

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component					2021 Targets	2021 Accomplishments	Supporting Documents	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
DELIGHTED CLIENTS	SO 1 Total Client Experience	SM 1 Percentage 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%	≥ 90% Satisfied	On-going Processing of the Third-party Surveyor	None
		SM 2 Percentage of Filipinos Registered in the National Health Insurance Program (NHIP)	Number of Beneficiaries Registered in the Database/ Total projected population (per PSA)	5%	(Actual/Target) x Weight	≥ 90%	86.02% (94,795,454/ 110,198,654)	MMG signed 2 nd quarter report

PES Form 4
2nd Quarter Monitoring Report for 2021 (GCG Modified)

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SATISFID CLIENTS		SM 3 Percentage of Accredited KONSULTA Providers	Actual Accomplishment (Number of public KONSULTA providers Accredited/ Total Number of KONSULTA providers)	2.5%	All or Nothing	Establish Baseline	87/93 Accredited KONSULTA Providers (93.55%)	HFPS signed 2 nd quarter report (Per GCG TPM clarification on the Denominator of the formula dated 26 November 2021)
	SO 2 Responsive Benefits	SM 4 Percentage of Individuals Registered to a KONSULTA Provider	Actual Accomplishment (Total Number of Individuals Registered to KONSULTA Provider/ Projected Population)	2.5%	All or Nothing	Establish Baseline	1.43% (12,474/870,000)	HFPS signed 2 nd quarter report Accreditation Memo re: List of All Accredited Hospitals and Bed Capacity for Ward and Basic Room

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SATISFIED CLIENTS		SM 5 Percentage of Patients Admitted in Basic or Ward Accommodati on with No. Co-Payment	Total Number of Patients Admitted in Basic or Ward Accommodation with No Co- payment/ Total Number of Patients in Basic Ward or Ward Accommodation	5%	All or Nothing	Establish Baseline (All Members Categories and all accredited private and government hospitals)	Government: 55.74% (587,208/1,065,534) Private: 21.64% (77,286/334,326)	HFPS memo dated 27 July 2021 re: Submission of Performance Reports page 1-3 (2 nd quarter)
	Sub-total of Weights				25%			

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SUSTAINABLE FUND	SO 3 Revenue Generated	SM 6 Collection Efficiency Rate	Actual Collection/ Potential Collection (Potential Collection should be confirmed by Insurance Commission)	20%	(Actual/ Target) x Weight	≥95% (Direct Contributors)	<p style="text-align: center;">89.78% (44,801,171/ 49,901,855)</p> <p style="text-align: center;"><i>* 6 months Actual collection/6months Potential collection</i></p> <p>MMG memo dated 17 August 17, 2021 re: Collection Performance Report as of June 2021</p> <p>Potential collection subject to concurrence of the Insurance Commission per GCG Modified Performance Scorecard</p> <p>Meeting held virtually via Zoom on 20 December 2021 (PHIC and IC)</p>
	Sub-total of Weights			20%			

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EXCELLENT PROCESS	SO 4 Boost innovation in Research, Policy and Process	SM 7 ISO Certification	Actual Accomplishment	5%	All or Nothing	<p>Recertification of the ISO 9001:2015 on the Public Administration covering the following processes:</p> <ol style="list-style-type: none"> 1. Member Coverage Management 2. Benefit Delivery 3. Provider Management 4. Management and Support Processes 	<p>Conduct of IQA will commence in July to August 2021.</p> <p>Terms of Reference (TOR) for the Multi-Year Contractual Authority (MYCA) for the Hiring of a Certifying Body for recertification of PhilHealth’s Philippine Social Health Insurance Management System (PSHIMS) under QMS have already been approved.</p> <p>Submitted Procurement docs to SBAC.</p>	OSDO Memorandum-report dated 30 July 2021

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	SO 5 Ensure Operational Effectiveness and Efficiency	SM 8 Fraud Index	No. of Claims Tagged as Potential Fraud/Total Claims Filed	5%	(Target / Actual) x Weight*	7%	For conduct of the study Potential Fraud Risk Index on Claims for years 2019-2020: Determining Financial Costs of Fraudulent Claims and Formulating Fraud Index <ul style="list-style-type: none"> • De La Salle University – Center for Business and Research Department • Dr. Arnel Onesimu Uy • Eight (8) months • Data sets from 2015-2020 	Email update from Mr. Enrico Hasta of the Philippine Council for Health Research and Development (PCHRD)

