

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

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Component					2019 Targets	2019 Accomplishments	Remarks
Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System				
SO 1 Total Client Experience	SM1 Percentage of Satisfied Clients	10%	(Actual/Target) x Weight Below 80% = 0%		≥ 90%	90.90% Satisfaction Rating	none
SATISFIED CLIENTS							
SO 2 Responsive Benefits	SM 2 % of Eligible Members Availed of the No Balance Billing	10%	(Actual/Target) x Weight		≥ 90%	83.13% (377,127 / 453,660)	none
Sub-total of Weights							
Total Number of Surveyed NBB Claims/ Total Number of Surveyed NBB- Eligible Claims							

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4th Quarter Monitoring Report for 2019

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Strategic Objective (SO)/ Strategic Measure (SM)	Formula	Weight	Rating System				
SM 3 Improvement of Provider- Payment Mechanism	Actual Accomplishment	10%	All or Nothing		1. Conduct capacity building of accredited health care providers per area; 2. Conduct capacity building of PhilHealth technical staff on data analysis of the cost data; and,	1. Conducted an orientation to selected PRO NCR Officers and technical staff and institutional health care providers (IHCPs) in National Capital Region on the PhilHealth costing framework and data collection tools last November 7-9, 2018 per CPO No. 2018-2665. 2. Conducted an orientation to selected technical staff of PhilHealth Regional Offices in Areas I, II, III and IV on the PhilHealth costing framework and data collection tools per CPO 2019-0866.	none

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					3. Management ExeComm-approved policy on the institutionalization of the regular submission of cost data, as part of the Performance Commitment, by all accredited health care providers.	3. Board-approved institutionalization of PhilHealth Costing Framework and Data Collection Tools, including regular costing of health services and development of IT solutions in support to the institutionalization of costing (please refer to the attachments of the Benefits Development and Research Department)	none

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Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
						Ongoing drafting of implementing guidelines on the Institutionalization of the PhilHealth Costing Framework and Data Collection Tools as an Integral Part of Institutional Strengthening in Strategic Purchasing and Costing of Healthcare Services.	none
		Sub-total of Weights					
SO 3 Revenue Generated	SM 4 Improve Collection Efficiency Rate	10%	(Actual/ Target) x Weight		≥95% <i>(Formal and Informal economies, and overseas Filipinos)</i>	78.77% (77,777,766B/ 98,740,957B)	none

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SUSTAINABLE FUND	SO 4 Optimized Asset	SM 5 Increase in Benefit Expense to Premium Income Ratio	Benefit Expense/ Premium Income	10%	[100% - (Actual- Target)/Target]	1:1	0.94:1 (P136.96B: P146.44B)	Note that the decrease in the benefit and collection ratio is due to the increase of the premium collection.
			Sub-total of Weights					
	SO 5 Boost innovation in Research, Policy and Process	SM 6 Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	Maintain ISO 9001:2015 certification covering all sites and processes	Maintained ISO 9001:2015 Certification covering all PhilHealth Regional Offices and Local Health Insurance Offices Certificate No. <u>SCP000242Q</u> Assessed by: SOCOTEC Certification Philippines	none
	SO 6 Ensure Operational Effectiveness and Efficiency	SM 7 Potential Fraud Incidence (Fraud Risk Index)	Third-party rating	5%	All or Nothing	Implementation and Establishment of Baseline (Establishment of baseline data)	7.90% (Moderate to High Risk Fraud Risk Index for CY 2018)	This puts PhilHealth at lower than the lowest estimate of 10%- 20% of claims by Hsia and Shaw (2007) for health insurance fraud in developing countries.
EXCELLENT PROCESS								

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SO 6 Ensure Operational Effectiveness and Efficiency	Number of Cases Disposed (resolved or filed with charges)/ Total number of cases	15%	All or Nothing	Establish Baseline	FACT-FINDING AND INVESTIGATION ENFORCEMENT DEPARTMENT (FFIED) 55% (3,166 /5,746) Cases processed within 45days/total cases received for 2019 PROSECUTION 34.51% (793/2,298) Complaint-affidavit (CAs) processed within 45days/total CAs received for 2019 which are RIPE FOR RESOLUTION * <i>*cases with issued Directives and/or Verified Answer from erring Health Care Providers and Members</i> ARBITRATION 46.60% (151/324) Cases processed within 60days/total cases received for 2019 which are RIPE FOR RESOLUTION * <i>*cases with complete pleadings and/or with Respondents declared in Default, submitted for decision by the Senior Arbitrator</i>	A memo- justification re: Basis in the Determination of the Percentage of Cases Resolved in the CY 2019 Performance Scorecard of the Legal Sector and Arbitration Office is provided.

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SO 7 Strengthen Customer and Partner Relations	SM 9 Percentage of Good Claims Within Applicable Time	Number of Good Claims Processed within Applicable Processing Time/ Total Number of Claims	10%	(Actual/Target) x Weight If Below 90% = 0%	100%	98.07% * (8,466,073/8,632,645) within 60 Days*	none
Sub-total of Weights							
STRONG FOUNDATION	SO 8 Ensure Organizational Alignment and Workforce Engagement		40%				
	SM 10 Percentage of Employees Meeting Required Competencies	Actual Accomplishment	10%	All or Nothing	Development of Position Profile and Competency- Based Job Description Establishment of Baseline	Developed Position Profile and Competency-Based Job Description (please see supporting documents) Baseline established (Report on PhilHealth's Competency Management Program 2019 Result)	none
Sub-total of Weights					10%		
TOTAL OF WEIGHTS					100%		