



DP-2022-06-30-665

27 June 2022

**MR. FRANCISCO T. DUQUE III, M.D., MSc.**

*Secretary, Department of Health (DOH)*

*and PhilHealth Chairperson*

**ATTY. DANTE A. GIERRAN, CPA**

*President and CEO (PCEO)*

**PHILIPPINE HEALTH INSURANCE  
CORPORATION (PHILHEALTH)**

*Citystate Centre, 709 Shaw Boulevard*

*Pasig City*

**RE : TRANSMITTAL OF 2022 PERFORMANCE SCORECARD**

Dear Secretary Duque and PCEO Gierran,

This is to formally transmit the 2022 Charter Statement and Strategy Map (**Annex A**) and 2022 Performance Scorecard (**Annex B**) of PhilHealth. The same is to be posted on PhilHealth's website in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.<sup>1</sup>

The PhilHealth proposed Charter Statement, Strategy Map, and Performance Scorecard submitted through its letter dated 20 August 2021<sup>2</sup> was **MODIFIED** based on the discussions made during the Technical Panel Meeting (TPM) held on 26 November 2021 and evaluation of submissions and revised documents submitted through a letter dated 15 December 2021<sup>3</sup> and email dated 29 December 2021.<sup>4</sup>

We take this opportunity to **REMIND** PhilHealth that Item 5 of GCG M.C. No. 2017-02<sup>5</sup> mandates GOCCs to submit Quarterly Monitoring Reports and upload the same to 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 its Quarterly Monitoring Report for 2022.

Finally, under GCG M.C. No. 2017-02, GOCCs can no longer renegotiate the targets set in their Performance Scorecards for the current year. Thus, any request for modification in the 2022 Performance Scorecard will instead be considered during the validation of the reported annual accomplishments.

**FOR PHILHEALTH'S INFORMATION AND COMPLIANCE.**

Very truly yours,

**SAMUEL G. DAGPIN, JR.**

*Chairman*

**JAYPEE O. ABESAMIS**

*OLC-Commissioner\**

**MARITES C. DORAL**

*Commissioner*

<sup>1</sup> Code of Corporate Governance for GOCCs dated 28 November 2012.

<sup>2</sup> Officially received by the Governance Commission on 31 August 2021.

<sup>3</sup> Officially received by the Governance Commission on 21 December 2021.

<sup>4</sup> Officially received by the Governance Commission on 03 January 2022.

<sup>5</sup> INTERIM PES FOR THE GOCC SECTOR, dated 30 June 2017.

\*By virtue of the Memorandum from the Executive Secretary dated 21 March 2022.

PHILIPPINE HEALTH INSURANCE CORPORATION (PHILHEALTH)



