

PERFORMANCE SCORECARD 2018 (Annex B)

PHILIPPINE HEALTH INSURANCE CORPORATION

Objective/Measure	Component		Baseline Data				Target	
	Formula	Weight	Rating System	2015	2016	2017	2018	
<b>SO 1 Improved Health Financial Risk Protection</b>								
SM 1	Increased Support Value	Milestone target	5%	All or nothing	0%	33.75%	35%	<ol style="list-style-type: none"> <li>1. Validation of the costing tool;</li> <li>2. Standardization of forms for collection of cost data;</li> <li>3. Pilot testing of the forms for collection of cost data; and</li> <li>4. Pilot training of providers in PhilHealth Regional Office (PRO) III on the costing methodology tools.</li> </ol>
<b>Sub-total</b>			<b>5%</b>					
<b>SO 2 Total Client Experience</b>								
SM 2	Percentage of Satisfied Customers	Number of respondents who rated PhilHealth service with at least Satisfactory / Total number of respondents	10%	(Actual/Target) x Weight Below 80% = 0%	80%	78.5%	80%	85%

1-

Objective/Measure	Component Formula	Weight	Rating System	Baseline Data		Target	
				2015	2016	2017	2018
SM 3 Increase Availment Rate <sup>1</sup>	Number of beneficiaries who availed PhilHealth / Total number of beneficiaries admitted	0%	N/A	-	-	-	100%
<b>Sub-total</b>		<b>10%</b>					
<b>SO 4 Revenue Generated</b>							
SM 4 Improve Collection Efficiency Rate	Actual collection / Potential collection	20%	(Actual/Target) x Weight	68%	75.58%	≥ 95%	≥95% (formal and informal economies, and overseas Filipinos)
<b>SO 5 Optimized Asset</b>							
SM 5 Increase in Benefit Expense to Premium Income Ratio	Benefit Expense / Premium Income	15%	[100%-(Actual-Target)/Target]	No data	No data	1.04:1.00 (104%)	1:1
<b>Sub-total</b>		<b>35%</b>					
<b>SO 6 Boost Innovation in Research, Policy and Process</b>							
SM 6 Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	Conducted Management Review for Regional Offices (Post-IQA)	ISO Certification awarded to 17 out of 20 PROs  17 out of the minimum of 20 LHIOs (1 per PRO) were certified	Readiness Certificate (Third Party)	ISO 9001:2015 Certificate covering all sites all processes

<sup>1</sup> This SM is for information purposes only.

Objective/Measure	Component		Rating System		Baseline Data		Target	
	Formula	Weight	Weight	Rating System	2015	2016	2017	2018
<b>SO 7</b>	<b>Ensure Operational Effectiveness and Efficiency</b>							
SM 7	Percentage of Good Claims Processed Within Applicable Time	Number of good claims processed within 60 calendar days <sup>2</sup> / Total number of claims	15%	(Actual / Target) x Weight Below 90% = 0%	31 days	38.72 days	60 working days	100%
SM 8	Increase in Percentage of Cases Filed and Resolved within Applicable Time	Number of Cases Filed within 90 days and Resolved within 60 days / Total number of cases	15%	(Actual / Target) x Weight Below 80% = 0%	No data	No data	Average TAT of 120 working days for filing of cases  Average of 90 working days for resolution of cases	90%
	<b>Sub-total</b>		<b>40%</b>					
<b>SO 8</b>	<b>Ensure Organizational Alignment and Workforce Engagement</b>							
SM 9	Percentage of Employees Meeting Required Competencies	Number of employees scored at least intermediate proficiency for all cross and cross-BPA competencies / Total number of employees	10%	(Actual / Target) x Weight	Established Competency Framework	Baseline established for the 35 competencies	60% of employees with novice proficiency for at least 1 core business process competencies should improve to at least immediate proficiency	80% of employees scored at least intermediate proficiency for all core and cross-BPA competencies
	<b>Sub-total</b>		<b>10%</b>					
	<b>Total</b>		<b>100%</b>					

<sup>2</sup> As mandated under Section 23 Article V of R.A No. 7875, as amended by R.A No. 10606 and Section 47 Rule II Title IV of the Implementing Rules and Regulations of R.A. No. 10606.

1 -