

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component						GCG-Modified 2022 Targets	2 nd Quarter Accomplishments	Remarks/ Supporting documents
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System			
OUTCOMES	SO 1 Increased Utilization Based on Need <i>(Increase Utilization for Primary Care Services)</i>	SM 1 Total Number of Accredited KONSULTA Providers	No. of KONSULTA providers Accredited	2.5%	(Actual/Target) x Weight	1,395	437 (31.33%)	Signed 2 nd Quarter Report from Accreditation Department
		SM 2 Total Number of NHIP beneficiaries registered to KONSULTA Providers	Total Number of Beneficiaries Registered to Accredited KONSULTA Provider	2.5%	(Actual/Target) x Weight	27.89 million	404,081	Signed Report from TFI
	SO 2 Higher financial risk protection <i>(Reduce Out of Pocket)</i>	SM 3 Percentage of Patients with No. Co-Payment in Basic or Ward Accommodation (in Government and Private Hospitals)	Total Number of Admitted Patients in Basic or Ward Accommodation with No Co-payment/ Total Number of Patients in Basic or Ward Accommodation in Government and Private Hospitals	5%	(Actual/Target) x Weight	Plus 5% of 2021 baseline data	Govt: 47.75% (464,318,972,319) Private: 15.07% (41,907/278,157)	Signed 2 nd Quarter Report from SMD

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SO 3 Quality Health Care Services	SM 4a Percentage of Satisfied Customers - Individual Customers	Number of Respondents Who Rated PhilHealth Service with at least Satisfactory/ Total Number of Respondents	5%	(Actual/ Target) x Weight Below 80% = 0	≥ 90%	<ul style="list-style-type: none"> ▪ DOST-PCHRD published an online call for proposals on 23 March 2022 ▪ Joint PhilHealth and PCHRD proposal evaluation and signing of Contract of Service done on 05 June 2022; Novo Trends PH was rated the most qualified consultant ▪ Questionnaire pretesting began in Taguig, Pasig, and Makati LHIOs on 19 July 2022 	DOST-PCHRD status report dated 27 July 2022
	SM 4b Percentage of Satisfied Customers - Business Organization		5%		≥ 90%		
	SM 4c Percentage of Satisfied Customers - Health Care Institutions		5%		≥ 90%		
	SM 5 Benchbook 2 and Third Party Accreditation Implemented		Actual Accomplishment		5%		
Sub-Total			30%				

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SUSTAINABLE FINANCING	SO 4 Build a Deep Revenue-base with Efficient Collection System and Budget Utilization	SM 6 Collection Efficiency Rate (Direct Contributors)	Actual Collection/ Potential Collection	15%	(Actual/ Target) x Weight	≥95% (Direct Contributors)	81.44% (49,613,334/ 60,922,723)	Signed 2 nd Quarter Report from MMG
		SM 7a Obligations Budget Utilization Rate	Total Obligations/ DBM-approved Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	100%	47.17% (75,643,462,429/ 160,371,034,753)	Signed 2 nd Quarter Report from Comptrollership Department
		SM 7b Disbursement Budget Utilization Rate	Total Disbursements/ Total Obligations (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	100%	90.30%	Signed 2 nd Quarter Report from Comptrollership Department
			Total Disbursements/ Total DBM-approved Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	100%	42.59%	Signed 2 nd Quarter Report from Comptrollership Department

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	SO 5 Maintain an Active Risk Pool Through Strategic Purchasing	SM 8 Provider Payment Initiatives Implemented	Actual accomplishment	2.5%	All or Nothing	<p>1. Implementing Guidelines of the PhilHealth Framework and Methodology for Costing of Health Services</p> <p>2. Development of the Implementing Guidelines for DRG</p>	<p>1. Publication of PhilHealth Circular No. 2022-0008 on the Implementing guidelines on the PhilHealth Costing Framework and Methodology for Costing of Health Services Conducted costing-related activities (e.g., Data Collection, Orientation on Costing Policy and IT Solutions)</p> <p>2. Publication of PhilHealth Circular No. 2022-0016 on the Governing Policies on transitioning the Provider payment Mechanism from All Case Rates to Diagnosis Related Groups (DRG) Preliminary activities for the drafting of Implementing Guidelines on DRG were initiated</p>
Sub-Total				25%			