**Rectified
from the
formula
(Actual/
Target) x
Weight*

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Component					2021 Targets	2021 Accomplishments	Supporting Documents
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EXCELLENT PROCESS	SM 9.a Percentage of Cases Disposed (Prosecution Department and Arbitration Office)	Number of Cases Disposed (Resolved or Filed with Charges) /Total Number of Cases	5%	(Actual / Target) x Weight	50% from backlog cases covering Oct 2020 and earlier;	<u>Backlog (50%):</u> Arbitration: 10.31% (347/3,367) Total received 6,734 Prosecution: 41.43% (1,655/3,995) Total received: 7,989	Performance Report of Arbitration Office as of 30 June 2021
					25% from current cases covering received cases from Nov 2020 to October 2021	<u>Current (25%):</u> Arbitration: 0.42% (3/719) Total received: 2,877 Prosecution: 0% (0/1,019) Total received: 4,075	Performance Report of Prosecution Department as of 30 June 2021

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EXCELLENT PROCESS		SM 9.b Percentage of Red Flagged Providers Investigated (FFIED and PROs)	No. of red flagged providers investigated/ Total number of red flagged providers	5%	(Actual / Target) x Weight	50% from backlog cases covering Oct 2020 and earlier; 25% from current cases covering received cases from Nov 2020 to October 2021 (both from FFIED and PROs)	<u>Backlog (50%):</u> FFIED: 32.15% (109/339) Total received: 677 <u>Current (25%):</u> FFIED: 21.78% (88/404) Total received: 1,616	Performance Report of FFIED as of 30 June 2021

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EXCELLENT PROCESS	SO 6 Strengthen stakeholder relations	SM 10.a Disposition of Backlog Claims Received from 1995-2000	Number of "In-Process" claims from 1995 to 2020 with dispositive action/Total Number of "In-Process" Claims from 1995-2020	5%	(Actual/Target) x Weight 0% = If less than 90%	100%	New measure: Available 3 rd quarter report None (Additional Measure per GCG Modified Performance Scorecard)
		SM 10.b Percentage of Claims Processed within Applicable Time (Claims received during the year)	Number of claims processed within Applicable Processing Time* / Total number of claims (*in compliance with RA No. 11032 Act of 2018 known as EODB)	5%	(Actual/Target) x Weight 0% = If less than 90%	100%	New measure: Available 3 rd quarter report None (Additional Measure per GCG Modified Performance Scorecard)

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	SM 10.c Percentage of Claims Paid within the Acceptable Time	Number of Claims Paid within Acceptable Time* / Total Number of Approved Claims(*in compliance with RA No. 11032 Act of 2018 known as EODB)	5%	(Actual/Target) x Weight 0% = If less than 90%	100%	83.36% (2,756,719/3,306,989)	HFPS memo dated 27 July 2021 re: Submission of Performance Reports page 8 (2 nd quarter)
	SM 11 Percentage of Social Marketing Communication Plan (SMCP) Implemented	SMC plans Implemented/ Total SMC Plans	5%	(Actual/Target) x Weight 0% = If less than 85%	100% (Based on the Board-approved Social Marketing Communication Plan)	<ol style="list-style-type: none"> 1. Intensify marketing and communication channels (63.13%) 2. Boost content creation (50%) 3. Increase capacity for feedback mechanisms (100%) 4. Develop communication plans and creative campaigns (33.33%) 5. Improve brand management (100%) Total: 69.29%	CAG signed 2 nd quarter report on SMCP
Sub-total of Weights			40%				

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STRONG FOUNDATION	SO 7 Ensure Organizational Alignment and Workforce Engagement	SM 12 Improvement on the Competency Level of the Organization	Competency Baseline 2021 – Competency Baseline 2020	5%	All or Nothing	Improvement on the Competency Level of the Organization based on 2020 assessment	New measure: Available 3 rd quarter report	None (Additional Measure per GCG Modified Performance Scorecard)
		SM 13 Percentage of Budget Utilization	Actual Disbursement/ DBM approved COB (both net of PS)	5%	All or Nothing	Not lower than 90% but not exceeding 100% of the DBM approved COB (both net of PS)	New measure: Available 3 rd quarter report	None (Additional Measure per GCG Modified Performance Scorecard)

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	SO 8 Integrate and Optimize Information Systems	SM 14 Percentage of Systems Enhanced or Developed Based on UHC Policies	No. of Systems Enhanced, Developed or Implemented/ No. of Systems Targeted under the DICT- approved ISSP	5%	(Actual/ Target) x Weight	100% Implementation of Targets for 2021 reflected in the ISSP as approved by the DICT	<ol style="list-style-type: none"> 1. 11 Corporate Dashboards (94.55%) 2. PhilHealth Fraud Risk Scoring System (60%) and Machine Learning Identification and Analysis System (MIDAS) – 100% 3. Pending – Modification to existing system to redirect claims to an available PRO for processing to address backlog (40%) 4. Already available for deployment (80%) 	Information Management Sector (IMS) Progress Report for January to June 2021
Sub-total of Weights				15%				
TOTAL OF WEIGHTS				100%				