



Office of the President of the Philippines  
**GOVERNANCE COMMISSION**  
FOR GOVERNMENT OWNED OR CONTROLLED CORPORATIONS  
3/F, BDO Towers Paseo, 8741 Paseo De Roxas, Makati City, Philippines 1226



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13 March 2023



**MS. MARIA ROSARIO SINGH-VERGEIRE**  
*Office-in-Charge, Department of Health (DOH)*  
**MR. EMMANUEL R. LEDESMA, JR.**  
*Acting President and CEO (PCEO)*  
**PHILIPPINE HEALTH INSURANCE  
CORPORATION (PHILHEALTH)**  
Citystate Centre, 709 Shaw Boulevard  
Pasig City

**RE: TRANSMITTAL OF 2023 CHARTER STATEMENT AND  
STRATEGY MAP, AND PERFORMANCE SCORECARD**

Dear OIC Singh-Vergeire and Acting PCEO Ledesma,

We respectfully furnish you the SIGNED 2023 PhilHealth Charter Statement and Strategy Map (**Annex A**) and Performance Scorecard (**Annex B**).

Your compliance with GCG M.C. No. 2012-007 and GCG M.C. No. 2023-01 will be highly appreciated.

Very truly yours,

**Justice ALEX L. QUIROZ (ret.)**  
*Chairperson*

cc: PhilHealth Employees' Association/Union

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OCS- 475

PHIC STRATEGY MAP

2021-2023 Strategy Map

**VISION**  
Bawat Filipino, Miyembro  
Bawat Miyembro, Protektado  
Kalusugan ng Lahat, Segurado

**MISSION**  
Benepisyong Pangkalusugang  
Sapat at De-kalidad  
Para sa Lahat

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

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



Manage transitions and mind-set shifts with leadership and accountability



Strengthen policy enforcement and evidence-informed decision-making

# 2023 PERFORMANCE SCORECARD (Annex B)

## PHILIPPINE HEALTH INSURANCE CORPORATION (PHILHEALTH)

Component					Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023
OUTCOMES	SO 1	Increased utilization based on need						
	SM 1a	Percentage of Satisfied Customers – Individual Customers	Total number of respondents who have rated Satisfactory over Total Number of Respondents (GCG-prescribed survey tool)	5%	(Actual/ Target) x Weight  0% = If less than 80%	Non-compliant with back-checking requirement	Non-compliant with back-checking requirement	≥ 90%
	SM 1b	Percentage of Satisfied Customers – Business Organization	2.5%	90%				
	SM 1c	Percentage of Satisfied Customers – HCIs	2.5%	90%				
	SM 2	Total Number of Accredited Konsulta Providers	Actual Accomplishment	10%	(Actual/Target) x Weight	Conducted virtual orientation of PROs per area on the implementing guidelines of Philhealth Konsultasyong Sulit at Tama (PhilHealth Konsulta Package and IT System vis-à-vis Accreditation Forum last December 17-18,2020	91.92% (182/198 Accredited Konsulta Providers)	1,395

Component						Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System		2020	2021	2022	2023
						PhilHealth issued on December 16, 2020 PhilHealth Circular (PC) 2020-0021 regarding Accreditation of Healthcare Providers for PhilHealth Konsultasyong Sulit at Tama (PhilHealth Konsulta Package) Philhealth issued PC No. 2020-0022 on December 17, 2020 regarding implementing Guidelines for the PhilHealth Konsultasyong Sulit at Tama (PhilHealth Konsulta Package)			
SM 3	Total Number of NHIP Beneficiaries Registered to Konsulta Providers	Actual Accomplishment	5%	(Actual/Target) x Weight		Crafting of Foundational Policies and Orientation as milestones to implement	88.96%	27.89 Million	2022 actual accomplishment + 10%



Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
SUSTAINABLE FINANCING					registration to a Konsulta Provider				
	SO 2	Higher Financial Risk Protection							
	SM 4	Establishment of Guidelines on Cost Sharing Policy <sup>1</sup>	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	Board-approved Cost Sharing Policy
	SO 3	Quality health care services							
	SM 5	Benchbook 2- and Third-Party Accreditation Implemented	Actual Accomplishment	5%	(Actual/Target) x Weight	N/A	N/A	Policy standards for third party accreditation (TPA): Development of standards and requirements for TPA mechanisms as approved by the Board	Two (2) Third-Party Accreditors
		Sub-Total		35%					
SUSTAINABLE FINANCING	SO 4	Build a deep revenue-base with efficient collection system							
	SM 6	Collection Efficiency Rate (for Direct Contributors)	Actual contribution over potential contribution (Direct contributors)	15%	(Actual/Target) x Weight	Unverifiable	Unverifiable	≥95% (Direct Contributors)	≥95% (Direct Contributors)
		Sub-Total		15%					

<sup>1</sup> This policy covers the co-payment policy and cost sharing policy.

