

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



12 January 2026

**HON. TEODORO J. HERBOSA**  
 Secretary, Department of Health (DOH)  
 and PhilHealth Chairperson

**HON. EDWIN M. MERCADO**  
 President and Chief Executive Officer (PCEO)  
**PHILIPPINE HEALTH INSURANCE CORPORATION**  
 Citystate Centre, 709 Shaw Boulevard  
 Pasig City

**RE: VALIDATION RESULT OF 2024 PERFORMANCE SCORECARD**

Dear Secretary Herbosa and PCEO Mercado,

This is to formally transmit the validation result of the 2024 Performance Scorecard of the **PHILIPPINE HEALTH INSURANCE CORPORATION (PHILHEALTH)**. Based on the Governance Commission's validation of the GOCC's documentary submissions, PhilHealth obtained an overall score of **74.45%** (see **Annex A**). 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>

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


Very truly yours,



  
**ATTY. MARIUS P. CORPUS**  
 Chairperson

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

cc: COA Resident Auditor – PhilHealth

 Philippine Health Insurance Corporation Office of the PCEO  16 JAN 2026 Received By: <u>ARNOLD</u> Time: <u>1:15 PM</u>
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<sup>1</sup> Code of Corporate Governance for GOCCs, dated 28 November 2012.



**PHILIPPINE HEALTH INSURANCE CORPORATION (PHILHEALTH)**  
**Validation Result of the 2024 Performance Scorecard**

Component		PhilHealth Submission		GCG Validation		Supporting Documents		Remarks			
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
<b>SO 1 Increased Utilization Based on Need</b>											
SM 1	Percentage of Satisfied Customers	Total Number of Respondents who have Rated "Agree" and "Strongly Agree" over Total Number of Respondents	10%	(Actual / Target) x Weight;  Below 80% = 0%	90%	100%	10%	Non-Compliant for failure to submit the 2024 Client Satisfaction Measurement Report (CSMR) to the Ant-Red Tape Authority (ARTA) on or before 15 April 2025	0%	<ul style="list-style-type: none"> <li>Acknowledgment Receipt from ARTA</li> <li>CSMR 2024 as submitted to ARTA</li> <li>Appeal on the 2024 CSMR Validation dated 13 August 2025</li> <li>ARTA's Response to PhilHealth's Appeal</li> </ul>	<p><b>Target not met.</b></p> <p>ARTA deemed PhilHealth <b>NON-COMPLIANT</b> with the submission deadline outlined in Section 6.1 of JMC No. 1.</p> <p>ARTA also noted PhilHealth used the 1<sup>st</sup> edition of its 2025 Citizen's Charter as reference document for its 2024 CSMR, which is not permitted.</p>
SM 2	Total Number of Physicians Providing <i>Konsulta</i> Package	Actual Accomplishment	10%	(Actual / Target) x Weight	4,375 Physicians <sup>1</sup>	6,088 Physicians	10%	6,076 Physicians	10%	<ul style="list-style-type: none"> <li>Performance Report and Database on Physicians Providing <i>Konsulta</i> Package</li> <li>PhilHealth Advisories re: Surveys of physicians</li> <li>OCOO Memo No. 2024-058</li> <li>Official Letter from PRC re Number of Physicians with</li> </ul>	<p><b>Target exceeded.</b></p> <p>The database was supported by the sample physician Provider Data Records and the affiliated <i>Konsulta</i> Package Provider (KPP) facilities' Performance Commitments.</p>

<sup>1</sup> 2021 – 2,862 physicians; 2022 – 5,226 physicians; 2023 – 3,721 physicians.

Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks						
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating							
									Valid Professional Identification Card <ul style="list-style-type: none"> <li>Samples of Provider Data Records and KKP's Performance Commitments</li> </ul>						
SM 3	Total Number of Registered <i>Konsulta</i> Beneficiaries with First Patient Encounter (FPE)	Actual Accomplishment 7.5%	(Actual / Target) x Weight	2.63 million Beneficiaries with FPE <sup>2</sup>	6,877,537 Beneficiaries with FPE	7.5%	6,877,535 Beneficiaries with FPE	7.5%	<ul style="list-style-type: none"> <li>Konsulta FPE Database</li> <li><i>Negative List</i> in 2024</li> <li>Samples of Electronic Medical Records and <i>Konsulta</i> Registration Forms</li> </ul>	<b>Target exceeded.</b> The database was supported by the sample Electronic Medical Records and/or <i>Konsulta</i> Registration Forms of the beneficiaries. A walkthrough of the <i>eKonsulta</i> System was also conducted.					
<b>Sub-total</b>		<b>27.5%</b>				<b>27.5%</b>		<b>17.5%</b>							
<b>SO 2</b>	<b>Build a Deep Revenue-Base with Efficient Collection System</b>														
SM 4	Total Amount of Premium Collection (Direct Contributors)	Actual Accomplishment 10%	(Actual / Target) x Weight	₱170.87 Billion (Direct Contributors)	₱194.67 Billion	10%	₱32.329 Billion	1.89%	<ul style="list-style-type: none"> <li>Member Management Group (MMG) Report on 2024 Premium Collection</li> <li>Fund Management Sector (FMS) Database on Premium Collection</li> <li>2024 NG Subsidy Journal Vouchers</li> <li>Justification on the variance between</li> </ul>	<b>Target not met.</b> The total Premium Collection was validated using the figures and observations in the 2024 COA AAR:					
									<table border="1"> <thead> <tr> <th>PARTICULARS</th> <th>AMOUNT IN ₱ MILLIONS</th> </tr> </thead> <tbody> <tr> <td>Premium Collection</td> <td>₱194,428.86</td> </tr> <tr> <td>Less: Unverifiable Statement of Premium</td> <td>(162,099.00)</td> </tr> </tbody> </table>	PARTICULARS	AMOUNT IN ₱ MILLIONS	Premium Collection	₱194,428.86	Less: Unverifiable Statement of Premium	(162,099.00)
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<sup>2</sup> 2021 - 221,620 FPEs; 2022 - 956,843 FPEs; 2023 - 1,941,846 FPEs.

Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks					
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating						
									the MMG and FMS reports • Proofs of remittance of collected premiums: Journal Vouchers, Schedules of Fund Transfer, Cashiers Report • 2024 Commission on Audit (COA) Annual Audit Report (AAR)	<table border="1"> <tr> <td>Accounts (per COA-AAR)</td> <td></td> </tr> <tr> <td><b>Adjusted Premium Collection</b></td> <td><b>₱32,329.86</b></td> </tr> </table> COA stated that "the Statement of Premium Accounts transacted online for CY 2024 amounting to ₱162.099 billion, cannot be validated due to the unavailability of the repository database and restrictions in access to the Electronic Premium Remittance System, PhilHealth Members Portal, and Electronic Collection Reporting System."	Accounts (per COA-AAR)		<b>Adjusted Premium Collection</b>	<b>₱32,329.86</b>
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<b>Adjusted Premium Collection</b>	<b>₱32,329.86</b>													
<b>SO 3 Maintain an Active Risk Pool through Strategic Purchasing</b>														
SM 5	Enhanced Benefits (Policies/ Guidelines/ Processes)	Actual Accomplishment	3.0%	All or Nothing	Board Approved Philippine DRG Implementing Guidelines	Board-approved Implementing Guidelines on the Philippine Diagnosis Related Groups (PHL-DRG)	3%	Board Approved Philippine DRG Implementing Guidelines (PBR No. 2969, s. 2024)	3%	<ul style="list-style-type: none"> <li>Annual Performance Report</li> <li>Secretary's Certificate and PhilHealth Board Resolution No. 2969, s.2024</li> <li>Draft PhilHealth Circular on implementing Guidelines of PHL-DRG</li> </ul>	<p><b>Target met.</b></p> PhilHealth Board Resolution No. 2969, s.2024, was duly approved by members of the PhilHealth Board on 16 December 2024.  The draft PhilHealth Circular adequately showed the necessary guidelines for the implementation of the PHL-DRG.			

