

Stats and Charts

2019

2019 Stats and Charts

PhilHealth's approach to achieving Universal Health Care follows the UHC framework. The Corporation positions, monitors and assesses its programs relative to how it contributes in achieving the three dimensions of the UHC cube. As such, the 2019 performance figures shall also be reported following this context.



Population Coverage

“Who are covered?”



Service Coverage

“What services are covered?”



Financial Coverage

“How much is covered?”

Dimension:



Population Coverage

Who are Covered?

Registered Members and Dependents



Membership Category	Members	Dependents	Beneficiaries (Total)
Direct Contributors*	30,282,610	28,380,254	58,662,864
Employed: Private	14,342,431	11,366,233	25,708,664
Employed: Government	2,333,730	3,726,641	6,060,371
Informal / Self-Earning	8,442,963	8,962,161	17,405,124
OFWs / Migrant Workers	3,628,196	3,163,923	6,792,119
Lifetime Members	1,319,377	978,819	2,298,196
Organized Group / Group Enrolment	138,932	127,844	266,776
Kasambahay, Family Drivers, Enterprise Owners	72,830	52,434	125,264
Others**	4,151	2,199	6,350
Indirect Contributors*	23,059,023	16,028,686	39,087,709
Indigents / NHTS-PR	12,834,955	11,348,233	24,183,188
Senior Citizens	8,070,076	2,159,799	10,229,875
Sponsored Program	2,153,992	2,520,654	4,674,646
Total	53,341,633	44,408,940	97,750,573

All Filipinos Covered

In recent years, PhilHealth has primarily reported “coverage rate” or the entitlement of members based on premium payments. But with the signing of the UHC Act (RA11223), all Filipinos are already automatically*** included under the National Health Insurance Program (NHIP) – making PhilHealth’s coverage rate at 100%.

The term “Registered” used here refers to beneficiaries already listed in the PhilHealth database.

PhilHealth Beneficiaries

- PhilHealth Beneficiaries are referred to as Members plus their respective qualified Dependents

Members + Dependents =
Beneficiaries

Note/s:

*Modified categories based on Republic Act No.11223 (UHC Act)

**Filipinos w/ Dual Citizenship, Naturalized Filipino Citizens, PRA Foreign Retirees, Citizens of Other Countries working / residing / studying in the Philippines

***PhilHealth Circular No.2019-0010 (Re: Guidelines on the Granting of Immediate Eligibility to Members): <https://www.philhealth.gov.ph/circulars/2019/circ2019-0010.pdf>

- Indigent count of members and dependents were based on DSWD LisTahanan database and are subject for further validation.
- 2019 Projected Population is 108,099,455 estimated from the August 2015 PopCen by PSA with a 1.72 Growth Rate.

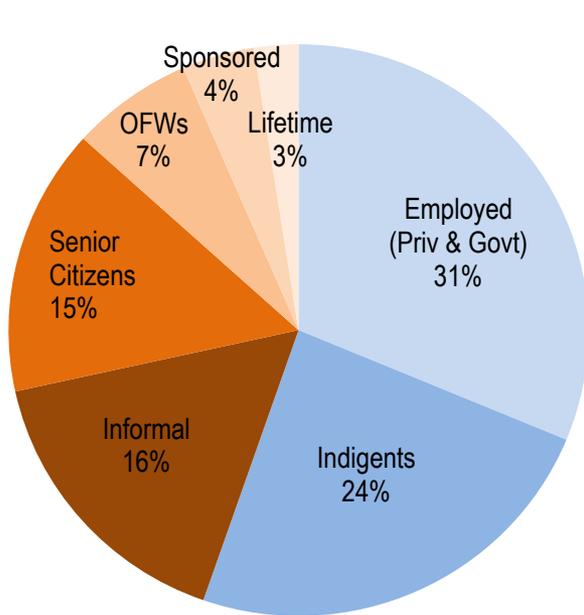
Registered Members and Dependents



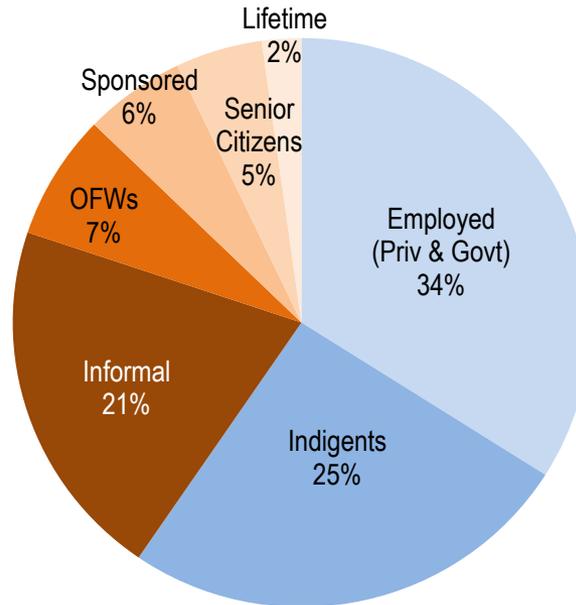
Distribution by Membership Sectors



Distribution by Members only



Distribution by Dependents



Dependents*:

- Legal spouse/s who is/are not an active member;
- Unmarried and unemployed legitimate, illegitimate children, and legally adopted or stepchildren below 21 years of age;
- Foster children as defined in Republic Act 10165 (Foster Care Act of 2012); and
- Parents who are 60 years old and above, not otherwise an enrolled member.

