

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

		Component				2 nd Quarter			
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	Annual Target	Quarterly Target	Actual	Supporting Documents	
MEMBER SATISFACTION	SO 1 Increased utilization based on need	SM 1: Total Number of Konsulta Beneficiaries with First Patient Encounter	Actual Accomplishment	10%	(Actual/Target) x Weight	20 Million New FPEs	***	7,120,540 (as per June 30, 2025 TFI extracted report)	Signed 2 nd Quarter Performance report from Surge Team
	SO 2 Higher Financial Risk Protection	SM 2a: PhilHealth Share to Current Health Expenditure (CHE)	PhilHealth Expenditure over Current Health Expenditure	7.50%	(Actual/Target) x Weight	17.50%	***	Awaiting copy of the Philippine National Health Accounts (PNHA) Report by Philippine Statistics Authority (PSA)	none
		SM 2b: Out-of-Pocket (OOP) Share to Current Health Expenditure	Out-of-Pocket (OOP) Share over Current Health Expenditure	2.50%	{1- [(Actual/Target) / Target] x Weight}	41.20%	***	No report yet	none
		Manage Administrative Cost Limit	Actual Accomplishment	0%	For monitoring purposes only	Less than 7.50%	***	2.18% (4,455,526,158/ 204,097,678,836)	2 nd Quarter Performance report from FMS



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	SO 3 Expanded Access to High-Quality Health Services	SM 3: Percentage of Satisfied Customers (ARTA Survey tool)	Total Number of Respondents who have Rated "Agree" and "Strongly Agree" over Total Number of Respondents	5%	(Actual/Target) x Weight Below 80% = 0%	90%	*** 95.90%*	Signed 2 nd Quarter Performance report from ARTA-OCOO *Client satisfaction Agency rating as of 2 nd Quarter
Sub-total			25%					
SUSTAINABILITY	SO 4 Expanded Service Coverage and Quality	SM 4a: Enhanced Benefits (Policies/ Guidelines/ Processes) -Provider Payment Initiatives Implemented	Actual Accomplishment	5%	(Actual/Target) x Weight	Implementation of Shadow Billing in 160 Private Hospitals	*** 163 Private Inpatient Health Facilities* *tagged as Shadow Billing sites on IPAS as of July 8, 2025 (Please see report for other accomplishments)	Signed 2 nd Quarter Performance report from Surge Team
		SM 4b: Enhanced Benefits (Policies/ Guidelines/ Processes) -PhilHealth Plus	Actual Accomplishment	5%	All or Nothing	a. Board-approved policy b. Pilot implementation	*** Ongoing draft of benefit design with actuarial studies and operational processes for proposal of In-House Model for Pilot Implementation.	Signed 2 nd Quarter Performance report from PhilHealth Plus



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SO 5 Enhance Member and Provider Experience through Streamlined Policies and Processes	SM 5: Registration Rate for Indirect Contributors	Number of Indirect Contributors over Total Number of Indirect Contributors	5%	(Actual/Target) x Weight	95%	***	<p>37.48 Million Indirect contributors* (*as of April 2025, extracted May 10, 2025)</p> <p>29.54 Million Indirect contributors (Submitted 1st Quarter report as of Feb 2025, extracted March 2025)</p> <p>Note: Denominator still for consolidation-from PSA, SC and NHTS</p>	Signed 2 nd Quarter Performance report from MMG
	SM 6a: Claims Processing Efficiency (Backlog Claims) *Backlog claims-received, refiled and denied claims due to late filing beyond 60days, from 2024 earlier	Number of claims processed over Total number of backlog claims from 2024 and earlier	5%	(Actual/Target) x Weight	100%	***	<p>99.62% (169,601,565/ 170,256,977)</p>	<p>Signed 2nd Quarter Performance report from FMS-PMT Claims</p> <p>Dataset</p>

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2nd Quarter Monitoring Report 2025

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	<p>SM 6b:</p> <p>Percentage of Claims Processed within Applicable Time (Claims Received and Refiled for the Year 2025)</p> <p>*Processed claims- Paid, Approved for payment, Returned to hospital and Denied</p>	<p>Total number of claims processed within applicable processing time over Total number of claims received and refiled</p> <p>(Coverage of received and refiled claims: 01 Nov 2024 to 31 Oct 2025)</p>	5%	(Actual/Target) x Weight	100%	***	<p>99.30%</p> <p>(6,060,092/6,102,942)</p>	<p>Signed 2nd Quarter Performance report from FMS-PMT Claims Dataset</p>



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2nd Quarter Monitoring Report 2025

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Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Quarterly Target	Actual	
	SM 7a: Percentage of Providers or Practitioners with Violations Investigated (FFIED and PROs)	Number of providers or practitioners with violations investigated over Total number of providers or practitioners with violations	2.50%	(Actual/Target) x Weight	Backlog: 90% of complaints/ reports received from 31 December 2024 and earlier	***	36.64% (107/292)	Signed 2 nd Quarter Performance report from FFIED Datasets
			2.50%		Current: 40% of current complaints/ reports received from 01 January 2025 to 31 October 2025	***	4.88% (2/41)	



