

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

		Component				Annual Target	1 st Quarter		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	Quarterly Target		Actual	Supporting Documents	
MEMBER SATISFACTION	SO 1 Increased utilization based on need	SM 1: Total Number of Konsulta Beneficiaries with First Patient Encounter	Actual Accomplishment	10%	(Actual/Target) x Weight	20 Million New FPEs	***	2.99 Million (as per March 31, 2025 TFI extracted report)	Signed 1 st Quarter Performance report from PMT-PC Briefer
	SO 2 Higher Financial Risk Protection	SM 2a: PhilHealth Share to Current Health Expenditure (CHE)	PhilHealth Expenditure over Current Health Expenditure	7.50%	(Actual/Target) x Weight	17.50%	***	Awaiting copy of the Philippine National Health Accounts (PNHA) Report by Philippine Statistics Authority (PSA)	n/a
		SM 2b: Out-of-Pocket (OOP) Share to Current Health Expenditure	Out-of-Pocket (OOP) Share over Current Health Expenditure	2.50%	{1- [(Actual/Target) / Target] x Weight}	41.20%	***	No report yet	n/a
		Manage Administrative Cost Limit	Actual Accomplishment	0%	For monitoring purposes only	Less than 7.50%	***	No report yet	n/a

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	SO 3 Expanded Access to High-Quality Health Services	SM 3: Percentage of Satisfied Customers (ARTA Survey tool)	Total Number of Respondents who have Rated "Agree" and "Strongly Agree" over Total Number of Respondents	5%	(Actual/Target) x Weight Below 80% = 0%	90%	***	No report yet	n/a
Sub-total		25%							
SUSTAINABILITY	SO 4 Expanded Service Coverage and Quality	SM 4a: Enhanced Benefits (Policies/ Guidelines/ Processes) -Provider Payment Initiatives Implemented	Actual Accomplishment	5%	(Actual/Target) x Weight	Implementation of Shadow Billing in 160 Private Hospitals	***	a. Monitoring of updates from external IT service providers regarding their certification for deployment of the CF5 Shadow Billing b. Development of project management framework for SB	n/a
		SM 4b: Enhanced Benefits (Policies/ Guidelines/ Processes) -PhilHealth Plus	Actual Accomplishment	5%	All or Nothing	a. Board-approved policy b. Pilot implementation	***	a. The Benefits Committee directive is for PhilHealth Plus to be DEFERRED INDEFINITELY for further consideration and study. b. Pilot shall be set in the 4 th qtr of 2025.	Signed 1 st Quarter Performance report from PhilHealth Plus Team

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SO 5 Enhance Member and Provider Experience through Streamlined Policies and Processes	SM 5: Registration Rate for Indirect Contributors	Number of Indirect Contributors over Total Number of Indirect Contributors	5%	(Actual/Target) x Weight	95%	***	Finalizing report	N/A
	SM 6a: Claims Processing Efficiency (Backlog Claims)	Number of claims processed over Total number of backlog claims from 2024 and earlier	5%	(Actual/Target) x Weight	100%	***	99.60% (169,617,816/ 170,291,378)	Dataset
	*Backlog claims-received, refiled and denied claims due to late filing beyond 60days, from 2024 earlier							

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	SM 6b: Percentage of Claims Processed within Applicable Time (Claims Received and Refiled for the Year 2025) *Processed claims-	Total number of claims processed within applicable processing time over Total number of claims received and refiled (Coverage of received and refiled	5%	(Actual/Target) x Weight	100%	***	98.55% (1,556,106/ 1,579,080)	Dataset
	Paid, Approved for payment, Returned to hospital and Denied	claims: 01 Nov 2024 to 31 Oct 2025)						
	SM 7a: Percentage of Providers or Practitioners with Violations Investigated (FFIED and PROs)	Number of providers or practitioners with violations investigated over Total number of providers or practitioners with violations	2.50%	(Actual/Target) x Weight	Backlog: 90% of complaints/ reports received from 31 December 2024 and earlier	***	14.73% (43/292)	Signed 1 st Quarter Performance report from FFIED Datasets
			2.50%		Current: 40% of current complaints/ reports received from 01 January 2025 to 31 October 2025	***	100% (1/1)	

