



PHILIPPINE HEALTH INSURANCE CORPORATION
SUMMARY OF AGREEMENT
PERFORMANCE AGREEMENT
2016

		Weight	Formula	Baseline			2015 (Target)	Target	Remarks
				2012	2013	2014		2016	
SO 1	Ensure Beneficiary Satisfaction								
SM1	Customer Satisfaction Rating	8%	Net Satisfaction Rating	Excellent(+82)	Excellent(+78)	Excellent(+74)	Excellent (+80)	Excellent (If 2015 < "+80", target is "≥+80"; if 2015 ≥ "+80", target is 2015 + 2)	SWS for 2012 to 2014. Check margin of error. 1,200 sample size. PhilHealth plans to expand the sample size
SO 2	Increase Customer Knowledge Regarding Benefits and Services								
SM2	Awareness Level Rating	5%	Awareness Level Rating	N/A	N/A	N/A	Establish Baseline (At Least Satisfactory)	Baseline + 5%	Sub of the satisfaction survey. Awareness of the benefits and how to avail. Convert target based on the method of the survey
SO 3	Improve the Ease, Speed, Accessibility and Courtesy of Transaction Services								
SM3	ARTA Score	5%	Total no. of LHIOs rated at least Outstanding over Total no. of LHIOs	16%	25%	51%	70% of surveyed LHIOs rated at least Outstanding and No Failed	75% of surveyed LHIOs rated at least Outstanding and No Failed	106 LHIOs. 100% covered by CSC. For 2014, 138 covered including service desks (32 service desks). Service desks are excluded in the targets. Vision year target: 95%
SM4	% of Collections from 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%	32%	> 40% of Collections from ACAs (100% for QC)	100% Collections from ACAs	100% outsourced collection (premium from private employers with employees > 10) related to the ease of doing business. 2015 is initial year of outsourcing. Main transactions are membership, premium collection, accreditation and claims payment

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SO 4	Expand Physical Accessibility and Ensure Quality of Contracted IHCPs (Institutional Health Care Providers)								
SM5	Percentage of Accredited Hospitals	5%	Total Number of Accredited Hospitals over Total Number of Qualified DOH-certified Hospitals	92%	96%	96.8% (Dec) 1,841 Qualified Hospitals	100% (DOH-Licensed, Qualified, Interested & No Case)	100% (DOH-Licensed, Qualified, Interested & No Case)	Renewed yearly (3% are not accredited by DOH). No problem in TAT. New "benchbook" to be developed that measures quality. Accreditation standards is at minimum
SM6	Establish Policy Benchbook for Safety, Quality and Excellence	5%	All or nothing				Policy Benchbook on Safety	Establish Policy Benchbook on Quality or Excellence. Establish Baseline Rating. Ranking System to be published in Philhealth's Website	Future target: % of Hospitals with advanced participation award. Baseline and improvement from the baseline for 2017 To be conducted by 3rd party
SM7	Percentage of LGUs with Accredited PCB, MCP & TB-DOTS Facilities (LGUs: Cities & Municipalities)	5%	Total Number of Cities & Municipalities with Accredited PCB, MCP and TB-DOTS facilities over Total Number of Cities & Municipalities		46%	60%	≥ 60% without qualifiers (All or nothing)	100% (Providers certified/licensed by DOH, Qualified & Interested)	It depends on the LGU to convince the RHUs to be accredited. NHTS is distributed down to the municipalities. 1,634 LGUs. PhilHealth to provide targets without qualifiers
SM8	Percentage of RHUs Accredited for PCB, MCP & TB-DOTS (3-in-1) (DOH: 3,074 RHUs)	5%	Total Number of RHUs Accredited as PCB, MCP AND TB-DOTS facility over Total Number of DOH-certified RHUs				***	100% (DOH-Certified/ Licensed, Qualified & Interested)	PhilHealth to provide targets without qualifiers
SO 5	Offer Significant and Comprehensive Benefits								

