

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component					2022 Targets	2022 Accomplishments	Remarks/ Supporting documents	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
OUTCOMES	SO 1 Increase utilization based on need	SM 1 Percentage of Satisfied Customers	Total Number of respondents who have Rated Satisfactory over total Number of Respondents (GCG-prescribed survey tool)	10%	(Actual/Target) x Weight Below 80% = 0%	≥ 90% Satisfied	Call for proposals to conduct the 2022 PhilHealth Client Awareness and Satisfaction Survey (CASS) announced on 23 March 2022	DOST-PCHRD signed memo-report on the status of the 2022 CASS
		SM 2 Percentage of Accredited KONSULTA Providers	No. of Konsulta providers Accredited/ Total Number of Required Konsulta Providers	5%	(Actual/Target) x Weight	90% of Total number of required providers Based on minimum ratio of provider to population: 1:20,000 PSA Projected Population: 111,572, 254	14.57% (183/1,256*) <ul style="list-style-type: none"> ▪ 20,000/111,572,254 PSA projected population= 5,579 Providers ▪ 25% of 5,579 Providers = 1,395 ▪ Target is 90% of 1,395 = *1,256 providers required (denominator) 	HFPS signed memo dated 20 April 2022 re: SM 2 Percentage of Accredited Konsulta Providers

PES Form 4
1st Quarter Monitoring Report for 2022 (Proposed to GCG)

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		SM 3 Percentage of NHIP beneficiaries registered to a KONSULTA Providers	Total Number of Beneficiaries Registered to Accredited Konsulta Providers/ Target No. of Beneficiaries	5%	(Actual/Target) x Weight	Establish 90% of Total number of required beneficiaries Based on minimum ratio of provider to population: 1:20,000 projected popn: 111,572, 254	1% (226,068/25,103,758*) <ul style="list-style-type: none"> ▪ 25% of 111,572,257 Projected Pop = 27,893,064 ▪ Target is 90% of 27,893,064 = *25,103,758 providers required (denominator) 	For resubmission from MMG
	SO 2 Higher financial risk protection	SM 4 Percentage of patients with No. Co-Payment in basic ward accommodation in government hospitals	Total Number of Admitted patients in Basic or Ward Accommodation with No Co-payment/ Total Number of Patients in Basic Ward or Ward Accommodation in government hospitals	5%	(Actual/Target) x Weight	Plus 5% of 2021 baseline data	No available data yet	Awaiting for TFI Advisory on availability of data for the 1 st quarter of 2022 as per signed Standards Monitoring Department (SMD) Memorandum on Performance Report submission for SMs 4 and 5

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	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight				Rating System
	SO 3 Quality health care services	SM 5 Benchbook 2 and Third Party Accreditation implemented	Milestones PhilHealth policies and reports	5%	(Actual/Target) x Weight	Policy standards for third party accreditation (TPA) 1.Development of standards and requirements for TPA mechanisms 2.Approval and publication of circular	For ExeComm approval for adoption in line with incentives scheme. Prepared presentation material	Signed Standards Monitoring Department (SMD) Memorandum on Performance Report submission for SMs 4 and 5
Subtotal of Weights				30%				
SUSTAINABLE FINANCING	SO 4 Build a deep revenue-base with efficient collection system	SM 6 Collection Efficiency Rate for Direct Contributors	Actual Collection (direct contributors) / Potential Collection from Direct Contributors	15%	(Actual/Target) x Weight	≥90% (Direct Contributors)	79.33% (24,160,910/ 30,457,617)	Awaiting for revised report from MMG

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	SO 5 Maintain an active risk pool through strategic purchasing	SM7 Provider payment initiatives implemented	Actual accomplishment PhilHealth policies and reports	0%	(Actual/Target) x Weight	1. Implementing guidelines of the PhilHealth Framework and Methodology for Costing of Health Services 2. Development of the implementing guidelines for DRG	1. Cost data collected from sentinel sites -for publication of PhilHealth Circular No. 2022-0008 re: Implementing Guidelines of the PhilHealth Framework and Methodology for Costing of Health Services - Consultation with costing experts regarding costing computation and framework -Initial round of cost data collection in sentinel sites with ongoing data validation and analysis	HFPS signed memo dated 20 April 2022

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							2. DRAR of DRG Governing policy routed for approval- awaiting approval - DRG Governing Policy for CorPlan review -Ongoing technical groundwork for Philippine DRG Grouper version 0 through a technical assistance	
Subtotal of Weights				15%				
INOVATION AND GROWTH	SO 6 Develop lean and member – centric processes	SM 8 Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	Sustain ISO Certification 9001-2015	Finalized Terms of Reference (TOR) for the acquisition of Certifying Body to conduct the corporate-wide ISO 9001:2015 certification for CY 2022 to 2024 Ongoing preparation of procurement documents	OSDO signed memo-report for the 1 st Quarter dated 05 April 2022

