

**PHILIPPINE HEALTH INSURANCE CORPORATION  
QUARTERLY MONITORING REPORT  
PERFORMANCE AGREEMENT  
2016**

Perspective	Strategic Objective/Measure	Weight	Formula	Baseline	Target	Quarterly Accomplishments								
				2015	2016	1st Qtr	Status	2nd Qtr	Status	3rd Qtr	Status	4th Qtr	Status*	
<b>CUSTOMER</b>	<b>SO 1</b>	<b>Ensure Beneficiary Satisfaction</b>												
	SM1	Customer Satisfaction Rating	8%	Net Satisfaction Rating	Excellent (+80)	≥ + 82	Conduct: 3Q	***	Conduct: 3Q	***	78% (Excellent) Initial Rating	7.61%	78.5% (Excellent)	7.66%
	<b>SO 2</b>	<b>Increase Customer Knowledge Regarding Benefits and Services</b>												
	SM2	Awareness Level Rating	5%	Awareness Level Rating	Establish Baseline (At Least Satisfactory)	≥ 53%	Conduct: 3Q	***	Conduct: 3Q	***	95% (Excellent) Initial Rating	5.00%	89.4% (D&E) 93.9% (all classes)	5.00%
	<b>SO 3</b>	<b>Improve the Ease, Speed, Accessibility and Courtesy of Transaction Services</b>												
	SM3	ARTA Score	5%	Total no. of LHIOs rated at least Outstanding over Total no. of LHIOs	70%	75%	***	***	PhilHealth is not included in the CSC-ARTA Survey this year	***	No CSC-ARTA Survey for 2016	***	***	***
	SM4	% of Collections from Accredited Collecting Agents (ACAs) to Total Collections	5%	Total Amount of Collections from ACAs over Total Collections ( <i>Exclude Indigent/NHTS-PR Collections and similar appropriations such as Pamana &amp; Bangsamoro</i> )	40%	100%	***	***	81% (22.034B/17.813B)	4.05%	80%	4.00%	96.13% (Dec)	4.81%
	<b>SO 4</b>	<b>Expand Physical Accessibility and Ensure Quality of Contracted IHCPs</b>												
SM5	Percentage of Accredited Hospitals	5%	Total Number of Accredited Hospitals over Total Number of Qualified DOH-certified Hospitals	100%	100%	100%	5%	100% (1861/1861)	5%	100%	5%	100% (1892/1892) (Dec)	5.00%	

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<b>CUSTOMER</b>	SM6	Establish Policy Benchbook for Safety, Quality and Excellence	5%	All or nothing	Policy Benchbook on Safety	Policy Benchbook /Baseline Rating/ Ranking System published in PHIC website	***	***	Non-Hospital BB for pilot-testing; Enhanced Hospital BB final phase of review	***	Board-approved Non-Hospital Facilities BB (Sept 26) Pilot-tested Enhanced Hospital BB (Jul 26)	***	Policy Benchbook/ Baseline Rating/ Scoring Guideline published in PHIC website	5.00%	
	SM7	Percentage of LGUs with Accredited PCB, MCP & TB-DOTS Facilities	5%	Total Number of LGUs with Accredited PCB, MCP and TB-DOTS facilities over Total Number of LGUs; Scale	79.63% (1212/ 1522 Eligible LGUs)	100%	***	***	100% (1189/ 1189)	5%	100%	5%	100% (1287/1287) (Dec)	5.00%	
	SM8	Percentage of RHUs Accredited for PCB, MCP & TB-DOTS (3-in-1) (DOH: 3,074 RHUs)	5%	Total Number of RHUs Accredited as PCB, MCP and TB-DOTS facility over Total Number of DOH-certified RHUs	***	100%	***	***	100% (987/987)	5%	100%	5%	100% (1283/1283) (Dec)	5.00%	
	<b>SO 5</b>	<b>Offer Significant and Comprehensive Benefits</b>													
	SM9	Percentage of NBB Claims	5%	Total Number of Indigent and Sponsored NBB Claims over Total Number of Indigent and Sponsored Claims	≥ 70%	75%	58% (63,494/ 110,317)	3.87%	63% (75,464/ 119,877)	4.20%	66%	4.40%	66.17% (70,394/ 106,389) (Dec)	4.41%	
	SM10	Support Value	4%	PhilHealth coverage / Total hospital expense	Establish Baseline	Baseline	Conduct: 4Q	***	Conduct: 4Q	***	Awaiting Report	***	33.75% (34%)	4.00%	
	SM11	Percentage of NHTS-PR Beneficiaries Profiled to a Primary Care Provider	5%	Total Number of Beneficiaries Profiled to a PCB Provider over Total Number of Enlisted NHTS-PR Beneficiaries	85%	90%	Awaiting Report	***	System Automation	***	Awaiting Report	***	40.25% (4,401,906/ 10,937,149)	2.24%	

