



Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION
Citystate Centre, 709 Shaw Boulevard, Pasig City
(02) 8662-2588 www.philhealth.gov.ph
PhilHealthOfficial X teamphilhealth

April 28, 2025

ATTY. MARIUS P. CORPUS
Chairperson
GOVERNANCE COMMISSION FOR GOCCs
3/F Citibank Centre, Citibank Plaza,
Paseo de Roxas Corner Villar St., Makati City



**RE: Submission of PhilHealth's PES Monitoring Report Form 3
(Annual Performance with Initial Self-rating) and Its Supporting
Documents Based on the GCG-Modified PhilHealth Performance
Scorecard for CY 2024**

Dear Chairperson Atty. Corpus,

This is to respectfully submit PhilHealth's PES Monitoring Report Form 3 (Annual Performance with Initial Self-rating) together with the necessary supporting documents based on the GCG-Modified PhiHealth Performance Scorecard for CY 2024 covering performance from January to December 2024.

The hard copies are included in this submission as attachments while digital copies can be accessed thru the MS Office 365 link below:

<https://tinyurl.com/PHIC2024Annual>

For any GCG-related concerns, you may email the Office of the Corporate Secretary at corsec@philhealth.gov.ph. For any clarifications as regards the corporate performance and reports, the Corporate Planning Department – Performance Management Unit (CorPlan-PMU) can be reached thru email at corplan.uhc@philhealth.gov.ph

It is hoped that the foregoing will be found in order.

Thank you.

Sincerely,


ATTY. LORA MANGASAR
Office of the Corporate Secretary
PhilHealth Compliance Officer to the GCG



**PES Form 3 (Annual Performance Report)
CY 2024 (GCG-MODIFIED)**

Component					Annual Target	Annual accomplishments			
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Actual	Supporting Documents	Rating	
Outcomes	SO 1 Increased utilization based on need	SM 1 Percentage of Satisfied Customers	Total Number of Respondents who have Rated "Agree" and "Strongly Agree" over Total Number of Respondents (ARTA Survey tool)	10.0%	(Actual/Target) x Weight Below 80% = 0%	90%	Awaiting validated report from ARTA	Proof of submission to ARTA	N/A
		SM 2 Total number Physicians Providing Konsulta Package	Actual Accomplishment	10.0%	(Actual/Target) x Weight	4,375 Physicians	6,088 Physicians (Based on consolidated survey report received from CY 2024 accredited KPPs as of February 6, 2025, Validated and finalized figure by Accreditation Dept. on February 20, 2025)	Signed Annual Performance Report from Accreditation Department Briefer Raw Data	10%

PES Form 3
Annual Performance Monitoring Report

Component						Annual accomplishments			
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	Annual Target	Actual	Supporting Documents	Rating	
	SM 3 Total Number of Registered Konsulta Beneficiaries with First Patient Encounter (FPE)	Actual Accomplishment	7.5%	(Actual/ Target) x Weight	2.63 Million Beneficiaries with FPE	6,877,537 Beneficiaries with FPE (As of December 31, 2024 based on TFI extracted reports)	Signed Report from PMT-PC for 4 th Quarter and Annual Performance Briefer Raw dataset in Excel file	7.50%	
Sub-total		27.5%							
Sustainable Financing	SO 2 Build a deep revenue- base with efficient collection system	SM4: Total Amount of Premium Collection (Direct Contributors)	Actual Accomplishment	10%	(Actual/ Target) x Weight	P170.87 Billion (Direct Contributors)	194.67 B (as of December 2024)	Signed Annual Performance Report from MMG for	10.00%

PES Form 3
Annual Performance Monitoring Report

Component					Annual Target	Annual accomplishments		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Actual	Supporting Documents	Rating
SO 3	SM5:	Actual	3.0%	All or Nothing	Board Approved Philippine DRG Implementing Guidelines	<p>DRG: Board-approved Implementing Guidelines on the Philippine Diagnosis-Related Groups (PHL-DRG) on December 16, 2024</p>	<p>Signed Annual Performance Report from Surge Team</p> <p>Draft Implementing Guidelines on PHL-DRG</p> <p>Copy of the Agreements/Directives issued during the December 16, 2024 Regular Board Meeting</p> <p>Copy of the Secretary's Certificate</p>	3.00%
Maintain an Active Risk Pool through Strategic Purchasing	Enhanced Benefits (Policies/Guidelines/Processes)	Accomplishment						

