

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

	Component				Annual Target	4th Quarter		
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight		Rating System	Target	Actual
	Social Impact	SO 1 Improved Health Financial Risk Protection	SM1 Increased Support Value	Milestones target/ Initiatives <i>(in support of long- term goal of 60% SV by 2022)</i>		5%	<ul style="list-style-type: none"> ▪ 1 of 4: 4%; ▪ 2 of 4: 6%; ▪ 3 of 4: 8%; ▪ 4 of 4: 10%; 	Co-Payment and DRG Implementation initiatives (intended to improve Support Value):
					<ol style="list-style-type: none"> 1. Validation of the costing tool; 2. Standardization of forms for collection of cost data; 3. Pilot testing of the forms for collection of cost data; and, 4. Pilot-training of providers in PRO III on the costing methodology tools. 		<ol style="list-style-type: none"> (1) PhilHealth Costing Guide for Hospital (2) Costing Validation Guide (3) Costing Data Collection Manual (4) Costing Data Collection Tracker (5) Corporate Personnel Order Nos. 2018-1086; 2018- 2011 (pilot trainings) 	
	Sub-total			5%				

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PES Form 4
4th Quarter Monitoring Report for 2018

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	Satisfied Clients	SO 2 Total Client Experience	SM 2 % 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	85%
SM 3 Increase Availment Rate			Number of beneficiaries who availed PhilHealth over Total number of beneficiaries admitted	0%	N/A	100%	100%	Still awaiting for the result of the Third- Party survey due on April 2019
Sub-total				10%				

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	Sustainable Fund	SO 4 Revenue Generated	SM 4 Improve Collection Efficiency Rate	Actual Collection/ Potential Collection	20%		(Actual/ Target) x Weight	≥95%
SO 5 Optimized Asset		SM 5 Increase in Benefit Expense to Premium Income Ratio	Benefit Expense/ Premium Income	15%	[100% - (Actual- Target)/Target]	1:1	1:1	0.91 : 1.00 (PhP121.040B/ PhP132.463B)
Sub-total			35%					
SO 6 Boost innovation in Research, Policy and Process		SM 6 Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	ISO 9001:2015 Certificate covering all sites all processes	Certification	ISO Certified * (All offices of PhilHealth including all PhilHealth Regional Offices and Local Health Insurance Offices) with date of registration on July 17, 2018

*[https://www.philhealth.gov.ph/about_us/transparency/iso/CertificateOfRegistration\(AA-AZ\).pdf](https://www.philhealth.gov.ph/about_us/transparency/iso/CertificateOfRegistration(AA-AZ).pdf)
[https://www.philhealth.gov.ph/about_us/transparency/iso/CertificateOfRegistration\(A-Z\).pdf](https://www.philhealth.gov.ph/about_us/transparency/iso/CertificateOfRegistration(A-Z).pdf)
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	Excellent Process	SO 7 Ensure operational Effectiveness and Efficiency	SM 7 Percentage of Good Claims Processed Within Applicable Time	Number of good claims processed within 60 calendar days/ Total number of claims	15%		(Actual/Target) x Weight Below 90% = 0%	100%
SO 7 Ensure operational Effectiveness and Efficiency		SM 8 Increase in Percentage of Cases Filed and Resolved within Applicable Time	Number of Cases Filed within 90 days and Resolved within 60 days/ Total number of cases	5%	Actual/ Target x Weight Below 80%=0	90%	90%	75% <i>Fact-Finding, Investigation and Enforcement Department (FFIED)</i>
				5%				0% <i>Prosecution Department</i>
				5%				0.14% <i>Arbitration Department</i>
Sub-total			40%					



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	Strong Foundation	SO 8	SM 9	Number of employees scored at least intermediate proficiency for all Core and Cross-BPA competencies/ Total number of employees	10%		(Actual/Target) x Weight	80% of employees scored at least intermediate proficiency for all Core and Cross-BPA competencies
Ensure Organizational Alignment and Workforce Engagement		Percentage of Employees Meeting Required Competencies						
Sub-total				10%				
Total				100%				

