

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

	Component					Annual Target	1st Quarter	
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Target	Actual
	Social Impact	SO 1 Improved Health Financial Risk Protection	SM1 Increased Support Value	Milestones target/ Initiatives <i>(in support of long-term goal of 60% SV by 2022)</i>	5%		<ul style="list-style-type: none"> ▪ 1 of 4: 4%; ▪ 2 of 4: 6%; ▪ 3 of 4: 8%; ▪ 4 of 4: 10%; 	Co-Payment and DRG Implementation initiatives (intended to improve Support Value): 1. Validation of the costing tool; 2. Standardization of forms for collection of cost data; 3. Pilot testing of the forms for collection of cost data; and, 4. Pilot-training of providers in PRO III on the costing methodology tools.
	Sub-total			5%				
Satisfied Clients	SO 2 Total Client Experience	SM 2 % of Satisfied Customers	Number of respondents who rated PhilHealth service with at least Satisfactory/ Total number of respondents	10%	Actual/ Target x Weight Below 80%=0	85%	Conduct of survey	Still awaiting for the result of the Third- Party survey

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			SM 3 Increase Availment Rate	Number of beneficiaries who availed PhilHealth over Total number of beneficiaries admitted	0%		N/A	100%
	Sub-total			10%				
Sustainable Fund	SO 4 Revenue Generated	SM 4 Improve Collection Efficiency Rate	Actual Collection/ Potential Collection	20%	(Actual/ Target) x Weight	≥95%	≥95%	76.58%
						<i>(Formal and Informal economies, and overseas Filipinos)</i>		
	SO 5 Optimized Asset	SM 5 Increase in Benefit Expense to Premium Income Ratio	Benefit Expense/ Premium Income	15%	[100% - (Actual- Target)/Target]	1:1	1.1	0.97:1
	Sub-total			35%				

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	Excellent Process	SO 6 Boost innovation in Research, Policy and Process	SM 6 Implement Quality Management System	Actual Accomplishment	10%		All or Nothing	ISO 9001:2015 Certificate covering all sites all processes
SO 7 Ensure operational Effectiveness and Efficiency		SM 7 Percentage of Good Claims Processed Within Applicable Time	Number of good claims processed within 60 calendar days/ Total number of claims	15%	(Actual/ Target) x Weight Below 90% = 0%	100%	100%	60%
		SM 8 Increase in Percentage of Cases Filed and Resolved within Applicable Time	Number of Cases Filed within 90 days and Resolved within 60 days/ Total number of cases	15%	Actual/ Target x Weight Below 80%=0	90%	90%	31.45%
Sub-total				40%				

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	Strong Foundation	SO 8 Ensure Organizational Alignment and Workforce Engagement	SM 9 Percentage of Employees Meeting Required Competencies	Number of employees scored at least intermediate proficiency for all Core and Cross-BPA competencies/ Total number of employees	10%		(Actual/Target) x Weight	80% of employees scored at least intermediate proficiency for all Core and Cross-BPA competencies
Sub-total			10%					
TOTAL								