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	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System			
	SM 9a Disposition of Backlog Claims Received from 1995-2021	No. of Claims from 1995-2021 with dispositive action/ total Number of received and refilled claims from 1995-2021	5%	Actual/Target) x Weight* *0% if less than 90%	100%	98.99% (127,004,336/ 128,300,671)	PMT for Claims signed memo-report for the 1 st Quarter for SMs 9a, 9b and 9c dated 21 April 2022
	SM 9b Percentage of Claims Processed within applicable time (claims received and refiled for the year 2022)	Number of claims processed within applicable processing time/ total number of claims received and refilled	5%	Actual/Target) x Weight* *0% if less than 90%	100% processed within applicable period	85.07% (1,721,427/ 2,023,645)	PMT for Claims signed memo-report for the 1 st Quarter for SMs 9a, 9b and 9c dated 21 April 2022

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	SM 9c Percentage of Claims paid within applicable time	Number of good claims paid within the applicable time / total number of approved claims	5%	Actual/Target) x Weight* *0% if less than 90%	100% within 60 days	95.35% (1,253,674/1,314,781)	PMT for Claims signed memo-report for the 1 st Quarter for SMs 9a, 9b and 9c dated 21 April 2022	
	SO7 Transform human resource management into a competency-based system	SM 10 Competency Framework Model developed based on the New Organizational Structure and Staffing Pattern (OSSP)	Actual Accomplishment	5%	(Actual/Target) x Weight	50% of Competency Framework Model developed based on the new Organizational Structure and Staffing Pattern (OSSP)	Have not yet started on the Competency Framework Model based on the new Organizational Structure and Staffing Pattern (OSSP); Awaiting for the Job Description based on the new OSSP from OSDO	HRD signed memo-report for the 1 st Quarter for SM 10 dated 26 April 2022

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	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System			
	SO 8 Enhance information system through enterprise integration	SM 11 Number of identified projects in the ISSP completed on time	Number of identified projects completed	5%	(Actual/target) x Weight	3/3 Develop and implement 1.50% of ERMIS 2.50% of Health Insurance System (HIS) 3.50% of Business Intelligence	0/3 1. ERMIS 20% of target 2. Health Insurance System 0% of target 3. Business Intelligence 50% of target	PMO-PIMS signed memo-report for the 1 st Quarter for SM 11 dated 22 April 2022
Subtotal of Weights				35%				
GOOD GOVERNANCE	SO 9 Manage transitions and mindset shifts with leadership and accountability	SM 12 Efficient Utilization of Corporate Operating Budget (COB)	Total obligations for the current year/ Total Allocated Budget for the current year (COB) *net of PS	5%	(Actual/Target) x Weight	90%	18% (28,873,815,421/ 160,371,034,753)	Comptrollership signed memo-report for the 1 st Quarter report dated 28 April 2022

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Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System				
	SM 10 Strengthen policy enforcement and evidence-informed decision-making	SM 13 Percentage of Cases Disposed (Prosecution Department and Arbitration Office)	Number of Cases Disposed (Resolved or Filed with Charges) /Total Number of Cases	5%	(Actual / Target) x Weight	<p>20% from backlog cases covering Oct 2021 and earlier;</p> <p>10% from current cases covering received cases from Nov 2021 to October 2022</p>	<p><u>Backlog (20%):</u> Arbitration: 13.37% of the target (275/2,057) Total received 10,283</p> <p>Prosecution: 41.92% of the target (799/1,906) Total received: 9,526</p> <p><u>Current (10%):</u> Arbitration: 0% of the target (0/261) Total received: 2,612</p> <p>Prosecution: 0% of the target (0/284) Total received: 2,833</p>	<p>Arbitration Office signed memo-report for the 1st Quarter</p> <p>Prosecution Department signed memo-report for the 1st Quarter</p>

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	SM 14 Percentage of Red Flagged Providers Investigated (FFIED and PROs)	No. of red flagged providers investigated/ Total number of red flagged providers	5%	(Actual / Target) x Weight	30% from backlog cases covering Oct 2021 and earlier; 10% from current cases covering received cases from Nov 2021 to October 2022	<u>Backlog (30%):</u> FFIED: 17.41% of the target (35/201) Total received: 669 <u>Current (10%):</u> FFIED: 0% (0/0) Total received: none yet	FFIED signed memo-report for the 1 st Quarter

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SO 11 Engage members and stakeholders using every available voice	SM 15 Number of communication activities completed on time	Number of Activities Social Marketing communication Plan	5%	(Actual / Target) x Weight	3/3 1.Enhance communication Plan for UHC 2.Preparations for Rebranding 3.Hire marketing strategist/ consultant	12.67% 1. Communication Plan for UHC – 100% Reviewed of the draft “Communication Plan to Raise Public Awareness on UHC for Fiscal Year 2022” develop by Ad Garlic 2. Rebranding – Awaiting for release CY 2022 APP 3. Hire Marketing Strategist/ Consultant – Awaiting for the release of CY 2022 APP <i>*Issuance of CM 2022-0014 re Approval Procurement Plan (APP) released in outlook 31 March 2022</i>	CAG signed memo-report for the 1 st Quarter report dated 11 April 2022
Subtotal of Weights			20%				
TOTAL OF WEIGHTS			100%				