



24 January 2025

HON. TEODORO J. HERBOSA

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

HON. EMMANUEL R. LEDESMA, JR.

President and Chief Executive Officer (PCEO)

PHILIPPINE HEALTH INSURANCE CORPORATION (PHILHEALTH)

*Citystate Centre, 709 Shaw Boulevard
Pasig City*

**RE : VALIDATION RESULT OF THE 2023
PERFORMANCE SCORECARD OF PHILHEALTH**

Dear Secretary Herbosa and PCEO Ledesma, Jr.,

This is to formally transmit the validation result of PhilHealth's 2023 Performance Scorecard (***Annex A***), where PhilHealth gained an overall score of **71.40%**. The same is to be posted on PhilHealth's website, in accordance with Section 43 of GCG Memorandum Circular (M.C.) No. 2012-07.¹

FOR PHILHEALTH'S INFORMATION AND COMPLIANCE.

Very truly yours,

ATTY. MARIUS P. CORPUS
Chairperson



ATTY. BRIAN KEITH F. HOSAKA
Commissioner

**ATTY. GERALDINE MARIE B.
BERBERABE-MARTINEZ**
Commissioner

cc: COA Resident Auditor – PhilHealth

¹ Code of Corporate Governance for GOCCs, dated 28 November 2012.



PHILIPPINE HEALTH INSURANCE CORPORATION (PHILHEALTH)
Validation Result of 2023 Performance Scorecard

Component						PhilHealth Submission		GCG Validation		Supporting Documents	Remarks	
Objective/ Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
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%	90%	94.57% Overall Satisfaction score of PhilHealth based on SQD0 (in light of ARTA-GCG JMC No. 1, s. 2023)	10%	94.57% SQD0 Rating	10%	1. ARTA-GCG JMC No. 1 s. 2023 2. ARTA-Endorsed Harmonized CSM Results 3. ARTA-Rectified Harmonized CSM Results	Target exceeded
	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	2,500	2,611	10%	2,611 Accredited Konsulta Providers	10%	1. Signed Accomplishment Reports from the Accreditation Department 2. Memoranda of Agreement for Accreditation 3. System-generated database of accredited providers	Target exceeded

Validation Result of the 2023 Performance Scorecard (Annex A)

Component						PhilHealth Submission		GCG Validation		Supporting Documents	Remarks
Objective/ Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
OUTCOMES										4. Samples of Accomplished Konsulta Provider Form, Letters of Intent, DOH License to Operate, Provider Data Record, and Performance Commitment	
	SM 3	Total Number of NHIP Beneficiaries Registered to KONSULTA Providers	Total Number of Beneficiaries Registered to Accredited KONSULTA Provider	5%	(Actual/ Target) x Weight	2022 Actual Accomplishment + 10%	29.61% increase from 2022 (21,696,947/ 16,739,839)	5%	29.42% Increase from 2022	5%	1. Accomplishment Report of Konsulta-Registered Beneficiaries 2. System-generated report 3. Sample Filled-Out Konsulta Registration Forms



Validation Result of the 2023 Performance Scorecard (Annex A)

	Component					PhilHealth Submission		GCG Validation		Supporting Documents	Remarks	
	Objective/ Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual			Rating
OUTCOMES	SO 2	Higher Financial Risk Protection										
	SM 4	Establishment of Guidelines on Cost-Sharing Policy ¹	Actual Accomplishment	5%	All or nothing	Board-Approved Cost Sharing	Presented to and approved by the PhilHealth Board on December 14, 2023	5%	Board-Approved PhilHealth Circular on Cost Sharing	5%	1. Accomplishment Report for 2023 2. Copy of PC No. 2024-0010	In line with target
	SO 3	Quality Health Care Services										
	SM 5	Benchbook 2 and Third-Party accreditation implemented	Actual Accomplishment	5%	(Actual / Target) x Weight	Two (2) Third-Party Accreditors	Two (2) Recognized Organizations for Third-Party Accreditation (TPA) (1) Philippine Tripartite Accreditation for Health Facilities, Inc. (PTAHF) (2) Philippine Council on Accreditation of Health Care Organization (PCAHO)	5%	One (1) Approved Third-Party Accreditation	2.5%	1. Certificate of Accreditation and Transmittal Letter 2. Assessment Tools 3. Corporate Routing Slip and Timeline of Events for approval of application	Target not met
			Sub-Total	35%				35%		32.50%		

¹ This policy covers the co-payment policy and cost-sharing policy.

