



11 May 2020

**DR. FRANCISCO T. DUQUE III**

*Secretary, Department of Health (DOH)  
and PhilHealth Chairperson*

**BGEN. RICARDO C. MORALES, AFP (RET) FICD**

*President and Chief Executive Officer (PCEO)*

**PHILIPPINE HEALTH INSURANCE  
CORPORATION (PHILHEALTH)**

709 Citystate Centre Building, Shaw Blvd.  
Pasig City

**RE : TRANSMITTAL OF 2020 PERFORMANCE SCORECARD**

Dear Secretary Duque and PCEO Morales,

This is to formally transmit the 2020 Charter Statement and Strategy Map (**Annex A**), and 2020 Performance Scorecard (**Annex B**) of PhilHealth.

The PhilHealth-proposed Charter Statement, Strategy Map and Performance Scorecard submitted through its letter dated 09 December 2019<sup>1</sup> were **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held last 13 December 2019 and evaluation of revised documents submitted through its letter dated 08 January 2020<sup>2</sup>.

We take this opportunity to **REMIND** PhilHealth that Item 5 of GCG Memorandum Circular No. 2017-02<sup>3</sup> mandates GOCCs to submit Quarterly Monitoring Reports and upload the same in the GOCC's website within thirty (30) calendar days from the close of each quarter. PhilHealth is requested to submit its revised Quarterly Targets based on the attached scorecard upon submission of the 1<sup>st</sup> Quarter Monitoring Report for 2020.

Finally, with the declared State of Public Health Emergency,<sup>4</sup> and State of Calamity,<sup>5</sup> throughout the Philippines due to COVID-19, and the issuance of the Memorandum from Executive Secretary dated 16 March 2020, as well as the public address by President Rodrigo R. Duterte, rest assured that the Governance Commission is evaluating the impact of the current situation on the accomplishment of the GOCCs' targets under their respective 2020 Performance Scorecards. If necessary, the Governance Commission shall issue the corresponding memorandum at the proper time taking into consideration the current situation and factors involved. For the time being, all Circulars and Orders involving the Performance Evaluation System subsist.

<sup>1</sup> Officially received by the Governance Commission on 09 December 2019.

<sup>2</sup> Officially received by the Governance Commission on 14 January 2020.

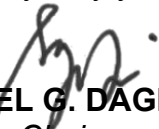
<sup>3</sup> INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.

<sup>4</sup> Presidential Proclamation No. 922, s. 2020.

<sup>5</sup> Presidential Proclamation No. 929, s. 2020.

**FOR PHILHEALTH'S COMPLIANCE.**

Very truly yours,



**SAMUEL G. DAGPIN, JR.**  
*Chairman*



**MICHAEL P. CLORIBEL**  
*Commissioner*



**MARITES C. DORAL**  
*Commissioner*

# 2020 CHARTER STATEMENT AND STRATEGY MAP (ANNEX A)



## Corporate Strategy Map | 2017-2022

### VISION 2022

Bawat Pilipino, Miyembro  
Bawat Miyembro, Protektado  
Kalusugan ng Lahat, Segurado

### MISSION

Benepisyong Pangkalusugang  
Sapat at De-kalidad  
Para sa Lahat.



### VALUES

#### ACCESS

- Integrity
- Innovation
- Agility
- Commitment
- Compassion
- Equity
- Social Solidarity



## PHILIPPINE HEALTH INSURANCE CORPORATION

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
SATISFIED CLIENTS	<b>SO 1</b>	<b>Total Client Experience</b>							
	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	Percentage of Accredited KONSULTA Providers <sup>1</sup>	Number of KONSULTA Providers Accredited / Total Number of Qualified KONSULTA providers <sup>2</sup>	0%	n/a	No Data	No Data	No Data	Establish Baseline
	<b>SO 2</b>	<b>Responsive Benefits</b>							
	SM 3	Percentage of Individuals Registered to a KONSULTA Provider <sup>3</sup>	Total No. of Individuals Registered to a KONSULTA Provider / Total No. of Individuals Registered in the PhilHealth Database	0%	n/a	No Data	No Data	No Data	Establish Baseline
	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 Ward or Ward Accommodation (in Government Facilities)	15%	All or Nothing	No data	No data	No data	Establish Baseline (All Members Categories)
		<b>Sub-total</b>			<b>25%</b>				

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

<sup>2</sup> Qualified, Interested, and With No Case.

<sup>3</sup> This SM is for monitoring purposes only.

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
SUSTAINABLE FUND	SO 3	Revenue Generated							
	SM 5	Improve Collection Efficiency Rate	Actual collection / Potential collection	15%	(Actual/Target) x Weight	77%	79.49%	≥95% (formal and informal economies, and overseas Filipinos)	≥95% (Direct Contributors)
	SO 4	Optimized Asset							
	SM 6	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
		<b>Sub-total</b>			<b>25%</b>				

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
	SO 5	Boost Innovation in Research, Policy, and Process							
EXCELLENT PROCESSES	SM 7	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 Certification for the Central Office, 17 Regional Offices, 5 Branches, and 110 LHIOs	Maintain ISO 9001:2015 certification covering all sites all processes	Maintain ISO 9001:2015 certification covering all sites all processes
	SO 6	Ensure Operational Effectiveness and Efficiency							
	SM 8.a	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	75%

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
	SM 8.b	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	75%
	<b>SO 7</b>	<b>Strengthen Customer and Partner Relations</b>							
	SM 9	Percentage of Good Claims Processed Within Prescribed Period (in Non-UIS)	Number of good claims processed within Applicable Processing Time <sup>4</sup> / Total number of good claims received	15%	(Actual / Target) x Weight 0% = If less than 90%	N/A	N/A	100%	100%
		<b>Sub-total</b>		<b>40%</b>					
	<b>SO 8</b>	<b>Ensure Organizational Alignment and Workforce Engagement</b>							
<b>STRONG FOUNDATION</b>	SM 10	Improvement on the Competency Level of the Organization	Competency Baseline <sup>5</sup> 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

<sup>4</sup> 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.

<sup>5</sup> The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020	
	<b>SO 9</b>	<b>Integrated and Optimized Information Systems</b>							
	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
		<b>Sub-total</b>		<b>10%</b>					
		<b>Total</b>		<b>100%</b>					