

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component						1st Quarter			
Strategic Objective (SO)/ Strategic Measure(SM)			Formula	Weight	Rating System	Annual Target	Target	Actual	Supporting Documents
Outcomes	SO 1 Increased utilization based on need	SM 1 Percentage of Satisfied Customers	Total Number of Respondents who have Rated "Agree" and "Strongly Agree" over Total Number of Respondents  (ARTA Survey tool)	10.0%	(Actual/Target) x Weight  Below 80% = 0%	90%	***	<b>Status report on CSM Implementation</b> 1. Issuance of PhilHealth Citizen's Charter 2024 1 <sup>st</sup> Edition (PCC 2024 1 <sup>st</sup> Edition) on April 1, 2024(in compliance with ARTA MC 2019-002); 2. Ongoing Implementation for both Internal and External Services; 3. Updating of PhilHealth Service Library; and 4. System Enhancement for auto-generation of table reports for all services surveyed in the PCC 2024 1st Edition	1st Quarter Report form OCOO  ARTA MC 2023-05
		SM 2 Total number Physicians Providing Konsulta Package	Actual Accomplishment	10.0%	(Actual/Target) x Weight	4,375 Physicians	3,281 Physicians (75% of 4,375)	<b>3,275 Physicians</b>  *Result as of 24 April 2024  *Partial reports for PRO NCR and III	1st Quarter Report from Accreditation Department

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		SM 3  Total Number of Registered Konsulta Beneficiaries with First Patient Encounter (FPE)	Actual Accomplishment	7.5%	(Actual/Target) x Weight	2.63 Million Beneficiaries with FPE	***	40,604 FPE conducted  (extracted as of March 18, 2024)	Report from PMT for Primary Care			
	Sub-total		27.5%									
Sustainable Financing	SO 2 Build a deep revenue-base with efficient collection system	SM4: Total Amount of Premium Collection  (Direct Contributors)	Actual Accomplishment	10%	(Actual/Target) x Weight	P170.87 Billion (Direct Contributors)	P42,717 Billion (25% of the actual collection for Direct Contributors)	P28,965 Billion  as of February 2024	Report from MMG as of February 2024			

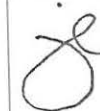
Component					Annual Target	1st Quarter		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Target	Actual	Supporting Documents
SO 3 Maintain an Active Risk Pool through Strategic Purchasing	SM5: Enhanced Benefits (Policies/ Guidelines/ Processes)	Actual Accomplishment	3.0%	All or Nothing	Board Approved Philippine DRG Implementing Guidelines	Drafting of Implementing Guidelines for DRG	<ul style="list-style-type: none"> <li>DRG Implementing Guidelines drafted</li> <li>PhilHealth Regional Office (PRO) NCR Branches visited to observe claims processing</li> <li>Stakeholder consultation conducted</li> </ul>	1st quarter report from Surge Team
		Actual Accomplishment	2.0%	2% = if published by 31 August 2024  1% = if published between 01 September to 31 December 2024  0% = If published beyond 31 December 2024	Publication of Rules on Interim Voluntary Supplemental Premium-Based Health Insurance System for GOCCs with the following minimum component a.) Annual Check Up and/or Executive Check up	***	PHILHEALTH PLUS <ul style="list-style-type: none"> <li>Business Case (approved by EXECOM dated Feb 7, 2024)</li> <li>Benefit Design (considering inclusion and exclusion from basic regular PhilHealth benefit)</li> <li>Corporate Advisory on Guidance on Procurement of Health Coverage from Private Health Maintenance Organizations (HMOs) by government Agencies for signature of PCEO</li> <li>Provider payment mechanism proposed as Fee-for-service and Global budget</li> </ul>	Report from Head - PhilHealth Plus