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<b>INTERNAL PROCESS</b>	<b>SO 6</b>	<b>Excel in Evidence-based Product Development and Service Innovation</b>												
	SM12	New/Improved Benefit Packages	5%	Benefit Plan	2 new/enhanced benefits	Board-approved Improved Benefit Plan	Awaiting Report	***	Three enhanced benefits approved; 2 new benefits approved; and HTA approved	3%	Benefit Plan preparation for approval of the Board. Three activities for the 2nd Q is accounted for a percentage each.	3%	Board-approved Improved Benefit Plan (Nov)	5.00%
	SM13	Full Conceptualization of PhilHealth+ Program for Government Employees	5%	Benefit Development	Approved (Dec. 21, 2015)	Policy and Systems in place (contingent on the option)	Awaiting Report	***	Awaiting Report	***	Awaiting Report	***	Policy and systems on the option presented to the Board	3.00%
	<b>SO 7</b>	<b>Ensure Efficient Core Processes and Effective Policy Implementation</b>												
	SM14	Turn-Around-Time (TAT) of Claims Processing	5%	% of Good Claims Processed within TAT / Good Claims	≤ 30 days	≤ 30 days	40 days	3.75%	38 days	3.95%	37.21 days (Aug)	4.03%	38.72 days (361,319,630/9,330,471) (Dec)	3.87%
	SM15	Coverage Rate	8%	Total number of PhilHealth eligible beneficiaries over total population; Scale	≥ 90%	≥ 95%	Awaiting Report	***	90% (May)	7.59%	91%	7.66%	91% (Dec)	7.66%

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<b>LEARNING AND GROWTH</b>	<b>SO 8</b>	<b>Ensure a Competent Workforce</b>												
	SM16	Competency Framework	5%	Establish competency-based framework in HR systems	Establish Framework	Establish baseline competency level	Conduct: 4Q	***	Conduct: 4Q	***	Conduct: 4Q	***	Baseline established for the 35 competencies	5.00%
	<b>SO 9</b>	<b>Establish Strong and Strategic Leadership and Create a Supportive and High-Performance Culture</b>												
	SM17	ISO Certification	5%	Total Number of PROs with ISO Certification; Scale	Conducted Mgt. Review for Reg'l. Offices (Post-IQA)	ISO Certification of all PROs with 1 LHIO also certified per PRO	Quality Audit ongoing	***	On-going	***	IQA conducted in PROs; Management Review conducted	3%	ISO Certification ISO 9001:2008	5.00%
<b>FINANCIAL</b>	<b>SO 10</b>	<b>Increase Collections and Widen Membership Base</b>												
	SM18	Collection Efficiency Rate	5%	Actual collections over potential collections; Simple Average	≥ 70%	≥ 80%	***	***	60% (July)	3.75%	62.28%	3.90%	75.66 (Dec)	4.73%
	<b>SO 11</b>	<b>Optimize Productivity (use or investment) of Assets and Other Financial Resources</b>												
	SM19	Investment Yield	5%	Investment Income over Average Daily Fund Level; Simple Average	> 4.029%	PDST R2 + 0.5	***	***	4.737%	5%	4.51%	5%	4.377% (Dec)	5.00%
<b>TOTAL</b>		<b>100%</b>												

\* Subject to GCG Validation