

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component					Annual Target	1st Quarter		
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight		Rating System	Target	Actual
	SATISFIED CLIENTS	SO 1 Total Client Experience	SM1 Percentage of Satisfied Clients	Number of respondents who rated PhilHealth service with at least Satisfactory/ Total number of respondents	10%	(Actual/Target) x Weight Below 80% = 0%	≥ 90%	≥ 90%
Sub-total			10%					
SO 2 Responsive Benefits		SM 2 % of Eligible Members Availed of the No Balance Billing	Total Number of Surveyed NBB Claims/ Total Number of Surveyed NBB- Eligible Claims	10%	(Actual/Target) x Weight	≥ 90%	≥ 90%	85.04% (101,582/119,456)

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	SM 3 Improvement of Provider- Payment Mechanism	Actual Accomplishment	10%	All or Nothing	<ol style="list-style-type: none"> 1. Conduct capacity building of accredited health care providers per area; 2. Conduct capacity building of PhilHealth technical staff on data analysis of the cost data; and, 3. Management ExeComm-approved policy on the institutionalization of the regular submission of cost data, as part of the Performance Commitment, by all accredited health care providers. 	<ol style="list-style-type: none"> 1. Conduct capacity building of accredited health care providers per area; 2. Conduct capacity building of PhilHealth technical staff on data analysis of the cost data; and, 3. Management ExeComm-approved policy on the institutionalization of the regular submission of cost data, as part of the Performance Commitment, by all accredited health care providers. 	Ongoing conduct of initiatives
Sub-total			20%				

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	SUSTAINABLE FUND	SO 3 Revenue Generated	SM 4 Improve Collection Efficiency Rate	Actual Collection/ Potential Collection	10%	(Actual/ Target) x Weight	≥95% <i>(Formal and Informal economies, and overseas Filipinos)</i>	≥95% <i>(Formal and Informal economies, and overseas Filipinos)</i>
SO 4 Optimized Asset		SM 5 Increase in Benefit Expense to Premium Income Ratio	Benefit Expense/ Premium Income	10%	[100% - (Actual- Target)/Target]	1:1	1:1	0.95:1 (31,923,415,056.20: 33,644,092,996.93)
Sub-total				20%				
EXCELLENT PROCESS	SO 5 Boost innovation in Research, Policy and Process	SM 6 Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	Maintain ISO 9001:2015 certification covering all sites and processes	Maintain ISO 9001:2015 certification covering all sites and processes	Selection of Third-party procurement body
	SO 6 Ensure Operational Effectiveness	SM 7 Potential Fraud Incidence	Third-party rating	5%	All or Nothing	Implementation and Establishment of Baseline	Implementation and Establishment of Baseline	Ongoing study

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and Efficiency	SM 8 Increase in the Percentage of Cases Disposed	Number of Cases Disposed (resolved or filed with charges)/ Total number of cases	15%	All or Nothing	Establish Baseline	Establish Baseline	<u>FFIED</u> 68% (424/628) <u>PROSECUTION</u> 0% (0/632) <u>ARBITRATION</u> 0% (0/115)
SO 7 Strengthen Customer and Partner Relations	SM 9 Percentage of Good Claims Within Applicable Time	Number of Good Claims Processed within Applicable Processing Time/ Total Number of Claims	10%	(Actual/Target) x Weight If Below 90% = 0%	100%	100%	97.8% (2,881,317/ 2,945,672) Within 60 Days*
Sub-total			40%				

* All claims for reimbursement or payment for services rendered shall be filed within a period of sixty (60) calendar days from the date of discharge of the patient from the health care provider (RA 10606 Revised IRR Article VIII Section 35).

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STRONG FOUNDATION	SO 8 Ensure Organizational Alignment and Workforce Engagement	SM 10 Percentage of Employees Meeting Required Competencies	Actual Accomplishment	10%	All or Nothing	Development of Position Profile and Competency- Based Job Description Establishment of Baseline	Development of Position Profile and Competency-Based Job Description Establishment of Baseline	Ongoing development
	Sub-total				10%			
	Total			100%				