

PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component					2021 Targets	2021 Accomplishments	Supporting Documents	
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight				Rating System
DELIGHTED CLIENTS	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%	≥ 90% Satisfied	Intercept Interviews for Frontline Services (IIFS) for the 2021 CASS were conducted on 06-31 December 2021 in all 20 target survey sites. Novo Trends PH is now currently engaged in data processing and analysis.	Memo-update for 4 th quarter from PCHRD re: 2021 CASS and Potential Fraud Study dated January 25, 2022, and December 14, 2021 Status-report on 2021 PhilHealth Client Awareness and Satisfaction Survey
		SM 2 Percentage of Filipinos Registered in the National Health Insurance Program (NHIP)	Number of Beneficiaries Registered in the Database/ Total projected population (per PSA)	5%	(Actual/ Target) x Weight	≥ 90%	88.96% (98,030,269/ 110,198,654)	MMG signed 4 th quarter report

PES Form 4
4th Quarter Monitoring Report for 2021 (GCG Modified)

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SATISFID CLIENTS		SM 3 Percentage of Accredited KONSULTA Providers	Actual Accomplishment (Number of public KONSULTA providers Accredited/ Total Number of KONSULTA providers)	2.5%	All or Nothing	Establish Baseline	188/196 Accredited KONSULTA Providers (95.92%)	HFPS signed 4 th quarter report (Per GCG TPM clarification on the Denominator of the formula dated 26 November 2021)
	SO 2 Responsive Benefits	SM 4 Percentage of Individuals Registered to a KONSULTA Provider	Actual Accomplishment (Total Number of Individuals Registered to KONSULTA Provider/ Projected Population)	2.5%	All or Nothing	Establish Baseline	11.37% (213,828/1,880,000)	HFPS signed 4 th quarter report

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SATISFIED CLIENTS		SM 5 Percentage of Patients Admitted in Basic or Ward Accommodati on with No. Co-Payment	Total Number of Patients Admitted in Basic or Ward Accommodation with No Co- payment/ Total Number of Patients in Basic Ward or Ward Accommodation	5%	All or Nothing	Establish Baseline (All Members Categories and all accredited private and government hospitals)	Government: 52.73% (751,206/1,424,704) Private: 25.99% (123,869/476,637)	Signed Quick stats on the No Co-payment based on Claims database (in Government and Private facilities) Annual report on Cumulative figures Jan to Dec 2021
	Sub-total of Weights			25%				

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SUSTAINABLE FUND	SO 3 Revenue Generated	SM 6 Collection Efficiency Rate	Actual Collection/ Potential Collection (Potential Collection should be confirmed by Insurance Commission)	20%	(Actual/ Target) x Weight	≥95% (Direct Contributors)	90.63% (90,450,040/ 99,803,710)	MMG 4 th quarter report in Excel file Awaiting for Official Notation from the Insurance Commission (IC) Meeting held virtually via Zoom on 20 December 2021 (PHIC and IC)
	Sub-total of Weights			20%				

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EXCELLENT PROCESS	SO 4 Boost innovation in Research, Policy and Process	SM 7 ISO Certification	Actual Accomplishment	5%	All or Nothing	Recertification of the ISO 9001:2015 on the Public Administration covering the following processes: 1. Member Coverage Management 2. Benefit Delivery 3. Provider Management 4. Management and Support Processes	Conduct of Internal Quality Audit (IQA) has been completed and concluded in September 2021. PCEO approved revisions in the TOR for entering Multi- Year Contractual Authority (MYCA). Two (2) bidding failed. Conversation between OSDO and SBAC is scheduled in January 2022.	OSDO Memo report dated 05 January 2022

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	SO 5 Ensure Operational Effectiveness and Efficiency	SM 8 Fraud Index	No. of Claims Tagged as Potential Fraud/Total Claims Filed	5%	(Target / Actual) x Weight* <			

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EXCELLENT PROCESS		SM 9.a Percentage of Cases Disposed (Prosecution Department and Arbitration Office)	Number of Cases Disposed (Resolved or Filed with Charges) /Total Number of Cases	5%	(Actual / Target) x Weight	50% from backlog cases covering Oct 2020 and earlier;	<u>Backlog (50%):</u> Arbitration: 23.76% (800/3,367) Total received 6,734 Prosecution: 100% (4,199/4,102) Total received: 8,203	Performance Report of Arbitration Office as of 31 December 2021. Performance Report of Prosecution Department as of 31 December 2021. Datasets from Arbit and PROSEC
						25% from current cases covering received cases from Nov 2020 to October 2021	<u>Current (25%):</u> Arbitration: 36.42% (436/1,197) Total received: 4,786 Prosecution: 100% (2,038/1,869) Total received: 7,473	