Component						Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating System		2020	2021	2022	2023
INNOVATION AND GROWTH	SO 5	Develop lean and member-centric processes							
	SM 7	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	No ISO Recertification has been made on the Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	Sustain Certification 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
	SM 8a	Percentage of Backlog Claims Processed	Number of claims processed from 1995 to 2022/ Total number of received and refiled claims from 1995 to 2022	5%	(Actual/ Target) x Weight  0% = if less than 80%	N/A	Unverifiable	100%	100%

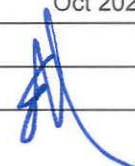
Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
	SM 8b	Percentage of Claims Processed Within Applicable Time (Claims Received and Refiled for the Year 2023)	Number of claims processed within Applicable Processing Time / Total number of claims received and Refiled	5%	(Actual/ Target) x Weight  0% = if less than 80%	Unverifiable	Unverifiable	100%	100%
	SM 8c	Percentage of Claims Paid Within the Applicable Time	Number of claims paid within the Applicable Time / Total number of claims for payment	5%	(Actual/ Target) x Weight  0% = if less than 80%	No data	Unverifiable	100%	100%
	SO 6	Transform human resource management into a competency-based system							
	SM 9	Improve Competency of the Organization	Competency Baseline 2023-Competency Baseline 2022	5%	All or nothing	Unverifiable	5% decrease in the Competency Level	Improvement of the competency level of the Organization	Improvement of the competency level of the Organization
	SO 7	Integrate information systems using secure digital technology							
	SM 10	Percentage of Systems Implemented, Enhanced or Developed Based on the updated ISSP	Actual Accomplishment	5%	(Actual/ Target) x Weight	The following are the status of the systems: 1. National Registration System – Completed but not 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	100% 1.Enhancement of the following: a. ERMIS b. BIS (Corporate



Component						Baseline Data		Target	
	Objective/Measure		Formula	Weight	Rating System	2020	2021	2022	2023
						2. Eligibility and/or costing system – Deployed 3. ePCB or eKONSULTA System – Deployed 4. Accreditation System – Deployed		System (ERMIS) 2. Health Insurance System (HIS) 3. Business Intelligence System (BIS) 4. 50% National Health Data Repository (NHDR)	Dashboard & Data warehousing) c. NHDR Model 2. Development of HIS
		<b>Subtotal</b>		<b>30%</b>					
<b>STRONG CORPORATE GOVERNANCE</b>	<b>SO 8</b>	<b>Manage transitions and mind-set shifts with leadership and accountability</b>							
	SM 11	NG Premium Subsidy Utilization	Total Obligations / Total Allotment	2.5%	(Actual/ Target) x Weight	N/A	N/A	100%	100%
			Total Disbursement / Total Obligations	2.5%	(Actual/ Target) x Weight	N/A	39.65%	100%	100%
	SM 12	Obligations Budget Utilization Rate	Total Disbursements / Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	N/A	N/A	100%	100%



Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
SO 9	Strengthen Policy Enforcement and evidence-informed decision-making								
	SM 13a	Percentage of Cases Disposed - Prosecution	Number of Cases Disposed (Resolved or Filed with Charges) / Total Number of Cases	3.75%	(Actual/ Target) x Weight	Unverifiable	33.41% (Backlog cases)	50% from backlog cases covering Oct 2020 and earlier	20% from backlog cases received from Oct 2022 and earlier; 10% from current cases received from Nov 2022 to October 2023
	SM 13b	Percentage of Cases with Decisions – Arbitration	Number of Cases Disposed (Resolved or Filed with Charges)/ Total number of Cases	3.75%	(Actual/ Target) x Weight		20.18% (Current cases)	25% current cases covering received cases	20% from backlog cases received from Oct 2022 and earlier; 10% from current cases received from Nov 2022 to October 2023
	SM 13c	Percentage of Red Flagged Providers Investigated	No. of red flagged providers investigated/ Total number of red flagged providers (FFIED and PROs)	5%	(Actual/ Target) x Weight	Unverifiable	Unverifiable	50% from backlog cases covering Oct 2020 and earlier 25% current cases covering cases received from Nov 2020 to Oct 2021	30% from backlog cases received from Oct 2022 and earlier; 10% from current cases received from Nov 2022 to October 2023
	Subtotal			20%					
	Total			100%					

For GCG:

  
Justice ALEX L. QUIROZ (ret.)  
Chairperson

For PhilHealth:

  
MR. EMMANUEL R. LEDESMA, JR.  
Acting President and CEO

