

## PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component					GCG-Modified 2023 Targets	1 <sup>st</sup> Quarter Accomplishments	Remarks/ Supporting documents	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
<b>OUTCOMES</b>	<b>SO 1</b> Increased Utilization Based on Need	<b>SM 1a</b> Percentage of Satisfied Customers - Individual Customers	Total number of Respondents Who Have Rated Satisfactory/ Total Number of Respondents (GCG-prescribed survey tool)	5%	(Actual/ Target) x Weight  0% = if less than 80%	90%	Preparatory and alignment stage in the light of the Joint Memorandum Circular (JMC) No. 1 s. 2023 of ARTA and GCG on the Implementation of the Harmonized Client Satisfaction Measurement Specific for GOCCs Covered by RA No. 10149	JMC No. 1 s. 2023  ARTA Memorandum Circular No. 2022- 05, s. 2022  Client Satisfaction Measurement (CSM) Questionnaire  CSM Report Outline
		<b>SM 1b</b> Percentage of Satisfied Customers - Business Organization (Employers)		2.5%		90%		
		<b>SM 1c</b> Percentage of Satisfied Customers - Health Care Institutions (HCIs)		2.5%		90%		

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		<b>SM 2</b> Total Number of Accredited Konsulta Providers	Actual Accomplishments	10%	(Actual/ Target) x Weight	2,500	<b>1, 903</b>  <b>(76.12%)</b>	Signed 1 <sup>st</sup> Quarter Report from Accreditation Department
		<b>SM 3</b> Total Number of NHIP beneficiaries registered to KONSULTA Providers	Actual Accomplishment	5.0%	(Actual/ Target) x Weight	2022 actual accomplishment + 10%	<b>81.52%</b>  <b>(15,011,150/ 18,413,825)</b>  Area I: 3,174,403/3,898,892 (81.42%) Area II: 3,826,414/6,646,168 (57.57%) Area III: 4,210,481/3,473,301 (121.22%) Area IV: 3,799,852/4,395,463 (86.45%)	Signed 1 <sup>st</sup> Quarter Report from MMG
	<b>SO 2</b> Higher financial risk protection	<b>SM 4</b> Establish of Guidelines on Cost Sharing Policy  (This Policy covers the co-payment policy and cost sharing policy)	Actual Accomplishment	5.0%	All or Nothing	Board Approved Cost-Sharing Policy	Draft policy from BDRD and relevant issuances are being reviewed	Signed 1 <sup>st</sup> Quarter Report from PhilHealth Surge Team

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	<b>SO 3</b> Quality Health Care Services	<b>SM 5</b> Benchbook 2 and Third Party Accreditation Implemented	Actual Accomplishment	5.0%	(Actual/Target) x Weight	Two (2) Third-Party Accreditation  <b>TPA Governing Policy currently being revised</b>  <b>TPA Implementing Guidelines currently being drafted</b>	Signed 1 <sup>st</sup> Quarter Report from Accreditation Department
<b>Sub-Total</b>				<b>35%</b>			
<b>SUSTAINABLE FINANCING</b>	<b>SO 4</b> Build a Deep Revenue-base with Efficient Collection System	<b>SM 6</b> Collection Efficiency Rate (Direct Contributors)	Actual Contribution/ Potential Contribution (Direct contributors)	15%	(Actual/Target) x Weight	≥95% (Direct Contributors)	Signed 1 <sup>st</sup> Quarter Report from MMG
						<b>95.00%</b>  <b>(37,868,169/ 39,963,437)</b>  (Potential collection for CY 2023 - subject for approval )	
<b>Sub-Total</b>				<b>15%</b>			

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<b>INNOVATION AND GROWTH</b>	<b>SO 5</b> Develop Lean and Member – Centric Processes	<b>SM 7</b> Implement Quality Management System	Actual Accomplishment	5%	All or Nothing	Sustain ISO Certification 9001:2015 on the Public Administration Covering the Following Processes:  <ul style="list-style-type: none"> <li>▪ Member Coverage Management</li> <li>▪ Benefit Delivery</li> <li>▪ Provider Management</li> <li>▪ Management and Support Processes</li> </ul>	Preparation to Stage 1 Audit (details available in submitted report)	Signed 1 <sup>st</sup> Quarter Report from OSDO  Audit Plan from SOCOTEC

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	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System			
	<b>SM 8a</b> Percentage of Backlog Claims Processed	No. of Claims Processed from 1995-2022 / Total Total Number of Received and Refiled Claims in 1995-2022	5%	Actual/ Target) x Weight*  *0% if less than 80%	100%	<b>99.29%</b>  <b>(140,187,556/ 141,194,887)</b>	Signed 1 <sup>st</sup> Quarter Report from OCOO (PMT for Claims)  Datasets in excel file
	<b>SM 8b</b> Percentage of Claims Processed within Applicable Time (Claims Received and Refiled for the year 2023)	Number of Claims Processed within Applicable Processing time/ Total Number of Claims Received and Refiled	5%	Actual/ Target) x Weight*  *0% if less than 80%	100%	<b>95.65%</b>  <b>(1,138,984/ 1,190,740)</b>	
	<b>SM 8c</b> Percentage of Claims Paid within Applicable Time	Number of Claims Paid within the Applicable Time/ Total Number of Claims for Payment	5%	Actual/ Target) x Weight*  *0% if less than 80%	100%	<b>100%</b>  <b>(177,758/ 177,758)</b>	

