

Stats and Charts

2021

2021 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 performance figures (as of December 31, 2021) 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

as of December 31, 2021

Membership Category	Members	Dependents	Beneficiaries (Total)
Direct Contributors*	32,624,039	29,050,264	61,674,303
Employed: Private	15,277,220	11,580,189	26,857,409
Employed: Government	2,610,626	3,905,899	6,516,525
Informal / Self-Earning	9,841,008	9,710,522	19,551,530
OFWs / Migrant Workers	3,439,345	2,761,520	6,200,865
Lifetime Members	1,373,956	1,039,045	2,413,001
Kasambahay	74,693	49,455	124,148
Others**	7,191	3,634	10,825
Indirect Contributors*	22,032,506	14,323,460	36,355,966
Indigents / NHTS-PR	12,608,858	11,200,885	23,809,743
Senior Citizens	8,638,500	2,439,079	11,077,579
Sponsored Program	785,148	683,496	1,468,644
Total	54,656,545	43,373,724	98,030,269

Note/s:

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

** Includes Family Drivers. 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.

▪ **2021 Projected Population is 110,198,654** updated estimation from the 2015 PopCen by PSA (<https://psa.gov.ph/content/updated-projected-mid-year-population-philippines-2020-2025>).



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

Registered Members and Dependents

as of December 31, 2021



Distribution by Members and Dependents

Membership Category	Members	Dependents	Beneficiaries (Total)
Direct Contributors*	60%	67%	63%
Employed: Private	28%	27%	27%
Employed: Government	5%	9%	7%
Informal / Self-Earning	18%	22%	20%
OFWs / Migrant Workers	6%	6%	6%
Lifetime Members	3%	2%	2%
Kasambahay	0.1%	0.1%	0.1%
Others**	0.01%	0.01%	0.01%
Indirect Contributors*	40%	33%	37%
Indigents / NHTS-PR	23%	26%	24%
Senior Citizens	16%	6%	11%
Sponsored Program	1%	2%	1%
Total	100%	100%	100%

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

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

Premium Contributions

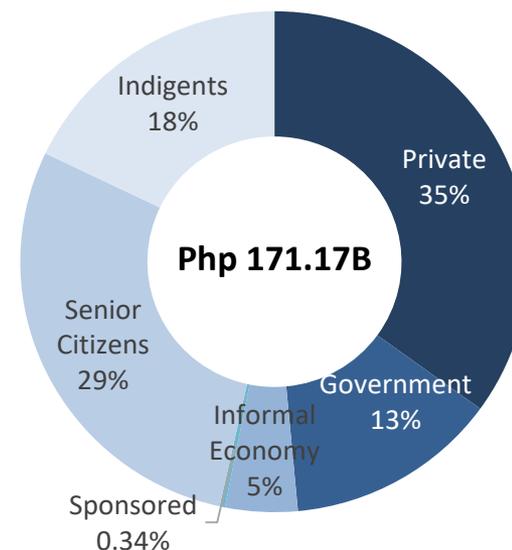
January 1 to December 31, 2021



Distribution by Membership Category

Membership Category	Amount
Direct Contributors*	Php 90,935,604,160
Employed: Private	59,876,962,200
Employed: Government	23,185,415,818
Informal Economy	7,873,226,141
Indirect Contributors*	Php 80,238,790,952
Indigents / NHTS-PR	30,600,693,600
Senior Citizens	49,059,040,000
Sponsored**	579,057,352
Total	Php 171,174,395,113

% Distribution by Membership Category



Note/s:

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

** Includes Special Government Programs (PAMANA and Bangsamoro), NGAs, POS, PWD-unemployed, LGU, etc.

- Source: Financial Statements (as of December 2021)



Service Coverage

What Services are Covered?

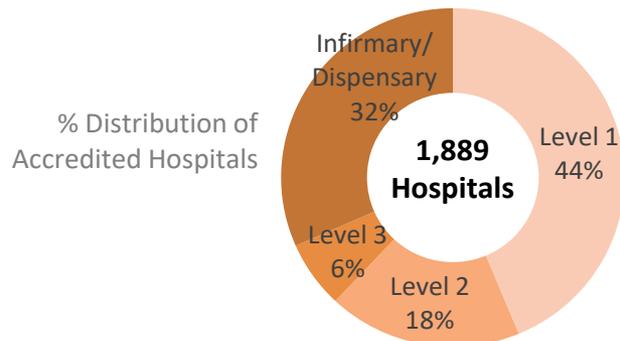
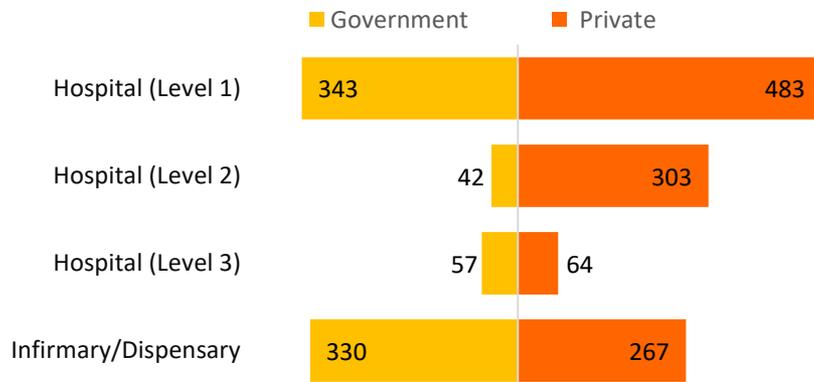
Accreditation