PES Form 3
Annual Performance Monitoring Report

Component					Annual Target	Annual accomplishments		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Actual	Supporting Documents	Rating
		Actual Accomplishment	2.0	<p>2% = if published by 31 August 2024</p> <p>1%=if published between 01 September to 31 December 2024</p> <p>0% = If published beyond 31 December 2024</p>	<p>Publication of Rules on Interim Voluntary Supplemental Premium-Based Health Insurance System for GOCCs with the following minimum component</p> <p>a.) Annual Check Up and/or Executive Check up</p>	<p>PHILHEALTH PLUS:</p> <p>Publication of PhilHealth Circular 2024-0018 entitled "Guiding Principles on Supplemental Health Insurance Coverage (PhilHealth Plus)" in The Manila Times on August 19, 2024</p>	<p>Signed Annual 4th Quarter Report from PhilHealth Plus-OCOO</p> <p>PC 2024-0018 re: Guiding Principles on PhilHealth Plus</p> <p>Copy Manila Times news paper</p>	2.00%
SO 3	SM6:	PhilHealth Expenditure over Current Health Expenditure	3.0%	(Actual/Target) x Weight	17.50%	N/A	External Report from Philippine National Health Accounts (PNHA) by Philippine Statistics Authority (PSA)	N/A
Maintain an Active Risk Pool through Strategic Purchasing	PhilHealth Percentage (%) Share to Current Health Expenditure (CHE)							

PES Form 3
Annual Performance Monitoring Report

Component					Annual Target	Annual accomplishments		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Actual	Supporting Documents	Rating
	SM7: Manage Administrative Cost Limit	Actual Accomplishment	0.0%	For monitoring purposes only	Less than 7.5%	Finalizing report	(for Finalization of Utilization rate for Administrative expenses) Letter request to submit the final report on May 16, 2025	N/A
Sub-total			18.0%					

PES Form 3
Annual Performance Monitoring Report

Component						Annual accomplishments			
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	Annual Target	Actual	Supporting Documents	Rating	
Innovation and Growth	So 4 Transform human resource management into a competency-based approach	SM8: Improve Competency of the Organization	Competency Baseline 2024 - Competency Baseline 2023	4.5%	All or Nothing	Improvement of the competency level of the Organization	<p>94.02% (5,828/6,199)</p> <p>CY 2023- 93% CY 2022- 92%</p>	<p>Signed Annual Performance Report (Comparative presentation 2022-2024)</p> <p>Raw Dataset</p>	4.50%
	SO 5 Develop Lean and Member-Centric Processes	SM9: Implement Quality Management System	Actual Accomplishment	5.0%	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	<p>Sustained ISO 9001:2015 Certification*</p> <p>Validity period: November 16, 2023- November 15, 2026</p> <p>*as a result of the 1st Surveillance Audit by the SOCOTEC Certification Philippines, Inc. (SCPI)</p>	Signed Annual Performance Report from OSDO	5.00%

PES Form 3
Annual Performance Monitoring Report

Component					Annual Target	Annual accomplishments		
Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System	Actual		Supporting Documents	Rating	
	SM10a: Percentage of Backlog Claims Processed	Number of claims processed from 1995 to 2023 over Total number of received and refilled claims from 1995 to 2023	5.0%	(Actual/Target) x Weight	100%	99.59 % (153,895,745/ 154,535,132)	Signed 4 th Quarter report from PMT Claims (Data extraction done by Task Force Informatics on January 02, 2025)	4.98%
	SM10b: Percentage of Claims Processed within Applicable Time (Claims Received and Refiled for Current Year)	Number of claims processed within Applicable Processing Time over Total Number of Claims Received and Refiled	5.0%	(Actual/Target) x Weight	100%	99.54% (13,126,140/ 13,187,282) (January 1, 2024 to November 1, 2024)		4.98%
	SM10c: Percentage of Claims Paid within the Applicable Period (01 November 2023 to 31 October 2024)	Number of Claims Paid within the Applicable Time over Total Number of Claims for Payment	5.0%	(Actual/Target) x Weight	100%	99.00% (10,985,763/ 11,097,230) (Coverage based on Fiscal year November 1, 2023 to November 1, 2024)		4.95%

