

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component					2020 Targets	2020 Accomplishments	Supporting Documents	
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight				Rating System
SATISFIED CLIENTS	SO 1	SM 1	Number of respondents who rated PhilHealth service with at least Satisfactory/ Total number of respondents	10%	(Actual/ Target) x Weight Below 80% = 0%	≥ 91%	87.49% Preliminary Satisfaction Rating for 2020	2020 PhilHealth Client Awareness and Satisfaction Survey Preliminary Survey Report
	Total Client Experience	Percentage of Satisfied Customers						

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	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System			
	SM 2 Percentage of Accredited KONSULTA Providers <i>(This SM is for monitoring purposes only)</i>	Number of KONSULTA Providers Accredited/ Total Number of Qualified KONSULTA providers <i>(Providers refers to those who are Qualified, Interested, and with No Case)</i>	0%	n/a	Establish Baseline	Conducted orientation of PROs per area on Konsulta benefit package and accreditation policy via video conference on December 17-18, 2020 PhilHealth Circular (PC) 2020-0021 re: Accreditation of Health Care Providers for PhilHealth Konsultasyong Sulit at Tama (PhilHealth Konsulta) Package was approved on December 16, 2020 and published on December 23, 2020 thru Manila Bulletin Pilot areas per PRO were identified Pilot Testing of Identified Konsulta Provider for the 1 st semester and roll-out for 2 nd semester	Quality Assurance Group Advisory re: Virtual Orientation Notice of Meeting Attendance sheets Documentation during the Forum PC 2020-0021

PES Form 4
4th Quarter Monitoring Report for 2020

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SATISFIED CLIENTS	SO 2 Responsive Benefits	SM 3 Percentage of Individuals Registered to a KONSULTA Provider <i>(This SM is for monitoring purposes only)</i>	Total No. of Individuals Registered to a KONSULTA Provider / Total No. of Individuals Registered in the PhilHealth Database	0%	n/a	Establish Baseline	Signed PhilHealth Circular (PC) No. 2020-0022 re: Implementing Guidelines for the PhilHealth Konsultasyong Sulit at Tama (PhilHealth Konsulta) Package	Briefer Signed PC for Konsulta PhilHealth Konsulta Assisted Registration Manual PhilHealth Board Resolution No. 2479, s. 2019 Secretary's Certificate Notice of meeting re: Virtual Orientation on Implementing Guidelines of Konsulta and IT systems vis-à-vis Accreditation Forum Forum Attendance sheet with pictures

PES Form 4
4th Quarter Monitoring Report for 2020

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		SM 4 Percentage of Patients Admitted in Basic or Ward Accommodation with No Co-Payment (in Government Facilities)	Total No. of Patients Admitted in Basic or Ward Accommodation with No Co Payment/ Total No. of Patients Admitted in Basic Ward or Ward Accommodation (in Government Facilities)	15%	All or Nothing	Establish Baseline (All Members Categories) Publication of PhilHealth Circular (PC) No. 2020-0024 re: Governing Policies on No Co-payment/No Balance Billing for PhilHealth Benefit Packages	PC No. 2020-0024 Tamang Sagot for Governing Policies on No Co-payment/NBB for PhilHealth packages PowerPoint presentation on No Co-pay/NBB Memo-proposal to Use the Database as Substitute Data Source Indicator on Co-Payment under the New Normal Situation	
	Sub-total of Weights			25%				
SUSTAINABLE FUND	SO 3 Revenue Generated	SM 5 Improve Collection Efficiency Rate	Actual Collection/ Potential Collection	15%	(Actual/Target) x Weight	≥95% (Direct Contributors)	85.01% (84,839,762,263/ 99,803,710,721)	Report on Collection Efficiency as of December 2020

