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Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION
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October 27, 2025



ATTY. MARIUS P. CORPUS
Chairperson
GOVERNANCE COMMISSION FOR GOCCs
3/F Citibank Centre, Citibank Plaza,
Paseo de Roxas Corner Villar St., Makati City

**RE: Submission of PhilHealth's PES Monitoring Report Form 4
(Third Quarter Monitoring Report) and Its Supporting Documents
Based on the GCG-Modified PhilHealth Performance
Scorecard for CY 2025**

Dear Chairperson Atty. Corpus,

This is to respectfully submit PhilHealth's PES Monitoring Report Form 4 (3rd Quarter Monitoring Report) together with the necessary supporting documents based on the GCG-Modified PhilHealth Performance Scorecard for CY 2025 covering performance from January to September 2025.

The hard copies are included in this submission as attachments while digital copies can be accessed thru the Office 365 SharePoint link below:

<https://tinyurl.com/PHIC2025reportQ3>

For any GCG-related concerns, you may email the Office of the Corporate Secretary at corsec@philhealth.gov.ph. For any clarifications as regards the corporate performance and reports, the Corporate Planning Department – Performance Management Unit (CorPlan-PMU) can be reached thru email at corplan.uhc@philhealth.gov.ph.

It is hoped that the foregoing will be found in order.

Thank you.

Sincerely,


ATTY. LORA MANGASAR
Office of the Corporate Secretary
PhilHealth Compliance Officer to the GCG 



PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

		Component				Annual Target	3 rd Quarter		
		Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System		Quarterly Target	Actual	Supporting Documents
MEMBER SATISFACTION	SO 1 Increased utilization based on need	SM 1: Total Number of Konsulta Beneficiaries with First Patient Encounter	Actual Accomplishment	10%	(Actual/Target) x Weight	20 Million New FPEs	***	10,030,102 (as per August 31, 2025 TFI extracted report)	Signed 3rd Quarter Performance report from Surge Team
	SO 2 Higher Financial Risk Protection	SM 2a: PhilHealth Share to Current Health Expenditure (CHE)	PhilHealth Expenditure over Current Health Expenditure	7.50%	(Actual/Target) x Weight	17.50%	***	Awaiting copy of the Philippine National Health Accounts (PNHA) Report by Philippine Statistics Authority (PSA)	none
		SM 2b: Out-of-Pocket (OOP) Share to Current Health Expenditure	Out-of-Pocket (OOP) Share over Current Health Expenditure	2.50%	{1- [(Actual/Target) / Target]} x Weight	41.20%	***	Awaiting copy of the Philippine National Health Accounts (PNHA) Report by Philippine Statistics Authority (PSA)	none
		Manage Administrative Cost Limit	Actual Accomplishment	0%	For monitoring purposes only	Less than 7.50%	***	6.28% (12,824,183,310/204,097,678,836)	Signed 3rd Quarter Performance report from FMS

PES Form 4
3rd Quarter Monitoring Report 2025

Component						3 rd Quarter			
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System	Annual Target	Quarterly Target	Actual	Supporting Documents	
SUSTAINABILITY	SO 3 Expanded Access to High-Quality Health Services	SM 3: Percentage of Satisfied Customers (ARTA Survey tool)	Total Number of Respondents who have Rated "Agree" and "Strongly Agree" over Total Number of Respondents	5%	(Actual/Target) x Weight Below 80% = 0%	90%	***	99.63% Client satisfaction Agency SQD 0	Signed 3 rd Quarter Performance report from ARTA-OCOO
	Sub-total		25%						
SUSTAINABILITY	SO 4 Expanded Service Coverage and Quality	SM 4a: Enhanced Benefits (Policies/ Guidelines/ Processes) <u>-Provider Payment Initiatives Implemented</u>	Actual Accomplishment	5%	(Actual/Target) x Weight	Implementation of Shadow Billing in <u>160 Private Hospitals</u>	***	368 Private Inpatient Health Facilities	Signed 3 rd Quarter Performance report from Surge Team
		SM 4b: Enhanced Benefits (Policies/ Guidelines/ Processes) <u>-PhilHealth Plus</u>	Actual Accomplishment	5%	All or Nothing	a. Board-approved policy b. Pilot implementation	***	Completion of the benefit design and operational framework for Group Insurance Policy for Pilot Implementation for Board presentation Conducted orientation on supplemental benefits (August 6, 2025) Benchmarking activities were also conducted.	Signed 3 rd Quarter Performance report from PhilHealth Plus