PES Form 3
Annual Performance Monitoring Report

SO 6	Enhance Information System through Enterprise Integration	SM11: Identified Projects in the ISSP completed on Time	Actual Accomplishment	5.0%	(Actual/Target) x Weight	<p>100% Implementation of ICT Projects based on the DICT-approved ISSP</p> <p>(HIS annual target- Procurement of Managed Services and other resources and development)</p> <p>(ERMIS annual target- Procurement/ Development)</p>	<p>67% (4/6 ICT projects with 100% accomplishment)</p> <p>1. HIS (100% Progress on the Procurement of Managed Services and other resources and development)</p> <ul style="list-style-type: none"> ○ Completed the pre-procurement documents for public bidding and submitted to SBAC on July 5, 2024 ○ 2 bidding failures in 2024, and in 2025, 1 bidder passed the shortlisting, technical and financial evaluation. Current status is for negotiation and post-qualifications. <p>2. ERMIS (40% on Milestones completed)</p> <ul style="list-style-type: none"> ○ Completion of the ERMIS training (Milestone 5) by InfoAlchemy ○ Walkthrough of D365 (June 24) 	<p>Signed Annual Performance Report from IMS</p> <p>Briefer on the 4th Quarter Accomplishments of IMS on the Information Systems based on the DICT-endorsed ISSP CY 2024</p> <p>Performance Monitoring of the Information System (IS) Final Annual Report (Jan-Dec 2024)</p> <p>Procurement documents</p> <p>BAC-CS Resolutions</p> <p>FMS Memo</p> <p>List of SAF</p>	3.33%
------	---	---	-----------------------	------	--------------------------	---	--	---	-------

						<p>(BIS annual target- Procurement of Managed Services and other resources and development)</p> <p>3. BIS (80% Progress on the Procurement of Managed Services and other resources and development)</p> <ul style="list-style-type: none"> ○ Completed Terms of Reference (TOR) as approved by PCEO Ledesma, Jr. on November 4, 2024. ○ Completed the Project Procurement Management Plan (PPMP)/Annual Procurement Plan (APP), and Purchase Request (PR), which were approved accordingly. 		
						<p>(SSMIS annual target- Procurement of Managed Services and development)</p> <p>4. SSMIS (100% Progress on the Procurement of Managed Services and development)</p> <ul style="list-style-type: none"> ○ Completed Terms of Reference (TOR) signed by PCEO Ledesma, Jr. on 02 May 2024 ○ Completed: Approved Matrix of Canvass and PPMP/APP 		

PES Form 3
Annual Performance Monitoring Report

Component				Annual Target	Annual accomplishments			
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight		Rating System	Actual	Supporting Documents	Rating
					(NHDR annual target- Procurement and Development of Managed Services)	5. NHDR (100% Progress on the Procurement and Development of Managed Services) <ul style="list-style-type: none"> ○ Completed and updated the TOR signed by PCEO Ledesma, Jr. on July 31, 2024 ○ Conducted the Launching of the Philippine Core Data for Interoperability (PHCDI) and NHDR website on November 14, 2024 ○ Developed/Updated NHDR Policies 		
					(Internal systems annual target- System maintenance)	6. Internal Systems (100% of Systems maintained) <ul style="list-style-type: none"> ○ 125/110 systems enhanced and developed 		
Sub-total			29.5%					