PES Form 4
4th Quarter Monitoring Report for 2020

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	SO 4 Optimized Asset	SM 6 Increase in Benefit Expense to Premium Income Ratio	Benefit Expense/ Premium Income	10%	[100% - (Actual-Target)/Target]	1:1	0.86:1 (P124.904B: P145.796B)	Report on Benefit Expense over Premium Income as of November 30, 2020 from FMS <i>Remarks: The Financial Statements as of December 31, 2020 is still being finalized.</i>
Sub-total of Weights				25%				
EXCELLENT PROCESS	SO 5 Boost innovation in Research, Policy and Process	SM 7 Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	Maintain ISO 9001:2015 certification covering all sites and processes	Maintained ISO 901:2015 Certification for CY 2020 for all offices and processes	Endorsement letter from the Organization and Systems Development Office (OSDO) re: Certificates and Audit Reports Attestation Certificates ISO 9001:2015 Certificates Audit Report by the Certifying Body (Socotec)

PES Form 4
4th Quarter Monitoring Report for 2020

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	SO 6 Ensure Operational Effectiveness and Efficiency	SM 8.a Increase in the Percentage of Cases Disposed (Prosecution Department and Arbitration Office)	Number of Cases Disposed (Resolved or Filed with Charges)/ Total Number of Cases	7.5%	(Actual/Target) x Weight	75%	<p><u>PROSECUTION DEPARTMENT</u></p> <p style="text-align: center;">31.93% (4,318/13,522)</p> <p>Datasets of Prosecution department</p> <ul style="list-style-type: none"> • 2018 and previous cases received as of January 2020 (excel and PDF) • 2019 Received cases from December 2019 to 2020 • Received 2020 Cases from Jan-Dec 2020 • Filed Cases as of December 2020 <p style="text-align: center;">-----</p> <p><u>ARBITRATION OFFICE</u></p> <p style="text-align: center;">21.42% (2,215/10,341)</p> <p>Narrative report of the Arbitration Office</p> <p>Case Profiles for CY 2020</p>

PES Form 4
4th Quarter Monitoring Report for 2020

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EXCELLENT PROCESS	SO 6 Ensure Operational Effectiveness and Efficiency	SM 8.b Increase in the Percentage of Cases Investigated (FFIED)	Number of Red Flagged Providers Investigated/ Total Number of Red Flagged Providers	7.5%	(Actual/Target) x Weight	75%	<p><u>FACT-FINDING AND INVESTIGATION ENFORCEMENT DEPARTMENT (FFIED)</u></p> <p style="text-align: center;">39.47% (435/1,102)</p>	<p>Narrative report of FFIED as of January 27, 2021</p> <p>Data set re: Investigated Red-flagged Providers as of January 27, 2021</p> <p>Data set re: Pending Red-flagged Providers as of January 27, 2021</p>
	SO 7 Strengthen Customer and Partner Relations	SM 9 Percentage of Good Claims Processed Within Prescribed Period (in Non-UIS)	Number of Good Claims Processed within Applicable Processing Time/ Total Number of Good Claims Received	15%	(Actual/Target) x Weight 0% = If less than 90%	100%	<p style="text-align: center;">81.77% * (6,966,294/8,519,280)</p> <p style="text-align: center;">within 60 Days*</p>	<p>Report on Percentage of Good Claims within Applicable Time sourced from the PhilHealth Corporate Dashboard (January 4, 2021)</p>
	Sub-total of Weights			40%				

PES Form 4
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STRONG FOUNDATION	SO 8	SM 10	Competency Baseline 2020 – Competency Baseline 2019	5%	All or Nothing	Improvement on the Competency Level of the Organization based on the 2019-year end assessment	90% of organization’s workforce have either met or surpassed the standard job competency (5,550/6,178)	Report on PhilHealth Competency Management Program 2020 Result Narrative Report on PhilHealth Competency Management Program 2020 Result
	Ensure Organiza- tional Alignment and Workforce Engagem ent	Improvement on the Competency Level of the Organization						

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	SO 9 Integrated and Optimized Information Systems	SM 11 Systems Enhanced or Developed (Aligned with UHC Law)	Actual Accomplishment	5%	(Actual/Target) x Weight	Roll-out of the following systems: 1. National Registration Systems; 2. Eligibility and/or Costing Systems; 3. EPCB or eKONSULTA System; and, 4. Accreditation System.	1. National Registration Systems completed 2. Eligibility and/or Costing Systems- deployed 3. EPCB or eKONSULTA System- completed 4. Accreditation System- deployed	IT management department accomplishment report for the 4 th quarter
Sub-total of Weights				10%				
TOTAL OF WEIGHTS				100%				