

Annex A

PHILIPPINE HEALTH INSURANCE CORPORATION
SUMMARY OF AGREEMENT
PERFORMANCE AGREEMENT
2015

			Weight	Formula	Baseline				Target
					2012	2013	2014 (Target)	2014	2015
CUSTOMER	SO 1	Ensure Beneficiary Satisfaction							
	SM1	Customer Satisfaction Rating	8%	Net Satisfaction Rating (Rating Scale TBD)	Excellent(+82)	Excellent(+78)	> +88%	Excellent(+74)	Excellent (+80)
	SO 2	Increase Customer Knowledge Regarding Benefits and Services							
	SM2	Awareness Level Rating	5%	Awareness Level Rating (Sponsored Program Beneficiaries, i.e. Class D and E)	N/A	N/A	N/A	N/A	Establish Baseline (At Least Satisfactory)
	SO 3	Improve the Ease, Speed, Accessibility and Courtesy of Transaction Services							
	SM3	ARTA Score	5%	National Average ARTA Score; Scale	16%	25%	N/A	51%	70% of surveyed LHIOS rated at least Outstanding and No Failed
	SM4	% of Collections from Accredited Collecting Agents (ACAs) to Total Collections	5%	Total Amount of Collections from ACAs over Total Collections (Exclude Indigent/NHTS-PR Collections and similar appropriations such as Pamana & Bangsamoro)	N/A	32%	N/A	32%	≥ 40% of Collections from ACAs 100% for QC

			Weight	Formula	Baseline				Target
					2012	2013	2014 (Target)	2014	2015
	CUSTOMER	SO 4	Expand Physical Accessibility and Ensure Quality of Contracted IHCPs						
SM5		Percentage of Accredited Hospitals	5%	Total Number of Accredited Hospitals Signing Performance Commitment with PhilHealth over Total Number of Qualified Hospitals (TBD)	92%	96%	Not less than 95% of eligible hospitals & infirmaries	96.8% (Dec) 1,841 Qualified Hospitals	(Rating Scale)
SM6		Percentage of LGUs with Accredited PCB, MCP & TB-DOTS Facilities	5%	Total Number of LGUs with Accredited PCB, MCP and TB-DOTS facilities over Total Number of LGUs; Scale		46%	N/A	60%	≥ 60% (All or nothing)
SM7		No. of TSeKap providers & Accredited drug store	5%	Total Number of TSeKap providers & Accredited drug store			N/A		≥ 81 provinces
SO 5		Offer Significant and Comprehensive Benefits							
SM8		Percentage of NBB Claims	2%	Total Number of Indigent and Sponsored NBB Claims over Total Number of Indigent and Sponsored Claims; Scale		7%	40%	40%	≥ 70%
SM9		Support Value	5%	PhilHealth coverage / Total hospital expense	N/A	N/A	N/A	N/A	Establish Baseline

INTERNAL PROCESS

			Weight	Formula	Baseline				Target
					2012	2013	2014 (Target)	2014	2015
INTERNAL PROCESS	SO 6	Excel in Evidence-based Product Development and Service Innovation							
	SM10	Launching of New/Enhanced Benefit Packages	6%	New products to be released/ launched in 2015			N/A		3 Additional Z Benefits
	SM11	Full Conceptualization of PhilHealth+ Program for Government Employees	6%						Formal Board Approval of Complete PhilHealth+ Benefits for Government Employees
	SO 7	Ensure Efficient Core Processes and Effective Policy Implementation							
	SM12	Turn-Around-Time (TAT) of Claims Processing	5%	% of Good Claims Processed within TAT / Good Claims	46 days	37 days (GCG validation: 39.5 days)	30 days	39 days(Jan-Dec)	≤ 30 days
	SM13	Coverage Rate	10%	Total number of PhilHealth eligible beneficiaries over total population; Scale	66%	67%	85%	87%	≥ 90%

LEARNING AND GROWTH

LEARNING AND GROWTH			Weight	Formula	Baseline				Target
					2012	2013	2014 (Target)	2014	2015
	SO 8	Ensure a Competent Workforce							
	SM14	Competency Framework	5%	Establish competency-based framework in HR systems			N/A		Establish Framework
	SO 9	Establish Strong and Strategic Leadership and Create a Supportive and High-Performance Culture							
	SM15	ISO Certification	5%	Total Number of PROs with ISO Certification; Scale	N/A	N/A	ISO Certification of 4 Key Processes	Core Process, 1 PRO & 1 LHIO	Conduct of Management Review for Regional Offices (post IQA) ISO Certification in 2016

