

## PHILIPPINE HEALTH INSURANCE CORPORATION (PhilHealth)

Component						GCG-Modified 2022 Targets	4 <sup>th</sup> Quarter Accomplishments	Remarks/ Supporting documents
	Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System			
<b>OUTCOMES</b>	<b>SO 1</b> Increased Utilization Based on Need <i>(Increase Utilization for Primary Care Services)</i>	<b>SM 1</b> Total Number of Accredited KONSULTA Providers	No. of KONSULTA providers Accredited	2.5%	(Actual/ Target) x Weight	1,395	<b>1,678</b>  (100%)	Signed 4 <sup>th</sup> Quarter Report from Accreditation Department
		<b>SM 2</b> Total Number of NHIP beneficiaries registered to KONSULTA Providers	Total Number of Beneficiaries Registered to Accredited KONSULTA Provider	2.5%	(Actual/ Target) x Weight	27.89 million	<b>16.74 million</b> (16,739,839)	Signed 4 <sup>th</sup> Quarter Report from MMG
	<b>SO 2</b> Higher financial risk protection <i>(Reduce Out of Pocket)</i>	<b>SM 3</b> Percentage of Patients with No. Co- Payment in Basic or Ward Accommodation (in Government and Private Hospitals)	Total Number of Admitted Patients in Basic or Ward Accommodation with No Co-payment/ Total Number of Patients in Basic or Ward Accommodation in Government and Private Hospitals	5%	(Actual/ Target) x Weight	Plus 5% of 2021 baseline data	<b>Govt: 25.79%</b>  <b>Private: 19.66%</b>	Signed 4 <sup>th</sup> Quarter Report from SMD

**PES Form 4**  
**4<sup>th</sup> Quarter Monitoring Report for CY 2022 (GCG-MODIFIED)**

Component					GCG-Modified 2022 Targets	4 <sup>th</sup> Quarter Accomplishments	Remarks/ Supporting documents
Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
<b>SO 3</b> Quality Health Care Services	<b>SM 4a</b> Percentage of Satisfied Customers - Individual Customers	Number of Respondents Who Rated PhilHealth Service with at least Satisfactory/ Total Number of Respondents	5%	(Actual/ Target) x Weight  Below 80% = 0	≥ 90%	94.25%	Final Report on 2022 PhilHealth Client Awareness and Satisfaction Survey from Novo Trends PH, Inc. (Satisfaction Rating Given to PhilHealth by Type of Client, Table 30)  Regional breakdown of responses  Back-checking report  CASS raw data excel files
	<b>SM 4b</b> Percentage of Satisfied Customers - Business Organization (Employers)		5%		≥ 90%	87.93%	
	<b>SM 4c</b> Percentage of Satisfied Customers - Health Care Institutions		5%		≥ 90%	88.41%	
	<b>SM 5</b> Benchbook 2 and Third Party Accreditation Implemented	Actual Accomplishment	5%		(Actual/ Target) x Weight	Policy Standards for Third Party Accreditation (TPA):  Development of Standards and Requirements for TPA Mechanisms as Approved by the Board	<b>Board-approved Standards and Requirements for the Recognition of Third Party Accreditation (TPA) developed by the Ateneo School of Government (16 November 2022)</b>
<b>Sub-Total</b>			<b>30%</b>				

**PES Form 4**  
**4<sup>th</sup> Quarter Monitoring Report for CY 2022 (GCG-MODIFIED)**

Component					GCG-Modified 2022 Targets	4 <sup>th</sup> Quarter Accomplishments	Remarks/ Supporting documents	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
SUSTAINABLE FINANCING	<b>SO 4</b> Build a Deep Revenue-base with Efficient Collection System and Budget Utilization	<b>SM 6</b> Collection Efficiency Rate (Direct Contributors)	Actual Collection/ Potential Collection	15%	(Actual/ Target) x Weight	≥95% (Direct Contributors)	<b>Ongoing finalization of report</b>  <b>92.00%</b> (84,022 B/ 91,384 B*)  (3 <sup>rd</sup> Quarter Report from MMG)	For finalization; to be submitted in the Final annual PES Form 3
		<b>SM 7a</b> Obligations Budget Utilization Rate	Total Obligations/ DBM-approved Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	100%	<b>Ongoing finalization of regional reports</b>  (recording of accruals and adjustment on Benefit expenses account of PROs, etc.)	Signed 4 <sup>th</sup> Quarter Report from FMS; to be submitted in the Final annual PES Form 3
		<b>SM 7b</b> Disbursement Budget Utilization Rate	Total Disbursements/ Total Obligations (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	100%	<b>Ongoing finalization of regional reports</b>  (recording of accruals and adjustment on Benefit expenses account of PROs, etc.)	Signed 4 <sup>th</sup> Quarter Report from FMS; to be submitted in the Final annual PES Form 3