Health Care Providers - Institutions
as of December 31, 2021

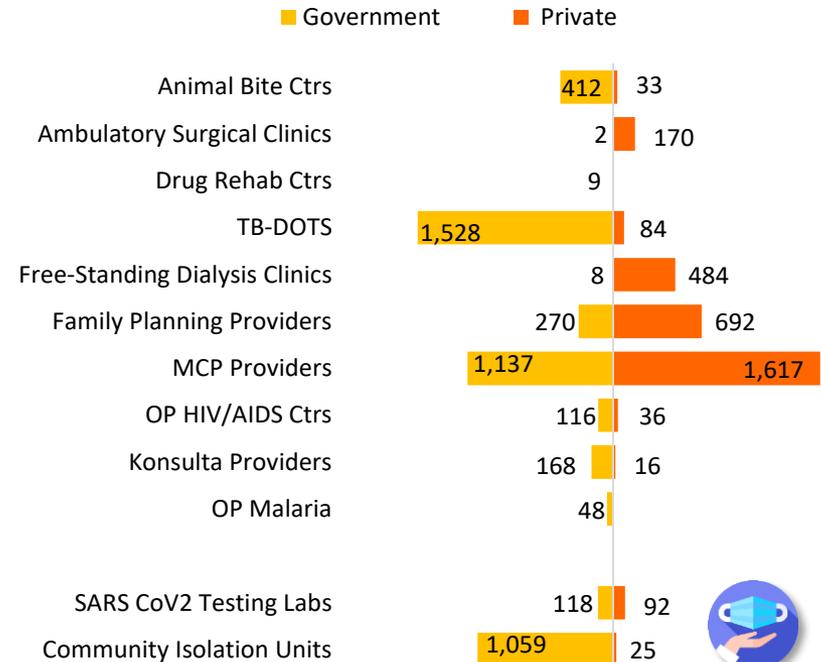


Category	Government	Private	Total
Hospitals	772	1,117	1,889
Other Facilities	4,875	3,249	8,124
Total	5,647	4,366	10,013

Accredited Hospitals



Other Accredited Facilities



Accredited Facilities

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

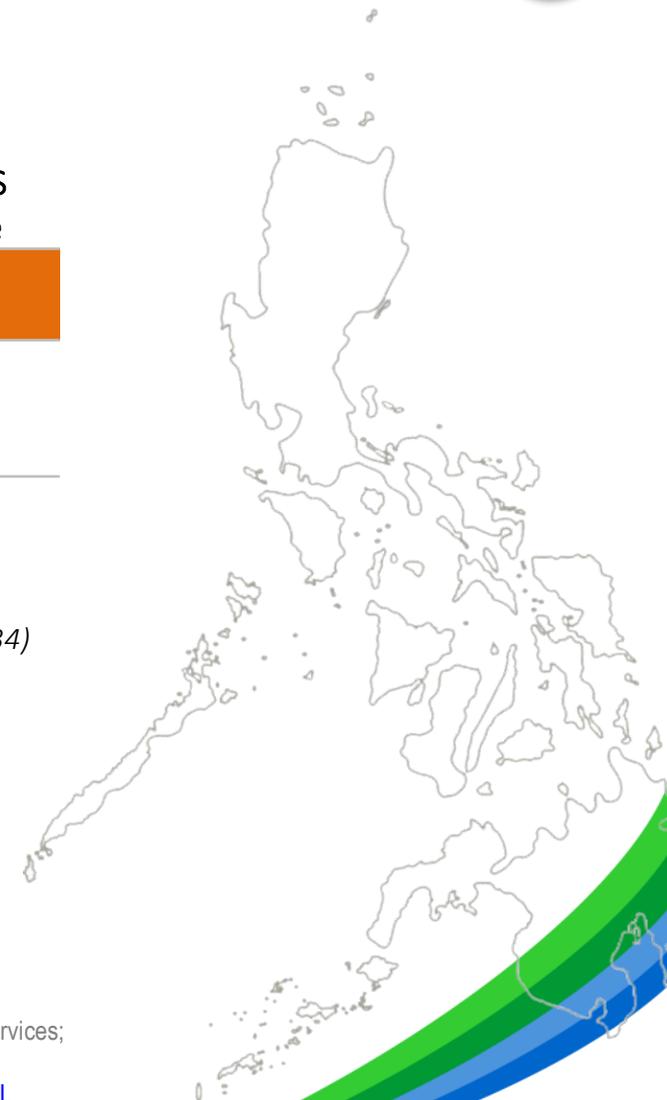
www.philhealth.gov.ph/partners/providers/institutional/map/

