



16 February 2021

DR. FRANCISCO T. DUQUE III
*Secretary, Department of Health
and Chairperson, PhilHealth*

ATTY. DANTE A. GIERRAN, CPA
President and CEO (PCEO)

**PHILIPPINE HEALTH INSURANCE
CORPORATION (PHILHEALTH)**

Citystate Centre, 709 Shaw Boulevard,
Pasig City

**RE : TRANSMITTAL OF RECALIBRATED
2020 PERFORMANCE SCORECARD**

Dear Secretary Duque and PCEO Gierran,

This is to formally transmit the Recalibrated 2020 Performance Scorecard (**Annex A**) of PhilHealth. The same is to be posted in PhilHealth's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

The PhilHealth Recalibrated Performance Scorecard submitted through a letter dated 18 September 2020² was reviewed and evaluated in view of the circumstances brought about by the COVID-19 pandemic, and in accordance with the residual authority of the Governance Commission as stated in GCG M.C. No. 2017-02.³ Note that in the Notice to all GCG Stakeholders dated 04 September 2020, the respective targets, weights, and rating scales pertaining to ISO Certification and Employee Competencies shall be retained. This considered, proposed revision of existing weight allocation of other measures cannot be granted.

PhilHealth is further directed to submit its 4th Quarter Monitoring Report, based on the Recalibrated 2020 Performance Scorecard, **within thirty (30) days** from receipt of this letter.

FOR PHILHEALTH'S INFORMATION AND GUIDANCE.

Very truly yours,

cc: COA Resident Auditor –PhilHealth

¹ CODE OF CORPORATE GOVERNANCE FOR GOCCs, dated 28 November 2012.

² Officially received by the Governance Commission on 30 September 2020.

³ INTERIM PERFORMANCE EVALUATION SYSTEM (PES) FOR THE GOCC SECTOR, dated 30 June 2017.

**PHILIPPINE HEALTH INSURANCE CORPORATION
Recalibrated 2020 Performance Scorecard**

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
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%	Proposed proxy measure: 93.71% Contact Center ng Bayan (CCB) resolution rate	93.1%	≥ 90%	≥ 91%
	SM 2	<i>Percentage of Accredited KONSULTA Providers¹</i>	<u>Actual Accomplishment</u>	0%	n/a	No Data	No Data	No Data	<u>Crafting of Policies on General and Specific Guidelines in the Implementation of KONSULTA Package</u>
	SO 2	Responsive Benefits							
	SM 3	<i>Percentage of Individuals Registered to a KONSULTA Provider²</i>	<u>Actual Accomplishment</u>	0%	n/a	No Data	No Data	No Data	<u>Crafting of Foundational Policies and Orientation as milestones to implement registration to a KONSULTA Provider</u>
SM 4	Percentage of Patients Admitted in Basic or Ward Accommodation with No Co-Payment (in Government Facilities)	Total No. of Patients Admitted in Basic or Ward Accommodation with No Co-Payment / Total No. of Patients Admitted in Basic	15%	All or Nothing	No data	No data	No data	<u>Establish Baseline (in Government Facilities)</u>	

¹ This SM is for monitoring purposes only.

² This SM is for monitoring purposes only.

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
			Ward or Ward Accommodation (in Government Facilities)						
		Sub-total		25%					
SUSTAINABLE FUND	SO 3	Revenue Generated							
	SM 4	Improve Collection Efficiency Rate	Actual collection / Potential collection	15%	(Actual/Target) x Weight	77%	79.49%	≥95% (formal and informal economies, and overseas Filipinos)	≥80% of recalibrated potential collection of Direct Contributors
	SO 4	Optimized Asset							
	SM 5	Increase in Benefit Expense to Premium Income Ratio	Benefit Expense / Premium Income	10%	[100%-(Actual-Target)/Target]	1.037 : 1	0.91 : 1	1:1	1:1
		Sub-total			25%				
	SO 5	Boost Innovation in Research, Policy, and Process							
EXCELLENT PROCESSES	SM 6	Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	Certificate of Readiness for Transition to ISO 9001:2015	Public Administration covering the following processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes with ISO 9001:2015	Maintain ISO 9001:2015 certification covering all sites all processes	Maintain ISO 9001:2015 certification covering all sites all processes

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
					Certification for the Central Office, 17 Regional Offices, 5 Branches, and 110 LHIOs			
SO 6	Ensure Operational Effectiveness and Efficiency							
SM 7a	Increase in the Percentage of Cases Disposed (Arbitration and Prosecution Department)	Number of Cases Disposed (Resolved or Filed with Charges) / Total Number of Cases	7.5%	(Actual / Target) x Weight	No data	No data	Establish Baseline	40% from backlog cases covering December 2019 and earlier 10% from current cases covering received cases from January to October 2020
SM 7b	Increase in the Percentage of Cases Investigated (FFIED)	No. of red flagged providers investigated / Total number of red flagged providers	7.5%	(Actual / Target) x Weight	No data	No data	Establish Baseline	10% from backlog cases covering December 2019 and earlier 40% from current cases covering received cases from January to October 2020
SO 7	Strengthen Customer and Partner Relations							
SM 9	Percentage of Good Claims Processed Within Prescribed Period (in Non-UIS)	Number of good claims processed within Applicable Processing Time ³ / Total number of good claims received	15%	(Actual / Target) x Weight	N/A	N/A	100%	50%
	Sub-total		40%					

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 the ARTA Authority.

Component					Baseline Data		Target		
Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020		
SO 8	Ensure Organizational Alignment and Workforce Engagement								
STRONG FOUNDATION	SM 10	Improvement on the Competency Level of the Organization	Competency Baseline ⁴ 2020 – Competency Baseline 2019	5%	All or Nothing	99.98% scored at least intermediate in the AKAPP Survey	5,903 out of 6,133 or 96.25% of employees scored at least intermediate proficiency for all core and cross BPA Competencies	Development of Position Profile and Competency-Based Job Description Establishment of Baseline	Improvement on the Competency Level of the Organization based on the 2019-year end assessment
	SO 9	Integrated and Optimized Information Systems							
	SM 11	Systems Enhanced or Developed (Aligned with UHC Law)	Actual accomplishment	5%	(Actual / Target) x Weight	No Data	No Data	No Data	Roll-out of the following systems: 1.National Registration System 2.Eligibility and/or costing system 3.ePCB or eKONSULTA System 4.Accreditation System
		Sub-total		10%					
		Total		100%					

⁴ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[\frac{\sum_{a=1}^A (\text{Actual Competency Level})}{\text{Required Competency Level}} \right]_a}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled