

## PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component					2020 Targets	2020 Accomplishments	Supporting Documents	
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight				Rating System
<b>SATISFIED CLIENTS</b>	SO 1 Total Client Experience	SM 1 Percentage 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%	≥ 91%	<b>87.49%</b> Preliminary Satisfaction Rating for 2020	2020 PhilHealth Client Awareness and Satisfaction Survey Preliminary Survey Report

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**Recalibrated 4th Quarter Monitoring Report for 2020**

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	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	Crafting of Policies on General and Specific Guidelines in the Implementation of KONSULTA Package	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	Quality Assurance Group Advisory re: Virtual Orientation  Notice of Meeting  Attendance sheets  Documentation during the Forum  PC 2020-0021

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**Recalibrated 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	Crafting of Foundation al Policies and Orientation as milestones to implement registration to a KONSULTA provider	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

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**Recalibrated 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  (In Government facilities)	<p><b>58.54%</b> No Co-pay compliance based on Claims database (in Government facilities)  (1,874,190/3,201,738)</p> <p>Annex A: Quick Stats on the No Co-payment Compliance based on Claims Database January 1, 2020 to December 31, 2020 (in Government Facilities)</p> <p>CM No. 2020-0033 re: Work Arrangements of PCARES During the ECQ</p> <p>Report on the 2020 GCG Indicator on No Co-payment</p> <p>OCOO Memo No. 2021-38 re: Accuracy of SOA and Type of Room Accommodation Values of Paid Claims Recorded in our Database</p>
	<b>Sub-total of Weights</b>			<b>25%</b>			

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<b>SUSTAINABLE FUND</b>	SO 3 Revenue Generated	SM 5 Improve Collection Efficiency Rate	Actual Collection/ Potential Collection	15%	(Actual/ Target) x Weight	≥80% of recalibrated potential collection of Direct contributors	<b>85.01%</b> (84,839,762,263/ 99,803,710,721)	Report on Collection Efficiency as of December 2020
	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	<b>0.81:1</b> (P120.903B: P148.995B)	Report on Benefit Expense over Premium Income as of December 31, 2020 from FMS
	<b>Sub-total of Weights</b>			<b>25%</b>				

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<b>EXCELLENT PROCESS</b>	SO 5 Boost innovation in Research, Policy and Process	SM 7 Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	<p>Maintain ISO 9001:2015 certification covering all sites and processes</p> <p><b>Maintained ISO 901:2015 Certification for CY 2020 for all offices and processes</b></p>	<p>Endorsement letter from the Organization and Systems Development Office (OSDO) re: Certificates and Audit Reports</p> <p>Attestation Certificates</p> <p>ISO 9001:2015 Certificates</p> <p>Audit Report by the Certifying Body (Socotec)</p> <p>CAC news report</p>

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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	<p>40% from backlog cases covering December 2019 and earlier</p> <p>10% from current cases covering received cases from January to October 2020</p>	<p><b><u>PROSECUTION DEPARTMENT</u></b></p> <p><b>100% of the target for backlog cases</b> (4,040/3,099.2)</p> <p><b>33.16% of the target for current cases</b> (147/443.9)</p> <p><b><u>ARBITRATION OFFICE</u></b></p> <p><b>94.18% of the target for backlog cases</b> (2,215/2,352)</p> <p><b>0% of the target for current cases</b> (0/446)</p>	<p>Report on GCG-Recalibrated 2020 Performance Scorecard of Prosecution Department</p> <p>Editable excel file of Datasets for CY 2020 (Filed Jan to Dec 2020, Received Jan to Oct 2020, Dismissed Backlog, Received 2017 to 2019, Filed Backlog)</p> <p>Report on GCG-Recalibrated 2020 Performance Scorecard of Arbitration Office</p> <p>Editable excel file of Case profiles for CY 2020 and Resolved cases</p>

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<b>EXCELLENT PROCESS</b>	SO 6	SM 8.b	Number of Red Flagged Providers Investigated/ Total Number of Red Flagged Providers	7.5%	(Actual/Target) x Weight	<p><b><u>FACT-FINDING AND INVESTIGATION ENFORCEMENT DEPARTMENT (FFIED)</u></b></p> <p style="text-align: center;"><b>No backlog</b></p> <p><b>43.80% of the target for current cases (540/1,233)</b></p>	<p>Recalibrated Performance Scorecard CY 2020 (January to October 2020) as of March 01, 2021</p> <p>List of Red-Flagged Health Care Providers Investigated MIDAS and HCP-PAS Reports (Jan-Oct 2020)</p> <p>List of Red-Flagged Health Care Providers Pending Investigation MIDAS and HCP-PAS Reports (Jan-Oct 2020)</p>
	Ensure Operational Effectiveness and Efficiency	Increase in the Percentage of Cases Investigated (FFIED)					



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	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  <i>(Processing Time- applicable processing time subject to compliance with RA No. 7875, as amended by RA No. 10606)</i>	15%	(Actual/Target) x Weight  0% = If less than 90%	50%  <b>81.77% *</b>  (6,966,294/8,519,280)  within 60 Days*	Report on Percentage of Good Claims within Applicable Time sourced from the PhilHealth Corporate Dashboard (extraction date: January 4, 2021)
<b>Sub-total of Weights</b>			<b>40%</b>				
<b>STRONG FOUNDATION</b>	SO 8 Ensure Organizational Alignment and Workforce Engagement	SM 10 Improvement on the Competency Level of the Organization	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  <b>Improved Competency Level of the Organization</b>  90% of organization’s workforce have either met or surpassed the standard job level competency for CY 2020  (5,568/6,178 personnel)	Report on the Comparison of the CY 2019 and CY 2020 AKAPP Results  Report on PhilHealth Competency Management Program 2019 AKAPP Result  Report on PhilHealth Competency Management Program 2020 AKAPP Result

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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 <b>completed</b> 2. Eligibility and/or Costing Systems- <b>deployed</b> 3. EPCB or eKONSULTA System- <b>deployed</b> 4. Accreditation System- <b>deployed</b>	IT management department accomplishment report for the 4 <sup>th</sup> quarter
<b>Sub-total of Weights</b>				<b>10%</b>				
<b>TOTAL OF WEIGHTS</b>				<b>100%</b>				