Accreditation

Health Care Providers – Institutions
(Konsulta Providers, MCPs & TB-DOTS)



	Konsulta Providers	Maternity Care Package	TB-DOTS Package
Accredited Outpatient Clinics	184	2,754	1,612
Number of Cities & Municipalities with Accredited Outpatient Clinics*	124	1,315	1,003
<i>% to Total Cities & Municipalities (Number of Cities & Municipalities nationwide: 1,634**)</i>	8% (124 / 1634)	80% (1315 / 1634)	61% (1003 / 1634)



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 MCP, a TB-DOTs facility or any combination thereof

** Per Department of Interior and Local Government, there are 1,634 LGUs nationwide (as of June 30, 2021): bit.ly/39ntcJL

- PhilHealth Benefits: www.philhealth.gov.ph/benefits/

Accreditation



Health Care Providers – Professionals

Professionals	Count
Physicians	41,030
General Practitioners	9,932
General Practitioners (with Training)	9,133
Medical Specialists	21,965
Other Professionals	3,421
Dentists	667
Nurses	43
Midwives	2,711
Total	44,451



Accredited Professionals

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

www.philhealth.gov.ph/partners/providers/professional/accredited/

Note/s:

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

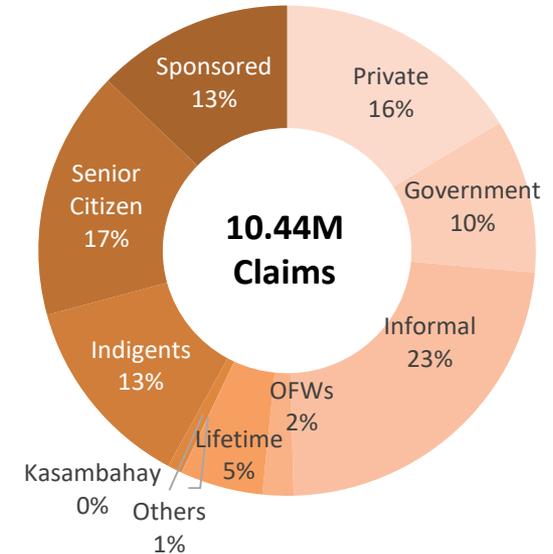
Claims Payment

January 1 to December 31, 2021



Membership Category	Claims Amount	Claims Count
Direct Contributor*	Php 48,478,809,019	6,050,763
Employed: Private	14,323,606,507	1,701,053
Employed: Government	7,374,526,602	1,059,217
Informal/Self Earning	19,048,480,263	2,417,583
OFWs/ Migrant Workers	1,300,065,817	210,942
Lifetime Members	5,757,940,388	559,606
Kasambahay	33,989,273	4,192
Others**	640,200,169	98,170
Indirect Contributor*	Php 39,812,944,856	4,393,847
Indigent/NHTS PR	10,964,777,392	1,341,544
Senior Citizen	17,839,875,777	1,714,485
Sponsored	11,008,291,686	1,337,818
Total	Php 88,291,753,874	10,444,610

% Distribution by Claims Count



Note/s:

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

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

Processed using PhilHealth Claims Dashboard extracted January 28, 2022.
 Claims payment includes all claims paid from January 1 to December 31, 2021.