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<b>SO 6</b> Transform Human Resource Management into a Competency- based System	<b>SM 9</b> Improve Competency of the Organization	Competency Baseline 2023- Competency Baseline 2022	5%	All or Nothing	Improvement on the Competency Level of the Organization	Competency Assessment shall be conducted on the last quarter of 2023	Signed 1 <sup>st</sup> Quarter Report from HRD
<b>SO 7</b> Integrate Information Systems Using Secure Digital Technology	<b>SM 10</b> Percentage of Systems Implemented, Enhanced or Developed Based on the Updated ISSP	Actual Accomplishments	5%	(Actual/ Target) x Weight	100% 1. Enhancement of the following: <b>a.</b> Enterprise Resource Management Information Management System (ERMIS) <b>b.</b> Business Intelligence System (BIS) (Corporate Dashboard and Data warehousing) <b>c.</b> National Health Data Repository (NHDR) Model 2. Development of Health Insurance System (HIS)	Updated Priorities based on the PhilHealth's ISSP Amendment for CY 2023 - DICT recommended the endorsement of ISSP amendment for CY2023  <b>Implementation schedule for Q1 2023</b>  <b>ERMIS</b> - customization <b>BIS</b> -preparation ad TOR development <b>NHDR</b> - TOR development <b>HIS</b> - assessment/ evaluation of proposals	Signed IMS Memo re: Updated Priorities for 2023  Updated Implementation Schedule for CY 2023  Email thread from DICT on ISSP Amendment for CY 2023  Detailed 1 <sup>st</sup> Quarter Accomplishments  Summary of Annual Priorities
<b>Sub-Total</b>			<b>30%</b>				

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<b>STRONG CORPORATE GOVERNANCE</b>	<b>SO 8</b> Manage transitions and mind-shift with leadership and accountability	<b>SM 11</b> NG Premium Subsidy Utilization	Total Obligations/Total Allotment	2.5%	(Actual/Target) x Weight	100%	<u>Not yet applicable</u>	n/a
			Total Disbursement/Total Obligations	2.5%	(Actual/Target) x Weight	100%	<u>Not yet applicable</u>	n/a
		<b>SM 12</b> Obligations Budget Utilization Rate	Total Disbursements/ Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/Target) x Weight	100%	<b>13.79%</b>  <b>(28,758 M/ 208,515 M)</b>	Signed 1 <sup>st</sup> Quarter Report from Comptrollership Department

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SO 9 Strengthen Policy Enforcement and Evidence- informed Decision- making	SM 13a Percentage of Cases Disposed - Prosecution Department	Number of Cases Disposed (Resolved or Filed with Charges) /Total Number of Cases	3.75%	(Actual / Target) x Weight	20% from backlog cases received from October 2022 and earlier;  10% from current cases received cases from November 2022 to October 2023	<u>Backlog (20%):</u>  <b>26.52% of the target</b> (689/2,598) Total received: 12,987  <u>Current (10%):</u>  <b>4.17% of the target</b> (12/288) Total received: 2,877	Signed 1 <sup>st</sup> Quarter Report from Prosecution Department  Dataset in Excel file
	SM 13b Percentage of Cases Disposed – Arbitration Office	Number of Cases Disposed (Resolved or Filed with Charges) /Total Number of Cases	3.75%	(Actual / Target) x Weight	20% from backlog cases received from October 2022 and earlier;  10% from current cases received cases from November 2022 to October 2023	<u>Backlog (20%):</u>  <b>81.57% of the target</b> (2,067/2,534) Total received: 12,668  <u>Current (10%):</u>  <b>0% of the target</b> (0/261) Total received: 2,605	Signed 1 <sup>st</sup> Quarter Report from Arbitration Office  Dataset in Excel file



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	<b>SM 13c</b> Percentage of Red Flagged Providers Investigated  (Both from FFIED and PROs)	No. of Red Flagged Providers Investigated/ Total Number of Red Flagged Providers	5%	(Actual / Target) x Weight	30% from backlog cases received from October 2022 and earlier;  10% from current cases received cases from November 2022 to October 2023	<u>Backlog (30%):</u> <b>5.08% of the target</b> (6/118) Total received: 393  <u>Current (10%):</u> <b>100% of the target</b> (19/2) Total received: 19	Signed 1 <sup>st</sup> Quarter Report from FFIED  Dataset in Excel files (3)
<b>Sub-Total</b>			<b>20%</b>				
<b>TOTAL OF WEIGHTS</b>			<b>100%</b>				