PES Form 3
Annual Performance Monitoring Report

Component						Annual accomplishments			
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	Annual Target	Actual	Supporting Documents	Rating	
Strong Corporate Governance	SO 7 Manage transitions and mind-set shifts with leadership and accountability	SM12a: Obligations Budget Utilization Rate	Total Obligations over Board-approved COB (both net of Personnel Service (PS) Cost and Benefit/Claim Payments)	2.5%	(Actual/Target) x Weight	90%	No accomplishment report yet	(for Finalization of Utilization rate) Letter request to submit the final report on May 16, 2025	N/A
		SM12b: Disbursement Budget Utilization	Total Disbursement over Total Obligations (both net of PS Cost and Benefit/Claim Payments)	2.5%	(Actual/Target) x Weight	90%	No accomplishment report yet		N/A
		SM12c: Disbursement Budget Utilization	Total Disbursement over Board-approved COB (both net of PS Cost and Benefit/claim payments)	2.5%	(Actual/Target) x Weight	90%	No accomplishment report yet		N/A

PES Form 3
Annual Performance Monitoring Report

Component					Annual Target	Annual accomplishments		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Actual	Supporting Documents	Rating
SO 7 Manage transition s and mind-set shifts with leadershi p and accounta bility	SM13: Benefit Payment Budget Utilization Rate	Total Benefits Paid over Total Amount of Claims for Payment (both net of Return-To-Hospital (RTH) and denied claims)	2.5%	(Actual/ Target) x Weight	100% (01 November 2023 to 31 October 2024)	99.00% (10.99B /11.10B) Received-Refiled: Nov 1, 2023 to Nov 1, 2024	4th Quarter report from PMT Claims	2.48 %
	SO 8 Strengthe n Policy enforcem ent and evidence- informed decision- making	SM14: Percentage of Red Flagged Providers Investigated (both FFIED and PROs)	Number of Red Flagged Providers investigated over Total number of Red Flagged Providers	5.0%	(Actual/ Target) x Weight	25% from backlog cases received from Oct 2023 and earlier; (375 x 25% = 94) 15% from current cases received from November 2023 to October 2024 (260 x 15% = 39)	100% of the Annual Target (155/94) 100% of the Annual Target (173/39)	4 th Quarter report from FFIED Raw datasets in PDF file



PES Form 3
Annual Performance Monitoring Report


Component					Annual Target	Annual accomplishments		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Actual	Supporting Documents	Rating
SO 8 Strengthen Policy enforcement and evidence-informed decision-making	SM15: Percentage of Cases Disposed (Prosecution)	Number of Cases Disposed (Resolved or Filed with Charges) over Total Number of Cases	5.0%	(Actual/Target) x Weight	25% from backlog cases received from October 2023 and earlier; (16,034 x 25% = 4,009)	100 % of the Annual Target (4,122/ 4,009)	Signed Annual Performance report from Prosecution Department Raw datasets in PDF and Excel files	5%
					15% from current cases received from November 2023 to October 2024 (8,159 x 15% = 1,224)			


PES Form 3
Annual Performance Monitoring Report

Component					Annual Target	Annual accomplishments		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Actual	Supporting Documents	Rating
	SM16: Percentage of Cases with Decisions (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; (9,812 x 25% = 2,453) 15% from current cases received from November 2023 to October 2024 (3,816 x 15% = 572)	100% of the Annual Target (7,494 / 2,453) 100% of the Annual Target (2,979/ 572)	Signed 4 th Quarter report from Arbitration Office	5%
Sub Total			25.0%			*Awaiting result from ARTA, Finalized Financial Statement and PSA		*77.74%
Total			100%					

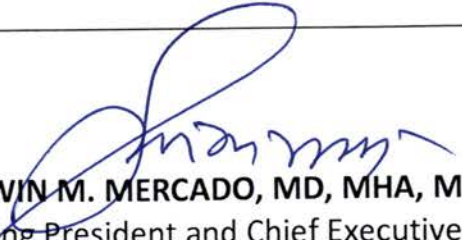
Certified Correct:



DENNIS S. FORMADERO
Acting Senior Manager
Corporate Planning Department 


RENATO L. LIMSIACO, JR., CPA, DM, CESE
Senior Vice President
Fund Management Sector


ATTY. ELI DINO D. SANTOS
Executive Vice President and Chief
Operating Officer (EVP and COO)

Approved by:


EDWIN M. MERCADO, MD, MHA, MMSc
Acting President and Chief Executive Officer
(CEO)


DR. TEODORO J. HERBOSA
Secretary of Health
Department of Health