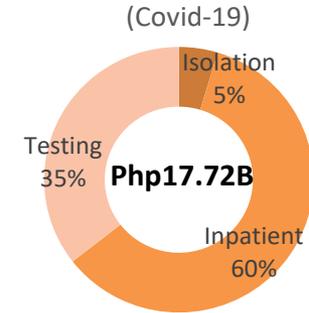
Claims Payment: Covid-19



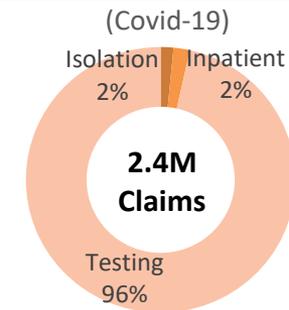
COVID-19 Related Claims Paid

Illness 1 Code	Description	Claims Amount	Claims Count
Isolation		Php 825,424,361	36,769
C19CI	Community Isolation Package	Php 825,180,342	36,758
C19CIS	Admissions that were Referred to the ICU from Higher Level Facilities for Step Down Care	244,019	11
Inpatient		Php 10,594,902,825	46,871
C19FRP	Full Financial Risk Protection - Health Workers	523,166,021	2,492
C19IP1	Mild Pneumonia in the Elderly or with Comorbidities	275,957,583	6,320
C19IP2	Moderate Pneumonia	3,528,904,164	24,717
C19IP3	Severe Pneumonia	3,041,918,084	9,177
C19IP4	Critical Pneumonia	3,224,956,973	4,165
Testing		Php 6,298,726,885	2,312,009
C19T1	All Services and Supplies for the Testing are Provided by the Testing Laboratory	4,549,871,034	1,329,826
C19T2	Test Kits are Donated to the Testing Laboratory	1,484,506,295	692,111
C19T3	Test Kits are Donated to the Testing Laboratory, Cost of Running The Laboratory and the RT-PCR Machine For Testing are Subsidized by the Government	264,343,347	290,070
C19X2	PCR Cartridges are Donated to the Testing Laboratory	6,209	2
Total		Php 17,719,054,071	2,395,649

% Distribution by Claims AMOUNT (Covid-19)



% Distribution by Claims COUNT (Covid-19)

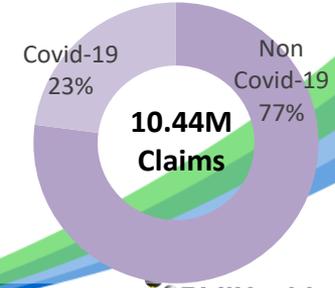


Classification	Claims Amount	Claims Count
Non CoVid-19	Php 70,572,699,803	8,048,961
CoVid-19 Related	17,719,054,071	2,395,649
Total	Php 88,291,753,874	10,444,610

% Distribution by Claims AMOUNT (Non Covid-19 vs Covid-19)



% Distribution by Claims COUNT (Non Covid-19 vs Covid-19)



Note/s:

Processed using PhilHealth Claims Dashboard extracted January 28, 2022.
 Claims payment includes all claims paid from January 1 to December 31, 2021.

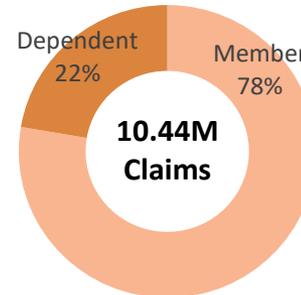
Claims Payment



Distribution of Claims Paid by Patient Type

Patient Type	Amount of Claims Paid	Number of Claims Paid
Member	Php 69,230,735,374	8,113,020
Dependent	19,061,018,500	2,331,590
Total	Php 88,291,753,874	10,444,610

% Distribution by Claims COUNT
(Patient Type)

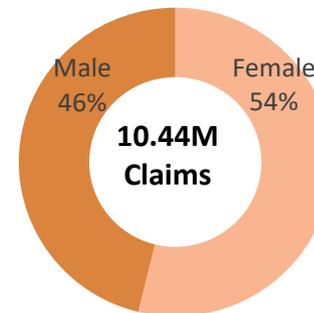


40 Days
Average Turn-Around-Time for Claims Received/Re-filed and Paid (Jan 1 to Dec 31, 2021)

Distribution of Claims Paid by Sex

Patient Sex	Amount of Claims Paid	Number of Claims Paid
Female	Php 48,667,440,587	5,620,247
Male	39,624,313,287	4,824,363
Total	Php 88,291,753,874	10,444,610

% Distribution by Claims COUNT
(Sex)