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SM 7b: Percentage of Cases Disposed (Prosecution Department)	Number of Cases Disposed (Resolved or Filed with Charges) over Total Number of Cases	2.50%	(Actual/Target) x Weight	Backlog: 70% of cases received from 31 December 2024 and earlier	***	27.52% (3,818/13,873)	Signed 1st Quarter Performance report from PROSEC Datasets	
		2.50%		Current: 30% of cases received from 01 January 2025 to 31 October 2025	***	0.62% (6/964)		
SM 7c: Percentage of Cases Disposed (Arbitration Office)	Number of Cases Disposed (Penalized or Dismissed) over Total Number of Cases	2.50%	(Actual/Target) x Weight	Backlog: 90% of cases received from 31 December 2024 and earlier	***	100% (3,155/2,840)	Signed 1st Quarter Performance report from ARBITRATION Datasets	
		2.50%		Current: 40% of cases received from 01 January 2025 to 31 October 2025	***	0% (0/788)		

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Strategic Objective (SO)/ Strategic Measure(SM)			Formula	Weight	Rating System	Annual Target	Quarterly Target	Actual	Supporting Documents
		SM 8: Implement Quality Management System	Actual Accomplishment	2.50%	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	***	Ongoing preparation for the conduct of IQA IQA of PRO VI was successfully completed on April 4, 2025	Signed 1 st Quarter Performance report from OSDO
	Sub-total			42.5%					
EFFICIENCY	SO 6 Ensure Robust Fiscal Management through Strategic Resource Allocation	SM 9a: Total Amount of Premium Collection (Direct Contributors)	Actual Accomplishment	7.50%	(Actual/Target) x Weight	P202.99 Billion (Direct Contributors)	***	P 33.60 Billion (30.60 B/ 202.99 B)	Signed 1 st Quarter Performance report from MMG Dataset

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	SM 9b: Reduction in the Amount of Backlog Claims	Actual Accomplishment	7.50%	(Actual/Target) x Weight	50% reduction of backlog claims as of 31 December 2024 *based on COA AAR	***	No report yet	n/a
	SM 10: Disbursement Budget Utilization Rate	Total Disbursement over Total Board-approved COB (both net of PS Cost and Benefit Claims Payment)	5%	(Actual/Target) x Weight If below 70%=0%	90%	***	Requested extension on the submission of BUR	Letter-request re: Submission of BUR
	SM 11: Benefit Payment Budget Utilization Rate	Total Benefits Paid over Total Amount of Claims for Payment (both net of RTH and Denied Claims)	2.50%	(Actual/Target) x Weight	100%	***	P 19,147,044,032 Benefits Paid *awaiting denominator (Total Amount of Claims for Payment both net of RTH and Denied Claims)	Dataset

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SO 7	SM 12:	Actual Accomplishment	2.50%	(Actual/Target) x Weight	95% of employees attained the required job-level competency	***	Competency Rating shall be done in the 4 th Quarter of 2025	Signed 1 st Quarter Performance report from MSS
SO 8	SM 13:	Actual Accomplishment	5%	(Actual/Target) x Weight	100% Accomplishment of 2025 Deliverables based on the DICT-approved ISSP 1. HIS 2. FMIS 3. BIS 4. SSMIS 5. NHDR 6. Internal System	***	1. HIS – 2% 2. FMIS – 2% 3. BIS – 2% 4. SSMIS – 2% 5. NHDR – 2% 6. Internal System – 5%	Signed 1 st Quarter Performance report from IMS Briefer
Sub-total			30%					

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SO 9 Effectively Manage Organizational Change to Accelerate Plan Implementation	SM 14: Disaster Risk Reduction and Management (DRMM) Plan Developed and Implemented	Actual Accomplishment	2.50%	All or Nothing	Board-approved DRRM Plan	***	Presented the draft DRRM Plan to the CDCC for comments and approval	Signed 1 st Quarter Performance report from MSS
Sub-total			2.5%					
TOTAL			100%					
	Bonus SM1: GAD Budget Utilization	Actual Accomplishment	1.00%	All or Nothing	5% of Total COB	***	12.42% Utilization Rate for the Women's Month Celebration/ Committee Meeting Expenses	Signed 1 st Quarter Performance report from MSS