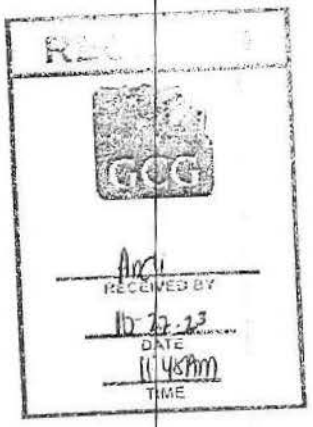
PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component						GCG-Modified 2023 Targets	3rd Quarter Accomplishments	Remarks/ Supporting documents
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System			
OUTCOMES	SO 1 Increased Utilization Based on Need	SM 1a Percentage of Satisfied Customers - Individual Customers	Total number of Respondents Who Have Rated Satisfactory/ Total Number of Respondents (GCG-prescribed survey tool)	5%	(Actual/ Target) x Weight 0% = if less than 80%	90%	Preparatory and alignment stage in the light of the Joint Memorandum Circular (JMC) No. 1 s. 2023 of ARTA and GCG on the Implementation of the Harmonized Client Satisfaction Measurement Specific for GOCCs Covered by RA No. 10149 Conducted orientation to PhilHealth Regional Office counterparts on the Implementation of the survey	On going communication with PCHRD as to the analysis of data that will be provided by the CART
		SM 1b Percentage of Satisfied Customers - Business Organization (Employers)		2.5%		90%		
		SM 1c Percentage of Satisfied Customers - Health Care Institutions (HCIs)		2.5%		90%		



Component					GCG-Modified 2023 Targets	3rd Quarter Accomplishments	Remarks/ Supporting documents
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System			
		SM 2 Total Number of Accredited Konsulta Providers	Actual Accomplishments	10%	(Actual/ Target) x Weight	2,500	**2,404** **(96.16%)**	3rd quarter report from Accreditation Department As of September 30, 2023 94 providers- on process
		SM 3 Total Number of NHIP beneficiaries registered to KONSULTA Providers	Actual Accomplishment	5.0%	(Actual/ Target) x Weight	2022 actual accomplishment + 10%	**98.22%** **(18,085,163/ 18,413,824)**	Data as of August 31, 2023 Signed 3rd Quarter Report from MMG
	SO 2 Higher financial risk protection	SM 4 Establish of Guidelines on Cost Sharing Policy (This Policy covers the co-payment policy and cost sharing policy)	Actual Accomplishment	5.0%	All or Nothing	Board Approved Cost-Sharing Policy	Consultation for the crafting of the policy is on final phase.	Signed 3rd Quarter Report from PhilHealth Surge Team

Component					GCG-Modified 2023 Targets	3rd Quarter Accomplishments	Remarks/ Supporting documents
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System			
	SO 3 Quality Health Care Services	SM 5 Benchbook 2 and Third Party Accreditation Implemented	Actual Accomplishment	5.0%	(Actual/ Target) x Weight	Two (2) Third-Party Accreditation	▪ Approved by management on June 21, 2023 via Manila Times (PC No. 2023-0011 re: Recognition of Third Party Accreditation TAP Mechanism) ▪ PC on Recognizing Third Party Accreditors routed to OPCEO for approval on October 18, 2023 ▪ Conducted orientation of PROs on Third Party Accreditation Mechanism on October 5-6, 2023 at ACE Hotel and Suites, Pasig City	Signed 3rd Quarter report from Accreditation Department
	Sub-Total			***35%***				

PES Form 4
3rd Quarter Monitoring Report for CY 2023 (GCG-MODIFIED)

Component						GCG-Modified 2023 Targets	3rd Quarter Accomplishments	Remarks/ Supporting documents
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System			
SUSTAINABLE FINANCING	SO 4 Build a Deep Revenue-base with Efficient Collection System	SM 6 Collection Efficiency Rate (Direct Contributors)	Actual Contribution/ Potential Contribution (Direct contributors)	15%	(Actual/ Target) x Weight	≥95% (Direct Contributors)	**95.00%** **(86,059,689/ 90,404,386)** (Potential collection for CY 2023 - subject for approval)	Signed 3rd Quarter Report from MMG (as of July 2023)
	Sub-Total			***15%***				
INOVATION AND GROWTH	SO 5 Develop Lean and Member – Centric Processes	SM 7 Implement Quality Management System	Actual Accomplishment	5%	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	The key activity in September 2023 revolved around addressing the identified single minor non-conformity (NCm) by addressing Socotec Certification Philippines, Inc. (SCPI). Collaborations with business process owners were done in resolving the NCm.	Signed 3rd Quarter Report from OSDO (please refer to the submitted OSDO report for the list)

Component					GCG-Modified 2023 Targets	3rd Quarter Accomplishments	Remarks/ Supporting documents
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System			
	SM 8a Percentage of Backlog Claims Processed	No. of Claims Processed from 1995-2022 / Total Total Number of Received and Refiled Claims in 1995-2022	5%	Actual/ Target) x Weight* *0% if less than 80%	100%	**99.36%** (140,196,242/ 141,099,242)	Covered period: January to July 2023 for August performance report Data extraction issues due to the recent MEDUSA Ransomware attack in the Corporation
	SM 8b Percentage of Claims Processed within Applicable Time (Claims Received and Refiled for the year 2023)	Number of Claims Processed within Applicable Processing time/ Total Number of Claims Received and Refiled	5%	Actual/ Target) x Weight* *0% if less than 80%	100%	**97.86%** (7,029,525/ 7,183,403)	
	SM 8c Percentage of Claims Paid within Applicable Time	Number of Claims Paid within the Applicable Time/ Total Number of Claims for Payment	5%	Actual/ Target) x Weight* *0% if less than 80%	100%	**94.72%** (4,656,039/ 4,915,465)	