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SM9	Percentage of NBB Claims	5%	Total Number of Indigent and Sponsored NBB Claims over Total Number of Indigent and Sponsored Claims; Scale		7%	40%	≥ 70%	If 25%: Target at least 50% If 50-75%: Target at least 75% If more than 75%: Target is at least 90% If 90%: Maintain	Some of the hospitals does not have the medicines. 2015 target for renege due to suspension of charge to future claims policy. PhilHealth to clarify 2016 target.
SM10	Support Value	4%	PhilHealth coverage / Total hospital expense	N/A	N/A	N/A	Establish Baseline	Average of Ward Accommodation: Baseline+[(60%-Baseline) / 5 years] Supporting Documents: Provide Breakdown of Professional Fees and Hospital Expenses	Based on a survey. Increase support value by additional benefits and fixed co-pay policy 2020 Vision year: 60% Support Value
SM11	Percentage of NHTS-PR Beneficiaries Profiled to a Primary Care Provider	5%	Total Number of NHTS-PR Beneficiaries (Indigent) Profiled to a PCB Provider over Total Number of Enlisted NHTS-PR Beneficiaries				85%	90%	Enlisted means listing of indigent. For info, provide data on how many of the enlisted availed the PCB
	Sub-Total	57%							

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SO 6	Excel in Evidence-based Product Development and Service Innovation								
SM12	New/Improved Benefit Packages	5%	Benefit Plan				3 Additional Z Benefits	Board-approved Improved Benefit Plan	
SM13	Full Conceptualization of PhilHealth+ Program for Government Employees	5%	Benefit Development				Formal Board Approval of Complete PhilHealth+ Benefits for Government Employees	PhilHealth Plus Policy and Systems in Place (contingent on the option)	2 options: a. PhilHealth to administer b. accreditation of HMOs (can be implemented by 2016). Option by agency to avail PhilHealth+ (additional benefit for additional premiums)
SO 7	Ensure Efficient Core Processes and Effective Policy Implementation								
SM14	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)	39 days(Jan-Dec)	≤ 30 days	≤ 30 days	60 days mandatory TAT based on charter. Claims submission are still manual (paper based)
SM15	Coverage Rate	8%	Total Number of PhilHealth Eligible Beneficiaries over Total Population; Scale	66%	67%	87%	≥ 90%	≥ 95%	Full coverage by mid june 2016. Includes point-of-care

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	Sub-Total	23%							
SO 8	Ensure a Competent Workforce								
SM16	Competency Framework	5%	Average competency level of the organization				Establish Framework	Establish baseline competency level	Outsourced competency model (for procurement)
SO 9	Establish Strong and Strategic Leadership and Create a Supportive and High-Performance Culture								
SM17	ISO Certification	5%	Total Number of PROs with ISO Certification; Scale	N/A	N/A	Core Process, 1 PRO & 1 LHIO	Conduct of Management Review for Regional Offices (Post-IQA)	ISO Certification of all PROs with 1 LHIO also certified per PRO	PROs - regional office. Currently, 1 PRO is ISO certified (region 4A). 1 QMS certified for all offices
	Sub-Total	10%							
SO 10	Increase Collections and Widen Membership Base								
SM18	Collection Efficiency Rate	5%	Actual collections over potential collections (for private employers); Simple Average	65%	66%	65%	≥ 70%	≥ 80%	For private employers. No data sharing with SSS and BIR

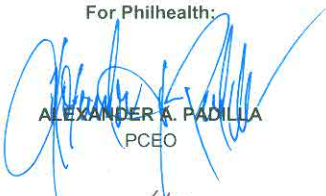





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SO 11	Optimize Productivity (use or investment) of Assets and Other Financial Resources								
SM19	Investment Yield	5%	Investment Income over Average Daily Fund Level; Simple Average	6.066%	5.493%	4.871%	≥ 4.029%	PDST R2 + 0.5	Limitation on equity classes. Corporate bonds: 50% Equities: 1 Billion (out of 5 Billion). Total fund is 120 Billion. More on fixed income securities. Most health insurance engage on short term securities (short term liabilities)
	Sub-Total	10%							
	TOTAL	100%							

For GCG:

MA ANGELA E. IGNACIO
Commissioner

For Philhealth:

ALEXANDER A. PADILLA
PCEO

FRANCISCO VICENTE F. LOPEZ
Board Member