Validation Result of the 2023 Performance Scorecard (Annex A)

SUSTAINABLE FINANCING	Component					PhilHealth Submission		GCG Validation		Supporting Documents	Remarks	
	Objective/ Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual			Rating
	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	>95% (Direct Contributors)	94.24% (146,059,391/ 154,978,947)	14.88%	35.97%	5.68%	1. Memo from Actuary on the potential collection computation 2. Summary Report of Actual Collections per PRO and Certification on the cash basis report 3. Sample Journal Vouchers, Schedules of Fund Transfer to Central Office, and Breakdown of Remittances 4. 2023 COA Annual Audit Report	Target not met The GCG referred to the 2023 COA Annual Audit Report to validate this measure.
			Sub-Total	15%				14.88%		5.68%		



Validation Result of the 2023 Performance Scorecard (Annex A)

INNOVATION AND GROWTH	Component					PhilHealth Submission		GCG Validation		Supporting Documents	Remarks	
	Objective/ Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual			Rating
	SO 5	Develop Lean and Member-Centric Processes										
	SM 7	Implement Quality Management System	Actual Accomplishment	5%	All or nothing	Sustain ISO Certification 9001:2015 on the Public Administration covering the following processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	ISO 9001:2015 Certification was awarded to PhilHealth on December 4, 2023. The Certification is valid from November 16, 2023 to November 15, 2026. Certification scope: Enrollment and Registration, Accounts Management, Member Education, Health care Provider Accreditation and Contracting, Benefit Payment Management and Monitoring, Evaluation of Benefit Utilization and Health Care Quality	5%	Sustained ISO Certification 9001:2015 on the Public Administration covering the following processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	5%	1. ISO Certification 9001:2015 and Audit Report 2. Clarification on the Scope of Audit 3. Procurement Contract and Terms of Reference 4. Notification letter for the first Surveillance Audit with the revised scope of certification	In line with target

Validation Result of the 2023 Performance Scorecard (Annex A)

Component						PhilHealth Submission		GCG Validation		Supporting Documents	Remarks	
Objective/ Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
INNOVATION AND GROWTH	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%	100%	99.40% (140,254,832/ 141,098,503)	4.97%	99.40%	4.97%	1. Memorandum on the 2023 Performance Report and system-generated summary report 2. Samples of Claim Process Trails Report, PhilHealth Benefit Eligibility, Claims Signature Forms, Validation Reports, and Statements of Account 3. 2023 COA Annual Audit Report	Target not met
	SM 8b	Percentage of <u>Claims Processed</u> 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%	100%	99.14% (13,441,365/ 13,557,381)	4.96%	Unverifiable	0%	1. Memorandum on the 2023 Performance Report and system-generated summary report 2. Samples of Claim Process Trails Report, PhilHealth Benefit Eligibility, Claims Signature Forms, Validation Reports, and	Unverifiable The GCG cannot properly validate due to unavailability of the validating documents.

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Validation Result of the 2023 Performance Scorecard (Annex A)

Component						PhilHealth Submission		GCG Validation		Supporting Documents	Remarks	
Objective/ Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
INNOVATION AND GROWTH	SM 8c	Percentage of <u>Claims Paid</u> 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%	100%	92.33% (9,022,728/ 9,772,269)	4.62%	Unverifiable	0%	Statements of Account 3. 2023 COA Annual Audit Report	Unverifiable The GCG cannot properly validate this measure due to unavailability of the validating documents.
	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	Improvement of the competency level of the Organization	93.18% (Improved by 1.18% from CY 2022 result)	5%	1.18% Increase in Competency Level	5%	1. Summary of Competency Assessment Report 2. Samples of Competency Assessment Questionnaires 3. Internal policy on the competency assessment	In line with target

