

PHILIPPINE HEALTH INSURANCE CORPORATION

	Objective/Measure	Component	Baseline Data		Target				
		Formula	Weight	Rating System	2016	2017 ¹	2018	2019	
SATISFIED CLIENTS	SO 1	Total Client Experience							
	SM 1	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%	78.5%	Awaiting results Proposed proxy measure: 93.71% Contact Center ng Bayan (CCB) resolution rate	85%	≥ 90%
	SO 2	Responsive Benefits							
	SM 2	Percent of Eligible Members Availied of the No Balance Billing	Total Number of Surveyed NBB Claims / Total Number of Surveyed NBB-Eligible Claims	10%	(Actual/Target) x Weight	63.38	Awaiting results Proposed proxy measure: 72.03% of indigent with zero OOP (NBB Exit Survey)	No data	≥ 90%
	SM 3	Improvement of Provider-Payment Mechanism	Actual Accomplishment	10%	All or Nothing	No data	No data	1. Validation of the costing tool; 2. Standardization of forms for collection of cost data; 3. Pilot testing of the forms for	1. Conduct capacity building of accredited health care providers per area; 2. Conduct capacity building of PhilHealth technical staff on data analysis of the cost data; and

¹ As reported by PhilHealth.

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								collection of cost data; and 4. Pilot training of providers in PhilHealth Regional Office (PRO) III on the costing methodology and tools.	3. Management ExeComm-approved policy on the institutionalization of the regular submission of cost data, as part of the Performance Commitment, by all accredited health care providers.
		Sub-total		30%					
SUSTAINABLE FUND	SO 3	Revenue Generated							
	SM 4	Improve Collection Efficiency Rate	Actual collection / Potential collection	10%	(Actual/Target) x Weight	75.58%	77%	≥95% (formal and informal economies, and overseas Filipinos)	≥95% (formal and informal economies, and overseas Filipinos)
	SO 4	Optimized Asset							
	SM 5	Increase in Benefit Expense to Premium Income Ratio	Benefit Expense / Premium Income	10%	[100%-(Actual-Target)/Target]	No data	No data	1.01:1.00	1:1
		Sub-total		20%					

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EXCELLENT PROCESSES	SO 5	Boost Innovation in Research, Policy, and Process							
	SM 6	Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	ISO Certification awarded to 17 out of 20 PROs 17 out of the minimum of 20 LHIOs (1 per PRO) were certified	Certificate of Readiness for transition to ISO 9001:2015	ISO 9001:2015 Certificate covering all sites all processes	Maintain ISO 9001:2015 certification covering all sites all processes
	SO 6	Ensure Operational Effectiveness and Efficiency							
	SM 7	Potential Fraud Incidence Rate	• Third-party rating	5%	All or Nothing	No data	No data	No data	Implementation and establishment of baseline
	SM 8	Increase in the Percentage of Cases Disposed	Number of Cases disposed (resolved or filed with charges) / Total number of cases	15%	All or Nothing	N/A	N/A	N/A	Establish Baseline

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	SO 7	Strengthen Customer and Partner Relations							
	SM 9	Percentage of Good Claims Processed Within Applicable Time	Number of good claims processed within Applicable Processing Time ³ / Total number of claims	10%	(Actual / Target) x Weight 0% = If less than 90%	N/A	N/A	100%	100%
		Sub-total		40%					
	SO 8	Ensure Organizational Alignment and Workforce Engagement							
STRONG FOUNDATION	SM 10	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	10%	All or Nothing	Baseline established for the 35 competencies	99.98% scored at least intermediate in the AKAPP Survey	80% of employees scored at least intermediate proficiency for all core and cross-BPA competencies	Development of Position Profile ⁴ and Competency-Based Job Description ⁵ Establishment of Baseline ⁶
		Sub-total		10%					
		Total		100%					

³ Applicable processing time subject to compliance with Republic Act No. 7875, as amended by R.A. No. 10606 or Republic Act No. 11032 otherwise known as Ease of Doing Business and Efficient Government Service Delivery (EODB) Act of 2018, whichever is applicable. PhilHealth to seek clarification with ARTA Authority.

⁴ A set of profiles for all positions identifying the (1) competencies required for each position title, and the (2) behavioral indicators associated with these required competencies. The behavioral indicators must be in accordance with the competency levels required for the position title under the Competency Matrix.

⁵ A set of all job descriptions of all position titles identifying the (1) tasks and sub-tasks associated with each position title, (2) the competencies required for the position title, (3) the competency levels for these required competencies, and (4) the behavioral indicators associated with the competency levels

⁶ Involves the implementation of set of methodologies used in evaluating whether an incumbent or candidate to a position possesses (1) the competencies required by the position, (2) the actual competency levels of the incumbent or candidate, and (3) the gaps between the actual competencies and competency levels of the incumbent or candidate, and the required competencies and competency levels of the position

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