Component			Formula	Weight	Rating System	GCG-Modified 2023 Targets	3rd Quarter Accomplishments	Remarks/ Supporting documents
	Strategic Objective (SO)/ Strategic Measure(SM)							
	SO 6 Transform Human Resource Management into a Competency-based System	SM 9 Improve Competency of the Organization	Competency Baseline 2023-Competency Baseline 2022	5%	All or Nothing	Improvement on the Competency Level of the Organization	Competency Assessment shall be conducted on the last quarter of 2023	Signed 3rd Quarter Report from HRD
	SO 7 Integrate Information Systems Using Secure Digital Technology	SM 10 Percentage of Systems Implemented, Enhanced or Developed Based on the Updated ISSP	Actual Accomplishments	5%	(Actual/ Target) x Weight *Original GCG-modified targets 100% 1. Enhancement of the following: a. Enterprise Resource Management Information Management System (ERMIS) b. Business Intelligence System (BIS) (Corporate Dashboard and Data warehousing) c. National Health Data Repository (NHDR) Model 2. Development of Health Insurance System (HIS)	***Updated Targets Based on ISSP Amendment CY 2023*** 100% Enhancement each on the following: 1. HIS 2. ERMIS 3. BIS 4. SSMIS 5. NHDR 6. Internal Systems	0/6 systems reached 100% or completed enhancement 1. HIS – 65% 2. ERMIS – 10% 3. BIS – 60% 4. SSMIS – 35% 5. NHDR – 54% 6. Internal Systems – 65.83%	Signed 3rd Quarter Report from PMO-PIMS
Sub-Total				***30%***				

PES Form 4
3rd Quarter Monitoring Report for CY 2023 (GCG-MODIFIED)

Component						GCG-Modified 2023 Targets	3rd Quarter Accomplishments	Remarks/ Supporting documents
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System			
STRONG CORPORATE GOVERNANCE	SO 8 Manage transitions and mind-shift with leadership and accountability	SM 11 NG Premium Subsidy Utilization	Total Obligations/ Total Allotment	2.5%	(Actual/ Target) x Weight	100%	**64.31%** (50,581,475,000/ 78,657,967,000)	Signed 3rd Quarter Report from Fund Management Sector (as of September 30, 2023)
			Total Disbursement/ Total Obligations	2.5%	(Actual/ Target) x Weight	100%	**100.00%** (50,581,475,000/ 50,581,475,000)	Signed 3rd Quarter Report from Fund Management Sector (as of September 30, 2023)
		SM 12 Obligations Budget Utilization Rate	**PhilHealth Proposed Formula** Total Obligations/ Corporate Operating Budget (both net of PS Cost and Procurement Savings) **Note: Original GCG-modified targets** Total Disbursements/ Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	100%	**35.70%** (74,931,776,151/ 209,867,038,217)	Signed 3rd Quarter Report from Fund Management Sector (as of August 31, 2023)

Component					GCG-Modified 2023 Targets	3rd Quarter Accomplishments	Remarks/ Supporting documents
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System			
SO 9 Strengthen Policy Enforcement and Evidence-informed Decision-making	**SM 13a** Percentage of Cases Disposed - Prosecution Department	Number of Cases Disposed (Resolved or Filed with Charges) /Total Number of Cases	3.75%	(Actual / Target) x Weight	20% from backlog cases received from October 2022 and earlier; 10% from current cases received cases from November 2022 to October 2023	Backlog (20%): **92.52% of the target** (2,388/2,581) Total received: 12,904* **with adj from 2nd qtr* Current (10%): **66.80% of the target** (497/744) Total received: 7,432	Signed 3rd Quarter Report from Fund Prosecution Department (as of September 30, 2023) Datasets
	SM 13b Percentage of Cases Disposed – Arbitration Office	Number of Cases Disposed (Resolved or Filed with Charges) /Total Number of Cases	3.75%	(Actual / Target) x Weight	20% from backlog cases received from October 2022 and earlier; 10% from current cases received cases from November 2022 to October 2023	Backlog (20%): **100% of the target** (4,780/2,534) Total received: 12,668 Current (10%): **100% of the target** (739/365) Total received: 3,651	Signed 3rd Quarter Report from Arbitration Office (as of September 30, 2023) Datasets

Component			Formula	Weight	Rating System	GCG-Modified 2023 Targets	3rd Quarter Accomplishments	Remarks/ Supporting documents
	Strategic Objective (SO)/ Strategic Measure(SM)							
		SM 13c 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	30% from backlog cases received from October 2022 and earlier; 10% from current cases received cases from November 2022 to October 2023	Backlog (30%): **100% of the target** (122/115) Total received: 383* **with adj from 2nd qtr* Current (10%): **100% of the target** (28/28) Total received: 276	Signed 3rd Quarter Report from FFIED (as of October 25, 2023) Datasets
			Sub-Total	***20%***				
			TOTAL OF WEIGHTS	**100%**				