

# GCG 2014 Updates: 1<sup>st</sup> Quarter

PERFORMANCE INDICATORS	WEIGHT	2014 Targets	2014 Status
1. Enrollment Rate	5%	92%	<b>95%* (Apr)</b>
2. Coverage Rate	20%	85%	<b>82%* (Apr)</b>
3. % of Licensed Hospitals with PhilHealth engagement	20%	95%	<b>73% (Mar)</b>
4. % of LGUs with Engaged PCB Providers	10%	90%	<b>56% (Mar)</b>
5. Net Customer Satisfaction (Survey)	5%	> +88%	<b>***</b>
6. % of NHTS-PR poor Families enlisted to a PCB provider	2.5%	65% (9.54M)	<b>0.96M</b>
7. Utilization Rate of PCB 1	2.5%	"2013" + 10%"	<b>0.68M</b>
8. TAT on Good Claims	5%	30 days	<b>47 days</b>
9. Collection Efficiency: Private	5%	70%	<b>61%</b>
10. % NBB of SP Claims (Govt Facilities)	20%	40%	<b>31%</b>
11. QMS	5%	ISO	<b>70% (On Track)</b>
<b>Total</b>	<b>100%</b>	<b>***</b>	