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INNOVATION AND GROWTH	SO 6 Develop Lean and Member – Centric Processes	SM 9 Implement Quality Management System	Actual Accomplishment	5%	All or Nothing	Sustain ISO Certification 9001:2015 on the Public Administration Covering the Following Processes: <ul style="list-style-type: none"> ▪ Member Coverage Management ▪ Benefit Delivery ▪ Provider Management ▪ Management and Support Processes 	Procurement of the Multi-year project through MYCA mechanism was approved by the PhilHealth Board on 08 June 2022.	Signed 2 nd Quarter Report from OSDO
		SM 10a Percentage of Backlog Claims Processed	No. of Claims from 1995- 2021 Processed/ Total Number of Claims Received and Refiled in 1995-2021	5%	Actual/ Target) x Weight* *0% if less than 90%	100%	<u>99.27%</u> (126,994,803/ 127,934,558)	PMT for Claims Memo dated 25 July 2022

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	SM 10b Percentage of Claims Processed within Applicable Time (Claims Received and Refiled for the year 2022)	Number of Claims Processed within Applicable Processing time/ Total Number of Claims Received and Refiled	5%	Actual/ Target) x Weight* *0% if less than 90%	100%	<u>95.71%</u> (4,514,865/ 4,717,466)	PMT for Claims Memo dated 25 July 2022
	SM 10c Percentage of Claims Paid within Applicable Time	Number of Claims Paid within the Applicable Processing Time/ Total Number of Claims for Payment	5%	Actual/ Target) x Weight* *0% if less than 90%	100%	<u>91.62%</u> (1,874,161/ 2,045,634)	PMT for Claims Memo dated 25 July 2022
SO 7 Transform Human Resource Management with a Competency- based Approach	SM 11 Improve Competency of the Organization	Competency Baseline 2022- Competency Baseline 2021	5%	All or Nothing	Improvement on the Competency Level of the Organization	Competency Assessment shall be conducted in the last Quarter of CY 2022; Result will be submitted to GCG in January 2023	Signed 2 nd Quarter Report from HRD

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	SO 8 Enhance Information System Through Enterprise Integration	SM 12 Percentage of Systems Enhanced or Developed Based on UHC Policies	Actual Accomplishments	5%	(Actual/ target) x Weight	50% Completion of the following systems: 1. Enterprise Resource Management Information Management System (ERMIS) 2. Health Insurance System (HIS) 3. Business Intelligence System (BIS) 4. National Health Data Repository (NHDR)	ERMIS: 9.08% HIS: 40.00% BIS: 32.50% NHDR: 50%	Signed 2 nd Quarter Report from IMS
Sub-Total				30%				

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GOOD GOVERNANCE	SO 9 Strengthen Policy Enforcement and Evidence- informed Decision- making	SM 13a Percentage of Cases Disposed	Number of Cases Disposed (Resolved or Filed with Charges) /Total Number of Cases	5%	(Actual / Target) x Weight	50% from backlog cases covering Oct 2021 and earlier;	Signed 2 nd Quarter Report from Prosecution and Arbitration Datasets from Arbitration
		(Prosecution Department and Arbitration Office)				25% from current cases covering received cases from Nov 2021 to October 2022	

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	SM 13b Percentage of Red Flagged Providers Investigated (Both from 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 2021 and earlier; 25% from current cases covering received cases from Nov 2021 to October 2022	<u>Backlog (50%):</u> FFIED: 24.63% of the target (84/341) Total received: 681 <u>Current (25%):</u> FFIED: 4.88% of the target (4/82) Total received: 326	Signed 2 nd Quarter Report from FFIED Datasets from FFIED	
	SO 11 Engage Members and Stakeholder Using Every Available Voice	SM 14 Percentage of Social Marketing Communication Plan Implemented (SMCP)	Actual Accomplishment	5%	(Actual / Target) x Weight	100%	68.51%	Signed 2 nd Quarter Report from CAG
Sub-Total			15%					
TOTAL OF WEIGHTS			100%					