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2nd Quarter Monitoring Report 2025

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Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System	Annual Target	Quarterly Target	Actual	Supporting Documents
SM 7b: Percentage of Cases Disposed (Prosecution Department)	Number of Cases Disposed (Resolved or Filed with Charges) over Total Number of Cases	2.50%	(Actual/Target) x Weight	Backlog: 70% of cases received from 31 December 2024 and earlier	***	41.91% (5,818/13,882)	Signed 2 nd Quarter Performance report from PROSEC Datasets
		2.50%		Current: 30% of cases received from 01 January 2025 to 31 October 2025	***	6.65% (207/3,112)	
SM 7c: Percentage of Cases Disposed (Arbitration Office)	Number of Cases Disposed (Penalized or Dismissed) over Total Number of Cases	2.50%	(Actual/Target) x Weight	Backlog: 90% of cases received from 31 December 2024 and earlier	***	100% (3,155/2,840)	Signed 2 nd Quarter Performance report from ARBITRATION Datasets
		2.50%		Current: 40% of cases received from 01 January 2025 to 31 October 2025	***	0% (0/800)	



PES Form 4
2nd Quarter Monitoring Report 2025

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Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	Annual Target	Quarterly Target	Actual	Supporting Documents
	SM 8: Implement Quality Management System	Actual Accomplishment	2.50%	All or Nothing	Sustain ISO Certification 9001:2015 on the Public Administration covering the following processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	***	Conducted IQA in 16 Regional Offices and 10 Organizational Units under Head Office (Please see report for other activities conducted)	2 nd Quarter Performance report from OSDO
	Sub-total		42.5%					
EFFICIENCY	SO 6 Ensure Robust Fiscal Management through Strategic	SM 9a: Total Amount of Premium Collection (Direct Contributors)	Actual Accomplishment	7.50%	(Actual/Target) x Weight	P202.99 Billion (Direct Contributors)	*** P 103.39 Billion (103.39 B/ 202.99 B)	2 nd Quarter Performance report from MMG

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2nd Quarter Monitoring Report 2025

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Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	Annual Target	Quarterly Target	Actual	Supporting Documents
Resource Allocation	SM 9b: Reduction in the Amount of Backlog Claims	Actual Accomplishment	7.50%	(Actual/Target) x Weight	50% reduction of backlog claims as of 31 December 2024 *based on COA AAR	***	No report yet	none
	SM 10: Disbursement Budget Utilization Rate	Total Disbursement over Total Board-approved COB (both net of PS Cost and Benefit Claims Payment)	5%	(Actual/Target) x Weight	90%	***	18.34% (1,258,398,813.15/6,862,833,128,06)	2 nd Quarter Performance report from FMS
	SM 11: Benefit Payment Budget Utilization Rate	Total Benefits Paid over Total Amount of Claims for Payment (both net of RTH and Denied Claims)	2.50%	(Actual/Target) x Weight	100%	***	P 78,309,339,675.00 Benefits Paid *awaiting denominator (Total Amount of Claims for Payment both net of RTH and Denied Claims)	Dataset

PES Form 4
2nd Quarter Monitoring Report 2025

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SO 7 Cultivate a High-Performance Culture through Strategic Human Resource Management	SM 12: Percentage of Employees with Required Competencies Met	Actual Accomplishment	2.50%	(Actual/Target) x Weight	95% of employees attained the required job-level competency	***	Competency Rating shall be done in the 4 th Quarter of 2025	Signed 2 nd Quarter Performance report from MSS
SO 8 Optimize Decision-Making with Effective Data Management, Integrated Information System and Secured Infrastructure	SM 13: Identified Projects in the ISSP completed on Time	Actual Accomplishment	5%	(Actual/Target) x Weight	100% Accomplishment of 2025 Deliverables based on the DICT-approved ISSP 1. HIS 2. FMIS 3. BIS 4. SSMIS 5. NHDR 6. Internal System	***	1. HIS – 2% 2. FMIS – 2% 3. BIS – 2% 4. SSMIS – 2% 5. NHDR – 2% 6. Internal System– 12%	Signed 2 nd Quarter Performance report from IMS Briefer
Sub-total			30%					

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SO 9 Effectively Manage Organizational Change to Accelerate Plan Implementation	SM 14: Disaster Risk Reduction and Management (DRMM) Plan Developed and Implemented	Actual Accomplishment	2.50%	All or Nothing	Board-approved DRRM Plan	***	Presented the draft PhilHealth DRRM Plan 2025-2028 to the Executive Committee and Risk Committee on April 14, 2025 and May 08, 2025, respectively.	Signed 2 nd Quarter Performance report from MSS
Sub-total			2.5%					
TOTAL			100%					
	Bonus SM1: GAD Budget Utilization	Actual Accomplishment	1.00%	All or Nothing	5% of Total COB	***	20.04% Utilization Rate for the Women's Month Celebration/ Committee Meeting Expenses	Signed 2 nd Quarter Performance report from MSS

