

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

		Component			Annual Target	2 nd Quarter			
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Quarterly Target	Actual	Supporting Documents	
Outcomes	SO 1 Increased utilization based on need	SM 1 Percentage of Satisfied Customers	Total Number of Respondents who have Rated "Agree" and "Strongly Agree" over Total Number of Respondents (ARTA Survey tool)	10.0%	(Actual/Target) x Weight Below 80% = 0%	90%	***	Agency rating as of May 2024 is at 98.86% (255,624/258,561) Responses Strongly agree: 170,247 Agree: 85,377 Total: 255,624 Total Responses: 259,713 Not applicable: 612	2 nd Quarter Report from OCOO
		SM 2 Total number Physicians Providing Konsulta Package	Actual Accomplishment	10.0%	(Actual/Target) x Weight	4,375 Physicians	3,500 Physicians (80% of 4,375)	6,517 Physicians *Result as of 15 July 2024	2 nd Quarter Report from Accreditation Department

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	SM 3 Total Number of Registered Konsulta Beneficiaries with First Patient Encounter (FPE)	Actual Accomplishment	7.5%	(Actual/Target) x Weight	2.63 Million Beneficiaries with FPE	***	2,809,511 FPE conducted <i>(extracted as of June 30, 2024 by TFI)</i>	2 nd quarter Report from PMT for Primary Care	
Sub-total			27.5%						
Sustainable Financing	SO 2 Build a deep revenue-base with efficient collection system	SM4: Total Amount of Premium Collection (Direct Contributors)	Actual Accomplishment	10%	(Actual/Target) x Weight	P170.87 Billion (Direct Contributors)	P85,435 Billion (50% of the actual collection for Direct Contributors)	P76,628,395 Billion <i>(as of May 2024)</i>	Report from MMG as of May 2024

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SO 3	SM5:	Actual	3.0%	All or Nothing	Board Approved Philippine DRG Implementing Guidelines	Conduct series of consultation with stakeholders on the crafting of the policy	DRG: <ul style="list-style-type: none"> ○ DRG Implementing Guidelines drafted ○ DRG manual drafted ○ Consultation with concerned head office officers completed ○ Consultation with PhilHealth Regional Office representatives on July 31- August 1, 2024. 	2 nd quarter report from Surge Team
Maintain an Active Risk Pool through Strategic Purchasing	Enhanced Benefits (Policies/ Guidelines/ Processes)	Accomplishment						

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		Actual Accomplishment	2.0	2% = if published by 31 August 2024 1%=if published between 01 September to 31 December 2024 0% = If published beyond 31 December 2024	Publication of Rules on Interim Voluntary Supplemental Premium-Based Health Insurance System for GOCCs with the following minimum component a.) Annual Check Up and/or Executive Check up	***	PHILHEALTH PLUS: <ul style="list-style-type: none"> ○ Policy on PhilHealth Plus is already approved by the Executive Committee on May 17, 2024. ○ Policy is now being routed, consultant is currently harmonizing comments submitted by various offices 	Report from Head - PhilHealth Plus

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SO 3 Maintain an Active Risk Pool through Strategic Purchasing	SM6: PhilHealth Percentage (%) Share to Current Health Expenditure (CHE)	PhilHealth Expenditure over Current Health Expenditure	3.0%	(Actual/Target) x Weight	17.50%	***	***	External Report from Philippine National Health Accounts (PNHA) by Philippine Statistics Authority (PSA)
	SM7: Manage Administrative Cost Limit	Actual Accomplishment	0.0%	For monitoring purposes only	less than 7.5%	***	No available report Yet	c/o OCOO FMS
Sub-total			18.0%					

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Innovation and Growth	So 4 Transform human resource management into a competency-based approach	SM8: Improve Competency of the Organization	Competency Baseline 2024 - Competency Baseline 2023	4.5%	All or Nothing	Improvement of the competency level of the Organization	***	Competency Assessment shall be conducted on the last quarter of 2024	Report from HRD

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SO 5 Develop Lean and Member- Centric Processes	SM9: Implement Quality Management System	Actual Accomplishment	5.0%	All or Nothing	Sustain ISO Certification 9001:2015 on the Public Administratio n covering the following processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	<ul style="list-style-type: none"> ● Procurement proper for capability Building and QMS Summit ● Conduct of QMS Summit ● Conduct of Internal Quality Audit (IQA) 	<ul style="list-style-type: none"> ○ Conducted a meeting with SOCOTEC Certification Philippines, Inc. (SCPI) to discuss the Surveillance Audit schedule and the audit sites planned on the 3rd Quarter of CY 2024. ○ Conduct of IQA began on May 27, 2024, and will continue until the 3rd week of July 2024. It was conducted simultaneously on all PhilHealth Regional Office (PROs), selected Local Health Insurance Office (LHIOs) of each Regional or Branch Offices, which were not previously audited. 	2 nd Quarter report from OSDO

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Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System	Quarterly Target		Actual	Supporting Documents	
	SM10a: Percentage of Backlog Claims Processed	Number of claims processed from 1995 to 2023 over Total number of received and refilled claims from 1995 to 2023	5.0%	(Actual/Target) x Weight	100%	100% of the Total number of received and refilled claims from 1995 to 2023	99.46% (153,707,050/ 154,547,229)	2 nd quarter report from PMT Claims
	SM10b: Percentage of Claims Processed within Applicable Time (Claims Received and Refiled for Current Year)	Number of claims processed within Applicable Processing Time over Total Number of Claims Received and Refiled	5.0%	(Actual/Target) x Weight	100%	90% Total Number of Claims Received and Refiled	98.62% (5,177,945/ 5,250,276)	
	SM10c: Percentage of Claims Paid within the Applicable Period	Number of Claims Paid within the Applicable Time over Total Number of Claims for Payment	5.0%	(Actual/Target) x Weight	100%	100% of the Total Number of Claims for Payment	99.44% (4,147,000/ 4,170,391)	
(01 November 2023 to 31 October 2024)								