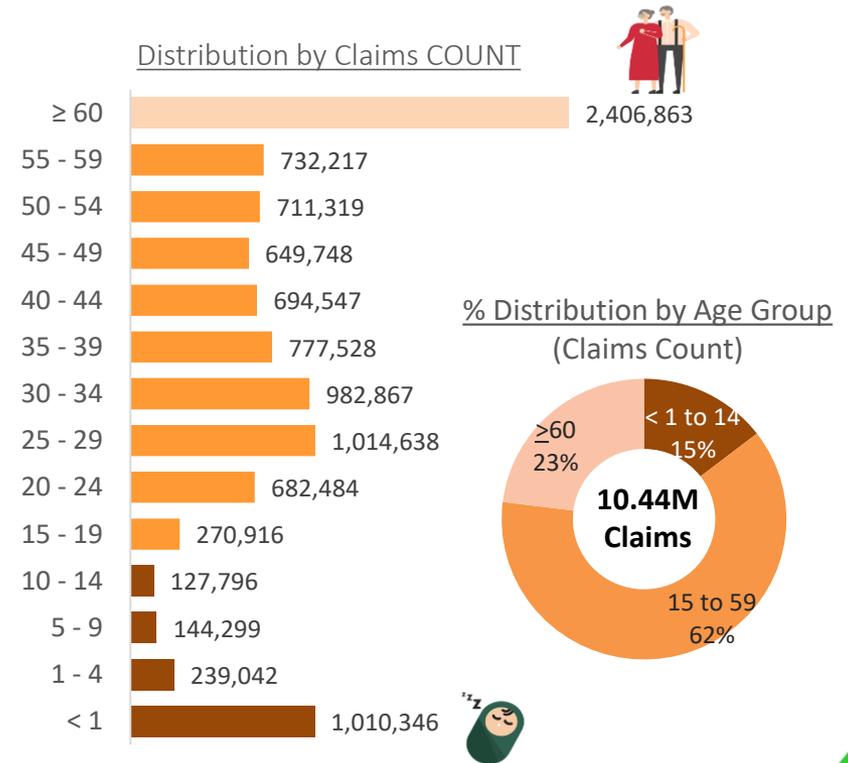
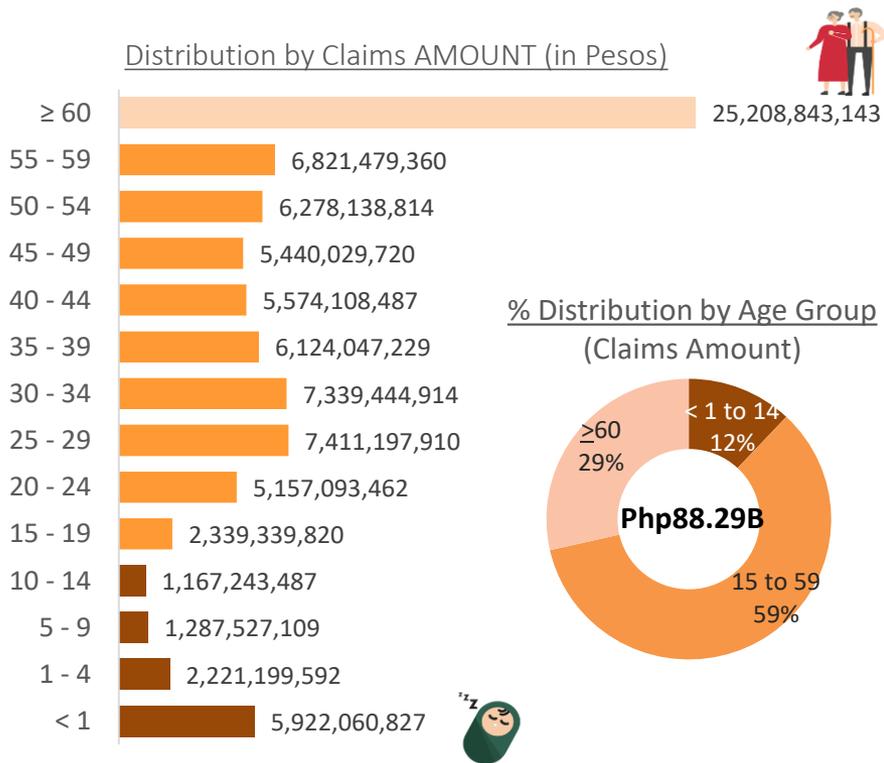
Note/s:

Processed using PhilHealth Claims Dashboard extracted March 08, 2022.
Claims payment includes all claims paid from January 1 to December 31, 2021.

Claims Payment



Distribution of Claims Paid by Age Group



Note/s:

Processed using PhilHealth Claims Dashboard extracted January 28, 2022.
 Claims payment includes all claims paid from January 1 to December 31, 2021.

Claims Payment



Distribution of Claims Paid by Sector

Sector	Total Amount of Claims Paid	Total Number of Claims Paid
Private	Php 54,179,073,778.08	5,864,197
Government	34,095,737,639.25	4,579,666
International	16,942,456.80	747
Total	Php 88,291,753,874	10,444,610

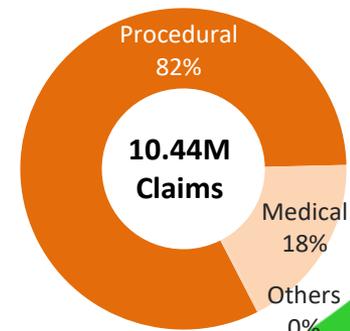
% Distribution by Sector
(Claims Count)



Distribution of Claims Paid by Illness Type

Illness Type	Total Amount of Claims Paid	Total Number of Claims Paid
Procedural	Php 65,032,379,903.67	8,576,198
Medical	22,732,292,544.23	1,839,991
Others*	527,081,426.23	28,421
Total	Php 88,291,753,874	10,444,610

% Distribution by Illness Type
(Claims Count)



Note/s:

*Includes Z Benefits

Processed using PhilHealth Claims Dashboard extracted January 28, 2022.

