

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component					2020 Targets	2020 Accomplishments	Remarks	
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight				Rating System
SATISFIED CLIENTS	SO 1 Total Client Experience	SM 1 Percentage 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%	≥ 91%	2020 Client Awareness and Satisfaction Survey: <ul style="list-style-type: none"> On-going Preparation for the Contract signing Tentative conduct of Data gathering on December 2020 	none
		SM 2 Percentage of Accredited KONSULTA Providers <i>(This SM is for monitoring purposes only)</i>	Number of KONSULTA Providers Accredited/ Total Number of Qualified KONSULTA providers <i>(Providers refers to those who are Qualified, Interested, and with No Case)</i>	0%	n/a	Establish Baseline	<ul style="list-style-type: none"> Conducted orientation of PROs per area on Accreditation policy on KONSULTA Benefit package providers via video conference on 5-6 August, 2020. Awaiting for the approval of Accreditation policy on KONSULTA 	none



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Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System					
					SATISFIED CLIENTS	SO 2 Responsive Benefits	SM 3 Percentage of Individuals Registered to a KONSULTA Provider <i>(This SM is for monitoring purposes only)</i>	Total No. of Individuals Registered to a KONSULTA Provider / Total No. of Individuals Registered in the PhilHealth Database
	SM 4 Percentage of Patients Admitted in Basic or Ward Accommodation with No Co-Payment (in Government Facilities)	Total No. of Patients Admitted in Basic or Ward Accommodation with No Co Payment/ Total No. of Patients Admitted in Basic Ward or Ward Accommodation (in Government Facilities)	15%	All or Nothing		Establish Baseline (All Members Categories)	Draft PhilHealth Circular re: Governing Policies of Co-payment Issuance of CM 2020 0033 SUBJECT: work arrangement of PCares during the enhanced community quarantine (as an effect of the pandemic situation)	Latest draft as of May 29, 2020

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	<i>Sub-total of Weights</i>			25%				
SUSTAINABLE FUND	SO 3 Revenue Generated	SM 5 Improve Collection Efficiency Rate	Actual Collection/ Potential Collection	15%	(Actual/ Target) x Weight	≥95% (Direct Contributors)	83.79% (55,747,617,865/ 66,535,808,151)	Available data as of August 2020 only
	SO 4 Optimized Asset	SM 6 Increase in Benefit Expense to Premium Income Ratio	Benefit Expense/ Premium Income	10%	[100% - (Actual-Target)/ Target]	1:1	1.08:1 (P107,478,151,013.75: P99,970,803,268.68)	none
	<i>Sub-total of Weights</i>			25%				
EXCELLENT PROCESS	SO 5 Boost innovation in Research, Policy and Process	SM 7 Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	Maintain ISO 9001:2015 certification covering all sites and processes	On-going conduct of IQAs in all offices in the Central offices, PROs and LHIOs Tentative Management Review and Conduct of third-party surveillance audit on November	Due to the COVID-19 pandemic situation.

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	SO 6 Ensure Operational Effectiveness and Efficiency	SM 8.a Increase in the Percentage of Cases Disposed (Prosecution Department and Arbitration Office)	Number of Cases Disposed (Resolved or Filed with Charges)/ Total Number of Cases	7.5%	(Actual/ Target) x Weight	75%	<u>PROSECUTION DEPARTMENT</u> 29.56% (2,928/9,906)	none
							<u>ARBITRATION OFFICE</u> 24.33% (2,142/8,803)	
EXCELLENT PROCESS	SO 6 Ensure Operational Effectiveness and Efficiency	SM 8.b Increase in the Percentage of Cases Investigated (FFIED)	Number of Red Flagged Providers Investigated/ Total Number of Red Flagged Providers	7.5%	(Actual/ Target) x Weight	75%	<u>FACT-FINDING AND INVESTIGATION ENFORCEMENT DEPARTMENT (FFIED)</u> 25.38% (151/595)	none



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	SO 7 Strengthen Customer and Partner Relations	SM 9 Percentage of Good Claims Processed Within Prescribed Period (in Non-UIS)	Number of Good Claims Processed within Applicable Processing Time/ Total Number of Good Claims Received <i>(Processing Time- applicable processing time subject to compliance with RA No. 7875, as amended by RA No. 10606)</i>	15%	(Actual/Target) x Weight 0% = If less than 90%	100% 81.03% * (5,367,456/ 6,623,817) within 60 Days*	Processing of claims affected by the pandemic situation
	Sub-total of Weights			40%			
STRONG FOUNDATION	SO 8 Ensure Organizational Alignment and Workforce Engagement	SM 10 Improvement on the Competency Level of the Organization	Competency Baseline 2020 – Competency Baseline 2019	5%	All or Nothing	Improvement on the Competency Level of the Organization based on the 2019-year end assessment <ul style="list-style-type: none"> On-going revision of the position profile (covering job-level competencies); rating to follow On-going competency rating for the self, peers, supervisors and staff, covering core competency, cross-business process area (BPA) competencies, BPA competencies and Leadership/ Managerial competencies. 	none

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SO 9 Integrated and Optimized Information Systems	SM 11 Systems Enhanced or Developed (Aligned with UHC Law)	Actual Accomplishment	5%	(Actual/Target) x Weight	Roll-out of the following systems: 1. National Registration Systems; 2. Eligibility and/or Costing Systems; 3. EPCB or eKONSULTA System; and, 4. Accreditation System.	1. National Registration Systems – ongoing enhancement 2. Eligibility and/or Costing Systems- deployed 3. EPCB or eKONSULTA System- completed 4. Accreditation System- deployed	none
<i>Sub-total of Weights</i>			10%				
TOTAL OF WEIGHTS			100%				