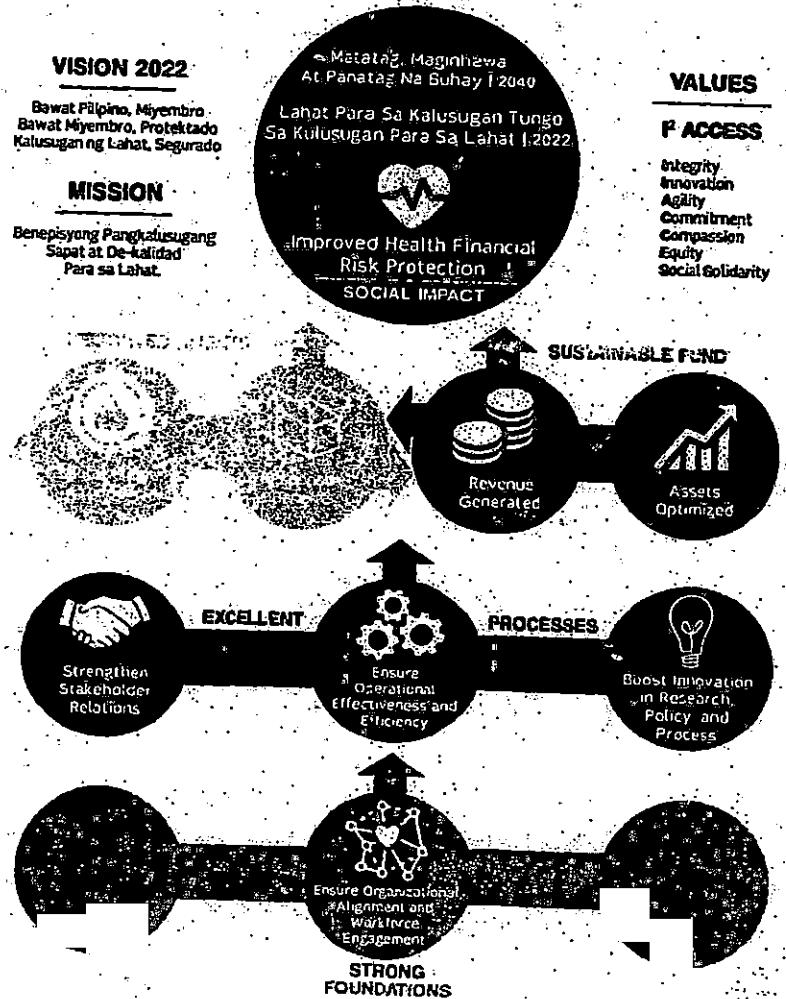


CHARTER STATEMENT AND STRATEGY MAP (ANNEX A)



Corporate Strategy Map | 2017-2022



PHILIPPINE HEALTH INSURANCE CORPORATION

	Component	Objective/Measure	Formula	Weight	Rating Scale	Baseline			Target	
						2013	2014	2015	2016	2017
SOCIAL IMPACT	SO 1	Improved Health Financial Risk Protection								
	SM1	Support Value ¹	Average PhilHealth benefit payment / Average actual hospitalization expenses	5%	Above 33.75%= Actual / Target x Weight Below 33.75%= 0%	No data	No data	No data	Average of Ward Accommodation: Baseline+ [(60% - Baseline) / 5 years]	35%
		Sub-total		5%						
DELIGHTED CLIENTS	SO 2	Total Client Experience								
	SM 2	Client Satisfaction Rating	Net Satisfaction Rating	7%	All or Nothing	+78	+74	+80	Excellent (If 2015 < "+80", target is "≥+80". If 2015 is "≥+80", target is 2015 + 2)	80%
	SM 3	Coverage Rate	Total number of PhilHealth Eligible Beneficiaries / Total Population	10%	Actual / Target x Weight	67%	86.6%	92%	≥ 95%	100%

¹ The survey will be conducted by a third-party

Component					Baseline			Target	
Objective/Measure	Formula	Weight	Rating Scale	2013	2014	2015	2016	2017	
SM 4	Availment Rate ²	Actual accomplishment based on the result of the Third-Party Survey	0%	N/A	No data	No data	No data	No data	Establish Baseline
SO 3	Responsive Benefits								
SM 5	Percentage of NHTS-PR ³ Beneficiaries Profiled by a PCB provider	Number of NHTS-PR beneficiaries profiled / Total number of beneficiaries under NHTS-PR list	5%	Above 40%: 5% 30% to 40%: 3% Below 30%: 0%	No data	No data	No data	90% (Based on NHTS list as of July 2011)	Above 40%
SM 6	Percentage of Indigent with ZERO Out-of-Pocket (OOP) expense ⁴	Number of indigent members with zero OOP / Total number of indigent members who availed PhilHealth benefits	5%	All or nothing	No data	No data	No data	No data	Establish baseline
	Sub-total		27%						

