

## PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component						GCG-Modified 2022 Targets	3 <sup>rd</sup> Quarter Accomplishments	Remarks/ Supporting documents
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System			
<b>OUTCOMES</b>	<b>SO 1</b> Increased Utilization Based on Need <i>(Increase Utilization for Primary Care Services)</i>	<b>SM 1</b> Total Number of Accredited KONSULTA Providers	No. of KONSULTA providers Accredited	2.5%	(Actual/Target) x Weight	1,395	<b>1,243</b>  (89.10%)	Signed 3 <sup>rd</sup> Quarter Report from Accreditation Department
		<b>SM 2</b> Total Number of NHIP beneficiaries registered to KONSULTA Providers	Total Number of Beneficiaries Registered to Accredited KONSULTA Provider	2.5%	(Actual/Target) x Weight	27.89 million	<b>1,697,537</b>	Signed 3 <sup>rd</sup> Quarter Report from MMG
	<b>SO 2</b> Higher financial risk protection <i>(Reduce Out of Pocket)</i>	<b>SM 3</b> Percentage of Patients with No. Co-Payment in Basic or Ward Accommodation (in Government and Private Hospitals)	Total Number of Admitted Patients in Basic or Ward Accommodation with No Co-payment/ Total Number of Patients in Basic or Ward Accommodation in Government and Private Hospitals	5%	(Actual/Target) x Weight	Plus 5% of 2021 baseline data	<b>Govt: 47.75%</b> (464,318,972,319)  <b>Private: 15.07%</b> (41,907/278,157)	Retained Q2 reports since Q3 No-Copay reports not yet available due to ongoing TFI dashboard updating  Signed 3 <sup>rd</sup> Quarter Report from SMD

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	<b>SO 3</b> Quality Health Care Services	<b>SM 4a</b> Percentage of Satisfied Customers - Individual Customers	Number of Respondents Who Rated PhilHealth Service with at least Satisfactory/ Total Number of Respondents	5%	(Actual/ Target) x Weight  Below 80% = 0	≥ 90%	<ul style="list-style-type: none"> <li>▪ Novo Trends PH has completed field data collection activities in all 20 target survey sites.</li> <li>▪ 6 of the 20 Regional Survey Teams are currently working on data tabulation, review of accomplished forms, and back-checking.</li> <li>▪ 14 of the 20 Regional Survey Teams have completed their data tabulation, and are currently working on data processing and analysis.</li> </ul>	DOST-PCHRD status report dated 26 October 2022
		<b>SM 4b</b> Percentage of Satisfied Customers - Business Organization		5%		≥ 90%		
		<b>SM 4c</b> Percentage of Satisfied Customers - Health Care Institutions		5%		≥ 90%		

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		<b>SM 5</b> Benchbook 2 and Third Party Accreditation Implemented	Actual Accomplishment	5%	(Actual/ Target) x Weight	Policy Standards for Third Party Accreditation (TPA):  Development of Standards and Requirements for TPA Mechanisms as Approved by the Board	<b>A Meeting was held with the Technical Assistance provider (Ateneo School of Government) on August 04, 2022 re: ongoing development of standards and requirements for TPA mechanism</b>	Signed 3 <sup>rd</sup> Quarter Report from SMD
<b>Sub-Total</b>				<b>30%</b>				
<b>SUSTAINABLE FINANCING</b>	<b>SO 4</b> Build a Deep Revenue- base with Efficient Collection System and Budget Utilization	<b>SM 6</b> Collection Efficiency Rate (Direct Contributors)	Actual Collection/ Potential Collection	15%	(Actual/ Target) x Weight	≥95% (Direct Contributors)	<b>92.00%</b>  (84,022 B/ 91,384 B*)	3 <sup>rd</sup> Quarter Report from MMG  *MMG Proposed Potential collection

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	<b>SM 7a</b> Obligations Budget Utilization Rate	Total Obligations/ DBM-approved Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	100%	<b>64.38%</b>  (103,627,194,260/ 160,959,956,232)	Signed 3 <sup>rd</sup> Quarter Report from FMS	
	<b>SM 7b</b> Disbursement Budget Utilization Rate	Total Disbursements/ Total Obligations (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	100%	<b>49.05%</b>	Signed 3 <sup>rd</sup> Quarter Report from FMS	
		Total Disbursements/ Total DBM-approved Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	100%	<b>31.58%</b>	Signed 3 <sup>rd</sup> Quarter Report from FMS	
	<b>SO 5</b> Maintain an Active Risk Pool Through Strategic Purchasing	<b>SM 8</b> Provider Payment Initiatives Implemented	Actual accomplishment	2.5%	All or Nothing	1. Implementing Guidelines of the PhilHealth Framework and Methodology for Costing of Health Services  2. Development of the	▪ <b>Conduct of SHIA orientation for PROs on the Governing Policies on Transitioning the Provider Payment Mechanism from All Case Rates to Diagnosis Related Groups</b>	Signed 3 <sup>rd</sup> Quarter Report from BDRD

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					Implementing Guidelines for DRG	<ul style="list-style-type: none"> <li>▪ <b>Implementing guidelines on DRG drafted and for comments by internal stakeholders; to be endorsed to the Surge Team</b></li> <li>▪ <b>2<sup>nd</sup> and 3<sup>rd</sup> meetings of the DRG-TWG and sub-TWGs conducted</b></li> <li>▪ <b>Turnover of ThinkWell Global to PhilHealth of the technical assistance documentation on the DRG grouper logic and technology transfer to ITMD technical staff done</b></li> <li>▪ <b>Ongoing review of the MOA between PhilHealth and Thailand's National Health Security Office (NHSO) through ILED</b></li> </ul>	