FINANCIAL

FINANCIAL			Weight	Formula	Baseline				Target
					2012	2013	2014 (Target)	2014	2015
	SO 10	Provide Substantial and Appropriate Benefit Payments (TBD)							
	SM 16	Ratio of Reserve Fund to Program Expenditures	5%	Projected Program Expenditures (benefits + operating expenditures) for 2 years (ceiling per RA10606)			N/A	1.3 Yrs	Max of 2 years
	SO 11	Support Corporation's Functions with Planned and Sufficient Resources							
	SM17	Percentage of Benefits to Collection (for NHTS-PR)	3%	Benefit Payouts to NHTS / Subsidized Premiums for NHTS			N/A	49%	≥ 80%
	SO 12	Increase Collections and Widen Membership Base							
	SM18	Collection Efficiency Rate	5%	Actual collections over potential collections; Simple Average	65%	66%	70%	65%	≥ 70%

			Weight	Formula	Baseline				Target
					2012	2013	2014 (Target)	2014	2015
	SO 13	Optimize Productivity (use or investment) of Assets and Other Financial Resources							
	SM19	Investment Yield	5%	Investment Income over Average Daily Fund Level; Simple Average	6.066%	5.493%	N/A	4.871%	≥ 4.029%
TOTAL			100%						

For GGC:



CESAR L. VILLANUEVA
Chairman


M.A. ANGELA E. IGNACIO
Commissioner


RAINIER B. BUTALID
Commissioner

For PHIC:



ALEXANDER A. PADILLA
PCFO and Board Member


ALEXANDER A. AYCO, M.D.
Board Member


FRANCISCO VICENTE F. LOPEZ, M.D.
Board Member


DOMINIQUE R. TUTAY
Board Member

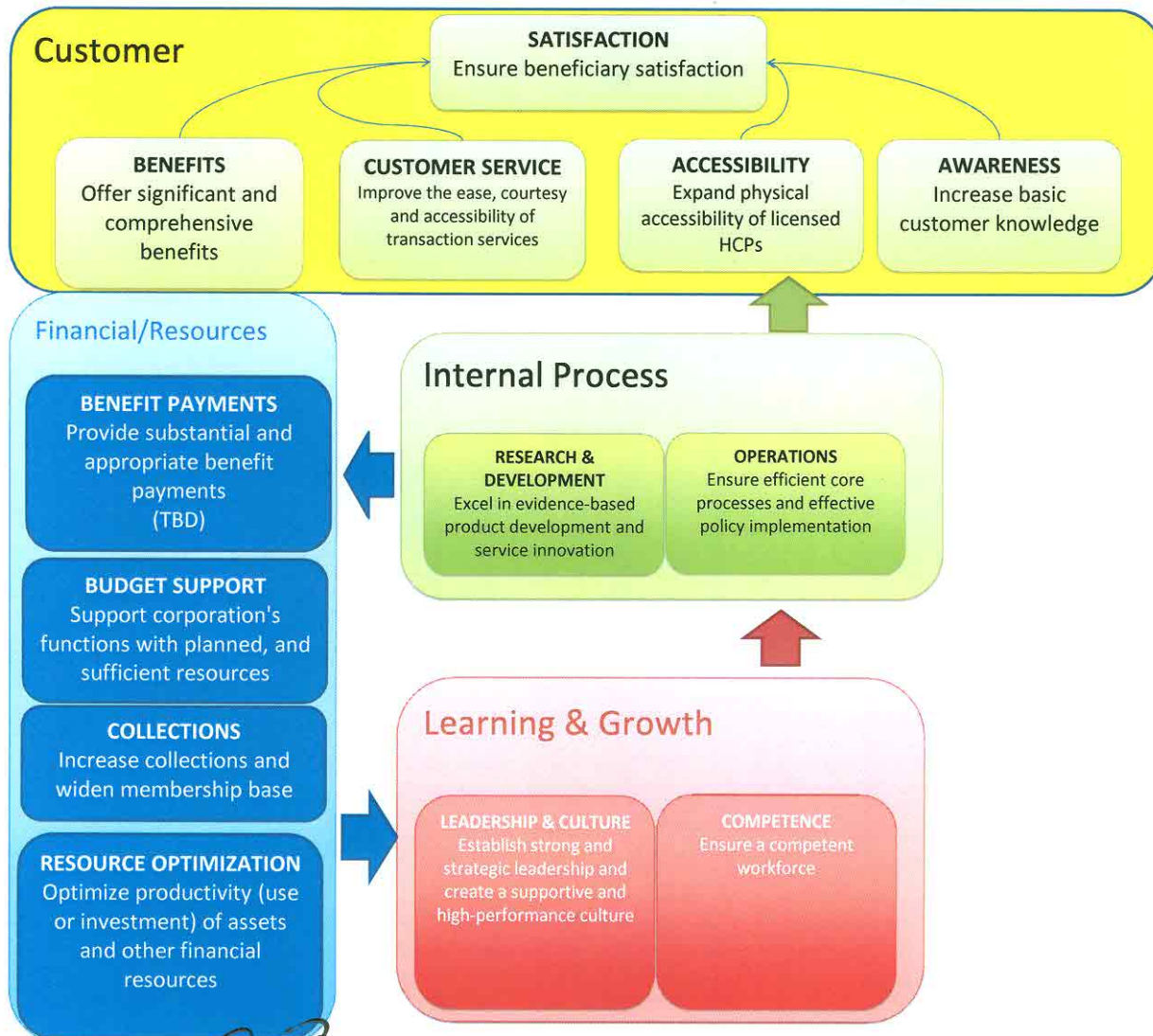
PHILIPPINE HEALTH INSURANCE CORPORATION
STRATEGY MAP
2015

Corporate-Level Strategy Map

Vision: Bawat Pilipino, Miyembro. Bawat Miyembro, Protektado. Kalusugan Natin, Segurado.

Mission: Sulit na Benepisyo sa Bawat Miyembro, Dekalidad na Serbisyo para sa Lahat

Values: Inobasyon | Serbisyong Dekalidad | Lubos na Integridad | Angkop na Benepisyo | Panlipunang Pagbubuklod | Ganap na Pagkalinga



For GCG:

CESAR L. VILLANUEVA
Chairman

MA. ANGELA E. IGNACIO
Commissioner

RAINIER B. BUTALID
Commissioner

For PHIC:

ALEXANDER A. RADILLA
CEO and Board Member

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Board Member

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Board Member

DOMINIQUE R. TUTAY
Board Member

PHILIPPINE HEALTH INSURANCE CORPORATION
CHARTER STATEMENT
2015

GOCC PROPOSAL	AGREEMENT 2013-2014	AGREEMENT
Mission Statement	Mission Statement	Mission Statement
Sulit na Benepisyo sa Bawat Miyembro, Dekalidad na Serbisyo para sa Lahat	Sulit na Benepisyo sa Bawat Miyembro, Dekalidad na Serbisyo para sa Lahat	Sulit na Benepisyo sa Bawat Miyembro, Dekalidad na Serbisyo para sa Lahat
Vision Statement	Vision Statement	Vision Statement
Bawat Pilipino, Miyembro. Bawat Miyembro, Protektado. Kalusugan Natin, Segurado	Bawat Pilipino, Miyembro. Bawat Miyembro, Protektado. Kalusugan Natin, Segurado	Bawat Pilipino, Miyembro. Bawat Miyembro, Protektado. Kalusugan Natin, Segurado
Core Values	Core Values	Core Values
Inobasyon Serbisyon Dekalidad Lubos na Integridad Angkop na Benepisyo Panlipunang Pagbubuklod Ganap na Pagkalinga	Innovation Quality Service Utmost Integrity Equity Social Solidarity Total Care	Inobasyon Serbisyon Dekalidad Lubos na Integridad Angkop na Benepisyo Panlipunang Pagbubuklod Ganap na Pagkalinga

For GCG:



CESAR L. VILLANUEVA
Chairman

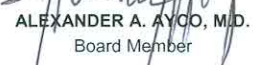

MA. ANGELA E. IGNACIO
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