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Innovation and Growth	SO 3 Maintain an Active Risk Pool through Strategic Purchasing	SM6: PhilHealth Percentage (%) Share to Current Health Expenditure (CHE)	PhilHealth Expenditure over Current Health Expenditure	3.0%	(Actual/Target) x Weight	17.50%	***	***	External Report from Philippine National Health Accounts (PNHA) by Philippine Statistics Authority (PSA)
		SM7: Manage Administrative Cost Limit	Actual Accomplishment	0.0%	For monitoring purposes only	Less than 7.5%	***	No available report Yet	***
	Sub-total		18.0%						
	So 4 Transform human resource management into a competency-based approach	SM8: Improve Competency of the Organization	Competency Baseline 2024 - Competency Baseline 2023	4.5%	All or Nothing	Improvement of the competency level of the Organization	***	Competency Assessment shall be conducted on the last quarter of 2024	Report from HRD

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SO 5 Develop Lean and Member-Centric Processes	SM9: Implement Quality Management System	Actual Accomplishment	5.0%	All or Nothing	Sustain ISO Certification 9001:2015 on the Public Administration covering the following processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	<ul style="list-style-type: none"> <li>Approval of procurement documents for Capability Building and QMS</li> <li>Technical Specification,</li> <li>Amended Annual Procurement Plan, and</li> <li>Approved Budget of the Contract.</li> </ul>	<p><b>For Capability Building</b></p> <ul style="list-style-type: none"> <li>The Revised Technical Specification has been Approved</li> <li>Realignment of Funds and requested of PPMP Amendment</li> <li>Awaiting for APP Amendment required for the ABC</li> </ul> <p><b>For QMS Summit</b></p> <ul style="list-style-type: none"> <li>Prepare the Technical Specification for the Lease of Venue and Forwarded to PRO V</li> <li>Forwarded the approved ReRef, Amended PPMP and Budget Release Order (BRO) to PRO Von 21 March 2024</li> </ul>	1st Quarter report from OSDO

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	<b>SM10a: Percentage of Backlog Claims Processed</b>	Number of claims processed from 1995 to 2023 over Total number of received and refilled claims from 1995 to 2023	5.0%	(Actual/Target) x Weight	100%	100% of the Total number of received and refilled claims from 1995 to 2023	<b>99.44%</b> (138,766,890/ 139,543, 299)	Report from PMT Claims
	<b>SM10b: Percentage of Claims Processed within Applicable Time (Claims Received and Refiled for Current Year)</b>	Number of claims processed within Applicable Processing Time over Total Number of Claims Received and Refiled	5.0%	(Actual/Target) x Weight	100%	90% Total Number of Claims Received and Refiled	<b>97.45%</b> (1,342,213/ 1,377,375)	Report from PMT Claims
	<b>SM10c: Percentage of Claims Paid within the Applicable Period</b>  (01 November 2023 to 31 October 2024)	Number of Claims Paid within the Applicable Time over Total Number of Claims for Payment	5.0%	(Actual/Target) x Weight	100%	100% of the Total Number of Claims for Payment	No available report Yet	***

	SO 6 Enhance Information System through Enterprise Integration	SM11: Identified Projects in the ISSP completed on Time	Actual Accomplishment	5.0%	(Actual/Target) x Weight	100% Implementation of ICT Projects based on the DICT-approved ISSP	1. HIS - TOR Refinement / Development and Costing Project  2. ERMIS - TOR Refinement/ Development and Costing Project  3. BIS- TOR Development and Costing Project	1. HIS ○ Ongoing review of the draft Terms of Reference (TOR) and discussions with DICT; and ○ Ongoing preparation of procurement documents with existing quotations, PPMP and APP  2. ERMIS ○ Received updated timeline from Info Alchemy for the ERMIS Project; and ○ The Project Management Core Team (PMCT) awaits guidance from the Steering Committee on the next steps for the Project.  3. BIS ○ Ongoing review of the draft Terms of Reference (TOR) and discussions with DICT; and ○ Ongoing preparation of procurement documents with existing quotations, PPMP and APP.	1st Quarter Report from IMS
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							4. SSMIS - TOR Refinement/Development and Project Costing	4. SSMIS <ul style="list-style-type: none"><li>Ongoing review of the draft Terms of Reference (TOR) and discussions with DICT; and</li><li>Ongoing preparation of procurement documents with existing quotations, PPMP and APP</li></ul>		
							5. NHDR - Procurement	5. NHDR <ul style="list-style-type: none"><li>Ongoing review of the draft Terms of Reference (TOR) and discussions with DICT,</li><li>Ongoing preparation of procurement documents with existing quotations, PPMP and APP,</li><li>Conducted FHIR Mapping Activities,</li><li>Managed and support work for the EMR-NHDR Modelling (Phase 2) project with ADB Consultants.</li></ul>		
							6. Internal System - System Maintenance	6. Internal Systems <ul style="list-style-type: none"><li>23/100 systems enhanced and developed</li></ul>		
Sub-total			29.5%							