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						<ul style="list-style-type: none"> <li>▪ Continuing technical assistance pertinent to DRG provided by World Bank to support the RVS to ICD9-CM crosswalk and claims management</li> </ul>		
<b>Sub-Total</b>			<b>25%</b>					
<b>INOVATION AND GROWTH</b>	<b>SO 6</b> Develop Lean and Member – Centric Processes	<b>SM 9</b> Implement Quality Management System	Actual Accomplishment	5%	All or Nothing	Sustain ISO Certification 9001:2015 on the Public Administration Covering the Following Processes: <ul style="list-style-type: none"> <li>▪ Member Coverage Management</li> <li>▪ Benefit Delivery</li> <li>▪ Provider Management</li> <li>▪ Management and Support Processes</li> </ul>	<b>BAC documents submitted to Fund Management Sector on August 26, 2022</b>  <b>Pre-procurement conference was also conducted on September 27, 2022.</b>	Signed 3 <sup>rd</sup> Quarter Report from OSD0

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	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System			
	<b>SM 10a</b> Percentage of Backlog Claims Processed	No. of Claims from 1995- 2021 Processed/ Total Number of Claims Received and Refiled in 1995-2021	5%	Actual/ Target) x Weight*  *0% if less than 90%	100%	<b><u>99.35%</u></b>  (126,552,539/ 127,382,251)	Signed 3 <sup>rd</sup> Quarter Report from PMT for Claims
	<b>SM 10b</b> Percentage of Claims Processed within Applicable Time (Claims Received and Refiled for the year 2022)	Number of Claims Processed within Applicable Processing time/ Total Number of Claims Received and Refiled	5%	Actual/ Target) x Weight*  *0% if less than 90%	100%	<b><u>97.75%</u></b>  (8,022,968/ 8,207,261)	Signed 3 <sup>rd</sup> Quarter Report from PMT for Claims
	<b>SM 10c</b> Percentage of Claims Paid within Applicable Time	Number of Claims Paid within the Applicable Processing Time/ Total Number of Claims for Payment	5%	Actual/ Target) x Weight*  *0% if less than 90%	100%	<b><u>87.84%</u></b>  (4,406,561/ 5,016,516)	Signed 3 <sup>rd</sup> Quarter Report from PMT for Claims

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	<b>SO 7</b> Transform Human Resource Management with a Competency- based Approach	<b>SM 11</b> Improve Competency of the Organization	Competency Baseline 2022- Competency Baseline 2021	5%	All or Nothing	Improvement on the Competency Level of the Organization	<b>Competency Assessment work will start this October 2022; Results will be submitted to GCG in January 2023</b>	Signed 3 <sup>rd</sup> Quarter Report from HRD
	<b>SO 8</b> Enhance Information System Through Enterprise Integration	<b>SM 12</b> Percentage of Systems Enhanced or Developed Based on UHC Policies	Actual Accomplishments	5%	(Actual/ target) x Weight	50% Completion of the following systems: 1. Enterprise Resource Management Information Management System (ERMIS) 2. Health Insurance System (HIS) 3. Business Intelligence System (BIS) 4. National Health Data Repository (NHDR)	<b>ERMIS: 24.55%</b> <b>HIS: 50.00%</b> <b>BIS: 56.50%</b> <b>NHDR: 66.00%</b>	Signed 3 <sup>rd</sup> Quarter Report from IMS
<b>Sub-Total</b>				<b>30%</b>				



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GOOD GOVERNANCE	<b>SO 9</b> Strengthen Policy Enforcement and Evidence- informed Decision- making	<b>SM 13a</b> 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 2021 and earlier;  25% from current cases covering received cases from Nov 2021 to October 2022	<p><u>Backlog (50%):</u> Arbitration: <b>34.13% of the target</b> (1,755/5,142) Total received 10,283</p> <p>Prosecution: <b>39.64% of the target</b> (1,885/4,756) Total received: 9,511</p> <p><u>Current (25%):</u> Arbitration: <b>2.23% of the target</b> (25/1,120) Total received: 4,478</p> <p>Prosecution: <b>40.68% of the target</b> (930/2,286) Total received: 9,145</p>	<p>Signed 3<sup>rd</sup> Quarter Report from Prosecution and Arbitration</p> <p>Datasets from Prosecution and Arbitration</p>

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	<b>SM 13b</b> Percentage of Red Flagged Providers Investigated  (Both from 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 2021 and earlier;  25% from current cases covering received cases from Nov 2021 to October 2022	<u>Backlog (50%):</u> FFIED: <b>91.88% of the target</b> (328/357) Total received: 714  <u>Current (25%):</u> FFIED: <b>100% of the target</b> (168/85) Total received: 340	Signed 3 <sup>rd</sup> Quarter Report from FFIED  Datasets from FFIED	
	<b>SO 11</b> Engage Members and Stakeholder Using Every Available Voice	<b>SM 14</b> Percentage of Social Marketing Communication Plan Implemented (SMCP)	Actual Accomplishment	5%	(Actual / Target) x Weight	100%	<b>70.46%</b>	Signed 3 <sup>rd</sup> Quarter Report from CAG
<b>Sub-Total</b>				<b>15%</b>				
<b>TOTAL OF WEIGHTS</b>				<b>100%</b>				