Claims payment includes all claims paid from January 1 to December 31, 2021.

Claims Payment

Distribution of Claims Paid by HCI Class



HCI Class	Total Amount of Claims Paid	Total Number of Claims Paid	Percentage to Total Number of Claims Paid
Level 3 Hospital	Php 27,865,781,581	3,406,363	33%
Level 2 Hospital	25,918,636,597	2,676,314	26%
Level 1 Hospital	18,823,990,909	1,948,283	19%
Free-Standing Dialysis Clinic	7,018,368,189	887,698	8%
MCP Provider	3,006,975,347	552,186	5%
Infirmery/Dispensary	1,816,303,635	315,526	3%
Diagnostic Service Provider	823,289,158	383,777	4%
Ambulatory Surgical Clinic	1,678,808,319	122,028	1%
Animal Bite Package Provider	179,971,414	57,420	1%
TB-DOTS Package Provider	236,467,368	44,230	0.4%
Community Isolation Unit	825,446,810	36,770	0.4%
HIV Treatment Hub	67,747,500	9,033	0.1%
Family Planning Clinic	5,390,000	1,813	0.04%
Facility Confinements Abroad	16,975,976	757	0.04%
Drug Abuse Treatment and Rehabilitation Center	616,571	62	0.001%
Primary Health Clinic	9,500	3	0.00003%
Total	Php 88,291,753,874	10,444,610	100%

Note/s:

Processed using PhilHealth Claims Dashboard extracted January 28, 2022.
 Claims payment includes all claims paid from January 1 to December 31, 2021.

Claims Payment



Top 10 Medical Cases (ranked by count)*

Rank	Illness Description	Total Amount of Claims Paid	Total No. of Claims Paid
1	Pneumonia Moderate Risk	Php 2,746,603,814	190,831
2	Hypertensive Emergency Urgency	908,312,172	107,978
3	Dengue Fever	976,367,255	101,777
4	Outpatient HIV / AIDS Packages	748,539,030	99,923
5	Acute Gastroenteritis	547,060,807	99,654
6	Urinary Tract Infection Admissible	624,139,781	92,171
7	Peptic Ulcer Disease Without Hemorrhage	385,951,106	69,777
8	Stroke Infarction	1,832,869,705	65,325
9	Newborn Sepsis	684,716,612	49,768
10	Covid-19 Pneumonia Package	10,594,902,826	46,871

Note/s:

*Case rate category that covers medical cases reimbursed by the Corporation ranking was based on the Illness Grouping.

Processed using PhilHealth Corporate Dashboard extracted January 28, 2022.

Claims payment includes all claims paid from January 1 to December 31, 2021.

Claims Payment



Top 10 RVS based Packages and Procedures (ranked by count)*

Rank	Illness Description	Total Amount of Claims Paid	Total No. of Claims Paid
1	Hemodialysis Procedure	Php 14,014,183,017	2,907,447
2	COVID-19 Testing Package	6,298,720,675.65	2,231,007
3	Normal Spontaneous Delivery	4,972,416,413	716,295
4	Expanded Newborn Care Package	1,982,488,947	699,826
5	Caesarean Section	5,329,633,995	268,771
6	Chemotherapy Administration	1,244,853,714	169,915
7	Intensity Modulated Treatment Delivery, Single or Multiple Fields/Arcs, via Narrow Spatially and Temporally Modulated Beams, Binary, Dynamic MLC per Session	787,249,129,18	99,404
8	Cataract Extraction	1,300,722,768	81,184
9	Radiation Treatment Delivery (Cobalt or Linear Accelerator)	431,822,359	79,500
10	Dilation and Curettage	439,388,241	39,889

Note/s:

*Case rate category that covers medical cases reimbursed by the Corporation ranking was based on the Illness Grouping.

Processed using PhilHealth Corporate Dashboard extracted January 28, 2022.

Claims payment includes all claims paid from January 1 to December 31, 2021.

