

## PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component					2021 Targets	2021 Accomplishments	Supporting Documents	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
<b>DELIGHTED CLIENTS</b>	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%	≥ 90% Satisfied	Ongoing conduct of the study	Certification of Status for 3 <sup>rd</sup> quarter from PCHRD
		SM 2 Percentage of Filipinos Registered in the National Health Insurance Program (NHIP)	Number of Beneficiaries Registered in the Database/ Total projected population (per PSA)	5%	(Actual/Target) x Weight	≥ 90%	<b>87.88%</b> (96,840,848/ 110,198,654)	MMG signed 3 <sup>rd</sup> quarter report

**PES Form 4**  
**3rd Quarter Monitoring Report for 2021 (GCG Modified)**

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<b>SATISFID CLIENTS</b>		SM 3 Percentage of Accredited KONSULTA Providers	Actual Accomplishment  (Number of public KONSULTA providers Accredited/ Total Number of KONSULTA providers)	2.5%	All or Nothing	Establish Baseline	135/143 Accredited KONSULTA Providers (94.41%)	HFPS signed 3 <sup>rd</sup> quarter report  (Per GCG TPM clarification on the Denominator of the formula dated 26 November 2021)
	SO 2 Responsive Benefits	SM 4 Percentage of Individuals Registered to a KONSULTA Provider	Actual Accomplishment  (Total Number of Individuals Registered to KONSULTA Provider/ Projected Population)	2.5%	All or Nothing	Establish Baseline	<b>4.65%</b>  (62,710/1,350,000)	HFPS signed 3 <sup>rd</sup> quarter report  Accreditation Memo re: List of All Accredited Hospitals and Bed Capacity for Ward and Basic Room

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<b>SATISFIED CLIENTS</b>		SM 5 Percentage of Patients Admitted in Basic or Ward Accommodati on with No. Co-Payment	Total Number of Patients Admitted in Basic or Ward Accommodation with No Co- payment/ Total Number of Patients in Basic Ward or Ward Accommodation	5%	All or Nothing	Establish Baseline  (All Members Categories and all accredited private and government hospitals)	Government: <b>50.55%</b> (114,679/226,872)  Private: <b>30.06%</b> (24,753/82,350)	Signed Quick stats on the No Co-payment based on Claims database (in Government and Private facilities)  HFPS memo to CorPlan re: Proposal to Use the Database as Substitute Data Source for the GCG Scorecard Indicator on No Co-payment under the New Normal Situation
	<b>Sub-total of Weights</b>				<b>25%</b>			

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<b>SUSTAINABLE FUND</b>	SO 3 Revenue Generated	SM 6 Collection Efficiency Rate	Actual Collection/ Potential Collection  (Potential Collection should be confirmed by Insurance Commission)	20%	(Actual/ Target) x Weight	≥95%  (Direct Contributors)	<p style="text-align: center;"><b>90.00%</b> (67,470,118/ 74,852,783)</p> <p><i>* 9 months Actual collection/9 months Potential collection</i></p>	<p>MMG 3<sup>rd</sup> quarter report in Excel file</p> <p>Potential collection subject to concurrence of the Insurance Commission per GCG Modified Performance Scorecard</p> <p>Meeting held virtually via Zoom on 20 December 2021 (PHIC and IC)</p>
	<b>Sub-total of Weights</b>			<b>20%</b>				

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EXCELLENT PROCESS	SO 4 Boost innovation in Research, Policy and Process	SM 7 ISO Certification	Actual Accomplishment	5%	All or Nothing	<p>Recertification of the ISO 9001:2015 on the Public Administration covering the following processes:</p> <ol style="list-style-type: none"> <li>1. Member Coverage Management</li> <li>2. Benefit Delivery</li> <li>3. Provider Management</li> <li>4. Management and Support Processes</li> </ol>	<p>Conduct of Internal Quality Audit (IQA) has been completed.</p> <p>Terms of Reference (TOR) to enter Multi-Year Contractual Authority (MYCA) for the hiring of a certifying body for recertification of PhilHealth’s Philippine Social Health Insurance Management System (PSHIMS) under ISO 9001:2015 QMS is for revision upon recommendation of BAC-GC members.</p> <p>QMS activities relative to the recertification were identified in CM No. 2021-0021.</p> <p>Project to be awarded on last week of December 2021, conduct of re-certification audit for CY 2021 will be moved to 1<sup>st</sup> quarter of CY 2022.</p>	OSDO Memo report dated 12 October 2021

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	SO 5 Ensure Operational Effectiveness and Efficiency	SM 8 Fraud Index	No. of Claims Tagged as Potential Fraud/Total Claims Filed	5%	(Target / Actual) x Weight*	7%	Ongoing conduct of the study	Certification of Status for 3 <sup>rd</sup> quarter from PCHRD
					<i>*Rectified from the formula (Actual/ Target) x Weight</i>			

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<b>EXCELLENT PROCESS</b>		SM 9.a Percentage of Cases Disposed  (Prosecution Department and Arbitration Office)	Number of Cases Disposed (Resolved or Filed with Charges) /Total Number of Cases	5%	(Actual / Target) x Weight	50% from backlog cases covering Oct 2020 and earlier;          25% from current cases covering received cases from Nov 2020 to October 2021	<u>Backlog (50%):</u> Arbitration: <b>14.05%</b> (473/3,367) Total received 6,734  Prosecution: <b>62.40%</b> (2,523/4,043) Total received: 8,086	Performance Report of Arbitration Office as of 30 September 2021  Performance Report of Prosecution Department as of 30 September 2021
							<u>Current (25%):</u> Arbitration: <b>0.30%</b> (3/1,014) Total received: 4,055  Prosecution: <b>29.07%</b> (486/1,672) Total received: 6,687	

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<b>EXCELLENT PROCESS</b>			SM 9.b Percentage of Red Flagged Providers Investigated (FFIED and PROs)	No. of red flagged providers investigated/ Total number of red flagged providers	5%	(Actual / Target) x Weight	50% from backlog cases covering Oct 2020 and earlier;	<u>Backlog (50%):</u> FFIED: <b>43.36%</b> (147/339) Total received: 678	FFIED signed 3 <sup>rd</sup> quarter Performance Report  Datasets of Backlog and Current on Investigated Red-Flagged Providers
							25% from current cases covering received cases from Nov 2020 to October 2021  (both from FFIED and PROs)		



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<b>EXCELLENT PROCESS</b>	SO 6 Strengthen stakeholder relations	SM 10.a Disposition of Backlog Claims Received from 1995-2000	Number of "In-Process" claims from 1995 to 2020 with dispositive action/Total Number of "In-Process" Claims from 1995-2020	5%	(Actual/Target) x Weight  0% = If less than 90%	100%	<b>99%</b> (114,018,979/ 114,831,115)  OCOO Memo No. 2021-221 re: 2021 Success measures on Claims  (Additional Measure per GCG Modified Performance Scorecard)
		SM 10.b Percentage of Claims Processed within Applicable Time (Claims received during the year)	Number of claims processed within Applicable Processing Time* / Total number of claims  (*in compliance with RA No. 11032 Act of 2018 known as EODB)	5%	(Actual/Target) x Weight  0% = If less than 90%	100%	<b>93%</b> (9,771,211/ 10,513,693)  OCOO Memo No. 2021-221 re: 2021 Success measures on Claims  (Additional Measure per GCG Modified Performance Scorecard)

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	SM 10.c Percentage of Claims Paid within the Acceptable Time	Number of Claims Paid within Acceptable Time* / Total Number of Approved Claims <small>(*in compliance with RA No. 11032 Act of 2018 known as EODB)</small>	5%	(Actual/Target) x Weight  0% = If less than 90%	100%	<b>86%</b> (5,472,642/ 6,332,358)	OCOO Memo No. 2021-221 re: 2021 Success measures on Claims  (Additional Measure per GCG Modified Performance Scorecard)
	SM 11 Percentage of Social Marketing Communication Plan (SMCP) Implemented	SMC plans Implemented/ Total SMC Plans	5%	(Actual/Target) x Weight  0% = If less than 85%	100%  (Based on the Board-approved Social Marketing Communication Plan)	1.Intensify marketing and communication channels (82.81%) 2.Boost content creation (95%) 3.Increase capacity for feedback mechanisms (100%) 4.Develop communication plans and creative campaigns (83.33%) 5. Improve brand management (100%)  Total: 92.23%	CAG signed 3 <sup>rd</sup> quarter report on SMCP
<b>Sub-total of Weights</b>			<b>40%</b>				

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<b>STRONG FOUNDATION</b>	SO 7 Ensure Organizational Alignment and Workforce Engagement	SM 12 Improvement on the Competency Level of the Organization	Competency Baseline 2021 – Competency Baseline 2020	5%	All or Nothing	Improvement on the Competency Level of the Organization based on 2020 assessment	<ul style="list-style-type: none"> <li>▪ Target completion of JLC Inclusion in AKAPP Computerized System by November 2021</li> <li>▪ Conduct of JLC in December 2021</li> <li>▪ Target to maintain at least 70% of employees meeting the required competencies for the job</li> </ul>	HRD signed 3 <sup>rd</sup> quarter memo  (Additional Measure per GCG Modified Performance Scorecard)
		SM 13 Percentage of Budget Utilization	Actual Disbursement/ DBM approved COB (both net of PS)	5%	All or Nothing	Not lower than 90% but not exceeding 100% of the DBM approved COB (both net of PS)	<b>74.76%</b>	Comptrollership signed memo dated 10 Dec 2021  (Additional Measure per GCG Modified Performance Scorecard)

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	SO 8 Integrate and Optimize Information Systems	SM 14 Percentage of Systems Enhanced or Developed Based on UHC Policies	No. of Systems Enhanced, Developed, or Implemented/ No. of Systems Targeted under the DICT- approved ISSP	5%	(Actual/ Target) x Weight	100% Implementation of Targets for 2021 reflected in the ISSP as approved by the DICT	75%  Approval of ISSP by DICT on 09 July 2021	IMS letter regarding approval of ISSP on 09 July 2021 by DICT  IMS Year-end Progress Report
<b>Sub-total of Weights</b>				<b>15%</b>				
<b>TOTAL OF WEIGHTS</b>				<b>100%</b>				