**PES Form 4**  
**4<sup>th</sup> Quarter Monitoring Report for CY 2022 (GCG-MODIFIED)**

Component					GCG-Modified 2022 Targets	4 <sup>th</sup> Quarter Accomplishments	Remarks/ Supporting documents
Strategic Objective (SO)/ Strategic Measure(SM)		Formula	Weight	Rating System			
<b>SO 5</b> Maintain an Active Risk Pool Through Strategic Purchasing	<b>SM 8</b> Provider Payment Initiatives Implemented	Actual accomplishment	2.5%	All or Nothing	1. Implementing Guidelines of the PhilHealth Framework and Methodology for Costing of Health Services  2. Development of the Implementing Guidelines for DRG	<ul style="list-style-type: none"> <li>▪ <b>Coordination with experts from Thailand’s National Health Security Office (NHSO) and Thai Casemix Center was initiated to formalize the engagement through a Memorandum of Understanding (MOU) facilitated by ILED.</b></li> <li>▪ <b>Completed staff work for the completion and approval of MOU.</b></li> <li>▪ <b>Training on DRG conducted on 28 November to 02 December 2022.</b></li> <li>▪ <b>Finalization of Implementing Guidelines on DRG.</b></li> <li>▪ <b>Ongoing pre-work on Diagnosis Related Groups: Rationalization of All Case Rates (Phase 1)</b></li> </ul>	Signed 4 <sup>th</sup> Quarter Report from BDRD
<b>Sub-Total</b>			<b>25%</b>				

**PES Form 4**  
**4<sup>th</sup> Quarter Monitoring Report for CY 2022 (GCG-MODIFIED)**

Component					GCG-Modified 2022 Targets	4 <sup>th</sup> Quarter Accomplishments	Remarks/ Supporting documents	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
<b>INOVATION AND GROWTH</b>	<b>SO 6</b> Develop Lean and Member – Centric Processes	<b>SM 9</b> Implement Quality Management System	Actual Accomplishment	5%	All or Nothing	Sustain ISO Certification 9001:2015 on the Public Administration Covering the Following Processes: <ul style="list-style-type: none"> <li>▪ Member Coverage Management</li> <li>▪ Benefit Delivery</li> <li>▪ Provider Management</li> <li>▪ Management and Support Processes</li> </ul>	<ul style="list-style-type: none"> <li>▪ <b>The Notice of Award (NOA) was approved by Acting PCEO and was conformed by SOCOTEC Certification Philippines, Inc. (SCPI) ON 27 December 2022.</b></li> <li>▪ <b>The conduct of audits will commence once all requisite documents are duly approved.</b></li> </ul> <p>(Other details can be found in the actual report)</p>	Signed 4 <sup>th</sup> Quarter Report from OSDO
	<b>SM 10a</b> Percentage of Backlog Claims Processed	No. of Claims from 1995-2021 Processed/ Total Number of Claims Received and Refiled in 1995-2021	5%	Actual/ Target) x Weight*  *0% if less than 90%	100%	<b><u>99.37%</u></b>  126,465,312/ 127,269,642)	Signed 4 <sup>th</sup> Quarter Report from PMT for Claims	

