

PHILIPPINE HEALTH INSURANCE CORPORATION
2015 GCG Commitments and Performance

Interim PES Form 3

Perspective	No.	Strategic Objectives & Success Measures	Weight	Unit	Formula	Target	Data Provider	Performance	Rating
Perspective 1: Customer	SO1	Ensure Beneficiary Satisfaction							
	SM1	Customer Satisfaction Rating	8%	%	Net Satisfaction Rating	Excellent (+80)	SWS	+80 (Excellent)	8.00%
	SO2	Increase Customer Knowledge Regarding Benefits and Services							
	SM2	Awareness Level Rating	5%	%	Awareness Level Rating (Sponsored Program Beneficiaries, i.e. Class D and E)	Establish Baseline (At Least Satisfactory)	SWS	48% (Satisfactory)	5.00%
	SO3	Improve the Ease, Speed, Accessibility and Courtesy of Transaction Services							
	SM3	ARTA Rating	5%	%	Total no. of offices rated at least Outstanding over Total No. of surveyed offices	70% of surveyed LHIOs rated at least Outstanding and No Failed	CSC	73% (80/109 LHIOs)	5.00%
	SM4	% of Collections from ACAs to Total Collections	5%	%	Total Amount of Collections from ACAs over Total Amount of Collections (Private Sector only) (Exclude Indigent/NHTS-PR Collections and similar appropriations such as Pamana & Bangsamoro)	≥ 40% of Collections from ACAs (100% for Quezon City)	PhilHealth	ACAs: 71% (Php21.33B / Php29.99B) QC: 100%	5.00%
	SO4	Expand Physical Accessibility and Ensure Quality of Contracted IHCPs							
	SM5	% of Accredited Hospitals	8%	%	Total Number of Accredited Hospitals Signing Performance Commitment with PhilHealth over Total Number of Qualified Hospitals	100%	PhilHealth	100% (1863 / 1863)	8.00%
	SM6	% of LGUs with Accredited PCB, MCP & TB-DOTS Facilities	10%	%	Total Number of LGUs with Accredited PCB, MCP and TB-DOTS facilities over Total Number of LGUs	≥ 60% (All or nothing)	PhilHealth	78.60% (1205 / 1533 Qualified LGUs)	10.00%
SO5	Offer Significant and Comprehensive Benefits								
SM7	Percentage of NBB Claims	2%	%	Total Number of Indigent and Sponsored NBB Claims over Total Number of Indigent and Sponsored Claims	≥ 70%	PhilHealth	51.13% (155,836 NBB claims / 304,757 NBB eligible)	1.46%	

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	SM8	Support Value	5%	%	PhilHealth Coverage over Total Hospital Expenses	Establish Baseline	PCHRD	Awaiting Survey results	
Perspective 2: Internal Process	SO6	Excel in Evidence-based Product Development and Service Innovation							
	SM9	Launching of New/Enhanced Benefit Packages	6%	Number (Benefits)	New products to be released/launched in 2015	3 Additional Z Benefits	PhilHealth	2 benefits (2 / 3)	4.00%
	SM 10	Full Conceptualization of PhilHealth+ Program for Government Employees	6%	Number (Benefits)	Benefit Development	Formal Board Approval of Complete PhilHealth+ Benefits for Government Employees	PhilHealth	Approved (Dec 21, 2015)	6.00%
	SO7	Ensure Efficient Core Processes and Effective Policy Implementation							
	SM11	Turn-Around-Time (TAT) of Claims Processing	5%	Days	Total Number of Processing Days / Total Number of Good Claims	≤ 30 days	PhilHealth	31 days	4.84%
	SM12	Coverage Rate	10%	%	Total Number of PhilHealth Eligible Beneficiaries over Total Population	≥ 90%	PhilHealth	92% (93.45M / 101.45M)	10.00%
Perspective 3: Learning and Growth	SO8	Ensure a Competent Workforce							
	SM13	Competency Framework	5%	Document	Establish competency-based framework in HR systems	Establish Framework	PhilHealth	Established	5.00%
	SO9	Establish Strong and Strategic Leadership and Create a Supportive and High-Performance Culture							
	SM14	ISO Certification	5%	Document	Conduct of Management Review for Regional Offices (Post-IQA)	Conduct of Management Review for Regional Offices (Post-IQA)	PhilHealth	Conducted	5.00%
Perspective 4: Resource / Financial	SO10	Provide Substantial and Appropriate Benefit Payments							
	SM 15	Ratio of Reserve Fund to Program Expenditures	5%	Years	Projected Program Expenditures (Benefits + Operating Expenditures) for 2 years (ceiling per RA10606)	Max of 2 years	PhilHealth	10 months (Php129B / Php323B)	5.00%
	SO12	Increase Collections and Widen Membership Base							

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	SM16	Collection Efficiency Rate	5%	%	Actual Collections over potential collections	≥ 70%	PhilHealth	68% (Php29.99B / Php43.88B)	4.88%
	SO13	Optimize Productivity (use or investment) of Assets and Other Financial Resources							
	SM17	Investment Yield	5%	%	Investment Income over Average Daily Fund Level	≥ 4.029%	PhilHealth	5.050%	5.00%
		TOTAL	100%						92.18%

Certified Correct:

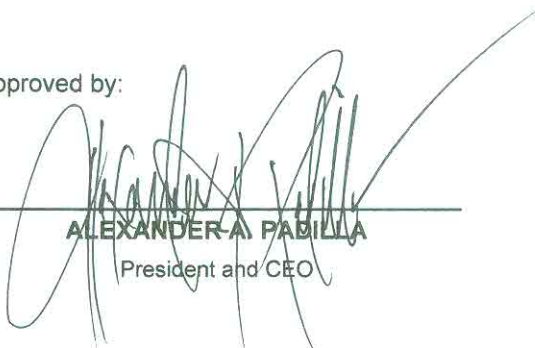


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