

OONA PURPLE SHIELD

Your Guide to Premium Healthcare Access
& Effortless Claims in the Philippines



CLAIMING MADE SIMPLE

WHEREVER YOU'RE COVERED IN THE PHILIPPINES

With Oona Purple Shield, claiming is designed to be as easy and smart as your plan. Many of your benefits are cashless when you visit accredited providers in the Philippines—so there's no need to submit a claim at all. But when you do, it's digital-first, human-supported, and built for speed.

In this guide:



How to claim for domestic medical care



How to request a Letter of Authority (LOA) for planned care



How to claim for travel, personal accident, and other benefits

It's everything you need to know to claim with confidence, no matter where you are. Just have these essential documents ready:

- 1 Official receipt or proof of payment
- 2 Medical documentation
- 3 Itemized statement (for inpatient care)
- 4 Prescription documentation (when applicable)
- 5 Banking details for direct reimbursement
- 6 Overseas admission (reimbursement)
 - a. Copy of passport, all pages, plane ticket or other travel documents
 - b. Final Statement of Account (summary and itemized)
 - c. Medical Records if applicable
 - d. Discharge summary (include History of Present Illness), Operative Record
 - e. Official receipts, service, sales invoice whichever applicable
 - f. Laboratory or Biopsy result if applicable
 - g. Incident report
 - h. Valid ID
 - i. Copy of Active Bank Account details

INTRODUCING TWO EASY TRACKS: MEDIFLEX & OONA

Medical Claims Through Mediflex



Mediflex Track: LOA

Planned care? Request a Letter of Authority (LOA) through Mediflex.



Mediflex Track: Medical Claim

Paid for treatment? Submit your claim online via Mediflex.

Non-Medical Claims Through Oona



Oona Claims Portal

For Travel, Personal Accident & Other Claims, submit your claim directly to Oona at myoona.ph/claim/make-a-claim.



EASY GUIDE TO THE MEDIFLEX PORTAL

HOW TO REQUEST A LETTER OF AUTHORISATION (LOA)

STEP 1



Go to
ona.mediflex.ph
and register your account
if you haven't already.

STEP 2



Once registered,
enter your email and the
One-Time Password
(OTP) sent to you.
No need to remember
any passwords.

STEP 3



Select "Request LOA",
select whom this is for,
and complete the form
with your hospital,
doctor, and treatment
details.

STEP 4



Review and submit.



You'll receive your LOA by email once approved.

LOAs you can request through Mediflex:

Consultation



General Practitioner (GP)



Specialist



Physiotherapy

Procedure



Annual Physical
Examination (APE)



Diagnostics



X-rays



Laboratory Tests

For planned care abroad, do contact us at least 15 working days before your procedure for pre-assessment.

LOAs you can request through Mediflex:

If you can't access Mediflex, hospital personnel can call Mediflex to request on your behalf:



Trunkline: (02) 8779-6565

HOW TO MAKE A MEDICAL CLAIM

STEP 1



Go to
oona.mediflex.ph
and register your
account if you
haven't already.

STEP 2



Once registered, enter
your email and the
One-Time Password (OTP)
sent to you. No need to
remember any
passwords.

STEP 3



Select "Request
Reimbursement",
confirm the details
of whom it is for.

STEP 4



Nominate your
bank account for
receipt of funds
if you haven't
already

STEP 5



File the
details of the
reimbursement
request.



You'll receive an email confirmation and ticket number.
Once approved, you will receive the funds in your nominated bank account.



EASY GUIDE TO THE OONA CLAIMS PORTAL

HOW TO CLAIM FOR TRAVEL, PERSONAL ACCIDENT & OTHER BENEFITS

STEP 1



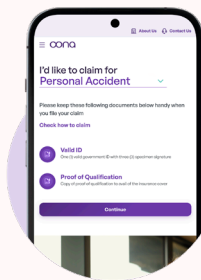
Go to

myoona.ph/claim/make-a-claim

STEP 2



Select the type of claim you'd like to make (e.g. travel inconvenience, personal accident)



STEP 3



Upload your supporting documents – this may include receipts, police reports, medical certificates, proof of flight or baggage disruption, depending on the claim type

STEP 4



Nominate your bank account to our claims officer for receipt of funds if you haven't



Everything is handled digitally—but your Oona Claims Team is just a call or message away if you need help.

HELP WHEN YOU NEED IT

Personal Accident

24/7 Roadside Assistance

(02) 8459 4727

Smart

0920 918 6242

Globe

0917 581 7175

Email

maclaims@oona-insurance.com.ph

Travel

24/7 Travel assistance (International)

(+00) 632 8459 4727

24/7 Travel assistance (Local)

(02) 8459 4727

Smart

0920 918 6242

Globe

0917 581 7175

Email

travelclaims@oona-insurance.com.ph

Other Products

Email

otherclaims@oona-insurance.com.ph

SEEING A DOCTOR

PREMIUM HEALTHCARE ACCESS IN THE PHILIPPINES

With Oona Purple Shield plan, your access to the care you need is assured and streamlined.

In-Patient & Emergency Care

STEP 1



Visit an Accredited Hospital —

Go to any hospital in our premium network. Present your Oona Shield Digital Pass with valid ID. For emergencies, proceed directly to the nearest facility.

STEP 2



Simple Verification —

The hospital coordinates with our team to confirm your eligibility. For covered services, we handle payment arrangements directly.

STEP 3



Cashless Experience —

Receive care without upfront payment concerns for eligible services. Simply settle any personal or non-covered items upon discharge.

For Better Service: For planned admissions, notify us in advance for a smoother check-in process.

Out-Patient Care*

STEP 1



Choose an Accredited Provider —

Select from our network of quality clinics and specialists. Browse our complete directory at: oona.mediflex.ph

STEP 2



Payment Process —

Out-patient services typically require initial payment. Ensure your selected specialist is accredited to enjoy available benefits.

STEP 3



Simple Reimbursement —

Submit your documentation through our digital portal. Our team processes your claim efficiently while keeping you informed.

Note:

Out-patient care is a benefit which needs to be purchased as an add-on.

COVERAGE GUIDE



YOUR COVERAGE GUIDE

TYPE OF CARE	WHERE COVERED	WHAT'S INCLUDED	CASHLESS?
Emergency Room	Accredited hospitals	ER procedures, medications, doctor's fees	✓ Yes
In-Patient Care	Accredited hospitals with accredited doctors	Room and board, diagnostics, medicines, professional fees	✓ Yes
Travel Coverage	Worldwide	Travel inconvenience benefits e.g. flight delay, loss of baggage	↻ Reimbursement Only
Out-Patient Care*	Accredited clinics/hospitals	Authorized services (per policy)	↻ Reimbursement Only

Helpful Tip: For scheduled admissions, contact Medilink at (02) 8779-6565 in advance to improve coordination and speed up your admission process.



Note:

Out-patient care is a benefit which needs to be purchased as an add-on.

