Your name, sex, and age
2. Your address
3. Your contact number
4. Intellicare Account Number
5. Intellicare Card Number
6. Copy of a Government Issued ID
7. Copy of your Intellicare Card ID

This set of information will be used further for other purposes. Specifically, we collect your name, sex, age, address, IntellicareDetails, and Identification Cards to verify your identity and membership in the Intellicare Network and to reach out to you in cases of public service announcements. Collecting your contact details like mobile number and email allows us to send you confirmation of registration in this Web App, as well as updates and materials you may like. For example, if there are updates in our services, you will know them with a notification sent via this Web App. Please note, we will only send you marketing materials if you give your specific consent, which you will see later on.

All those we collect from you are treated as private and confidential.

Reviewing, Updating, Removing and deleting your information
You can request to update and delete Web App account information by sending your request to our data protection officer, via dpo@intellicare.net.ph.

Note, however, that deleting your account information will automatically result in the deactivation of your access to this Web App.

To be clear, your HMO information is treated separately and is subject to the Privacy Policy of Intellicare and the Benefit Plan of your Employer. In other words, deleting Web App account information does not result in the deletion of your HMO information as the latter is governed by the Benefit Plan provided by your employer. But if you want to withdraw your consent to our use and/or disclosure of your personal data for the delivery of HMO services, just bear in mind that we may no longer be able to serve you nor provide you with the products and services that you require.

When Intellicare shares your information
Intellicare will only share your information if:

Contact Us

Agora Web Portal contact details

The screenshot shows the Agora Web Portal interface. On the left is a navigation menu with items like Dashboard, Consultation, Diagnostics, Reimbursement, Enroll Dependents, Renewal, Newsletter, Intellicare Delights, Downloadables, Search Doctors, Agora Map, Privacy Policy, and Contact Us. The main content area displays 'Welcome to Agora Web Portal!' and 'Social Media Channels' with links to the website, Facebook, Twitter, YouTube, Instagram, and LinkedIn. Below this, it lists office locations: Feliza Office, Skyland Office, AXA Office, and Cagayan de Oro Office, each with its address. It also provides a Trunkline and Text Support (HO & Calamba) information.

Call Support					
<ul style="list-style-type: none"> Globe: 0917-840-4894 / 0917-522-3124 Smart: 0920-970-4724 / 0998-561-3513 Sun: 0922-891-3957 / 0932-860-2533 					
Regional and Satellite Offices					
CALAMBA - (049) 554-9900	Call Support: <ul style="list-style-type: none"> Sun - 0932-860-2533 Smart - 0998-561-3513 Globe - 0917-522-3124 Text Support: <ul style="list-style-type: none"> Sun - 0932-860-2532 Smart - 0998-561-3512 Globe - 0917-315-0082 	CEBU - (032) 260-9800	Call Support: <ul style="list-style-type: none"> Sun - 0922-837-7094 Smart - 0920-907-3708 Globe - 0917-566-1848 Text Support: <ul style="list-style-type: none"> Sun - 0925-321-3871 Smart - 0998-843-2488 Globe - 0917-830-7102 	BACOLOD - (034) 488-7080	Call & Text Support: <ul style="list-style-type: none"> Sun - 0933-874-3864
DAVAO - (082) 238-7070	Text Support: <ul style="list-style-type: none"> Sun - 0922-889-3203 Smart - 0920-951-9523 Globe - 0917-858-7679 	CDO - (088) 864-8900	Call & Text Support: <ul style="list-style-type: none"> Smart - 0920-951-9526 Globe - 0917-592-8346 	ANGELES - (045) 626-2070	Call & Text Support: <ul style="list-style-type: none"> Smart - 0920-648-6695 Globe - 0917-549-871

Frequently Asked Questions

- 1. What is Agora Web Portal?** - Agora Web Portal is a counterpart application of the Agora Mobile Application. It is designed solely for an active HMO cardholders of Intellicare and Avega in order to view their utilizations, as well as their dependent's utilization. Principal members may also enroll or renew their dependents, on a given time frame using this portal.
- 2. What if I provided the wrong information regarding my dependent?** - Any changes in the Principal's or Dependent's information must be endorsed manually by lodging a ticket to [S&P Global's mySolutions Portal](#).
- 3. How long the endorsement can be processed?** - RPA(Robotics Process Automation) will process the endorsement realtime.
- 4. Can I upload any type of file?** - You may only upload documents with the file extension .pdf, .jpg, .jpeg, and/or .png. Take note that file size must not exceed 4MB.
- 5. Once I enrolled my dependents, are they already members?** - Enrollment of dependents does not ensure membership activation in the HMO plan. Please check Account Profile to see status of membership.
- 6. Who should I reach out to if I encounter an error on the website?** – Please get in touch with the designated contact person by sending an email to mobile.dev@intellicare.com.ph. In the email subject line, kindly specify "**COMPANY NAME - ERROR ENCOUNTERED.**" Ensure that you attach a screenshot of the error, provide your registered email address, method of accessing (i.e. personal wifi, VPN, Office Wifi/LAN, personal device or company device) and include your active HMO account number.

THANK YOU!



CARING IN
INFINITE WAYS