

# PhilHealth's Journey towards PRIME-HRM

**B**ased on the Civil Service Commission (CSC)'s assessment on October 11, 2023, the Philippine Health Insurance Corporation (PhilHealth) has received a Certificate of Recognition for completing all 136 evidence requirements to achieve Maturity Level 2 of the Enhance Program to institutionalize Meritocracy and Excellence in Human Resource Management (PRIME-HRM). This is a mechanism to continuously capacitate agencies in the performance of their human resource management function, specifically: recognizes best practices in various areas of human resource management, and serves as a venue for exchange and development of expertise in human resource management in the Philippine public service.

Based on evidences presented and data gathered during conducted interviews by the CSC, the maturity level of PhilHealth competencies, systems, and practices in four (4) HR systems, namely: Recruitment, Selection and Placement; Learning and Development; Performance Management; and Rewards and Recognition, successfully met all criteria required for the award. In cognizant, PhilHealth shall continue to be recognized as CSC's accredited agency that is authorized to take final action on appointments. Hats-off to PhilHealth for being PRIMED!



Indeed, PhilHealth is appreciative to CSC Director Philip C. Apostol for his assistance and guidance during the conduct of the PRIME-HRM: during the team's presentation of evidences in April and June 2023, the completion of final requirements in August 2023, the orientation-conduct, and on-site validation and interviews in October 2023. In retrospect, the PRIME-HRM, launched in 2012 was followed by enhancements in 2014 and 2016. A front-runner in cluster agencies in CSC Makati Field Office, Dir. Apostol said that he was impressed by PhilHealth's evidence requirements, for in just six (6) months alone since April 2023 when he assumed his post, PhilHealth really lived-up to his expectation. He said that meeting the standards for PRIME-HRM is a challenge to government agencies and CSC recognized the concerted efforts of PhilHealth Officers and Employees to pass the assessment process. He also mentioned the names of Human Resource Committee Members and HRD Team under the leadership of Senior Manager Ms. Cheryl W. Peña who led the efforts through coordination works, meetings and directly responded to the needed documentations – Maila O. Pascua (PRIME-HRM Focal Point Person), Roanne N. Garcia,



CSC Director Philip C. Apostol delivers his speech and congratulatory message to PhilHealth for passing the standards for PRIME-HRM Level II Maturity



President and Chief Executive Officer Emmanuel R. Ledesma, Jr. led the ceremonial acceptance of the PRIME-HRM Recognition Certificate presented by CSC Director Philip C. Apostol. PCEO Ledesma Jr. was assisted by Senior Manager Cherie Carmen B. Divina, Senior Vice President Dennis S. Mas, Executive Vice President/Chief Operating Officer Eli Dino D. Santos, Senior Manager Cheryl W. Peña and Acting Senior Vice President Nerissa R. Santiago (photos from left to right)

Rizza Mae B. Calderon, Joan G. De Veas, Jhon Russell Asetre, Jorely A. Bagus, Leo Rafael O. De Guzman, Jennifer S. Lim, Rogelio O. Santos, Michelle A. Sierra, Michael O. Lacson, Elizabeth D. Manuntag, Antonitte Melody P. Montante, John Errick R. Raco, Noel P. Tubil, John Vincent N. Velasquez, Leticia A. Amistoso, Leslie M. Aquino, Renato Z. Dela Cruz, Teresita R. Fernando, Melody Ann R. Viterbo, Allan A. Ison, Danielle P. Ronquillo, Christian James Y. Zulueta, Maria Cielo Paz P. Alonzo, Emalyn B. Derla, Kristine Joy T. Cuescano, Angelu Christine A. Torres, Ruslyn R. Espina, Marianne S. Ricafrente, Mark Anthony C. Escote, Jayson M. Villanueva, Tanisha Denisse Co, Eric D. Roy, Emily C. Hantid, Elryn Jeryms O. Salcedo, John Lester S. Asprer, Marie Kristel P. Dela Cruz, Ryan Christian H. Hornillos, Rochelle Ann April L. Noroña, Saira S. Abuyog, Sheila May Galletes, Dr. Toni Marie Ann B. Calabio, Raidis O. Herradura, Marc Aaron V. Odon and Desiree Marie B. Reyes-Palines.

PhilHealth President and CEO Emmanuel R. Ledesma, Jr. said that, ***“awards like this really motivates us to rise above the challenges, difficulties and challenges of everyday duties and responsibilities. This of course is the concerted efforts of all employees.***



***But I would like to give special congratulations to the hard working staff of the Human Resource Department under the extreme valuable leadership of Senior Manager Cheryl W. Peña.”***



President and Chief Executive Officer Emmanuel R. Ledesma, Jr. together with PhilHealth Executives and Officers had a breakfast meeting with CSC Director Philip C. Apostol on November 13, 2023 at the PhilHealth Training Room 1402. Dir. Apostol expressed his appreciation to PhilHealth Team for being able to complete all the PRIME-HRM requirements in a short period of time.

The PRIME-HRM Success celebration ended with a breakfast meeting with Dir. Apostol.

**Congratulations PhilHealth, You have just been PRIMED!**