Important:

- Qualified dependents must be declared by the principal member. Their names must be listed under the principal member's Member Data Record (MDR) to ensure hassle-free benefits availment

Note/s:

* Definition per Section 8 of UHC IRR (RA11223): https://www.philhealth.gov.ph/about_us/UHC-IRR_Signed.pdf

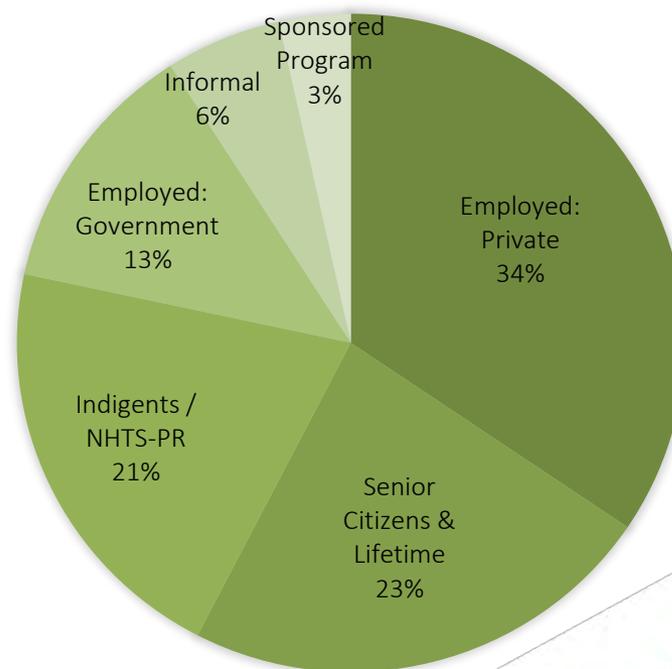
- Informal / Self-Earning Sector also includes: Kasambahay Members, Family Drivers, Enterprise Owners; Organized Group / Group Enrolment; Filipinos w/ Dual Citizenship, Naturalized Filipino Citizens, PRA Foreign Retirees, Citizens of Other Countries working / residing / studying in the Philippines

Premium Contributions



Membership Category	Actual Collections
Direct Contributors*	Php 77,069,857,223
Employed: Private	50,461,085,141
Employed: Government	18,403,701,820
Informal / Self-Earning	6,357,212,182
OFWs / Migrant Workers	1,021,834,517
Organized Group / Group Enrolment	126,652,756
Kasambahay, Family Drivers, Enterprise Owners	62,214,879
Others**	637,155,928
Lifetime Members***	---
Indirect Contributors*	Php 69,365,170,649
Indigents / NHTS-PR	30,407,378,400
Senior Citizens	33,868,279,600
Sponsored Program****	5,089,512,649
Total	Php 146,435,027,872

Distribution of Premium Contributions



Note/s:

*Modified categories based on Republic Act No.11223 (UHC Act)

**Filipinos w/ Dual Citizenship, Naturalized Filipino Citizens, PRA Foreign Retirees, Citizens of Other Countries working / residing / studying in the Philippines

***Lifetime Members: premiums of retirees are free: <https://www.philhealth.gov.ph/members/lifetime/member.html>

****Special Government Programs (PAMANA and Bangsamoro), NGAs, LGUs, POS, Private, etc.

▪ Source: Financial Statements



Service Coverage

What Services are Covered?

Accreditation

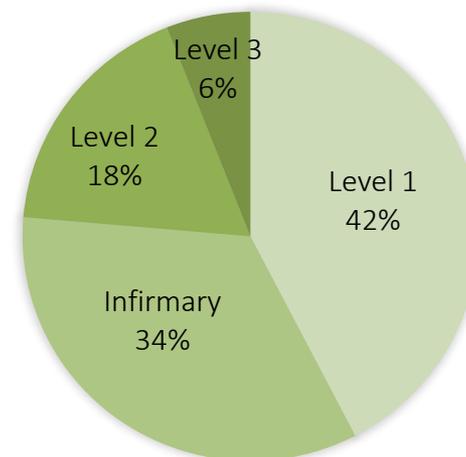
Health Care Providers - Institutions



Category	Government	Private	Total
Hospitals	763	1,162	1,925
Level 1 Hospital	334	482	816
Level 2 Hospital	43	297	340
Level 3 Hospital	54	61	115
Infirmery/Dispensary	332	322	654
Primary Care Benefit (PCB)	2,405	118	2,523
PCB facilities	2,242	-	2,242
PCB (Hospitals)	78	-	78
Expanded PCB	85	118	203
Others			
Maternity Care Package Providers	1,340	1,649	2,989
DOTS Package	1,948	107	2,055
Animal Bite Treatment Centers	429	30	459
Ambulatory Surgical Clinics	2	178	180
Drug Abuse Treatment Rehabilitation Centers	7	-	7
Free Standing Dialysis Clinics	5	389	394
Family Planning Providers	360	700	1,060
Outpatient HIV/Aids Treatment	92	19	111
Outpatient Malaria Package	150	-	150
Total	7,501	4,352	11,853

60% of accredited hospitals are from the Private Sector

Distribution of Accredited Hospitals (Govt. & Private)



Accredited Facilities

A list of Accredited Facilities may be downloaded from the PhilHealth website:

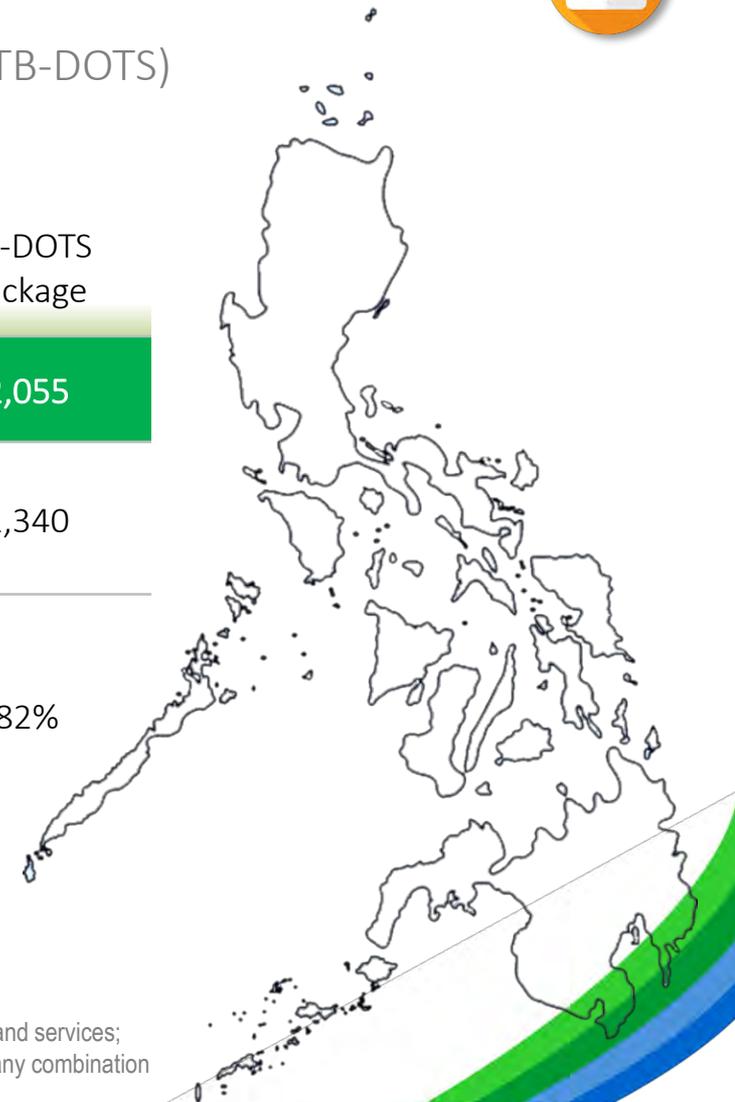
<https://www.philhealth.gov.ph/partners/providers/institutional/map/>