² Disaggregated Third Party Survey between Segments with special focus on the poor

³ Based on DSWD NHTS-PR list as of 31 December 2016

⁴ The survey will be conducted by a third-party

	Component	Objective/Measure	Formula	Weight	Rating Scale	Baseline			Target	
						2013	2014	2015	2016	2017
SUSTAINABLE FUND	SO 4	Revenue Generated								
	SM 7	Benefit Expense to Premium Income Ratio	Benefit Expense / Premium Income	5%	[100%-(Actual-Target)/Target] x Weight	No data	No data	No data	No data	1.04:1.00 (104%)
	SM 8	Collection Efficiency Rate ⁵	Actual collection / Potential collection ⁶	5%	Actual/Target x Weight	66%	65%	68%	≥ 80%	≥ 95%
	SO 5	Assets Optimized								
	SM 9	Investment Yield	Average Philippine Dealing System Treasury Reference Rate for all maturities (PDST R2)	5%	Equal to PDST R2 rate or higher: 5% Below PDST R2 rate: 0%	5.493%	4.871%	5.050%	PDST R2 + 0.5	Equal to the 1-year PDST R2 or higher
		Sub-total		15%						
EXCELLENT PROCESSES	SO 6	Boost Innovation in Research, Policy and Process								
	SM 10	Costing Framework developed and policy for case rates for priority conditions implemented	Actual Accomplishment	10%	All or Nothing	No data	No data	No data	No data	Board-approved revised case rates policy and costing framework for the 48 priority conditions

⁵ All member categories, except those subsidized by the national government, indigent, lifetime and senior citizens
⁶ Based on the latest Actuarial Valuation Study of PhilHealth

Component										
	Objective/Measure	Formula	Weight	Rating Scale	Baseline			Target		
					2013	2014	2015	2016	2017	
SM 11	ISO Certification	Actual Accomplishment	6%	All or Nothing	N/A	Core Process; 1 PRO & 1 LHIO	Conduct of Management Review for Regional Offices (Post-QA)	ISO Certification of all PROs with 1 LHIO also certified per PRO	Certificate of readiness for transition to ISO 9001:2015 from Third Party?	
SO 7	Ensure Operational Effectiveness and Efficiency									
SM 12	Turn-around time of claims processing ⁷	Total number of days to process claims paid / Total number of claims paid	5%	All or Nothing	39.5 days	39 days	31 days	≤ 30 days	60 working days ⁹	
SM 13	Potential Fraud Incidence Rate ¹⁰	Actual Accomplishment	10%	All or nothing	No data	No data	No data	No data	Establish Baseline	

⁷ For all processes, PhilHealth Regional Offices and Local Health Insurance Offices

⁸ From receipt of claims to payroll/certificate generation for ACPS

⁹ As stipulated in Republic Act No. 10606 Sec. 35 "Reimbursement and Period to File Claims"

¹⁰ The survey will be conducted by a third-party

Component					Baseline			Target	
Objective/Measure	Formula	Weight	Rating Scale	2013	2014	2015	2016	2017	
SM 14	Turn-around time on the filing of cases against erring providers ¹¹	Total number of days to file all cases / Total number of cases filed	5%	Actual/Target x Weight	No data	No data	No data	No data	120 working days
SM 15	Turn-around time for the resolution of cases against erring providers ¹²	Total number of days to resolve all cases / Total number of cases received	5%	Actual/Target x Weight	No data	No data	No data	No data	90 working days
SO 8	Strengthen Stakeholder Relations								
SM 16	Awareness Level Rating (Classes D and E)	Actual Accomplishment	7%	All or Nothing	No data	No data	Establish Baseline (At Least Satisfactory)	Baseline + 5%	Greater than or Equal to 90% in Class D and E
	Sub-total		48%						

¹¹ From receipt of Fact Finding Investigation Report (FFIR) by FFIED and receipt of the last pleading to filing of complaint by Prosecution Department to Arbitration Office
¹² From receipt of last pleading by Arbitration Office to its case resolution

		Component				Baseline			Target	
		Objective/Measure	Formula	Weight	Rating Scale	2013	2014	2015	2016	2017
STRONG FOUNDATION	SO 9	Ensure Organizational Alignment and Workforce Engagement								
	SM 17	Improve Competency Level of the Organization	Number of employees with at least intermediate proficiency for all core and cross business process competencies / Total number of employees with novice proficiency for at least 1 core and cross business process competencies	5%	Actual / Target x Weight	No data	No data	No data	Establish baseline competency level	60% of employees with novice proficiency for at least 1 core and cross business process competencies should improve to at least intermediate proficiency ¹³
		Sub-total		5%						
		TOTAL		100%						

¹³ In a letter dated 20 October 2017, PhilHealth requested for the revision of the target of the success measure on Competency Index from "baseline +2" to "60% of employees scored at least Intermediate (core and cross business process area)".