Component						PhilHealth Submission		GCG Validation		Supporting Documents	Remarks
Objective/ Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
SO 7 Integrate Information System 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	100% 1. Enhancement of the following: a. ERMIS b. BIS (Corporate Dashboard & Data warehousing) c. NHDR Model 2. Development of HIS	6/6 systems reached 100% or completed enhancement 1. HIS - 100% 2. ERMIS - 100% 3. BIS - 100% 4. SSMIS - 100% 5. NHDR - 100% 6. Internal Systems - 100%	5%	All systems were not accomplished	0%	1. DICT-approved ISSPs 2. Procurement documents 3. Justifications on the Amendments of ISSP 4. Accomplishment Report	Target not met The GCG used the first Amendment of its ISSP for 2023 as the basis for this measure.
		Sub-Total	30%				29.55%		14.97%		
SO 8 Manage Transitions and Mind-Set Shifts with Leadership and Accountability											
SM 11	NG Premium Subsidy Utilization	Total Obligations / Total Allotment	2.5%	(Actual/ Target) x Weight	100%	100% (50,713,357,40/ 50,713,357,400)	2.5%	100%	2.5%	1. Performance Report 2. Justification on the exclusion of the Benefit Package Improvement	In line with target

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Component						PhilHealth Submission		GCG Validation		Supporting Documents	Remarks
Objective/ Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
STRONG CORPORATE GOVERNANCE										3. Sample SARO/NCA/Journal Vouchers	Target not met
		Total Disbursement / Total Obligations	2.5%	(Actual/Target) x Weight	100%	100% (50,713,357,40/50,713,357,400)	2.5%	50.79%	1.27%	4. 2023 COA Annual Audit Report	The GCG referred to the 2023 COA-Annual Audit Report to validate this measure.
STRONG CORPORATE GOVERNANCE	SM 12	Obligations Budget Utilization Rate								1.Performance Report	Target not met
		Total Disbursements / Corporate Operating Budget (both net of PS cost)	2.5%	(Actual/Target) x Weight	100%	79.36% (4,067,496,815.49/5,125,691,983.58)	1.98%	79.36%	1.98%	2. Status of Corporate Operating Budget and Board Resolutions 3. Database and sample ledgers 4. Statement of Appropriations, Allotments, Obligations, Disbursements and Balances 5. 2023 COA Annual Audit Report	

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Objective/ Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
STRONG CORPORATE GOVERNANCE	SO 9	Strengthen Policy Enforcement and Evidence-Informed Decision-Making										
	SM 13a	Percentage of Cases Disposed - Prosecution Department	Number of Cases Disposed (Resolved or Filed with Charges) / Total Number of Cases	3.75%	(Actual/Target) x Weight	20% from backlog cases received from Oct 2022 and earlier; 10% of current cases received from Nov 2022 to October 2023	Backlog (20%): 100% of the target (3,246/2,575) Total received: 12,871* *with adjustment from 3rd quarter Current (10%): 100% of the target (1,405/801) Total received: 8,007	3.78%	Disposition Rate: Backlog: 25.20% (3,244/12,871) Current: 17.55% (1,405/8,007)	3.75%	1. Performance Summary report of cases disposed 2. Database 3. Samples of Resolutions	Target exceeded
	SM 13b	Percentage of Cases with Decisions - Arbitration Office	Number of Cases Disposed (Resolved or Filed with Charges) / Total Number of Cases	3.75%	(Actual/Target) x Weight	20% from backlog cases received from Oct 2022 and earlier; 10% from current cases received from Nov 2022 to October 2023	Backlog (20%): 100% of the target (5,761/2,534) Total received: 12,668 Current (10%): 100% of the target (846/375) Total received: 3,651	3.78%	Disposition Rate: Backlog: 45.46% (5,759/12,668) Current: 22.50% (844/3,751)	3.75%	1. Performance Summary report of cases disposed 2. Database 3. Samples of formal charges filed	Target exceeded

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Objective/ Measure		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
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	30% from backlog cases received from Oct 2022 and earlier; 10% of current cases received from Nov 2022 to October 2023	Backlog (30%): 100% of the target (201/115) Total received: 383 Current (10%): 100% of the target (90/28) Total received: 276	5%	Disposition Rate: Backlog: 51.50% (206/400) Current: 32.85% (90/274)	5%	1. Summary report from FFIED and database 2. Justification on changes in the total number of cases 3. Sample MIDAS Reports, Fact-Finding and Investigation Reports (FFIR), and Memo on the validation activities conducted by PROs	Target exceeded
		Sub-Total	20%				19.54%		18.25%		
		Grand Total	100%				98.97%		71.40%		

Annex A Reviewed and Certified Correct by:


ATTY. LOVELY JOY A. AVISADO, CPA
Director IV
Corporate Governance Office – A


JHON ARNOLD C. TALUSAN
Director II
Corporate Governance Office – A