Component				Target	PhilHealth Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Wt.	Rating System		Actual	Rating	Actual	Rating		
		2.0%	2% = if published by 31 August 2024 1% = if published between 01 September to 31 December 2024 0% = if published beyond 31 December 2024	Publication of Rules on Interim <sup>3</sup> Voluntary Supplemental Premium-Based Health Insurance System for GOCCs <sup>4</sup> with the following minimum component: Annual Check Up and/or Executive Check Up	Publication of PhilHealth Circular 2024-0018 entitled "Guiding Principles on Supplemental Health Insurance Coverage (PhilHealth Plus)" in <i>The Manila Times</i> on 19 August 2024	2%	PhilHealth Circular (PC) 2024-0018 entitled "Guiding Principles on Supplemental Health Insurance Coverage"	0%	<ul style="list-style-type: none"> <li>PC No. 2024-0018 and justification of the accomplishment</li> <li>Copy of Publication in <i>The Manila Times</i></li> <li>Secretary's Certificate on the Minutes of the 10<sup>th</sup> Regular Benefits Committee Meeting</li> </ul>	<p><b>Target not met.</b></p> <p>Based on the minutes of the 10<sup>th</sup> Regular Benefits Committee Meeting conducted on 21 October 2024, PC No. 2024-0018 was deemed outdated and was meant to be revisited by the Benefits Committee. Mere Guiding Principles are not sufficient accomplishment for this measure.</p>

*for*

<sup>3</sup> Pending finalization and roll-out of PhilHealth Plus.

<sup>4</sup> Pursuant to PART IX OF COMPENSATION AND POSITION CLASSIFICATION SYSTEM (CPCS) FOR THE GOCCs COVERED BY REPUBLIC ACT No. 10149, EXECUTIVE ORDER No. 150, s.2021, in relation to SECTION 11 OF REPUBLIC ACT No. 11223 ("UNIVERSAL HEALTH CARE ACT").

Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks								
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating									
SM 6	PhilHealth Percentage (%) Share to Current Health Expenditure (CHE) <sup>5</sup>	3%	(Actual / Target) x Weight	17.5%	14%	2.4%	13.98%	2.4%	<ul style="list-style-type: none"> <li>2024 Philippine National Health Accounts (PNHA) Report</li> <li>PSA Report on CHE by Financing Agent;</li> <li>Screenshot of email from PSA furnishing a copy of PhilHealth's share in total CHE</li> </ul>								
									<p><b>Target not met.</b></p> <p>The recomputed PhilHealth's share to Current Health Expenditure (CHE) using the data provided by the PSA is shown below:</p> <table border="1"> <thead> <tr> <th>PARTICULARS</th> <th>2024 (AMOUNT IN P MILLIONS)</th> </tr> </thead> <tbody> <tr> <td>Social Insurance Agency (PHIC) <sup>[a]</sup></td> <td>₱201.23</td> </tr> <tr> <td>Total CHE <sup>[b]</sup></td> <td>₱1,439.40</td> </tr> <tr> <td><b>PHIC's Share <sup>[a] / [b]</sup> %</b></td> <td><b>13.98%</b></td> </tr> </tbody> </table>	PARTICULARS	2024 (AMOUNT IN P MILLIONS)	Social Insurance Agency (PHIC) <sup>[a]</sup>	₱201.23	Total CHE <sup>[b]</sup>	₱1,439.40	<b>PHIC's Share <sup>[a] / [b]</sup> %</b>	<b>13.98%</b>
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<sup>5</sup> As reported in the annual Philippine National Health Accounts Report of the Philippine Statistics Authority.

