

Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION
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 Call Center (02) 441-7442 Trunkline (02) 441-7444
www.philhealth.gov.ph



Interim PES Form 3

Performance Measures				Baseline Data	CY 2014 Targets	CY 2014 Accomplishment	Rating	
Description	Formula	Weight	Data Provider	2013				
MFO 1: National Health Insurance								
Quantity 1	Coverage Rate	Total No. of Eligible PhilHealth Beneficiaries over Total Population	25%	PhilHealth	67%	85%	87%	25%
Quantity 2	% of DOH-Licensed Hospitals (Public and Private) with PhilHealth Engagement	No. of "PhilHealth-Engaged" Hospitals over Total No. of Hospitals	20%	PhilHealth, DOH (licensed hospitals)	96.2%	Not less than 95% of eligible hospitals & infirmaries	97%	20%
Quantity 3	% of LGUs with Engaged Primary Care Benefit (PCB) Providers	No. of LGUs with Engaged PCB providers over Total No. of LGUs	10%	PhilHealth	93.7%	85% of qualified LGUs	93%	10%
Quality 1	Net Customer Satisfaction Survey	Net Satisfaction Rating	5%	SWS	<i>Excellent</i>	Excellent	Excellent	5%
Quality 2	% of NHTS-PR poor Families Assigned to a PCB provider	No. of "NHTS-PR poor" PhilHealth Families assigned to a PCB provider over Total No. of assigned "NHTS-PR poor" PhilHealth Families	5%	PhilHealth, DSWD (NHTS-PR List)	4.6M	65% (9.56M)	10.6M families	5%
Timeliness	Claims TAT (Good Claims)	Average No. of Days for Claims Processing	5%	PhilHealth	37 days	30 days	39 days	4%

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Financial 1	Collection Efficiency (Employed: Private Sector)	Actual Collections over Potential Collections	5%	PhilHealth	65.8%	70%	65%	4.64%
Financial 2	% of NBB of Sponsored Program Claims in Government Facilities	NBB SP Claims over Total SP Claims	20%	PhilHealth	7%	15%	40.5%	20%
GAS 1	QMS Implementation	Implementation of Quality Management System	5%	PhilHealth	Manual of Core Processes	ISO Certification of 4 Core Processes, 1 PRO & 1 LHIO	100%	5%
TOTAL OF WEIGHTS:			100%					98.64%

Certified Correct:



DR. CLEMENTINE A. BAUTISTA
VP for Corporate Planning and OSDO

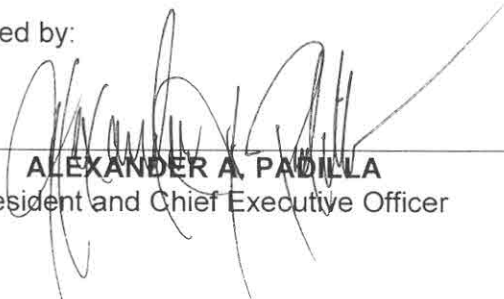
Date



GREGORIO C. RULLODA
OIC-SVP for Fund Management Sector

Date

Approved by:



ALEXANDER A. PADILLA
President and Chief Executive Officer

Date



HON. JANETTE LORETO-GARIN, M.D.
Chairperson, Board of Directors

Date