

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component					2020 Targets	2020 Accomplishments	Remarks	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
SATISFIED CLIENTS	SO 1 Total Client Experience	SM 1 Percentage 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%	≥ 91%	Approved Terms of Reference (TOR) For the conduct of third party	none
		SM 2 Percentage of Accredited KONSULTA Providers <i>(This SM is for monitoring purposes only)</i>	Number of KONSULTA Providers Accredited/ Total Number of Qualified KONSULTA providers <i>(Providers refers to those who are Qualified, Interested, and with No Case)</i>	0%	n/a	Establish Baseline	Approved PhilHealth Board Resolution (PBR) Governing Policy published February 12, 2020 (PhilHealth Circular No. 2020-0002) “Governing Policies of PhilHealth Konsultasyong Sulit at Tama (PhilHealth KONSULTA package) Expansion of Primary Care Benefit to cover all Filipino” Policy on KONSULTA Accreditation for Management review	none

PES Form 4
1st Quarter Monitoring Report for 2020

Component					2020 Targets	2020 Accomplishments	Remarks	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
SATISFIED CLIENTS	SO 2 Responsive Benefits	SM 3 Percentage of Individuals Registered to a KONSULTA Provider <i>(This SM is for monitoring purposes only)</i>	Total No. of Individuals Registered to a KONSULTA Provider / Total No. of Individuals Registered in the PhilHealth Database	0%	n/a	Establish Baseline	PhilHealth circular with Annexes- draft is still subject for revision Governing Policy published February 12, 2020 (PhilHealth Circular No. 2020-0002) "Governing Policies of PhilHealth Konsultasyong Sulit at Tama (PhilHealth KONSULTA package) Expansion of Primary Care Benefit to cover all Filipino"	none
		SM 4 Percentage of Patients Admitted in Basic or Ward Accommodation with No Co-Payment (in Government Facilities)	Total No. of Patients Admitted in Basic or Ward Accommodation with No Co Payment/ Total No. of Patients Admitted in Basic Ward or Ward Accommodation (in Government Facilities)	15%	All or Nothing	Establish Baseline (All Members Categories)	Draft PhilHealth Circular re: Governing Policies of Co-payment	none

PES Form 4
1st Quarter Monitoring Report for 2020

Component					2020 Targets	2020 Accomplishments	Remarks	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
	<i>Sub-total of Weights</i>			25%				
SUSTAINABLE FUND	SO 3 Revenue Generated	SM 5 Improve Collection Efficiency Rate	Actual Collection/ Potential Collection	15%	(Actual/ Target) x Weight	≥95% (Direct Contributors)	89.27% (22,274,491/ 24,950,928) (measured based on applicable period of first quarter)	none
	SO 4 Optimized Asset	SM 6 Increase in Benefit Expense to Premium Income Ratio	Benefit Expense/ Premium Income	10%	[100% - (Actual-Target)/Target]	1:1	1.02:1 (P38.81B: P38.08B)	none
	<i>Sub-total of Weights</i>			25%				
EXCELLENT PROCESS	SO 5 Boost innovation in Research, Policy and Process	SM 7 Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	Maintain ISO 9001:2015 certification covering all sites and processes	Approved Terms of Reference (TOR) Adjusted timeline of QMS Implementation	Due to the COVID-19 pandemic situation.

PES Form 4
1st Quarter Monitoring Report for 2020

Component					2020 Targets	2020 Accomplishments	Remarks	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
	SO 6 Ensure Operational Effectiveness and Efficiency	SM 8.a Increase in the Percentage of Cases Disposed (Prosecution Department and Arbitration Office)	Number of Cases Disposed (Resolved or Filed with Charges)/ Total Number of Cases	7.5%	(Actual/Target) x Weight	75%	<u>PROSECUTION DEPARTMENT</u> 13.57% (1,112/8,196)	Covered period of disposed cases is January to March 2020
						<u>ARBITRATION OFFICE</u> 0.73% (43/7,024)		
EXCELLENT PROCESS	SO 6 Ensure Operational Effectiveness and Efficiency	SM 8.b Increase in the Percentage of Cases Investigated (FFIED)	Number of Red Flagged Providers Investigated/ Total Number of Red Flagged Providers	7.5%	(Actual/Target) x Weight	75%	<u>FACT-FINDING AND INVESTIGATION ENFORCEMENT DEPARTMENT (FFIED)</u> 7% (33/491)	Covered period of providers investigated is January to April 2020

PES Form 4
1st Quarter Monitoring Report for 2020

Component					2020 Targets	2020 Accomplishments	Remarks	
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight				Rating System
	SO 7 Strengthen Customer and Partner Relations	SM 9 Percentage of Good Claims Processed Within Prescribed Period (in Non-UIS)	Number of Good Claims Processed within Applicable Processing Time/ Total Number of Good Claims Received <i>(Processing Time- applicable processing time subject to compliance with RA No. 7875, as amended by RA No. 10606)</i>	15%	(Actual/Target) x Weight 0% = If less than 90%	100%	92.40% * (2,440,597/ 2,641,434) within 60 Days*	none
	Sub-total of Weights			40%				
STRONG FOUNDATION	SO 8 Ensure Organizational Alignment and Workforce Engagement	SM 10 Improvement on the Competency Level of the Organization	Competency Baseline 2020 – Competency Baseline 2019	5%	All or Nothing	Improvement on the Competency Level of the Organization based on the 2019-year end assessment	For conduct of competency assessment on October 1- November 30, 2020	none

PES Form 4
1st Quarter Monitoring Report for 2020

Component					2020 Targets	2020 Accomplishments	Remarks	
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight				Rating System
	SO 9 Integrated and Optimized Information Systems	SM 11 Systems Enhanced or Developed (Aligned with UHC Law)	Actual Accomplishment	5%	(Actual/Target) x Weight	Roll-out of the following systems: 1. National Registration Systems; 2. Eligibility and/or Costing Systems; 3. EPCB or eKONSULTA System; and, 4. Accreditation System.	1. National Registration Systems – ongoing 2. Eligibility Systems- deployed 3. eKONSULTA System- ongoing 4. Accreditation System- ongoing <i>*as per July 24, 2020 Memorandum of ITMD to CorPlan re: Updates on the GCG requirements</i>	none
Sub-total of Weights				10%				
TOTAL OF WEIGHTS				100%				