Component					PhilHealth Submission		GCG Validation		Supporting Documents	Remarks									
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating											
SM 7	Manage Administrative Cost Limit	Actual Accomplishment <sup>6</sup>	0%	For monitoring purposes only	Less than 7.5%	4.97%	-	4.68%	-	<ul style="list-style-type: none"> <li>Statement of Cash Flow;</li> <li>Status of Corporate Operating Budget (SCOB); and</li> <li>2024 COA Annual Audit Report</li> </ul>	<p><b>Target met.</b></p> <p>The Administrative Expense Ratio was validated using the 2024 COA AAR, shown below:</p> <table border="1"> <thead> <tr> <th>PARTICULARS</th> <th>AMOUNT IN ₱ MILLIONS</th> </tr> </thead> <tbody> <tr> <td>2023 Premium Collection <sup>[a]</sup></td> <td>₱197,809.24</td> </tr> <tr> <td>2024 Actual Administrative Expense <sup>[b]</sup></td> <td>₱9,261.94</td> </tr> <tr> <td><b>Admin Expense Ratio (%) <sup>[b]/[a]</sup></b></td> <td><b>4.68%</b></td> </tr> </tbody> </table>	PARTICULARS	AMOUNT IN ₱ MILLIONS	2023 Premium Collection <sup>[a]</sup>	₱197,809.24	2024 Actual Administrative Expense <sup>[b]</sup>	₱9,261.94	<b>Admin Expense Ratio (%) <sup>[b]/[a]</sup></b>	<b>4.68%</b>
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<b>Sub-total</b>		<b>18%</b>				<b>17.40%</b>		<b>7.29%</b>											
<b>SO 4 Transform Human Resource Management with Competency-Based Approach</b>																			
SM 8	Improve Competency of the Organization	Competency Baseline <sup>7</sup> 2024 – Competency Baseline 2023	4.5%	All or Nothing	Improvement of the competency level of the Organization	94.02% (5,828/6,199)	4.5%	0.83% Improvement of the competency level	4.5%	<ul style="list-style-type: none"> <li>2024 Competency Evaluation (AKaPP) Report</li> <li>Competency Database; and</li> <li>Comparative Report on the Proficiency Level of Employees from CY 2022-2024</li> </ul>	<p><b>Target met.</b></p> <p>PhilHealth's recomputed competency level based on the database is shown below:</p> <table border="1"> <thead> <tr> <th>YEAR</th> <th>COMPETENCY LEVEL</th> </tr> </thead> <tbody> <tr> <td>2024 <sup>[a]</sup></td> <td>94.02%</td> </tr> <tr> <td>2023 <sup>[b]</sup></td> <td>93.19%</td> </tr> <tr> <td><b>Inc / (Dec)</b></td> <td><b>0.83%</b></td> </tr> </tbody> </table>	YEAR	COMPETENCY LEVEL	2024 <sup>[a]</sup>	94.02%	2023 <sup>[b]</sup>	93.19%	<b>Inc / (Dec)</b>	<b>0.83%</b>
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<sup>6</sup> In accordance with the limit provided by SECTION 12 OF REPUBLIC ACT NO. 11223 ("UNIVERSAL HEALTH CARE ACT").

<sup>7</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:

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

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled.

Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks		
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating			
									<ul style="list-style-type: none"> <li>Samples of accomplished assessment questionnaire</li> </ul>	[a] - [b]	
<b>SO 5 Develop Lean and Member-Centric Processes</b>											
SM 9	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	Sustained ISO 9001:2015 Certification* Validity period: November 16, 2023- November 15, 2026	5%	Sustained ISO 9001:2015 Certification* Validity period: November 16, 2023- November 15, 2026	5%	<ul style="list-style-type: none"> <li>ISO 9001-2015 Certificate issued by SOCOTEC Certification Philippines, Inc. (SOCOTEC);</li> <li>Attestation to the ISO Certificate;</li> <li>SOCOTEC's Surveillance Audit Report</li> </ul>	<p><b>Target met.</b></p> <p>PhilHealth successfully sustained its ISO certification for the period, consistent with the targeted audit scope.</p>
SM 10a	Percentage of Backlog Claims Processed	Number of claims processed from 1995 to 2023 / Total number of received and refiled claims from 1995 to 2023	5.0%	(Actual / Target) x Weight	100%	99.59%	4.98%	99.59%	4.98%	<ul style="list-style-type: none"> <li>Memorandum on the 2024 Performance Report</li> <li>System-generated report extracted by the Task Force Informatics (TFI) and scripts used</li> </ul>	<p><b>Target not met.</b></p> <p>The number of backlog claims processed was validated through an onsite walkthrough of the systems at the PhilHealth Regional Offices.</p> <p>The system-generated database was supported by the sample Claims Process Trails.</p>

Component				Target	PhilHealth Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Wt.	Rating System		Actual	Rating	Actual	Rating		
									<ul style="list-style-type: none"> <li>Sample Claims Process Trail, Benefit Eligibility Forms, Validation Reports, Statement of Accounts</li> <li>Corporate Memorandum No. 2024-0079</li> </ul>	
SM 10b	Percentage of Claims Processed within Applicable Time (Claims Received and Refiled for the Current Year)	Number of Claims Processed within Applicable Processing Time / Total Number of Claims Received and Refiled	5%	(Actual / Target) x Weight	100%	99.54%	4.98%	99.35%	4.97%	<p><b>Target not met.</b></p> <p>The number of current claims processed and paid within the 60-day turnaround time was validated through the system-generated database, which was supported by the scripts used, and a live generation of data during the system walkthrough.</p>
SM 10c	Percentage of Claims Paid within the Applicable Period <sup>8</sup>	Number of Claims Paid within the Applicable Time / Total Number of Claims for Payment	5.0%	(Actual / Target) x Weight	100%	99.00%	4.95%	98.99%	4.95%	

*Apr*

<sup>8</sup> Reference period: 01 November 2023 to 31 October 2024.

Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks	
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating		
<b>SO 6 Enhance Information System through Enterprise Integration</b>										
SM 11	Identified Projects in the Information Systems Strategic Plan (ISSP) completed on Time	Actual Accomplishment	5.0%	(Actual / Target) x Weight	100% Implementation of ICT Projects based on the DICT-approved ISSP	67% (4/6 ICT projects with 100% accomplishment)	3.33%	16.67% (1/6 ICT projects with 100% accomplishment)	0.83%	<ul style="list-style-type: none"> <li>DICT-endorsed 2024-2026 ISSP and subsequent revisions</li> <li>Annual Performance Reports of IMS</li> <li>Briefer on Information Systems</li> <li>Bid and procurement documents, Extended Validity of Allocation, System Acceptance Forms, Chronology of Events per Information System</li> <li>2024 COA Annual Audit Report</li> </ul> <p><b>Target not met.</b> Only one (1) out of six (6) deliverables under the 2024-2026 DICT-endorsed ISSP has been 100% completed and deemed acceptable.</p>
<b>Sub-total</b>		<b>29.5%</b>				<b>27.74%</b>		<b>25.23%</b>		