Claims Processing



SUSTAINABLE DEVELOPMENT GOALS



Utilization related to SDGs*

January 1 to December 31, 2021

SDG-Related Packages	Total Amount of Claims Paid	Total No. of Claims Paid
Maternal Benefits	Php 6,920,393,082	677,105
Caesarean Delivery	3,272,082,609	165,345
Normal Delivery	3,252,487,044	465,749
Undelivered Cases (Baby Delivered In Referral Facility) In Non-hospital Facilities	24,050	37
Breech Extraction	46,727,685	3,828
Maternal Comorbidities Conditions	336,948,630	41,746
Subtotal or Total Hysterectomy After Cesarean Delivery	12,123,064	400
Newborn Care	Php 1,190,322,378	419,966
Newborn Care Package	1,190,322,378	419,966
Infectious Diseases	Php 683,704,589	94,391
Pulmonary Tuberculosis	123,228,059	19,543
Outpatient HIV / Aids Packages	560,476,531	74,848
Family Planning	Php 204,167,278	63,113
Bilateral Tubal Ligation	126,376,002	32,226
Vasectomy, Unilateral Or Bilateral	200,000	50
Insertion of Intrauterine Device (IUD)	28,422,937	14,422
Subdermal Contraceptive Implant	49,168,339	16,415
Tropical Diseases	Php 192,800	50
Malaria	192,800	50
Total	Php 8,110,908,260	1,254,625



Note/s:

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

Processed using PhilHealth Claims Dashboard as of February 3, 2022

Claims payment only includes claims admitted and paid from January 1 to December 31, 2021.





Financial Coverage

How Much is Covered?

Benefit Expense

January 1 to December 31, 2021



Distribution by Membership Category

Membership Category	Amount	% to Total Amount
Direct Contributors	Php 82,614,504,895	59%
Employed: Private	29,124,946,627	21%
Employed: Government	13,695,946,913	10%
Informal / Self-Earning	25,831,164,195	18%
Lifetime Members	13,962,447,160	10%
Indirect Contributors	Php 53,116,102,275	38%
Indigents / NHTS-PR	17,293,399,354	12%
Senior Citizens	27,118,845,149	19%
Sponsored Program	8,703,857,772	6%
<i>Interim Financing Mechanism*</i>	<i>Php 4,179,683,792</i>	<i>3%</i>
<i>Debit-Credit Payment Method (DCPM)**</i>	<i>Php 250,714,852</i>	<i>0.18%</i>
<i>PhilHealth Konsulta Package***</i>	<i>Php 22,050</i>	<i>0.00002%</i>
Total	Php 140,161,027,863	100%

Note/s:

* Payments to Philippine Red Cross (PRC) for COVID-19 tests

** For more information on the DCPM see PhilHealth Circular Nos.2021-0016 and 2021-0023 (www.philhealth.gov.ph/circulars/2021/archives.php)

*** Primary Care Benefit Package (www.philhealth.gov.ph/circulars/2020/circ2020-0022.pdf)

■ Source: Financial Statements (as of December 31, 2021)



Supplemental Information

Client Awareness and Satisfaction Survey



2021 Preliminary Results

	Individuals	Employers	Health Care Institutions	Health Care Professionals
Satisfaction	91.06*	91.61	80.77	85.65
Net Satisfaction	90.19	90.26	77.14	83.63

*Translates to 91 out of a 100 individuals are satisfied with PhilHealth and its services.

Net Satisfaction:
Individuals

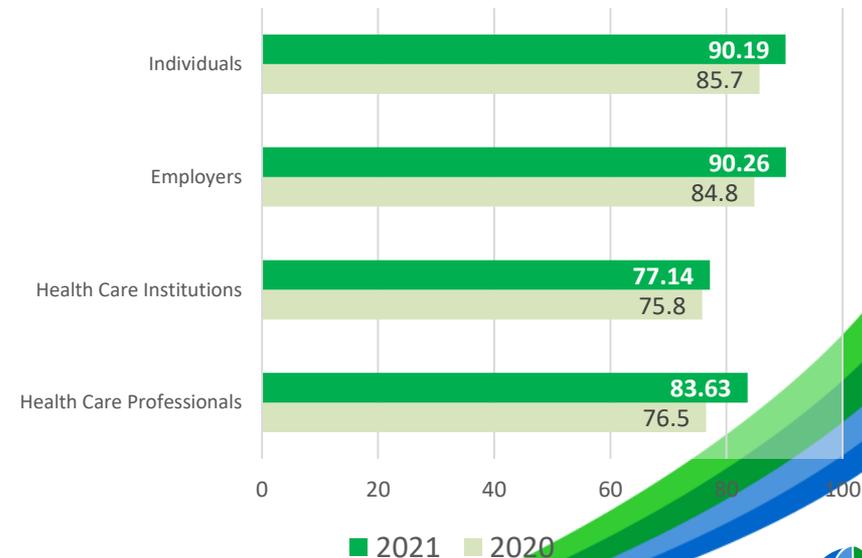
90% = Excellent

Aside from Individuals, PhilHealth's Net Satisfaction Rating also increased in the three other surveyed client types - Employers, Health Care Facilities and Health Care Professionals. Thus, PhilHealth not only maintained but even improved its **EXCELLENT** rating in all four surveyed clientele:

Satisfaction Rating by Type of Client
(in Percent)



Net Satisfaction Rating: 2020 vs 2021
(in Percent)



Notes:

- Questionnaire as prescribed by the Governance Commission for GOCCs (GCG)
- Nationwide survey conducted by third party institution: Novotrends PH
- Adjectival Equivalent of Numerical Rating based on Social Weather Stations' (SWS) Scale: ≥ 70 = Excellent; 50 to 69 = Very Good; 30 to 49 = Good; 10 to 29 = Moderate; 9 to -9 = Neutral; -10 to -29 = Poor; -30 to -49 = Bad; -50 to -69 = Very Bad; and -70 and Below = Execrable

Supplemental Info.



7,525 PhilHealth
personnel nationwide*

CONTACT INFORMATION

Call Center Hotline 84417442
(Self-help only; agent assistance temporarily not available)

Callback Channel: 0917-898-7442 (PHIC)
Text "PHICcallback [space] Mobile No. or Metro Manila landline [space] details of your concern" and PhilHealth will call you during office hours (weekdays only).



actioncenter@philhealth.gov.ph
facebook.com/PhilHealthOfficial/
twitter.com/teamphilhealth/

Aside from the Head Office (709 Shaw Blvd., Pasig City), there are more than 340 PhilHealth offices established nationwide**

- 17 Regional and 5 Branch Offices
- 113 Local Health Insurance Offices
- 59 PhilHealth Express
- 16 Satellite Offices
- 16 Business Centers
- 14 Service Desks
- 141 Malasakit Centers

Further, PhilHealth also has **564** PhilHealth CARES*** deployed in **1,170** healthcare facilities nationwide ready to cater to members' needs

Note/s:

*Filled positions as of February 14, 2022

**Exact location of regional offices (and contact details) can be accessed online: www.philhealth.gov.ph/about_us/map/regional.htm; Further, due to the pandemic, the operating hours of smaller offices are subject to change (e.g. community quarantine status, disinfection schedules, scheduled days / operating hours, etc.).

***PCARES: PhilHealth Customer. Assistance, Relations and Empowerment Staff - 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); 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 and the Department of Social Welfare and Development, among others.

Contents



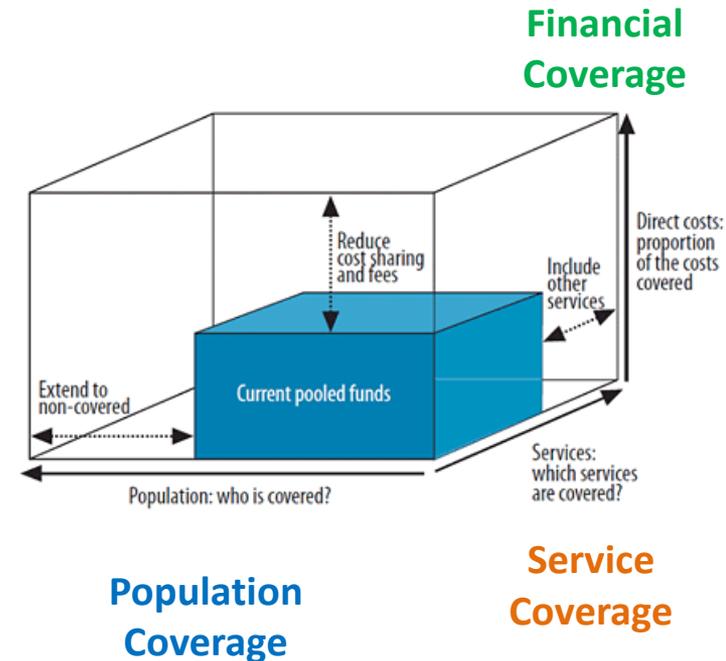
UHC Framework as adopted in Republic Act No.11223 (UHC Act)*

The best and easiest way to appreciate Universal Health Care (UHC) is through the UHC Cube.** The UHC Cube is a framework developed by the World Health Organization (WHO) 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).



*RA11223: www.philhealth.gov.ph/about_us/RA11223_UHC.pdf

**UHC Cube: www.who.int/health_financing/strategy/dimensions/en/

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Program Management Team – Claims
Program Management Team – PCARES
Standards Monitoring Department
Task Force Informatics

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