Accreditation

Health Care Providers - Institutions (3-in-1: PCB, MCP & TB-DOTS)



	Primary Care Benefit Package	Maternity Care Package	TB-DOTS Package
Accredited Outpatient Clinics	2,320	2,989	2,055
Number of Cities & Municipalities with Accredited Outpatient Clinics*	1,467	1,190	1,340
<i>% to Total Cities & Municipalities (Number of Cities & Municipalities nationwide: 1,634**)</i>	90%	73%	82%



Note/s:

* A city or municipality may have more than one outpatient clinic accredited by PhilHealth to provide NHIP benefits and services; Further, a single facility can also apply and be accredited either as a PCB provider, an MCP, a TB-DOTs facility or any combination thereof

** Per Department of Interior and Local Government, there are 1,634 LGUs nationwide (as of December 31, 2019): <https://bit.ly/39ntcJL>

- PhilHealth Benefits: <https://www.philhealth.gov.ph/benefits/>

Accreditation

Health Care Providers – Professionals



Professionals	Count
Physicians	39,019
General Practitioners	9,781
General Practitioners (with Training)	8,782
Medical Specialists	20,456
Other Professionals	4,326
Dentists	858
Nurses	37
Midwives	3,431
Total	43,345



Accredited Professionals

A list of accredited professionals may be accessed from the PhilHealth website:

<https://www.philhealth.gov.ph/partners/providers/professional/accredited/>

Note/s:

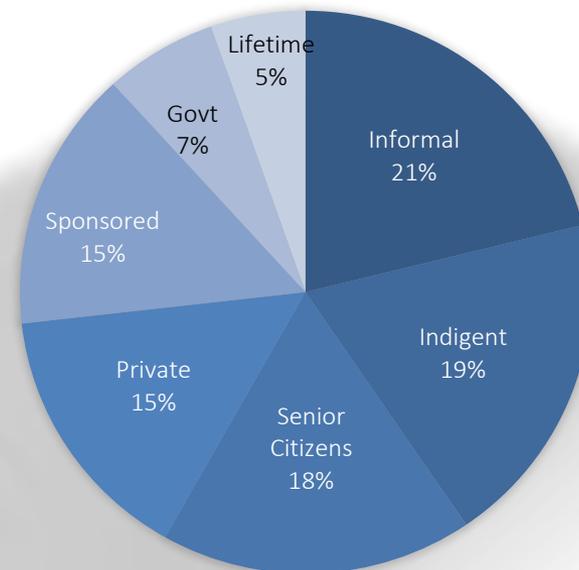
- Accreditation process: <https://www.philhealth.gov.ph/partners/providers/professional/process.html>

Claims Payment



Membership Category	Amount***	Claims***
Direct Contributors*	45,528,538,400	4,868,032
Employed: Private	15,455,012,934	1,526,545
Employed: Government	6,524,793,348	649,179
Informal**	18,296,388,593	2,148,857
Lifetime Members	5,252,343,525	543,451
Indirect Contributors*	51,862,061,894	5,282,702
Indigents / NHTS-PR	18,091,315,586	1,960,244
Senior Citizens	19,254,196,054	1,796,369
Sponsored Program	14,516,550,254	1,526,089
Total	97,390,600,293	10,150,734

Distribution in Terms of Claims



Note/s:

*New categorization based on Republic Act No.11223 (UHC Act)

**Informal covers Self-Earning; OFWs, Organized Group; Kasambahay; Filipinos w/ Dual Citizenship, Naturalized Filipino Citizens, PRA Foreign Retirees, Citizens of Other Countries working / residing / studying in the Philippines

*** Paid in 2019

Processed using PCD extracted April 18, 2020

Claims Processing



Distribution of Claims Paid by Patient Type

Patient Type	Total Amount of Claims Paid	Total Number of Claims Paid	Percentage to Total Number of Claims Paid
Members	62,882,853,416	6,246,833	62%
Dependents	34,507,746,878	3,903,901	38%
Total	97,390,600,293	10,150,734	100%

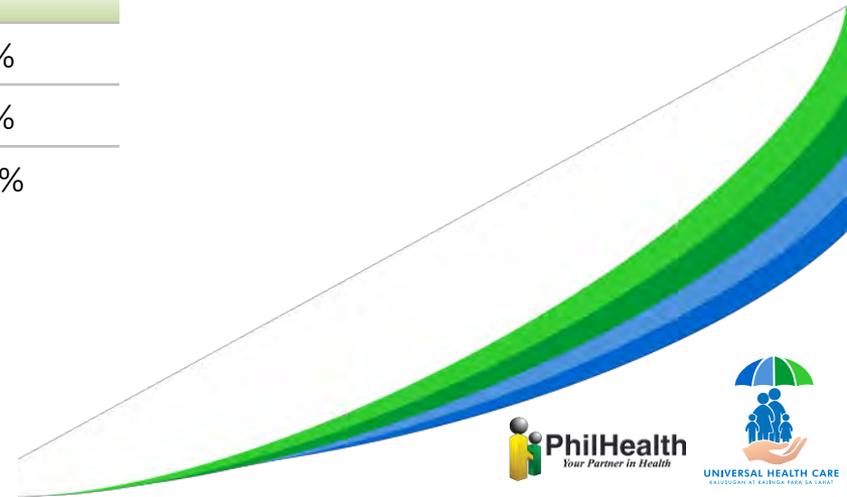
The average Turn-Around-Time for Claims Processing in 2019 is **19 Days**

