

## PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component					GCG-Modified 2023 Targets	2 <sup>nd</sup> Quarter Accomplishments	Remarks/ Supporting documents	
OUTCOMES	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight				Rating System
		<b>SO 1</b> Increased Utilization Based on Need	<b>SM 1a</b> Percentage of Satisfied Customers - Individual Customers	Total number of Respondents Who Have Rated Satisfactory/ Total Number of Respondents (GCG-prescribed survey tool)	5%	(Actual/ Target) x Weight  0% = if less than 80%	90%	Preparatory and alignment stage in the light of the Joint Memorandum Circular (JMC) No. 1 s. 2023 of ARTA and GCG on the Implementation of the Harmonized Client Satisfaction Measurement Specific for GOCCs Covered by RA No. 10149  Conducted orientation to PhilHealth Regional Office counterparts on the Implementation of the harmonized CSM
<b>SM 1b</b> Percentage of Satisfied Customers - Business Organization (Employers)			2.5%		90%			
<b>SM 1c</b> Percentage of Satisfied Customers - Health Care Institutions (HCIs)			2.5%		90%			

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**2<sup>nd</sup> Quarter Monitoring Report for CY 2023 (GCG-MODIFIED)**

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	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
	<b>SM 2</b> Total Number of Accredited Konsulta Providers	Actual Accomplishments	10%	(Actual/ Target) x Weight	2,500	<b>2,161</b>  <b>(86.44%)</b>	Signed 2nd Quarter Report from Accreditation Department  List of Konsulta Providers as of 30 June 2023	
	<b>SM 3</b> Total Number of NHIP beneficiaries registered to KONSULTA Providers	Actual Accomplishment	5.0%	(Actual/ Target) x Weight	2022 actual accomplishment + 10%	<b>93.91%</b>  <b>(17,293,124/ 18,413,823)</b>	Signed 2nd Quarter Report from MMG	
	<b>SO 2</b> Higher financial risk protection	<b>SM 4</b> Establish of Guidelines on Cost Sharing Policy  (This Policy covers the co-payment policy and cost sharing policy)	Actual Accomplishment	5.0%	All or Nothing	Board Approved Cost-Sharing Policy	Draft policy from BDRD and relevant issuances are being reviewed	Signed <u>1<sup>st</sup></u> Quarter Report from PhilHealth Surge Team

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	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight				Rating System
	<b>SO 3</b> Quality Health Care Services	<b>SM 5</b> Benchbook 2 and Third Party Accreditation Implemented	Actual Accomplishment	5.0%	(Actual/ Target) x Weight	Two (2) Third-Party Accreditation	<ul style="list-style-type: none"> <li>▪ PC No. 2023-0011 re: Recognition of Third Party Accreditation (TPA) Mechanism (governing policy-approved on June 21, 2023 and published on June 28, 2023 via Manila Times</li> <li>▪ PC re: Implementing Guidelines for Third Party Accreditation Mechanism currently being revised</li> </ul>	Signed 2 <sup>nd</sup> Quarter Report from Accreditation Department
<b>Sub-Total</b>				<b>35%</b>				
<b>SUSTAINABLE FINANCING</b>	<b>SO 4</b> Build a Deep Revenue-base with Efficient Collection System	<b>SM 6</b> Collection Efficiency Rate (Direct Contributors)	Actual Contribution/ Potential Contribution (Direct contributors)	15%	(Actual/ Target) x Weight	≥95% (Direct Contributors)	<b>93.00%</b>  <b>(61,809,396/ 66,605,728)</b>  (Potential collection for CY 2023 - subject for approval )	Signed 2 <sup>nd</sup> Quarter Report from MMG (as of May 2023)

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Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System					
<b>Sub-Total</b>			<b>15%</b>					
<b>INNOVATION AND GROWTH</b>	<b>SO 5</b> Develop Lean and Member – Centric Processes	<b>SM 7</b> 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"> <li>▪ Member Coverage Management</li> <li>▪ Benefit Delivery</li> <li>▪ Provider Management</li> <li>▪ Management and Support Processes</li> </ul>	Stage 1 Audit was conducted for specified offices (please refer to the submitted OSDO report for the list)  Preparation for the conduct of Stage 2 audit	Signed 2 <sup>nd</sup> Quarter Report from OSDO dated July 25, 2023

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	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System			
	<b>SM 8a</b> Percentage of Backlog Claims Processed	No. of Claims Processed from 1995-2022 / Total Total Number of Received and Refiled Claims in 1995-2022	5%	Actual/ Target) x Weight*  *0% if less than 80%	100%	<b>99.34%</b>  (140,188,418/ 141,113,222)	Signed 2 <sup>nd</sup> Quarter Report from OCCO (PMT for Claims) dated July 19, 2023
	<b>SM 8b</b> Percentage of Claims Processed within Applicable Time (Claims Received and Refiled for the year 2023)	Number of Claims Processed within Applicable Processing time/ Total Number of Claims Received and Refiled	5%	Actual/ Target) x Weight*  *0% if less than 80%	100%	<b>87.31%</b>  (6,290,932/ 7,205,453)	
	<b>SM 8c</b> Percentage of Claims Paid within Applicable Time	Number of Claims Paid within the Applicable Time/ Total Number of Claims for Payment	5%	Actual/ Target) x Weight*  *0% if less than 80%	100%	<b>94.73%</b>  (4,647,377/ 4,906,102)	

