

PHILIPPINE HEALTH INSURANCE CORPORATION
4th Quarter Monitoring Report ¹

PES Form 4

Perspective	Component					Annual Target	4th Quarter	
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Target	Actual
Social Impact	SO 1	IMPROVED HEALTH FINANCIAL RISK PROTECTION						
	SM 1	Support Value	Average PhilHealth benefit payment /Average actual hospitalization cost	5%	Above 33.75% = Actual/Target x Weight Below 33.75% = 0	35%	-	Research activity – ongoing (Third-party)
Satisfied Clients	SO 2	TOTAL CLIENT EXPERIENCE						
	SM 2	Client Satisfaction Rating	Net Satisfaction Rating (Survey)	7%	All or Nothing	Excellent (80%)	-	Research activity – ongoing (Third-party)
	SM 3	Coverage Rate	Total no. of PhilHealth Eligible Beneficiaries/ Total Population	10%	Actual / Target x Weight	100%	-	Results for Validation
	SO 3	RESPONSIVE BENEFITS						
	SM 4	Percentage of NHTS-PR Beneficiaries Profiled by a PCB Provider	No. of NHTS-PR beneficiaries profiled/Total no. of beneficiaries under NHTS-PR list	5%	Above 40%: 5% 30% to 40%: 3% Below 30%: 0%	Above 40%	-	0.48% (127,519/ 26,534,786) (October)

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	SM 5	Percentage of indigents with Zero Out-Of-Pocket (OOP) expense	No. of indigent members with Zero OOP over total no. of indigent members who availed PhilHealth benefits (all facilities) x 100	5%	All or Nothing	Establish baseline	-	<i>Research activity – ongoing (Third-party)</i>
Sustainable Fund	SO 4	REVENUE GENERATED						
	SM 6	Benefit Expense to Premium Income Ratio	Benefit Expense over Premium Income	5%	[100% - (Actual – Target) / Target] x Weight	1.04:1.00	-	0.99 : 1.00 (Php96.230B / Php97.180B) (Nov)
	SM 7	Collection Efficiency Rate	Actual collection over potential collection (All member categories, except those subsidized by the national government, indigent, lifetime and senior citizens)	5%	Actual/ Target x Weight	≥ 95% (all member categories, except those subsidized by the national government, indigent, lifetime and senior citizens)	-	<i>Results for Validation</i>

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	SO 5	ASSETS OPTIMIZED						
	SM 8	Investment Yield	Average Phil. Dealing System Treasury Reference Rate for all maturities (PDST R2)	5%	Equal to PDST R2 rate or higher: 5% Below PDST R2 rate: 0%	1 year PDST R2 (3.786%)	-	4.540%
Excellent Processes	SO 6	BOOST INNOVATION IN RESEARCH, POLICY AND PROCESS						
	SM 9	Costing Framework developed and policy for case rates for priority conditions implemented	Actual Accomplishment	10%	All or Nothing	Board-approved revised case rates policy and costing framework for the 48 priority conditions	-	Case rates policy and costing framework developed
	SM 10	ISO Certification	Actual Accomplishment	6%	All or Nothing	Readiness certificate (Third party)	-	Readiness certificate issued by Chairperson Internal Quality Audit and QMR
	SO 7	ENSURE OPERATIONAL EFFECTIVENESS AND EFFICIENCY						
	SM 11	Turn-Around-Time (TAT) for Claims Processing	Total no. of days to process claims paid /Total no. of claims	5%	All or Nothing	60 <u>working</u> days	-	61 <u>calendar</u> days

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	SM 12	Potential Fraud Incidence Rate	Total no. of claims subjected to investigation for potential fraud over total no. of claims filed x 100 Actual Accomplishment	10%	All or Nothing	Establish baseline	-	Research activity – ongoing (Third-party)

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	SM 13	Turn-Around-Time on the filing of cases against erring providers	Total number of days to file all cases / Total number of cases filed [Average no. of days from receipt of Fact Finding Investigation Report (FFIR) by FFIED and receipt of last pleading to filing of complaint by Prosecution Department to Arbitration Office]	5%	Actual/Target x Weight	120 working days [Ave. no. of days from receipt of FFIR by FFIED to filing of complaint with the Prosecution Department + Ave. no. of days from receipt of the last pleading filed to filing of complaint by Prosecution Department to Arbitration Office]	-	<i>Results for Validation</i>

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	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Target	Actual
	SM 14	Turn-around time for the resolution of cases against erring providers	Total number of days to resolve all cases / Total number of cases received [Average no. of days from receipt of last pleading by Arbitration Office to its case resolution]	5%	Actual/Target x Weight	90 working days	-	27.61 calendar days Rating system should be: Target/ Actual x Weight <u>Formula should be:</u> Total number of days to resolve all cases / Total number of cases resolved.
	SO 8	STRENGTHEN STAKEHOLDER RELATIONS						
	SM 15	Awareness Level Rating (Classes D and E)	Actual Accomplishment	7%	All or Nothing	≥ 90% (in Classes D and E)		Research activity – ongoing (Third-party)

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Strong Foundation	SO 9	ENSURE ORGANIZATIONAL ALIGNMENT AND WORKFORCE ENGAGEMENT						
	SM 16	Improved competency level of the organization	Number of employees with at least intermediate proficiency for all core and cross business process competencies/ Total number of employees with novice proficiency for at least 1 core and cross business process competencies	5%	Actual / Target x Weight	60% of employees with novice proficiency for at least 1 core business process competencies should improve to at least intermediate proficiency		<i>Results for Validation</i> <u>Formula should be:</u> 60% of employees should score at least intermediate

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