Distribution of Claims Paid by Sex

Patient Sex	Total Amount of Claims Paid	Total Number of Claims Paid	Percentage to Total Number of Claims Paid
Female	55,354,586,643	5,714,137	56%
Male	42,036,013,650	4,436,597	44%
Total	97,390,600,293	10,150,734	100%

Note/s:

- Claims Paid in 2019
- Processed using PCD extracted April 18, 2020



Claims Processing

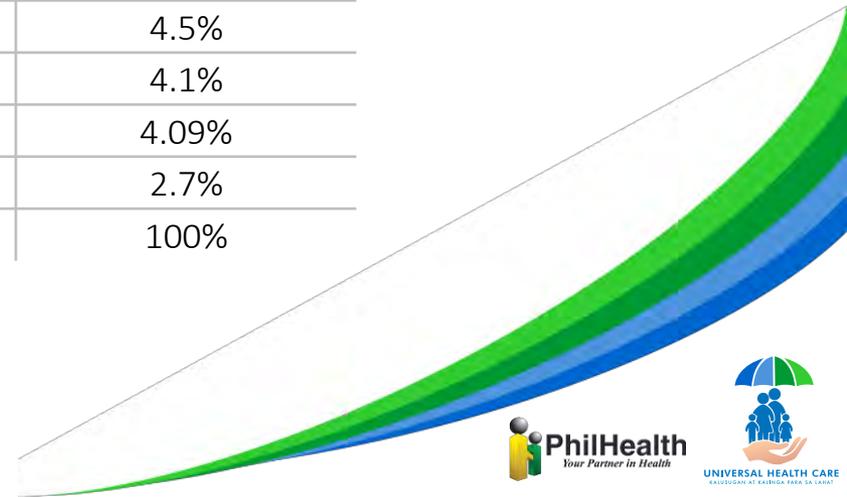


Distribution of Claims Paid by Age Group

Patient Age Group	Total Amount of Claims Paid	Total Number of Claims Paid	Percentage to Total Number of Claims Paid
60 and above	26,032,460,374	2,454,804	24%
< 1	8,889,985,237	1,393,159	14%
1 - 4	7,070,466,143	695,932	7%
25 - 29	6,911,434,540	695,905	6.9%
30 - 34	6,327,045,150	623,616	6.1%
20 - 24	5,763,250,723	604,991	6.0%
55 - 59	5,605,449,790	582,742	5.7%
35 - 39	5,538,329,198	541,809	5.3%
50 - 54	5,153,944,741	529,361	5.2%
45 - 49	4,684,948,737	470,403	4.6%
40 - 44	4,596,872,114	456,086	4.5%
15 - 19	3,911,640,236	416,422	4.1%
5 - 9	4,193,205,895	415,492	4.09%
10 - 14	2,711,567,414	270,012	2.7%
Total	97,390,600,293	10,150,734	100%

Note/s:

- Claims Paid in 2019
- Processed using PCD extracted April 18, 2020



Claims Processing



Distribution of Claims Paid by Sector

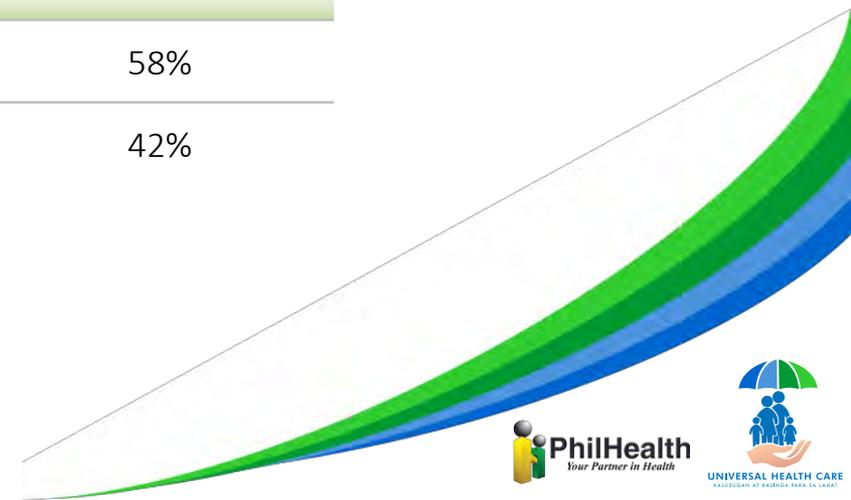
Sector	Total Amount of Claims Paid	Total Number of Claims Paid	Percentage to Total Number of Claims Paid
Private	55,157,742,619	5,931,553	58%
Government	42,185,025,169	4,216,703	42%
International	47,832,505	2,478	0.02%
Total	97,390,600,293	10,150,734	100%

Distribution of Claims Paid by Illness Type

Illness Type	Total Amount of Claims Paid	Total Number of Claims Paid	Percentage to Total Number of Claims Paid
Procedural	47,996,778,779	5,863,870	58%
Medical	48,388,033,025	4,259,503	42%

Note/s:

- Claims Paid in 2019
- Processed using PCD extracted April 18, 2020



Claims Processing

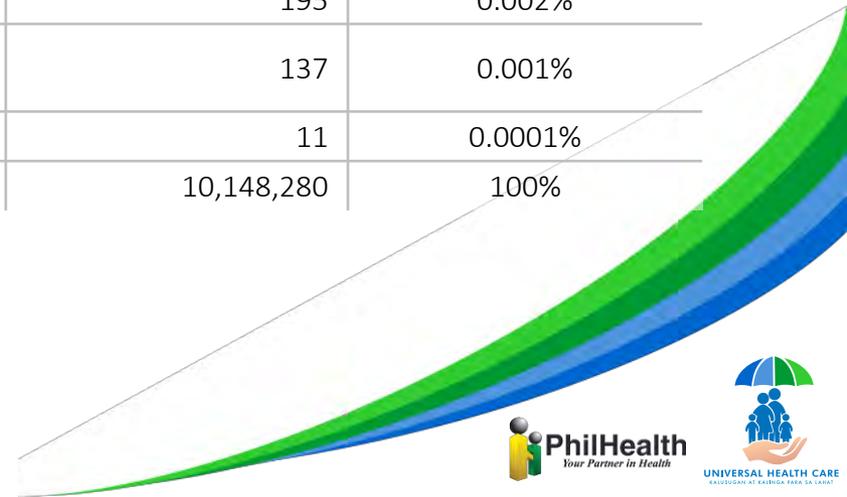


Distribution of Claims Paid by Facility Class

Institution Class	Total Amount of Claims Paid	Total Number of Claims Paid	Percentage to Total Number of Claims Paid
Level 1 Hospital	27,856,856,148	2,819,892	28%
Level 2 Hospital	26,600,755,909	2,753,938	27%
Level 3 Hospital	29,522,131,240	2,615,165	26%
Free Standing Dialysis Clinic	4,798,226,552	586,942	5.8%
MCP Provider	3,009,888,430	582,474	5.74%
Infirmery / Dispensary	3,667,091,957	577,801	5.69%
Ambulatory Surgical Clinic	1,578,598,183	119,539	1%
Animal Bite Package Provider	155,953,450	50,349	0.5%
TB Dots Package Provider	148,338,140	41,267	0.4%
Primary Health Clinic	2,630,700	570	0.01%
HIV Treatment Hub	1,462,500	195	0.002%
Drug Abuse Treatment And Rehabilitation Center	1,370,000	137	0.001%
Family Planning Clinic	32,000	11	0.0001%
Total	97,343,335,208	10,148,280	100%

Note/s:

- Claims Paid in 2019
- Processed using PCD extracted April 18, 2020



Claims Processing



SUSTAINABLE DEVELOPMENT GOALS



Utilization related to SDGs*

SDG-Related Packages	Total Number of Claims	Total Amount of Claims Paid
Maternal Benefits		
Caesarean Delivery	302,586	5,756,989,000
Normal Spontaneous Delivery	837,693	5,755,150,380
Undelivered Cases (Baby Delivered In Referral Facility) In Non-hospital Facilities	44	28,600.00
Breech Extraction	6,763	81,967,560
Maternal Comorbidities Conditions	74,857	506,244,360
Subtotal Or Total Hysterectomy After Cesarean Delivery	718	21,540,000
Newborn Care		
Newborn Care Package	823,305	2,115,271,150
Infectious Diseases**		
Pulmonary Tuberculosis	36,831	348,778,080
Outpatient HIV / Aids Packages	78,932	591,990,000
Family Planning		
Bilateral Tubal Ligation	1,278	5,112,000
Vasectomy, Unilateral Or Bilateral	35	140,000
Insertion of Intrauterine Device (IUD)	2,965	5,930,000
Subdermal Contraceptive Implant	15,828	47,484,000

Note/s:

*SDGs: <https://sustainabledevelopment.un.org/sdgs>

**Zero claims for Outpatient Malaria Package

■ Extracted from PCD based on admission year and paid claims (as of March 10, 2020)



Claims Processing



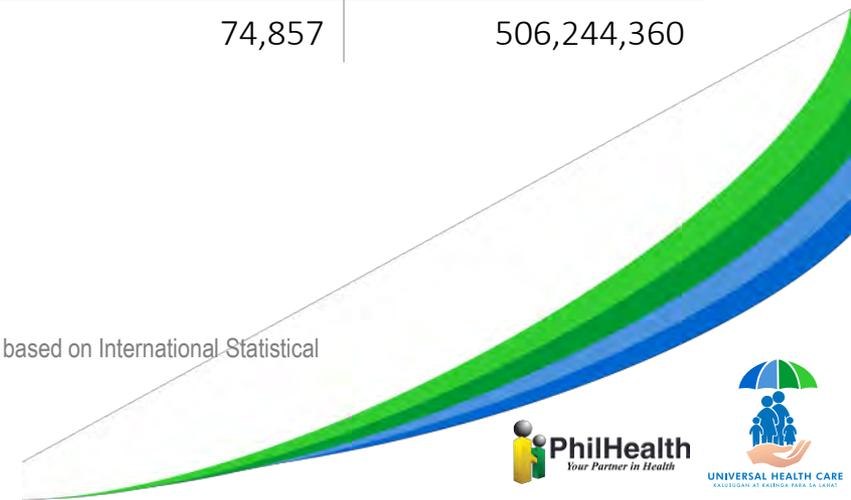
Top 10 Medical Cases (ranked by count)*

Rank	Illness Description	Total Number of Claims	Total Amount of Claims
1	Pneumonia Moderate Risk	737,659	10,638,106,500
2	Dengue Fever	393,068	3,798,524,000
3	Acute Gastroenteritis	260,002	1,475,094,000
4	Urinary Tract Infection Admissible	249,102	1,726,572,000
5	Hypertensive Emergency Urgency	227,889	1,960,051,500
6	Peptic Ulcer Disease Without Hemorrhage	147,931	841,648,990
7	Asthma in Acute Exacerbation	137,491	1,131,117,300
8	Upper Respiratory Tract Infection	129,504	490,656,000
9	Stroke Infarction	88,790	2,486,120,000
10	Maternal Comorbidities Conditions	74,857	506,244,360

Note/s:

*Case rate category that covers groups of medical conditions reimbursed by the Corporation. These are based on International Statistical Classification of Diseases and Related Health Problems, 10th Revision (ICD 10)

- Extracted from PCD based on admission year and paid claims (as of March 4, 2020)



