

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

	Component				Annual Target	2nd Quarter		
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight		Rating System	Target	Actual
	Social Impact	SO 1 Improved Health Financial Risk Protection	SM1 Increased Support Value	Milestones target/ Initiatives <i>(in support of long-term goal of 60% SV by 2022)</i>		5%	<ul style="list-style-type: none"> ▪ 1 of 4: 4%; ▪ 2 of 4: 6%; ▪ 3 of 4: 8%; ▪ 4 of 4: 10%; 	Co-Payment and DRG Implementation initiatives (intended to improve Support Value):
Sub-total			5%					

PES Form 4
2nd Quarter Monitoring Report

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	Satisfied Client	SO 2 Total Client Experience	SM 2 % of Satisfied Customers	Number of respondents who rated PhilHealth service with at least Satisfactory/ Total number of respondents	10%		Actual/ Target x Weight Below 80%=0	85%
SM 3 Increase Availment Rate			Number of beneficiaries who availed PhilHealth over Total number of beneficiaries admitted	0%	N/A	100%	Conduct of survey	Still awaiting for the result of the Third-Party survey
Sub-total				10%				
Sustainable Fund	SO 4 Revenue Generated	SM 4 Improve Collection Efficiency Rate	Actual Collection/ Potential Collection	20%	(Actual/ Target) x Weight	≥95%	≥95%	74.97%
						<i>(Formal and Informal economies, and overseas Filipinos)</i>		

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		SO 5 Optimized Asset	SM 5 Increase in Benefit Expense to Premium Income Ratio	Benefit Expense/ Premium Income		15%	[100% - (Actual- Target)/Target]	1:1
	Sub-total			35%				
Excellent Process	SO 6 Boost innovation in Research, Policy and Process	SM 6 Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	ISO 9001:2015 Certificate covering all sites all processes	3 rd party audit	On-going 3rd party audit
	SO 7 Ensure operational Effectiveness and Efficiency	SM 7 Percentage of Good Claims Processed Within Applicable Time	Number of good claims processed within 60 calendar days/ Total number of claims	15%	(Actual/ Target) x Weight Below 90% = 0%	100%	100%	62%

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			SM 8 Increase in Percentage of Cases Filed and Resolved within Applicable Time	Number of Cases Filed within 90 days and Resolved within 60 days/ Total number of cases	15%		Actual/ Target x Weight Below 80%=0	90%
	Sub-total			40%				
Strong Foundation	SO 8 Ensure Organizational Alignment and Workforce Engagement	SM 9 Percentage of Employees Meeting Required Competencies	Number of employees scored at least intermediate proficiency for all Core and Cross-BPA competencies/ Total number of employees	10%	(Actual/Target) x Weight	80% of employees scored at least intermediate proficiency for all Core and Cross-BPA competencies	80% of employees scored at least intermediate proficiency for all Core and Cross-BPA competencies	AKAPP competency survey to be conducted during 3rd to 4th Qtr
	Sub-total			10%				
	TOTAL							