PES Form 4
3rd Quarter Monitoring Report 2025

Component					Annual Target	3 rd Quarter		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Quarterly Target	Actual	Supporting Documents
SO 5 Enhance Member and Provider Experience through Streamlined Policies and Processes	SM 5: Registration Rate for Indirect Contributors	Number of Indirect Contributors over Total Number of Indirect Contributors	5%	(Actual/Target) x Weight	95%	***	39.06 Million Indirect contributors (as of Sept 2025, TFI extracted Oct 1, 2025)	Signed 3 rd Quarter Performance report from MMG
	SM 6a: Claims Processing Efficiency (Backlog Claims) *Backlog claims- received, refiled and denied claims due to late filing beyond 60days, from 2024 earlier	Number of claims processed over Total number of backlog claims from 2024 and earlier	5%	(Actual/Target) x Weight	100%	***	99.63% (169,645,283/170,275,406)	Signed 3 rd Quarter Performance report from FMS-PMT Claims Dataset

PES Form 4
3rd Quarter Monitoring Report 2025

Component					Annual Target	3 rd Quarter		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Quarterly Target	Actual	Supporting Documents
	SM 6b: Percentage of Claims Processed within Applicable Time (Claims Received and Refiled for the Year 2025) *Processed claims- Paid, Approved for payment, Returned to hospital and Denied	Total number of claims processed within applicable processing time over Total number of claims received and refiled (Coverage of received and refiled claims: 01 Nov 2024 to 31 Oct 2025)	5%	(Actual/Target) x Weight	100%	***	99.57% (9,108,087/ 9,147,578)	Signed 3 rd Quarter Performance report from FMS-PMT Claims Dataset
	SM 7a: Percentage of Providers or Practitioners with Violations Investigated (FFIED and PROs)	Number of providers or practitioners with violations investigated over Total number of providers or practitioners with violations	2.50%	(Actual/Target) x Weight	Backlog: 90% of complaints/ reports received from 31 December 2024 and earlier	***	52.40% of the GCG target (153/292)	Signed 3 rd Quarter Performance report from FFIED Datasets
			2.50%		Current: 40% of current complaints/ reports received from 01 January 2025 to 31 October 2025	***	43.48% of the GCG target (30/69)	

PES Form 4
3rd Quarter Monitoring Report 2025

Component					Annual Target	3 rd Quarter		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Quarterly Target	Actual	Supporting Documents
	SM 7b: Percentage of Cases Disposed (Prosecution Department)	Number of Cases Disposed (Resolved or Filed with Charges) over Total Number of Cases	2.50%	(Actual/Target) x Weight	Backlog: 70% of cases received from 31 December 2024 and earlier	***	53.20% of the GCG target (7,383/13,877)	Signed 3 rd Quarter Performance report from PROSEC Datasets
			2.50%		Current: 30% of cases received from 01 January 2025 to 31 October 2025	***	14.79% of the GCG target (478/3,231)	
	SM 7c: Percentage of Cases Disposed (Arbitration Office)	Number of Cases Disposed (Penalized or Dismissed) over Total Number of Cases	2.50%	(Actual/Target) x Weight	Backlog: 90% of cases received from 31 December 2024 and earlier	***	100% of the GCG target (3,155/2,840)	Signed 3 rd Quarter Performance report from ARBITRATION Datasets
			2.50%		Current: 40% of cases received from 01 January 2025 to 31 October 2025	***	100% of the GCG target (1,188/846)	

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3rd Quarter Monitoring Report 2025

Component					Annual Target	3 rd Quarter		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Quarterly Target	Actual	Supporting Documents
	SM 8: Implement Quality Management System	Actual Accomplishment	2.50%	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	***	Internal Quality Audit was concluded on July 11, 2025. 3rd Party Surveillance Audit for the following sites: <ul style="list-style-type: none"> ▪ PROCAR: LHIO Bangued ▪ PRO V: LHIO Naga City, LHIO Legazpi City ▪ PRO VII: LHIO Catarman, LHIO Maasin ▪ PRO CARAGA (Please see report for other activities conducted)	Signed 3 rd Quarter Performance report from OSDO
Sub-total			42.5%					