Claims Processing



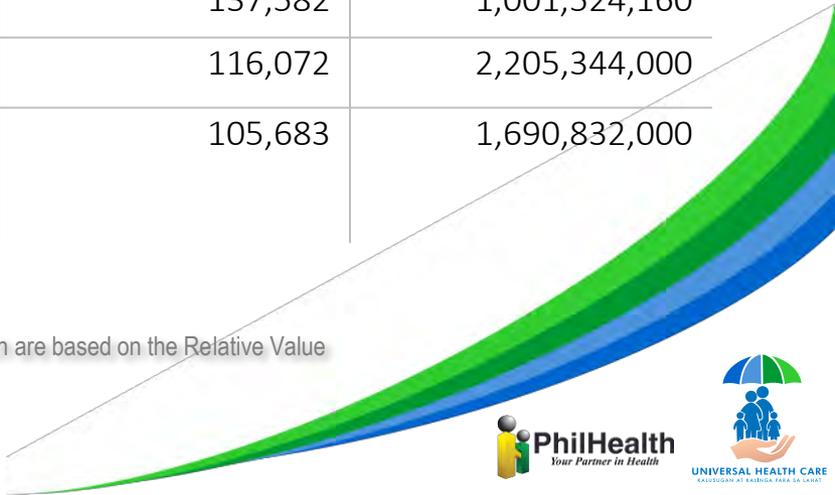
Top 10 Procedures (ranked by count)*

Rank	Procedure Description	Total Number of Claims	Total Amount of Claims
1	Hemodialysis Procedure	2,187,846	10,637,239,600
2	Expanded Newborn Care Package	630,242	1,796,333,700
3	Routine Obstetric Care Including Antepartum Care, Vaginal Delivery and/or Postpartum Care (Normal Spontaneous Delivery Package) for Hospitals	477,643	2,467,323,500
4	Routine Obstetric Care Including Prenatal, Delivery And Newborn Services Of Non-hospital Facilities (Maternity Care Package), 1st Claim	295,459	2,336,986,000
5	Normal Newborn Care Package	193,063	318,937,450
6	Caesarian Section, Primary	185,096	3,516,805,000
7	Vaginal Delivery Only (W/ Episiotomy)	143,049	1,387,575,300
8	Chemotherapy Administration	137,582	1,001,524,160
9	Caesarian Delivery	116,072	2,205,344,000
10	Extracapsular Cataract Removal W/ Insertion Of Intraocular Lens Prosthesis (One Stage Procedure) (e.g. Phacoemulsification)	105,683	1,690,832,000

Note/s:

*Case rate category that covers procedures or surgical interventions reimbursed by the Corporation, which are based on the Relative Value Scale (RVS)

- Extracted from PCD based on admission year and paid claims (as of March 4, 2020)





Financial Coverage

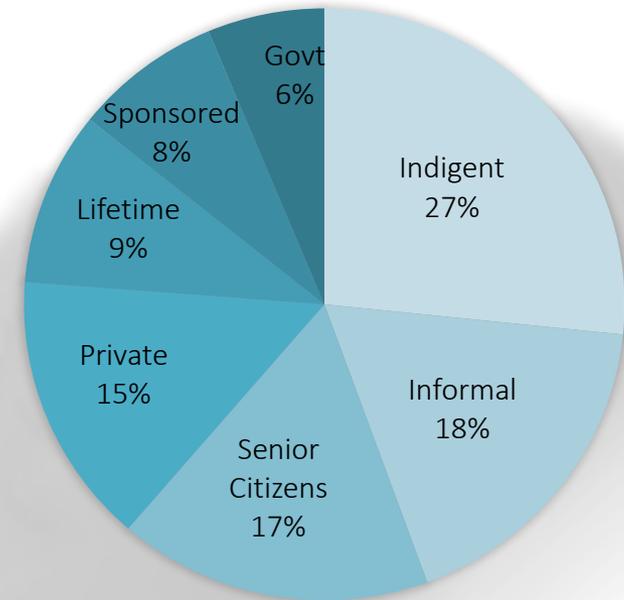
How Much is Covered?

Benefit Claims Expense



Membership Category	Amount
Direct Contributors*	66,431,375,174
Employed: Private	20,365,233,511
Employed: Government	8,628,320,982
Informal**	24,379,873,989
Lifetime Members	13,057,946,692
Indirect Contributors*	70,528,470,712
Indigents / NHTS-PR	36,465,259,126
Senior Citizens	23,144,595,748
Sponsored Program	10,918,615,838
Total	136,959,845,886

Distribution in Terms of Amount



Note/s:

*New categorization based on Republic Act No.11223 (UHC Act)

**Informal covers Self-Earning; OFWs, Organized Group; Kasambahay; Filipinos w/ Dual Citizenship, Naturalized Filipino Citizens, PRA Foreign Retirees, Citizens of Other Countries working / residing / studying in the Philippines

- Benefit Payments includes Primary Care Benefit (PCB) Package
- Source: Financial Statements For the Period Ended December 31, 2019

Benefits Payments



Primary Care Benefit

Member Category	Total Amount of Claims Paid
PCB 1 – NHTS	4,916,372,328
EPCB - Formal Economy	29,842,776
EPCB - Senior Citizen	12,538,920
EPCB - Lifetime Member	1,889,460
Total	4,960,643,484