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Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System			
<b>SO 6</b> Transform Human Resource Management into a Competency-based System	<b>SM 9</b> Improve Competency of the Organization	Competency Baseline 2023- Competency Baseline 2022	5%	All or Nothing	Improvement on the Competency Level of the Organization	Competency Assessment shall be conducted on the last quarter of 2023	Signed-2 <sup>nd</sup> Quarter Report from HRD dated 17 July 2023
<b>SO 7</b> Integrate Information Systems Using Secure Digital Technology	<b>SM 10</b> Percentage of Systems Implemented, Enhanced or Developed Based on the Updated ISSP	Actual Accomplishments	5%	(Actual/ Target) x Weight  *Original GCG-modified targets 100% 1. Enhancement of the following: a. Enterprise Resource Management Information Management System (ERMIS) b. Business Intelligence System (BIS) (Corporate Dashboard and Data warehousing) c. National Health Data Repository (NHDR) Model 2. Development of Health Insurance System (HIS)	<b>Updated Targets Based on ISSP Amendment CY 2023</b>  100% Enhancement each on the following: 1. HIS 2. ERMIS 3. BIS 4. SSMIS 5. NHDR 6. Internal Systems	<b>0/6 systems reached 100% or completed enhancement</b>  1. HIS – 25% 2. ERMIS – 10% 3. BIS – 40% 4. SSMIS – 25% 5. NHDR – 40% 6. Internal Systems – 56.67%	Signed 2 <sup>nd</sup> Quarter Report from PMO-PIMS dated July 19, 2023  Briefer on the Amendment of ISSP  Revised 1 <sup>st</sup> Quarter Performance Report based on the Amended ISSP for 2023 dated July 17, 2023  Updated TOR for the enhancement of Electronic Medical record – NHDR and Pilot testing  ERMIS Timeline and Data Migration Phase  ERMIS Reco for Approval of Milestone Acceptance  Internal and Legacy System Report  BIS and Internal system report
<b>Sub-Total</b>					<b>30%</b>		

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	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
<b>STRONG CORPORATE GOVERNANCE</b>	<b>SO 8</b> Manage transitions and mind-shift with leadership and accountability	<b>SM 11</b> NG Premium Subsidy Utilization	Total Obligations/ Total Allotment	2.5%	(Actual/ Target) x Weight	100%	<b>22.00%</b>  (15,000,000,000/ 68,088,902,000)	Signed 2 <sup>nd</sup> Quarter Report from Fund Management Sector
			Total Disbursement/ Total Obligations	2.5%	(Actual/ Target) x Weight	100%	<b>100.00%</b>  (15,000,000,000/ 15,000,000,000)	Signed 2 <sup>nd</sup> Quarter Report from Fund Management Sector
	<b>SM 12</b> Obligations Budget Utilization Rate	<b>PhilHealth Proposed Formula</b>  Total Obligations/ Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	100%	<b>27.45%</b>  <b>57,247 M/ 208,515 M)</b>	Signed 2 <sup>nd</sup> Quarter Report from Fund Management Sector	
		<b>Note: Original GCG-modified targets</b>  Total Disbursements/ Corporate Operating Budget (both net of PS Cost)						

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SO 9 Strengthen Policy Enforcement and Evidence- informed Decision- making	SM 13a Percentage of Cases Disposed - Prosecution Department	Number of Cases Disposed (Resolved or Filed with Charges) /Total Number of Cases	3.75%	(Actual / Target) x Weight	20% from backlog cases received from October 2022 and earlier;  10% from current cases received cases from November 2022 to October 2023	Backlog (20%):  <b>39.28% of the target</b> (1,013/2,579) Total received: 12,895*  <i>*with adj from 1<sup>st</sup> qtr</i>  Current (10%):  <b>2.58% of the target</b> (15/581) Total received: 5,803	Signed 2 <sup>nd</sup> Quarter Report from Prosecution Department  Datasets in Excel file
	SM 13b Percentage of Cases Disposed – Arbitration Office	Number of Cases Disposed (Resolved or Filed with Charges) /Total Number of Cases	3.75%	(Actual / Target) x Weight	20% from backlog cases received from October 2022 and earlier;  10% from current cases received cases from November 2022 to October 2023	Backlog (20%):  <b>100% of the target</b> (3,511/2,534) Total received: 12,668  Current (10%):  <b>100% of the target</b> (428/270) Total received: 2,702	Signed 2 <sup>nd</sup> Quarter Report from Arbitration Office dated July 10, 2023  Datasets in Excel file



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	<b>SM 13c</b> 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	30% from backlog cases received from October 2022 and earlier;  10% from current cases received cases from November 2022 to October 2023	<u>Backlog (30%):</u>  <b>53.91% of the target (62/115)</b> Total received: 382*  <i>*with adj from 1<sup>st</sup> qtr</i>  <u>Current (10%):</u>  <b>67.86% of the target (19/28)</b> Total received: 274	Signed 2 <sup>nd</sup> Quarter Report from FFIED  Dataset in PDF files (4)
<b>Sub-Total</b>			<b>20%</b>				
<b>TOTAL OF WEIGHTS</b>			<b>100%</b>				