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EXCELLENT PROCESS		SM 9.b Percentage of Red Flagged Providers Investigated (FFIED and PROs)	No. of red flagged providers investigated/ Total number of red flagged providers	5%	(Actual / Target) x Weight	50% from backlog cases covering Oct 2020 and earlier; 25% from current cases covering received cases from Nov 2020 to October 2021 (both from FFIED and PROs)	<u>Backlog (50%):</u> FFIED: 100% (436/352) Total received: 704 <u>Current (25%):</u> FFIED: 100% (813/402) Total received: 1,605	FFIED signed 4 th quarter Performance Report Datasets of Backlog and Current on Investigated Red-Flagged Providers

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EXCELLENT PROCESS	SO 6 Strengthen stakeholder relations	SM 10.a Disposition of Backlog Claims Received from 1995- 2000	Number of "In- Process" claims from 1995 to 2020 with dispositive action/Total Number of "In- Process" Claims from 1995-2020	5%	(Actual/ Target) x Weight 0% = If less than 90%	100%	99% (114,026,316/ 114,808,843)	OCOO Memo re: Compliance to CorPlan Memo 2022-0010 (Additional Measure per GCG Modified Performance Scorecard)
		SM 10.b Percentage of Claims Processed within Applicable Time (Claims received during the year)	Number of claims processed within Applicable Processing Time* / Total number of claims (*in compliance with RA No. 11032 Act of 2018 known as EODB)	5%	(Actual/ Target) x Weight 0% = If less than 90%	100%	92% (11,613,477/ 12,598,630)	OCOO Memo re: Compliance to CorPlan Memo 2022-0010 (Additional Measure per GCG Modified Performance Scorecard)

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	SM 10.c Percentage of Claims Paid within the Acceptable Time	Number of Claims Paid within Acceptable Time* / Total Number of Approved Claims <small>(*in compliance with RA No. 11032 Act of 2018 known as EODB)</small>	5%	(Actual/ Target) x Weight 0% = If less than 90%	100%	86% (5,704,042/ 6,636,952)	OCOO Memo re: Compliance to CorPlan Memo 2022-0010 (Additional Measure per GCG Modified Performance Scorecard)
	SM 11 Percentage of Social Marketing Communicati on Plan (SMCP) Implemented	SMC plans Implemented/ Total SMC Plans	5%	(Actual/ Target) x Weight 0% = If less than 85%	100% (Based on the Board- approved Social Marketing Communication Plan)	1.Intensify marketing and communication channels (97.50%) 2.Boost content creation (100%) 3.Increase capacity for feedback mechanisms (100%) 4.Develop communication plans and creative campaigns (100%) 5. Improve brand management (100%) Total: 99.50%	CAG signed 4 th quarter report on SMCP
Sub-total of Weights			40%				

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STRONG FOUNDATION	SO 7 Ensure Organizational Alignment and Workforce Engagement	SM 12 Improvement on the Competency Level of the Organization	Competency Baseline 2021 – Competency Baseline 2020	5%	All or Nothing	Improvement on the Competency Level of the Organization based on 2020 assessment	<ul style="list-style-type: none">▪ Review and revision of JD: Put on hold in anticipation of the new OSSP▪ Approval of CSC competency-based qualification standards: Put on hold in anticipation of the new OSSP▪ Evaluation of Competency AKaPP tool: reviewed and minor improvements; Filipino version finalized▪ Inclusion of JLS in AKaPP: completed	HRD signed 4 th quarter memo (Additional Measure per GCG Modified Performance Scorecard)
		SM 13 Percentage of Budget Utilization	Actual Disbursement/ DBM approved COB (both net of PS)	5%	All or Nothing	Not lower than 90% but not exceeding 100% of the DBM approved COB (both net of PS)	74.76% (3 rd qtr report for updating)	Comptrollership signed memo dated 10 Dec 2021 (Additional Measure per GCG Modified Performance Scorecard)

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	SO 8 Integrate and Optimize Information Systems	SM 14 Percentage of Systems Enhanced or Developed Based on UHC Policies	No. of Systems Enhanced, Developed, or Implemented/ No. of Systems Targeted under the DICT- approved ISSP	5%	(Actual/ Target) x Weight	100% Implementation of Targets for 2021 reflected in the ISSP as approved by the DICT	Please see report Approval of ISSP by DICT on 09 July 2021	IMS memo tabulating status of ongoing projects as of December 2021
Sub-total of Weights				15%				
TOTAL OF WEIGHTS				100%				