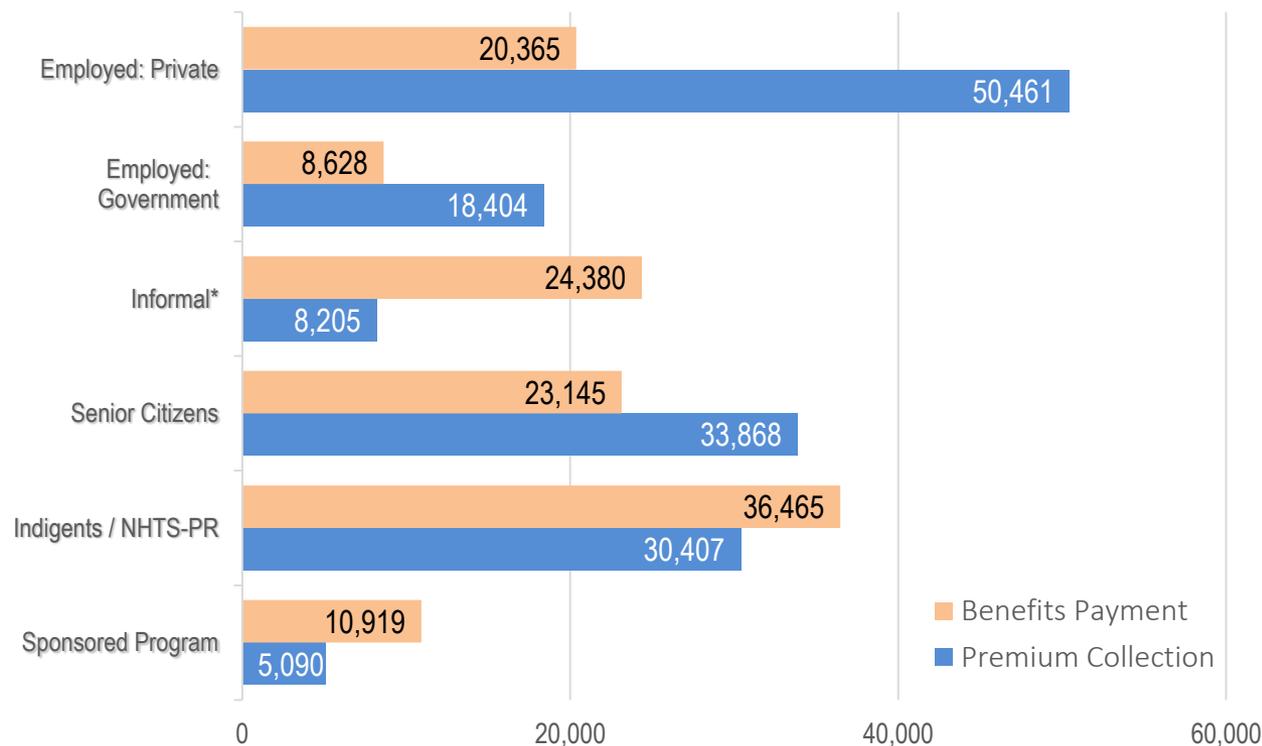


Source: Financial Statements For the Period Ended December 31, 2019

Benefits Payments & Premium Income



(in Millions; Pesos)



Note/s:

*Informal covers Self-Earning; OFWs, Organized Group; Kasambahay; Filipinos w/ Dual Citizenship, Naturalized Filipino Citizens, PRA Foreign Retirees, Citizens of Other Countries working / residing / studying in the Philippines

- Source: Financial Statements For the Period Ended December 31, 2019

No-Balance-Billing (NBB) Program



Percentage of NBB Compliance in Government Facilities

In 2019, **8 out of 10** surveyed patients had **Zero Out-of-Pocket Expenses (83.13%*)**

For patients who were not able to completely benefit from this program, the survey identified the three main reasons for Out-of-Pocket expenses**:

1. Medicines
2. Medical Supplies
3. Laboratory and Diagnostics

NBB Program

The NBB policy means no other fees or expenses shall be charged to or paid for by the patient-member above and beyond PhilHealth's package rate. This also refers to as Zero "Out-of-Pocket" (Zero OOP) expenses.

The NBB Program originally covered patients from the following membership sectors:

- Indigents / NHTS-PR*** (including 4Ps: Pantawid Pamilyang Pilipino Program****)
- Senior Citizens
- Lifetime Members
- *Kasambahay* Program
- Sponsored Program (LGU, Private, Point-of-Service, SP-Fortuitous Events, etc.)

Further, the NBB program covers only confinements in basic or ward accommodations.*****

Notes:

*PhilHealth's 2019 NBB Survey

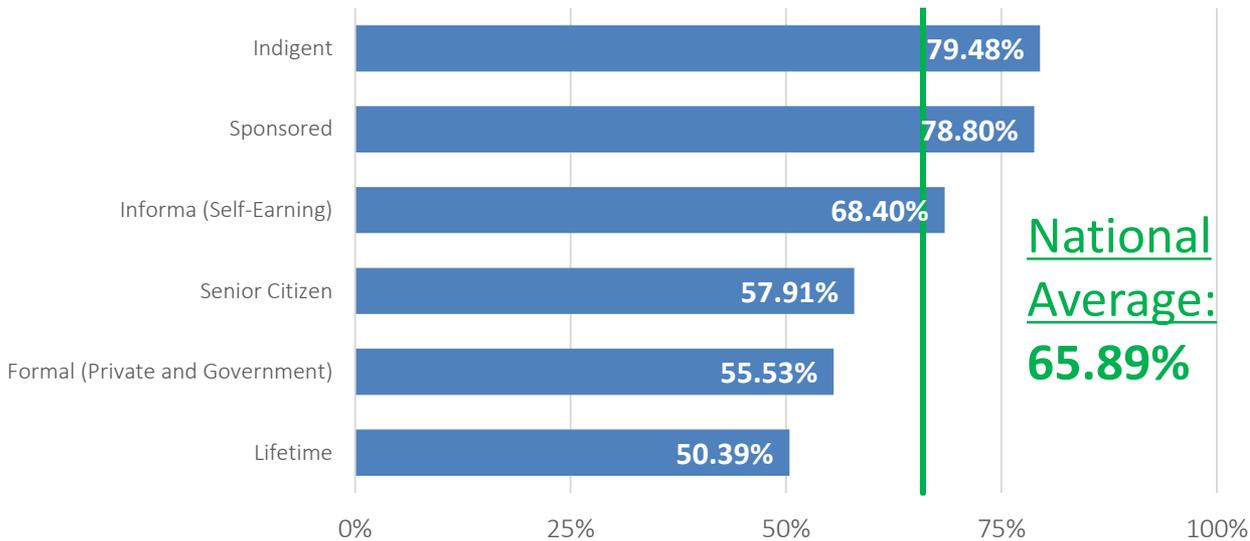
**Other identified reasons include: Balance on Hospital Bill; Blood/Blood Products; Professional Fees; and Deposit

***NHTS-PR: Department of Social Welfare and Development's Listahanan or the National Household Targeting System for Poverty Reduction: <https://listahanan.dswd.gov.ph/about-us/>

****4Ps: <https://pantawid.dswd.gov.ph/>

***** Under the UHC Act, the NBB or the "No Co-payment Policy" will already cover all membership sectors

Support Value



A support value of 65.89% means that for every Php100 in hospitalization costs, PhilHealth shoulders about **Php66**. Further, support value is higher in Government (79.30%) compared to Private facilities (57.32%).