## 2021-2023 Strategy Map

### Outcomes



**Increased utilization based on need**  
(increase utilization for primary care services)



**Higher financial risk protection**  
(reduced OOP)



**Quality health care services**  
(improve health outcomes of patients)

### Sustainable Financing



**Build a deep revenue base with efficient collection system and budget utilization**



**Maintain an active risk pool through strategic purchasing**

### Innovation and Growth



**Develop lean and member-centric processes**



**Transform human resource management with competency-based approach**



**Enhance information system through enterprise integration**

### Strong Corporate Governance



**Strengthen policy enforcement and evidence-informed decision-making**



**Engage members and stakeholders using every available platform**

## PHILIPPINE HEALTH INSURANCE CORPORATION (PHILHEALTH)

OUTCOMES	Component				Baseline Data			Target	
	Objective/Measure		Formula	Weight	Rating Scale	2019	2020	2021	2022
	SO 1	Increased Utilization Based on Need <i>(Increase Utilization for Primary Care Services)</i>							
	SM 1	Total Number of Accredited KONSULTA Providers	No. of KONSULTA providers Accredited	2.5%	(Actual/Target) x Weight	N/A	Crafting Policies on General and Specific Guidelines in the implementation of KONSULTA Package	Establish Baseline	1,395
	SM 2	Total Number of NHIP beneficiaries registered to KONSULTA Providers	Total Number of Beneficiaries Registered to Accredited KONSULTA Provider	2.5%	(Actual/Target) x Weight	N/A	Crafting of Foundational Policies and Orientation as milestones to implement registration to a Konsulta Provider	Establish Baseline	27.89 million
	SO 2	Higher Financial Risk Protection <i>(Reduce Out of Pocket)</i>							
	SM 3	Percentage of Patients with No Co-Payment in Basic or Ward Accommodation	Total number of admitted patients in basic or ward accommodation with No Co-payment/Total number of patients admitted in basic or ward accommodation in government and private hospitals	5%	(Actual/Target) x Weight	N/A	Unverifiable	Establish Baseline (All Members Categories and all accredited private and government hospitals)	Plus 5% of 2021 baseline data

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating Scale		2019	2020	2021	2022
SO 3	Quality health care services							
SM 4a	Percentage of Satisfied Customers – Individual Customers	Number of respondents who rated PhilHealth service with at least Satisfactory / Total number of respondents	5%	$(\text{Actual/Target}) \times \text{Weight}$  Below 80% = 0%	The Customer Satisfaction Survey (CSS) conducted by PhilHealth is noncompliant with the 2018 GCG Guidelines for the Conduct of the CSS	Unverifiable	≥ 90%	≥ 90%
SM 4b	Percentage of Satisfied Customers – Business Organization		5%					≥ 90%
SM 4c	Percentage of Satisfied Customers – Health Care Institutions		5%					≥ 90%
SM 5	Benchbook 2 and Third-Party Accreditation implemented	Actual Accomplishment	5%		N/A	N/A	N/A	Policy standards for third party accreditation (TPA): Development of standards and requirements for TPA mechanisms as approved by the Board
		<b>Sub-total</b>	<b>30%</b>					



Component					Baseline Data		Target		
Objective/Measure	Formula	Weight	Rating Scale	2019	2020	2021	2022		
SUSTAINABLE FINANCING	SO 4	Build a Deep Revenue-base with Efficient Collection System and Budget Utilization							
	SM 6	Collection Efficiency Rate	Actual collection / Potential collection <sup>1</sup>	15%	(Actual/Target) x Weight	77.86%	Unverifiable	≥95% (Direct Contributors)	≥ 95% (Direct Contributors)
	SM 7a	Obligations Budget Utilization Rate	Total Obligations / DBM-approved Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/Target) x Weight	N/A	N/A	N/A	100%
	SM 7b	Disbursement Budget Utilization Rate	Total Disbursements / Total Obligations (both net of PS Cost)	2.5%	(Actual/Target) x Weight	N/A	N/A	Not lower than 90% but not exceeding 100% of the DBM approved COB (net of PS)	100%
			Total Disbursements / Total DBM-approved Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/Target) x Weight	N/A	N/A	N/A	100%

<sup>1</sup> Potential Collection will be confirmed with Insurance Commission based on actuarial computation

	Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating Scale	2019	2020	2021	2022
	SO 5	Maintain an Active Risk Pool Through Strategic Purchasing						
	SM 8	Provider payment initiatives implemented	Actual accomplishment	2.5%	All or Nothing	N/A	N/A	N/A
								1) Implementing guidelines of the PhilHealth Framework and Methodology for Costing of Health Services 2) Development of the implementing guidelines for DRG
			Sub-total	25%				
INNOVATION AND GROWTH	SO 6	Develop lean and member-centric processes						
	SM 9	Implement Quality Management System	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	ISO 9001:2015 Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	Recertification of the ISO 9001:2015 on the Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes
								Sustain ISO Certification 9001:2015 on the Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes

Component					Baseline Data		Target		
Objective/Measure		Formula	Weight	Rating Scale	2019	2020	2021	2022	
	SM 10a	Percentage of Backlog Claims Processed	Number of claims from 1995-2021 processed / Total Number of claims received and refiled in 1995-2021	5%	(Actual/Target) x Weight  0% if less than 90%	N/A	N/A	100%	100%
	SM 10b	Percentage of Claims Processed within Applicable Time (Claims received and refiled for the year 2022)	Number of claims processed within Applicable Processing Time <sup>2</sup> /Total number of claims received and refiled	5%	(Actual/Target) x Weight  0% if less than 90%	98.15% <sup>3</sup>	Unverifiable	100%	100%
	SM 10b	Percentage of Claims Paid within the Applicable Time	Number of claims paid within Applicable Processing Time <sup>4</sup> /Total number of claims for payment	5%	(Actual/Target) x Weight  0% if less than 90%	No data	No data	100%	100%

<sup>2</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>3</sup> Refers only to good claims received and processed.

<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.

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating Scale	2019	2020	2021	2022	
SO 7	Transform Human Resource Management with a Competency-based Approach							
SM 11	Improve Competency of the Organization	Competency Baseline <sup>5</sup> 2022 – Competency Baseline 2021	5%	All or Nothing	No Baseline Established	UnverifiableError! Bookmark not defined.	Improvement on the Competency Level of the Organization based on 2020 assessmentError or! Bookmark not defined.	Improvement on the Competency Level of the Organization
SO 8	Enhance Information System Through Enterprise Integration							
SM 12	Percentage of Systems Enhanced or Developed Based on UHC Policies	Actual Accomplishment	5%	(Actual/Target) x Weight	N/A	The following are the status of the systems: 1. National Registration System - Completed not deployed 2.Eligibility and/or costing system - Deployed	100% implementation of targets for 2021 reflected in the ISSP as approved by the DICT	50% Completion of the following Systems: 1.Enterprise Resource Management Information Management System (ERMIS) 2.Health Insurance System (HIS) and

<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:

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

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 Scale	2019	2020	2021	2022
							3.ePCB or eKONSULTA System - Deployed 4.Accreditation System -Deployed		3.Business Intelligence System (BIS) 4. 50% National Health Data Repository (NHDR)
			Sub-total	30%					
STRONG CORPORATE GOVERNANCE	SO 9	Strengthen policy Enforcement and Evidence-informed Decision-making							
	SM 13a	Percentage of Cases Disposed (Prosecution Department and Arbitration Office)	Number of Cases Disposed (Resolved or Filed with Charges) / Total Number of Cases	5%	(Actual/Target) x Weight	Failed to present consistent and accurate data and to implement efficient document	Failed to present consistent and accurate data and to implement efficient document	50% from backlog cases covering Oct 2020 and earlier 25% current cases covering received cases	50% from backlog cases covering Oct 2020 and earlier 25% current cases covering received cases
	SM 13b	Percentage of Red Flagged Providers Investigated (Both from FFIED and PROs)	No. of red flagged providers investigated <sup>6</sup> /Total number of red flagged providers <sup>7</sup>	5%	(Actual/Target) x Weight	Failed to present consistent and accurate data and to implement efficient document handling and monitoring system	Failed to present consistent and accurate data and to implement efficient document handling and monitoring system	50% from backlog cases covering Oct 2020 and earlier 25% current cases covering cases received from Nov 2020 to Oct 2021	50% from backlog cases covering Oct 2020 and earlier 25% current cases covering cases received from Nov 2020 to Oct 2021

<sup>6</sup> Refers to closed and terminated cases or endorsement to Prosecution Department.

<sup>7</sup> Includes backlog cases prior to implementation of red flagging.

Component					Baseline Data		Target		
Objective/Measure		Formula	Weight	Rating Scale	2019	2020	2021	2022	
	SO 10	Engage Members and Stakeholders Using Every Available Voice							
	SM 14	Percentage of Social Marketing Communication Plan Implemented (SMPC)	Actual Accomplishment	5%	(Actual/Target) x Weight	N/A	N/A	100% <sup>8</sup>	100% <sup>9</sup>
			Sub-total	15%					
			TOTAL	100%					

<sup>8</sup> Based on the Board-Approved Social Marketing Communication Plan.

<sup>9</sup> Based on the Detailed Implementation Guide in SMPC as approved by the Board.