PES Form 4
3rd Quarter Monitoring Report 2025

Component		Strategic Objective (SO)/ Strategic Measure(SM)				Annual Target	3 rd Quarter		
							Quarterly Target	Actual	Supporting Documents
EFFICIENCY	SO 6 Ensure Robust Fiscal Management through Strategic Resource Allocation	SM 9a: Total Amount of Premium Collection (Direct Contributors)	Actual Accomplishment	7.50%	(Actual/Target) x Weight	P202.99 Billion (Direct Contributors)	***	P 138.36 Billion (138.36 B/ 202.99 B) Source: Treasury and Contribution Databases as of August 2025	Signed 3 rd Quarter Performance report from MMG
		SM 9b: Reduction in the Amount of Backlog Claims	Actual Accomplishment	7.50%	(Actual/Target) x Weight	50% reduction of backlog claims as of 31 December 2024	***	90% (27,974,772,083/ 31,003,839,956)	Signed 3 rd Quarter Performance report from FMS
		SM 10: Disbursement Budget Utilization Rate	Total Disbursement over Total Board-approved COB (both net of PS Cost and Benefit Claims Payment)	5%	(Actual/Target) x Weight If below 70%=0%	90%	***	29.49% (2,258,974,253/ 7,661,321,770)	Signed 3 rd Quarter Performance report from FMS

PES Form 4
3rd Quarter Monitoring Report 2025

Component					Annual Target	3 rd Quarter		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Quarterly Target	Actual	Supporting Documents
		SM 11: Benefit Payment Budget Utilization Rate	Total Benefits Paid over Total Amount of Claims for Payment (both net of RTH and Denied Claims)	2.50%	(Actual/Target) x Weight	100%	*** 99.99% (165,173,483,843/ 165,183,813,136)	Signed 3 rd Quarter Performance report from FMS-PMT Claims Dataset
SO 7	Cultivate a High-Performance Culture through Strategic Human Resource Management	SM 12: Percentage of Employees with Required Competencies Met	Actual Accomplishment	2.50%	(Actual/Target) x Weight	95% of employees attained the required job-level competency	*** Competency Rating shall be done in the 4 th Quarter of 2025	Signed 3 rd Quarter Performance report from MSS

PES Form 4
3rd Quarter Monitoring Report 2025

Component					Annual Target	3 rd Quarter		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Quarterly Target	Actual	Supporting Documents
SO 8 Optimize Decision-Making with Effective Data Management, Integrated Information System and Secured Infrastructure	SM 13: Identified Projects in the ISSP completed on Time	Actual Accomplishment	5%	(Actual/Target) x Weight	100% Accomplishment of 2025 Deliverables based on the DICT-approved ISSP	***	1. HIS – 2% 2. FMIS – 2% 3. BIS – 2% 4. SSMIS – 2% 5. NHDR – 2% 6. Internal System– 20%	Signed 3 rd Quarter Performance report from IMS Briefer Performance Monitoring of IS Bids and Awards Com Reso for SSMIS and HIS Enterprise Solution Architecture for 2025-2026 Sec Cert on the Board-approved ISSP for 2025 Justification of ISSP Amendment 2025 Email-reply from MITHI Secretariat
Sub-total			30%		1. HIS 2. FMIS 3. BIS 4. SSMIS 5. NHDR 6. Internal System			

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3rd Quarter Monitoring Report 2025

Component					Annual Target	3 rd Quarter		
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System		Quarterly Target	Actual	Supporting Documents
SO 9 Effectively Manage Organizational Change to Accelerate Plan Implementation	SM 14: Disaster Risk Reduction and Management (DRMM) Plan Developed and Implemented	Actual Accomplishment	2.50%	All or Nothing	Board-approved DRRM Plan	***	The PhilHealth DRRM Plan was approved by the Board on August 22, 2025.	Signed 3 rd Quarter Performance report from MSS
Sub-total			2.5%					
TOTAL			100%					
	Bonus SM1: GAD Budget Utilization	Actual Accomplishment	1.00%	All or Nothing	5% of Total COB	***	28.37% of the Total GAD Budget	Signed 3 rd Quarter Performance report from MSS