

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

	Component					Annual Target	3rd Quarter	
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Target	Actual
	Social Impact	SO 1 Improved Health Financial Risk Protection	SM1 Increased Support Value	Milestones target/ Initiatives <i>(in support of long-term goal of 60% SV by 2022)</i>	5%		<ul style="list-style-type: none"> ▪ 1 of 4: 4%; ▪ 2 of 4: 6%; ▪ 3 of 4: 8%; ▪ 4 of 4: 10%; 	Co-Payment and DRG Implementation initiatives (intended to improve Support Value): <ol style="list-style-type: none"> 1. Validation of the costing tool; 2. Standardization of forms for collection of cost data; 3. Pilot testing of the forms for collection of cost data; and, 4. Pilot-training of providers in PRO III on the costing methodology tools.
Sub-total				5%				

PES Form 4
3rd Quarter Monitoring Report

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	Satisfied Clients	SO 2 Total Client Experience	SM 2 % 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	85%
SM 3 Increase Availment Rate			Number of beneficiaries who availed PhilHealth over Total number of beneficiaries admitted	0%	N/A	100%	Conduct of survey	Still awaiting for the result of the Third-Party survey
Sub-total				10%				
Sustainable Fund	SO 4 Revenue Generated	SM 4 Improve Collection Efficiency Rate	Actual Collection/ Potential Collection	20%	(Actual/ Target) x Weight	≥95% <i>(Formal and Informal economies, and overseas Filipinos)</i>	≥95%	78.23%

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	SO 5 Optimized Asset	SM 5 Increase in Benefit Expense to Premium Income Ratio	Benefit Expense/ Premium Income	15%	[100% - (Actual- Target)/Target]		1:1	1:1
Sub-total			35%					
Excellent Process	SO 6 Boost innovation in Research, Policy and Process	SM 6 Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	ISO 9001:2015 Certificate covering all sites all processes	Certification	ISO Certified (All offices of PhilHealth including all PhilHealth Regional Offices and Local Health Insurance Offices) with date of registration on July 17, 2018
	SO 7 Ensure operational Effectiveness and Efficiency	SM 7 Percentage of Good Claims Processed Within Applicable Time	Number of good claims processed within 60 calendar days/ Total number of claims	15%	(Actual/ Target) x Weight Below 90% = 0%	100%	100%	70%

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	SM 8 Increase in Percentage of Cases Filed and Resolved within Applicable Time	Number of Cases Filed within 90 days and Resolved within 60 days/ Total number of cases	15%	Actual/ Target x Weight Below 80%=0	90%	90%	57.99%	
	Sub-total		40%					
Strong Foundation	SO 8 Ensure Organizational Alignment and Workforce Engagement	SM 9 Percentage of Employees Meeting Required Competencies	Number of employees scored at least intermediate proficiency for all Core and Cross-BPA competencies/ Total number of employees	10%	(Actual/Target) x Weight	80% of employees scored at least intermediate proficiency for all Core and Cross-BPA competencies	80% of employees scored at least intermediate proficiency for all Core and Cross-BPA competencies	Ongoing conduct of AKAPP competency survey. Awaiting result to be released on or before December 2018.
	Sub-total			10%				
	TOTAL							