## PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

			Component		2nd Quarter			
	_	bjective (SO)/ Measure(SM)	Formula	Weight	Rating System	Annual Target	Target	Actual
Social Impact	SO 1 Improved Health Financial Risk Protection	SM1 Increased Support Value	Milestones target/ Initiatives (in support of long-term goal of 60% SV by 2022)	5%	<ul> <li>1 of 4: 4%;</li> <li>2 of 4: 6%;</li> <li>3 of 4: 8%;</li> <li>4 of 4: 10%;</li> </ul>	Co-Payment and DRG Implementation initiatives (intended to improve Support Value):  1. Validation of the costing tool; 2. Standardization of forms for collection of cost data; 3. Pilot testing of the forms for collection of cost data; and, 4. Pilot-training of providers in PRO III on the costing methodology tools.	Completion of four initiatives	Four initiatives completed with supporting documents as follows:  1) PhilHealth Costing Guide for Hospital 2) Costing Validation Guide 3) Costing Data Collection Manual 4) Costing Data Collection Tracker 5) Corporate Personnel Order Nos. 2018-1086; 2018-2011 (pilot trainings)
	Sub-total			5%				

## PES Form 4 2nd Quarter Monitoring Report

			Component		2nd Quarter			
	_	bjective (SO)/ Measure(SM)	Formula	Weight	Rating System	Annual Target	Target	Actual
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%	Conduct of survey	Still awaiting for the result of the Third-Party survey
		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%  (Formal and Informal economies, and overseas Filipinos)	≥95%	74.97%

## PES Form 4 2nd Quarter Monitoring Report

	Component						2nd Quarter	
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	Annual Target	Ziiù Quartei	
							Target	Actual
	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	1:1	0.89:1
	Sub-total			35%				
ssaoc	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 <sup>rd</sup> party audit	On-going 3 <sup>rd</sup> party audit
Excellent Process	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%

## PES Form 4 2nd Quarter Monitoring Report

			Component		2nd Quarter			
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	Annual Target	ziid Quarter	
							Target	Actual
		SM 8 Increase in Percentage of Cases Filed and Resolved within Applicable	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%	90%	49.63%
	Sub-total	Time		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 3 <sup>rd</sup> to 4 <sup>th</sup> Qtr
	Sub-total			10%				
	TOTAL							