Note/s:

- Study conducted by the Foundation for the Advancement of Clinical Epidemiology, Inc. (FACE) in cooperation with the Institute of Health Policy and Development Studies (IHPDS), National Institutes of Health (NIH), University of the Philippines Manila (December, 2019)



Supplemental Information

Supplemental Info.



6,688
PhilHealth
personnel
nationwide*

contact information

Citystate Centre, 709 Shaw Blvd.,
1603 Pasig City, Philippines

Trunkline **8441-7444** Call Center **8441-7442**

Textline: 0917-898-7442 (PHIC)
actioncenter@philhealth.gov.ph
[Directory of Offices](#)

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Aside from the Head Office (709 Shaw Blvd., Pasig City), there are more than 370 PhilHealth offices established nationwide**

- 17 Regional and 5 Branch Offices
- 113 Local Health Insurance Offices
- 26 Satellite Offices / Business Centers
- 70 PhilHealth Express
- 78 Service Desks
- 70 Malasakit Centers

Further, PhilHealth also has 510 PhilHealth CARES*** deployed in 1,086 in healthcare facilities nationwide ready to cater to members' needs

Notes:

*Filled positions as of December 31, 2019

**Exact location of regional offices can be accessed online: https://www.philhealth.gov.ph/about_us/map/regional.htm

***PCARES: PhilHealth Customer. Assistance, Relations and Empowerment Staff - <https://www.philhealth.gov.ph/circulars/2016/circ2016-009.pdf>

- **Local Health Insurance Offices (LHIOs):** offices strategically located in high-traffic areas processing membership concerns (e.g. registration, updating of records, inquiries, etc.), receiving of accreditation documents (healthcare facilities, professionals), claims processing (facilities and individual claims), and collections/cashiering functions (premium payments, employer remittances)
- **Satellite Offices / Business Centers:** smaller offices compared to LHIOs, these units are strategically located in high-traffic areas processing membership concerns, receiving of accreditation documents, and claims processing; no collections/cashiering functions (except for SM Aura, Taguig and POEA, Mandaluyong)
- **PhilHealth Express:** smaller offices or "booths" usually situated in high traffic areas (e.g. malls, markets, etc.) processing only membership concerns and receiving of individual claims; no cashiering functions
- **Service Desks:** "booths" or "desks" usually located in LGUs (e.g. municipal hall, city hall, etc.) processing only membership concerns; no cashiering functions; scheduled set-up (e.g. only open a fixed number of days per week – 2 or 3 days out of 5); also set-up in far-flung and/or Geographically-Isolated and Disadvantaged Areas (GIDAs)
- **Malasakit Centers:** situated in government hospitals, these centers are one-stop-shops intended to provide indigent patients access to various medical assistance funds of the government. These centers house PhilHealth, Philippine Charity Sweepstakes Office, and the Department of Social Welfare and Development, among others.

Contents

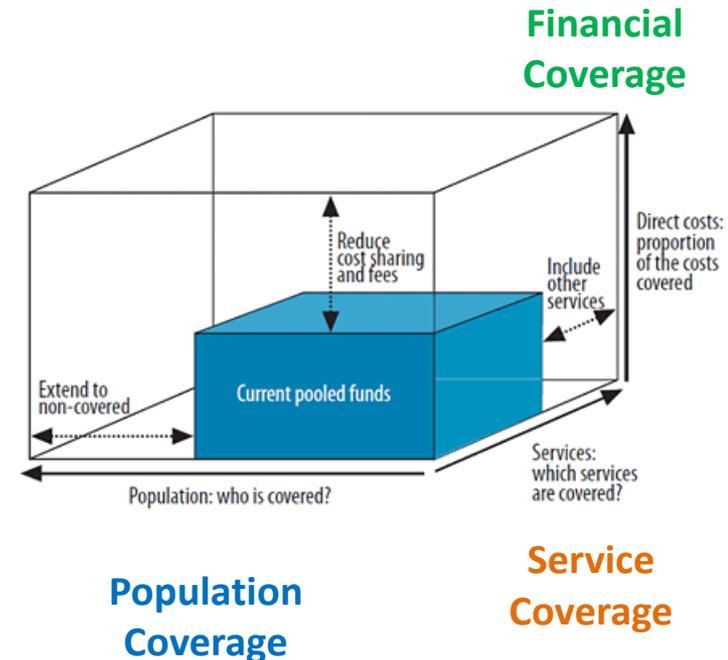
UHC Framework as adopted in Republic Act No.11223 (UHC Act)*

The best and easiest way to appreciate Universal Health Care (UHC) is through the UHC Cube. The UHC Cube is a figure created by the World Health Organization to represent in an image the relationship between where the current state (smaller box) of the country's health financing scheme relative to the "ideal" (larger box).

The cube has 3 dimensions: Population (X axis), Financial (Y axis), and Service Coverage (Z axis):

- **Population Coverage** refers to "who is covered" by the program - the share of population that is currently enrolled in the program and is eligible to avail of their benefits.
- **Services Coverage** refers to "which services are covered" - the full breadth of services being paid for by the program relative to the identified services deemed essential to cover.
- **Financial Coverage** refers to "how much is covered". It illustrates the difference between the cost of care and the share being covered by the program.

UHC is "achieved" when the smaller box (pooled funds managed by the program) approaches near the size of the larger box (ideal level of coverage as provided for in the law or as determined by the program).



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