

## PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

| Component                |   |   |  |               | 2020<br>Targets  | 2020<br>Accomplishments | Remarks  |                           |
|--------------------------|---|---|--|---------------|--|-------------------------|--|---------------------------|
|                          | Strategic Objective (SO)/ Strategic Measure(SM) | Formula   | Weight   | Rating System |  |                         |  |                           |
| <b>SATISFIED CLIENTS</b> | SO 1<br>Total Client Experience                 | SM 1<br>Percentage of Satisfied Customers   | Number of respondents who rated PhilHealth service with at least Satisfactory/<br>Total number of respondents  | 10%           | (Actual/<br>Target) x<br>Weight<br><br>Below 80% =<br>0% | ≥ 91%                   | On going Procurement of the 2020 Client Awareness and Satisfaction Survey  | none                      |
|                          |   | SM 2<br>Percentage of Accredited KONSULTA Providers<br><br><i>(This SM is for monitoring purposes only)</i> | Number of KONSULTA Providers Accredited/<br>Total Number of Qualified KONSULTA providers<br><br><i>(Providers refers to those who are Qualified, Interested, and with No Case)</i> | 0%            | n/a  | Establish Baseline      | Accreditation Guidelines for approval and signature on July to August 2020 | Draft policy with annexes |

**PES Form 4**  
**2nd Quarter Monitoring Report for 2020**

| Component                |   |   |   |               | 2020<br>Targets | 2020<br>Accomplishments                     | Remarks   |                                     |
|--------------------------|---|---|---|---------------|-----------------|---|---|-------------------------------------|
|                          | Strategic Objective (SO)/ Strategic Measure(SM) | Formula   | Weight  | Rating System |                 |   |   |                                     |
| <b>SATISFIED CLIENTS</b> | SO 2<br>Responsive Benefits                     | SM 3<br>Percentage of Individuals Registered to a KONSULTA Provider<br><br><i>(This SM is for monitoring purposes only)</i> | Total No. of Individuals Registered to a KONSULTA Provider / Total No. of Individuals Registered in the PhilHealth Database   | 0%            | n/a             | Establish Baseline                          | Implementing Guidelines on KONSULTA is undergoing review to recalibrate processes and performance measures in consideration of the COVID-19 pandemic situation.   | Draft version 3 as of July 01, 2020 |
|                          |   | SM 4<br>Percentage of Patients Admitted in Basic or Ward Accommodation with No Co-payment (in Government Facilities)        | Total No. of Patients Admitted in Basic or Ward Accommodation with No Co Payment/ Total No. of Patients Admitted in Basic Ward or Ward Accommodation (in Government Facilities) | 15%           | All or Nothing  | Establish Baseline (All Members Categories) | Draft PhilHealth Circular re: Governing Policies of Co-payment<br><br>Issuance of CM 2020 0033<br>SUBJECT: work arrangement of PCares during the enhanced community quarantine (as an effect of the pandemic situation) | Latest draft as of May 29, 2020     |
|                          | <b>Sub-total of Weights</b>                     |   |   | <b>25%</b>    |                 |   |   |                                     |

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| Component                |  |   |  |        | 2020 Targets                           | 2020 Accomplishments  | Remarks   |  |
|--------------------------|--|---|--|--------|--|---|---|--|
|                          | Strategic Objective (SO)/ Strategic Measure(SM)          |   | Formula                                    | Weight |  |   |   | Rating System  |
| <b>SUSTAINABLE FUND</b>  | SO 3<br>Revenue Generated                                | SM 5<br>Improve Collection Efficiency Rate                  | Actual Collection/<br>Potential Collection | 15%    | (Actual/<br>Target) x<br>Weight        | ≥95%<br><br>(Direct Contributors)                                     | <b>79.32%</b><br>(32,985,644/<br>41,584,879)<br><br>(measured based on<br>applicable period of<br>first semester) | Available data as of May 2020<br><br>Collection affected by increased number of unemployment |
|                          | SO 4<br>Optimized Asset                                  | SM 6<br>Increase in Benefit Expense to Premium Income Ratio | Benefit Expense/<br>Premium Income         | 10%    | [100% -<br>(Actual-Target)/<br>Target] | 1:1   | <b>1.08:1</b><br>(P80.153B:<br>P74.158B)  | none   |
|                          | <b>Sub-total of Weights</b>                              |   |  |        | <b>25%</b>                             |   |   |  |
| <b>EXCELLENT PROCESS</b> | SO 5<br>Boost innovation in Research, Policy and Process | SM 7<br>Implement Quality Management System                 | Actual Accomplishment                      | 10%    | All or Nothing                         | Maintain ISO 9001:2015 certification covering all sites and processes | Approved Terms of Reference (TOR)<br><br>Adjusted timeline of QMS Implementation                                  | Due to the COVID-19 pandemic situation.  |