**PES Form 4**  
**4<sup>th</sup> Quarter Monitoring Report for CY 2022 (GCG-MODIFIED)**

Component					GCG-Modified 2022 Targets	4 <sup>th</sup> Quarter Accomplishments	Remarks/ Supporting documents
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System			
	<b>SM 10b</b> Percentage of Claims Processed within Applicable Time (Claims Received and Refiled for the year 2022)	Number of Claims Processed within Applicable Processing time/ Total Number of Claims Received and Refiled	5%	Actual/ Target) x Weight*  *0% if less than 90%	100%	<b><u>97.76%</u></b>  (11,620,010/ 11,886,049)	Signed 4 <sup>th</sup> Quarter Report from PMT for Claims
	<b>SM 10c</b> Percentage of Claims Paid within Applicable Time	Number of Claims Paid within the Applicable Processing Time/ Total Number of Claims for Payment	5%	Actual/ Target) x Weight*  *0% if less than 90%	100%	<b><u>88.50%</u></b>  (7,053,115/ 7,969,616)	Signed 4 <sup>th</sup> Quarter Report from PMT for Claims
<b>SO 7</b> Transform Human Resource Management with a Competency- based Approach	<b>SM 11</b> Improve Competency of the Organization	Competency Baseline 2022- Competency Baseline 2021	5%	All or Nothing	Improvement on the Competency Level of the Organization	<b>Finalizing results of the Competency assessment; Will be submitted on the Final annual report</b>	Signed 4 <sup>th</sup> Quarter Report from HRD

**PES Form 4**  
**4<sup>th</sup> Quarter Monitoring Report for CY 2022 (GCG-MODIFIED)**

Component					GCG-Modified 2022 Targets	4 <sup>th</sup> Quarter Accomplishments	Remarks/ Supporting documents
Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
<b>SO 8</b> Enhance Information System Through Enterprise Integration	<b>SM 12</b> Percentage of Systems Enhanced or Developed Based on UHC Policies	Actual Accomplishments	5%	(Actual/ target) x Weight	50% Completion of the following systems: 1. Enterprise Resource Management Information Management System (ERMIS) 2. Health Insurance System (HIS) 3. Business Intelligence System (BIS) 4. National Health Data Repository (NHDR)	<b>64.14%</b>  <b>ERMIS: 24.55%</b> <b>HIS: 40.00%</b> <b>BIS: 92%</b> <b>NHDR: 100%</b>	Signed 4 <sup>th</sup> Quarter Report from IMS
<b>Sub-Total</b>			<b>30%</b>				

**PES Form 4**  
**4<sup>th</sup> Quarter Monitoring Report for CY 2022 (GCG-MODIFIED)**

Component					GCG-Modified 2022 Targets	4 <sup>th</sup> Quarter Accomplishments	Remarks/ Supporting documents	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
GOOD GOVERNANCE	<b>SO 9</b> Strengthen Policy Enforcement and Evidence- informed Decision- making	<b>SM 13a</b> 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 2021 and earlier;  25% from current cases covering received cases from Nov 2021 to October 2022	<p><u>Backlog (50%):</u> Arbitration: <b>50.68% of the target</b> (2,606/5,142) Total received 10,283</p> <p>Prosecution: <b>81.23% of the target</b> (4,051/4,987) Total received: 9,973</p> <p><u>Current (25%):</u> Arbitration: <b>5.14% of the target</b> (65/1,264) Total received 5,056</p> <p>Prosecution: <b>100% of the target</b> (2,646/2,425) Total received: 9,699</p>	<p>Signed 4<sup>th</sup> Quarter Report from Prosecution and Arbitration</p> <p>Datasets from Prosecution and Arbitration</p>



**PES Form 4**  
**4<sup>th</sup> Quarter Monitoring Report for CY 2022 (GCG-MODIFIED)**

Component					GCG-Modified 2022 Targets	4 <sup>th</sup> Quarter Accomplishments	Remarks/ Supporting documents	
	Strategic Objective (SO)/ Strategic Measure(SM)	Formula	Weight	Rating System				
	<b>SM 13b</b> Percentage of Red Flagged Providers Investigated  (Both from 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 2021 and earlier;  25% from current cases covering received cases from Nov 2021 to October 2022	<u>Backlog (50%):</u> FFIED: <b>100% of the target (409/340)</b> Total received: 679  <u>Current (25%):</u> FFIED: <b>100% of the target (218/85)</b> Total received: 341	Signed 4 <sup>th</sup> Quarter Report from FFIED  Datasets from FFIED	
	<b>SO 11</b> Engage Members and Stakeholder Using Every Available Voice	<b>SM 14</b> Percentage of Social Marketing Communication Plan Implemented (SMCP)	Actual Accomplishment	5%	(Actual / Target) x Weight	100%	<b>97.86%</b>	Signed 4 <sup>th</sup> Quarter Report from CAG
<b>Sub-Total</b>			<b>15%</b>					
<b>TOTAL OF WEIGHTS</b>			<b>100%</b>					