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	<p>SO 6 Enhance Information System through Enterprise Integration</p>	<p>SM11: Identified Projects in the ISSP completed on Time</p>	<p>Actual Accomplishment</p>	<p>5.0%</p>	<p>(Actual/Target) x Weight</p>	<p>100% Implementation of ICT Projects based on the DICT-approved ISSP</p>	<p>1. HIS - TOR Refinement / Development and Costing Project</p> <p>2. ERMIS - TOR Refinement/ Development and Costing Project</p> <p>3. BIS- TOR Development and Costing Project</p>	<p>1. HIS (35%)</p> <ul style="list-style-type: none"> ○ Completed: Approved TOR signed by PCEO Ledesma, Jr. on April 23, 2024 ○ Completed: Approved Matrix of Canvass and PPMP/APP ○ The ExeCom approved the change of mode of procurement of the project per ExeCom Memo No. 2024-023 ○ Pending the submission of the procurement documents to SBAC due to Ongoing processing and approval of documents. <p>2. ERMIS (25%)</p> <ul style="list-style-type: none"> ○ With updated ERMIS project timeline and training schedule from the Info Alchemy and Mazik Global. ○ InfoAlchemy started the End-user training on the use of Customer-GL on 30 May 2024. <p>3. BIS (30%)</p> <ul style="list-style-type: none"> ○ Final Terms of Reference (TOR) for signature/approval of COO and PCEO. ○ Received 5 quotations from vendors. ○ With approved PPMP/APP, ABC and PR 	<p>1st Quarter Report from IMS</p>
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Sub-total				29.5%					

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Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Quarterly Target	Actual	Supporting Documents	
Strong Corporate Governance	SO 7 Manage transitions and mind-set shifts with leadership and accountability	SM12a: Obligations Budget Utilization Rate	Total Obligations over Board-approved COB (both net of Personnel Service (PS) Cost and Benefit/Claim Payments)	2.5%	(Actual/Target) x Weight	90%	***	16.55% (1,554,969,391/ 9,393,174,687)	2 nd Quarter Report from FMS
		SM12b: Disbursement Budget Utilization	Total Disbursement over Total Obligations (both net of PS Cost and Benefit/Claim Payments)	2.5%	(Actual/Target) x Weight	90%	***	84.27% (1,310,386,712/ 1,554,969,391)	
		SM12c: Disbursement Budget Utilization	Total Disbursement over Board-approved COB (both net of PS Cost and Benefit/claim payments)	2.5%	(Actual/Target) x Weight	90%	***	13.95% (1,310,386,712/ 9,393,174,687)	

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Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Quarterly Target	Actual	Supporting Documents
SO 7	SM13:	Total Benefits Paid over Total Amount of Claims for Payment (both net of Return-To-Hospital (RTH) and denied claims)	2.5%	(Actual/Target) x Weight	100% (01 November 2023 to 31 October 2024)	***	99.44% (4,147,000/ 4,170,391) <i>(as of May 2024)</i>	2 nd quarter report from PMT Claims

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SO 8 Strengthen Policy enforceme nt and evidence- informed decision- making	SM14: Percentage of Red Flagged Providers Investigated (both FFIED and PROs)	Number of Red Flagged Providers investigated over Total number of Red Flagged Providers	5.0%	(Actual/ Target) x Weight	25% from backlog cases received from Oct 2023 and earlier; (375 x 25% = 94)	50% of the Annual Target (48 cases)	32.98% of the Annual Target (31/94)	2 nd quarter report from FFIED
					15% from current cases received from November 2023 to October 2024 (257* x 15% = 39) <i>Note: * = figure may vary depends on the PRO Legal Offices declaration of additional red flagged providers from HCP-PAS</i>	50% of the Annual Target (20 cases)	100% of the Annual Target (51/39)	

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SO 8 Strengthen Policy enforceme nt and evidence- informed decision- making	SM15: Percentage of Cases Disposed (Prosecution)	Number of Cases Disposed (Resolved or Filed with Charges) over Total Number of Cases	5.0%	(Actual/ Target) x Weight	25% from backlog cases received from October 2023 and earlier; (16,066 x 25% =4,017)	50% of the Annual Target (2,009 cases)	77.50% of the Annual Target (3,113/4,017)	2 nd quarter report from Prosecution Department
					15% from current cases received from November 2023 to October 2024 (6,498 x 15% = 975)	50% of the Annual Target (488 cases)	62.77% of the Annual Target (612/975)	

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Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Quarterly Target	Actual	Supporting Documents
	SM16: Percentage of Cases with Decisions (Arbitration)	Number of Cases Disposed (Resolved or Filed with Charges)/Total Number of Cases	5.0%	(Actual/ Target) x Weight	25% from backlog cases received from October 2023 and earlier; (2,812 x 25% = 2,453) 15% from current cases received from November 2023 to October 2024 (3,011 x 15% = 452)	50% of the Annual Target (1,227 cases) 50% of the Annual Target (226 cases)	100% of the Annual Target (2,680/2,453) 0% of the Annual Target (0/452)	2 nd quarter report from Arbit
Sub Total			25.0%					
Total			100%					