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|--------------------------|---|--|---|--------|---------------------------|-------------------------|--|---------------|
|                          | Strategic Objective (SO)/ Strategic Measure(SM)         |  | Formula   | Weight |                           |                         |  | Rating System |
|                          | SO 6<br>Ensure Operational Effectiveness and Efficiency | SM 8.a<br>Increase in the Percentage of Cases Disposed (Prosecution Department and Arbitration Office) | Number of Cases Disposed (Resolved or Filed with Charges)/ Total Number of Cases    | 7.5%   | (Actual/ Target) x Weight | 75%                     | <u>PROSECUTION DEPARTMENT</u><br><br><b>20.37%</b><br>(1,817/8,919*)<br><br><u>ARBITRATION OFFICE</u><br><br><b>14.05%</b><br>(1,089/7,750*) | none          |
| <b>EXCELLENT PROCESS</b> | SO 6<br>Ensure Operational Effectiveness and Efficiency | SM 8.b<br>Increase in the Percentage of Cases Investigated (FFIED)                                     | Number of Red Flagged Providers Investigated/ Total Number of Red Flagged Providers | 7.5%   | (Actual/ Target) x Weight | 75%                     | <u>FACT-FINDING AND INVESTIGATION ENFORCEMENT DEPARTMENT (FFIED)</u><br><br><b>17.94%</b><br>(101/563)                                       | none          |

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|--------------------------|--|---|--|------------|---|---|--|---|
|                          | Strategic Objective (SO)/ Strategic Measure(SM)                  |   | Formula  | Weight     |   |   |  | Rating System   |
|                          | SO 7<br>Strengthen Customer and Partner Relations                | SM 9<br>Percentage of Good Claims Processed Within Prescribed Period (in Non-UIS) | Number of Good Claims Processed within Applicable Processing Time/ Total Number of Good Claims Received<br><br><i>(Processing Time- applicable processing time subject to compliance with RA No. 7875, as amended by RA No. 10606)</i> | 15%        | (Actual/Target) x Weight<br><br>0% = If less than 90% | 100%  | <b>83.05% *</b><br><br>(3,423,379/4,122,232)<br><br>within 60 Days*  | Processing of claims affected by the pandemic situation |
|                          | <b>Sub-total of Weights</b>                                      |   |  | <b>40%</b> |   |   |  |   |
| <b>STRONG FOUNDATION</b> | SO 8<br>Ensure Organizational Alignment and Workforce Engagement | SM 10<br>Improvement on the Competency Level of the Organization                  | Competency Baseline 2020 – Competency Baseline 2019  | 5%         | All or Nothing  | Improvement on the Competency Level of the Organization based on the 2019-year end assessment | For conduct of competency assessment on October 1- November 30, 2020 | none  |

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| Component                   |  |   |                       |             | 2020 Targets             | 2020 Accomplishments   | Remarks   |               |
|-----------------------------|--|---|-----------------------|-------------|--------------------------|--|---|---------------|
|                             | Strategic Objective (SO)/ Strategic Measure(SM)      |   | Formula               | Weight      |                          |  |   | Rating System |
|                             | SO 9<br>Integrated and Optimized Information Systems | SM 11<br>Systems Enhanced or Developed (Aligned with UHC Law) | Actual Accomplishment | 5%          | (Actual/Target) x Weight | Roll-out of the following systems:<br>1. National Registration Systems;<br>2. Eligibility and/or Costing Systems;<br>3. EPCB or eKONSULTA System; and,<br>4. Accreditation System. | 1. National Registration Systems – <b>ongoing enhancement</b><br><br>2. Eligibility Systems- <b>deployed</b><br><br>3. eKONSULTA System- <b>ongoing enhancement</b><br><br>4. Accreditation System- <b>deployed</b> | none          |
| <i>Sub-total of Weights</i> |  |   |                       | <b>10%</b>  |                          |  |   |               |
| <b>TOTAL OF WEIGHTS</b>     |  |   |                       | <b>100%</b> |                          |  |   |               |

*\*as per July 24, 2020 Memorandum of ITMD to CorPlan re: Updates on the GCG requirements*