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Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	Target		Actual	Supporting Documents	
Strong Corporate Governance	SO 7  Manage transitions and mind-set shifts with leadership and accountability	SM12a: Obligations Budget Utilization Rate	Total Obligations over Board-approved COB  (both net of Personnel Service (PS) Cost and Benefit/Claim Payments)	2.5%	(Actual/Target) x Weight	90%	***	7.50%  (704,220,236.24/ 9,393,174,686.80)	1 <sup>st</sup> Quarter Report from FMS
		SM12b: Disbursement Budget Utilization	Total Disbursement over Total Obligations  (both net of PS Cost and Benefit/Claim Payments)	2.5%	(Actual/Target) x Weight	90%	***	65.70%  (462,670,752.28/ 704,220,236.24)	1 <sup>st</sup> Quarter Report from FMS
		SM12c: Disbursement Budget Utilization	Total Disbursement over Board-approved COB (both net of PS Cost and Benefit/claim payments)	2.5%	(Actual/Target) x Weight	90%	***	4.93%  (462,670,752.28/ 9,393,174,686.80)	1 <sup>st</sup> Quarter Report from FMS

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SO 7	Manage transitions and mind-set shifts with leadership and accountability	SM13: Benefit Payment Budget Utilization Rate	Total Benefits Paid over Total Amount of Claims for Payment  (both net of Return-To-Hospital (RTH) and denied claims)	2.5%	(Actual/Target) x Weight	100%  (01 November 2023 to 31 October 2024)	***	No available report Yet	***
SO 8	Strengthen Policy enforcement and evidence-informed decision-making	SM14: Percentage of Red Flagged Providers Investigated  (both FFIED and PROs)	Number of Red Flagged Providers investigated over Total number of Red Flagged Providers	5.0%	(Actual/Target) x Weight	25% from backlog cases received from Oct 2023 and earlier;  (375 x 25% = 94)  15% from current cases received from November 2023 to October 2024  (257* x 15% = 39)  <i>Note: * = figure may vary depends on the PRO Legal Offices declaration of additional red flagged providers from HCP-PAS</i>	25% of the Annual Target (24 cases)  25% of the Annual Target (10 cases)  (Adjusted Target)	28.72% of the Annual Target (27 cases over 94 cases)  36% of the Annual Target (14 cases over 39 cases)	As of March 2024 Report from FFIED

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SO 8 Strengthen Policy enforcement and evidence-informed decision-making	SM15: Percentage of Cases Disposed (Prosecution)	Number of Cases Disposed (Resolved or Filed with Charges) over Total Number of Cases	5.0%	(Actual/Target) x Weight	25% from backlog cases received from October 2023 and earlier;  (16,065 x 25% =4,016)  15% from current cases received from November 2023 to October 2024  (13,163 x 15% = 1,974)	25% of the Annual Target (1,004 cases)  ***	46.96% of the Annual Target (1,886 cases disposed/4,016 cases)  0% of the annual Target (0 cases disposed/ 823 cases)	1 <sup>st</sup> quarter report from Prosecution Department		
	SM16: Percentage of Cases with Decisions (Arbitration)	Number of Cases Disposed (Resolved or Filed with Charges)/Total Number of Cases	5.0%	(Actual/Target) x Weight	25% from backlog cases received from October 2023 and earlier;  (9,812 x 25% = 2,453)  15% from current cases received from November 2023 to October 2024  (3,571 x 15% = 536)	25% of the Annual Target (614 cases)  25% of the Annual Target (134 cases)	50.51% of the Annual Target (1,239 cases/ 2,453 cases)  0% of the annual Target (0 cases disposed/ 332 cases)	1 <sup>st</sup> Quarter report from Arbit		
Sub Total		25.0%								
Total		100%								