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Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks									
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating										
<b>SO 7 Manage transitions and mind-set shifts with leadership and accountability</b>																		
<b>SM 12 Budget Utilization Rate (BUR)</b>																		
SM 12a	Obligations Budget Utilization Rate	Total Obligations / Board-approved COB (both net of Personnel Service (PS) Cost and Benefit/Claim Payments)	2.5%	(Actual / Target) x Weight	90%	92.22%	2.5%	83.50%	2.32%	<p><b>Target not met.</b></p> <p>The proposed exclusions from the COB were validated using the submitted supporting documents. Savings items which were not sufficiently substantiated were not accepted.</p> <p>The 2024 COA AAR, SAAObDB, and PhilHealth's Consolidated BUR were used to reconcile the amount of obligations and disbursements, computed as follows:</p> <table border="1"> <thead> <tr> <th>PARTICULARS</th> <th>AMOUNT IN ₱ MILLIONS</th> </tr> </thead> <tbody> <tr> <td>Actual Obligations [a]</td> <td>₱3,534.57</td> </tr> <tr> <td>Adjusted COB [b]</td> <td>₱4,232.82</td> </tr> <tr> <td><b>BUR % [a]/[b]</b></td> <td><b>83.50%</b></td> </tr> </tbody> </table>	PARTICULARS	AMOUNT IN ₱ MILLIONS	Actual Obligations [a]	₱3,534.57	Adjusted COB [b]	₱4,232.82	<b>BUR % [a]/[b]</b>	<b>83.50%</b>
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Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks									
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating										
SM 12b	Disbursements Budget Utilization Rate	Total Disbursements / Total Obligations (both net of PS Cost and Benefit/Claim Payments)	2.5%	(Actual / Target) x Weight	90%	91.06%	2.5%	91.04%	2.5%	<p><b>Target not met.</b></p> <p>The Disbursement BUR was computed as follows:</p> <table border="1"> <thead> <tr> <th>PARTICULARS</th> <th>AMOUNT IN ₱ MILLIONS</th> </tr> </thead> <tbody> <tr> <td>Actual Disbursement [a]</td> <td>₱3,217.79</td> </tr> <tr> <td>Actual Obligations [b]</td> <td>₱3,534.57</td> </tr> <tr> <td><b>BUR % [a]/[b]</b></td> <td><b>91.04%</b></td> </tr> </tbody> </table>	PARTICULARS	AMOUNT IN ₱ MILLIONS	Actual Disbursement [a]	₱3,217.79	Actual Obligations [b]	₱3,534.57	<b>BUR % [a]/[b]</b>	<b>91.04%</b>
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SM 12c	Total Disbursements / Board-approved COB (both net of PS Cost and Benefit/Claim Payments)	2.5%	(Actual / Target) x Weight	90%	83.98%	2.33%	76.02%	2.11%	<p><b>Exceeded target.</b></p> <p>The Disbursement BUR was computed as follows:</p> <table border="1"> <thead> <tr> <th>PARTICULARS</th> <th>AMOUNT IN ₱ MILLIONS</th> </tr> </thead> <tbody> <tr> <td>Actual Disbursement [a]</td> <td>₱3,217.79</td> </tr> <tr> <td>Adjusted COB [b]</td> <td>₱4,232.82</td> </tr> <tr> <td><b>BUR % [a]/[b]</b></td> <td><b>76.02%</b></td> </tr> </tbody> </table>	PARTICULARS	AMOUNT IN ₱ MILLIONS	Actual Disbursement [a]	₱3,217.79	Adjusted COB [b]	₱4,232.82	<b>BUR % [a]/[b]</b>	<b>76.02%</b>	
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<b>BUR % [a]/[b]</b>	<b>76.02%</b>																	
SM 13	Benefit Payment Budget Utilization Rate	Total Benefits Paid / Total Amount of Claims for Payment (both net of return-to-hospital (RTH) and denied claims)	2.5%	(Actual/Target) x Weight	100% <sup>9</sup>	99.0%	2.48%	99.997%	2.5%	<ul style="list-style-type: none"> <li>2024 COA Annual Audit Report</li> <li>PhilHealth Consolidated BUR</li> <li>SAAObDB</li> </ul>	<p><b>Target met.</b></p> <table border="1"> <thead> <tr> <th>PARTICULARS</th> <th>AMOUNT IN ₱ MILLIONS</th> </tr> </thead> <tbody> <tr> <td>Benefit Payment [a]</td> <td>₱112,576.62</td> </tr> </tbody> </table>	PARTICULARS	AMOUNT IN ₱ MILLIONS	Benefit Payment [a]	₱112,576.62			
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<sup>9</sup> Reference period: 01 November 2023 to 31 October 2024.

Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks					
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating						
									<ul style="list-style-type: none"> <li>Benefit Disbursement Voucher Summaries, Authority to Debit Account, Claims Payment Register</li> </ul>	<table border="1"> <tr> <td>Amount of Claims for Payment <sup>[b]</sup></td> <td>₱112,580.34</td> </tr> <tr> <td>BUR % <sup>[a]/[b]</sup></td> <td>99.997%</td> </tr> </table>	Amount of Claims for Payment <sup>[b]</sup>	₱112,580.34	BUR % <sup>[a]/[b]</sup>	99.997%
Amount of Claims for Payment <sup>[b]</sup>	₱112,580.34													
BUR % <sup>[a]/[b]</sup>	99.997%													
<b>SO 8 Strengthen Policy Enforcement and Evidence-Informed Decision-Making</b>														
SM 14	Percentage of Red Flagged Providers Investigated	Number of Red Flagged Providers Investigated / Total Number of Red Flagged Providers (FFIED and PROs)	5%	(Actual / Target) x Weight	25% from backlog cases received from October 2023 and earlier;  15% from current cases received from November 2023 to October 2024	100%	5%	Disposition Rate:  Backlog: 40.31% (154/382)  Current: 66.41% (174/262)	5%	<ul style="list-style-type: none"> <li>Database of Red-Flagged Providers</li> <li>Sample Fact Finding Investigation Reports (FFIRs)</li> <li>FFIED Memorandum No. 2024-01-001</li> </ul>	<p><b>Target exceeded.</b></p> <p>PhilHealth's accomplishment was validated through the conducted process walkthrough, database of Red-flagged Providers, and sample FFIRs.</p>			
SM 15	Percentage of Cases Disposed - Prosecution	Number of Cases Disposed (Resolved or Filed with Charges) / Total Number of Cases	5.0%	(Actual / Target) x Weight	25% from backlog cases received from October 2023 and earlier;  15% from current cases received from November 2023 to October 2024	100%	5%	Disposition Rate:  Backlog: 25.17% (4,063/16,034)  Current: 15.97% (1,303/8,159)	5%	<ul style="list-style-type: none"> <li>Database of Received and Disposed Dockets</li> <li>Justification and Annexes on the adjustments on the number of docket per quarter</li> <li>Sample Resolutions and Complaint-Affidavits</li> </ul>	<p><b>Target exceeded.</b></p> <p>PhilHealth's accomplishment was validated through the conducted process walkthrough, database of the received and disposed docket, and sample Complaint-Affidavits and Resolutions.</p>			

Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks
Objective/Measure	Formula	Wt.	Rating System	Target	Actual	Rating	Actual	Rating	
SM 16 Percentage of Cases Decisions with Arbitration	Number of Cases Disposed (Resolved or Filed with Charges) / Total Number of Cases	5.0%	(Actual / Target) x Weight	25% from backlog cases received from October 2023 and earlier;  15% from current cases received from November 2023 to October 2024	100%	5%	Disposition Rate:  Backlog: 76.34% (7,490/ 9,812)  Current: 78.01% (2,977/ 3,816)	5%	<ul style="list-style-type: none"> <li>Database of Received and Disposed Dockets</li> <li>Sample Decisions and dispositive actions</li> </ul> <p><b>Target exceeded.</b> PhilHealth's accomplishment was validated through the conducted process walkthrough, database of the received and disposed cases, and sample Decisions.</p>
<b>Sub-total</b>		<b>25%</b>				<b>24.81%</b>		<b>24.43%</b>	
<b>TOTAL</b>		<b>100%</b>				<b>97.45%</b>		<b>74.45%</b>	

Annex A Reviewed and Certified Correct by:

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

  
**JHON ARNOLD C. TALUSAN**  
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