PHILIPPINE HEALTH INSURANCE CORPORATION (PHILHEALTH)

		Component			Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating Scale	2019	2020	2021	2022
SO 1	**Increased Utilization Based on Need** (*Increase Utilization for Primary Care Services*)							
SM 1	Total Number of Accredited KONSULTA Providers	No. of KONSULTA providers Accredited	2.5%	(Actual/Target) x Weight	N/A	Crafting Policies on General and Specific Guidelines in the implementation of KONSULTA Package	Establish Baseline	1,395
SM 2	Total Number of NHIP beneficiaries registered to KONSULTA Providers	Total Number of Beneficiaries Registered to Accredited KONSULTA Provider	2.5%	(Actual/Target) x Weight	N/A	Crafting of Foundational Policies and Orientation as milestones to implement registration to a Konsulta Provider	Establish Baseline	27.89 million
SO 2	**Higher Financial Risk Protection** (*Reduce Out of Pocket*)							
SM 3	Percentage of Patients with No Co-Payment in Basic or Ward Accommodation	Total number of admitted patients in basic or ward accommodation with No Co-payment/Total number of patients admitted in basic or ward accommodation in government and private hospitals	5%	(Actual/Target) x Weight	N/A	Unverifiable	Establish Baseline (All Members Categories and all accredited private and government hospitals)	Plus 5% of 2021 baseline data

OUTCOMES

| Objective/Measure | | Component | | | Baseline Data | | | Target |
	Formula	Weight	Rating Scale	2019	2020	2021	2022
SO 3	**Quality health care services**							
SM 4a	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%	The Customer Satisfaction Survey (CSS) conducted by PhilHealth is noncompliant with the 2018 GCG Guidelines for the Conduct of the CSS	Unverifiable	≥ 90%	≥ 90%
SM 4b	Percentage of Satisfied Customers – Business Organization		5%					≥ 90%
SM 4c	Percentage of Satisfied Customers – Health Care Institutions		5%					≥ 90%
SM 5	Benchbook 2 and Third-Party Accreditation implemented	Actual Accomplishment	5%		N/A	N/A	N/A	Policy standards for third party accreditation (TPA): Development of standards and requirements for TPA mechanisms as approved by the Board
		Sub-total	*30%*					

		Component			Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating Scale	2019	2020	2021	2022
SO 4	**Build a Deep Revenue-base with Efficient Collection System and Budget Utilization**							
SM 6	Collection Efficiency Rate	Actual collection / Potential collection[1]	15%	(Actual/Target) x Weight	77.86%	Unverifiable	≥95% (Direct Contributors)	≥ 95% (Direct Contributors)
SM 7a	Obligations Budget Utilization Rate	Total Obligations / DBM-approved Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/Target) x Weight	N/A	N/A	N/A	100%
SM 7b	Disbursement Budget Utilization Rate	Total Disbursements / Total Obligations (both net of PS Cost)	2.5%	(Actual/Target) x Weight	N/A	N/A	Not lower than 90% but not exceeding 100% of the DBM approved COB (net of PS)	100%
		Total Disbursements / Total DBM-approved Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/Target) x Weight	N/A	N/A	N/A	100%

SUSTAINABLE FINANCING

[1] Potential Collection will be confirmed with Insurance Commission based on actuarial computation

Component				Baseline Data			Target
Objective/Measure	Formula	Weight	Rating Scale	2019	2020	2021	2022
SO 5 — **Maintain an Active Risk Pool Through Strategic Purchasing**							
SM 8 — Provider payment initiatives implemented	Actual accomplishment	2.5%	All or Nothing	N/A	N/A	N/A	1) Implementing guidelines of the PhilHealth Framework and Methodology for Costing of Health Services 2) Development of the implementing guidelines for DRG
	Sub-total	**25%**					
SO 6 — **Develop lean and member-centric processes**							
SM 9 — Implement Quality Management System	Actual Accomplishment	5%	All or Nothing	ISO 9001:2015 Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	ISO 9001:2015 Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider, Management, Management and Support Processes	Recertification of the ISO 9001:2015 on the Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	Sustain ISO Certification 9001:2015 on the Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes

INNOVATION AND GROWTH

Component				Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating Scale	2019	2020	2021	2022
SM 10a	Percentage of Backlog Claims Processed	Number 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%	N/A	N/A	100%	100%
SM 10b	Percentage of Claims Processed within Applicable Time (Claims received and refiled for the year 2022)	Number of claims processed within Applicable Processing Time[2] /Total number of claims received and refiled	5%	(Actual/Target) x Weight 0% if less than 90%	98.15%[3]	Unverifiable	100%	100%
SM 10b	Percentage of Claims Paid within the Applicable Time	Number of claims paid within Applicable Processing Time[4] /Total number of claims for payment	5%	(Actual/Target) x Weight 0% if less than 90%	No data	No data	100%	100%

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[2] Applicable processing time subject to compliance with Republic Act No. 7875, as amended by R.A. No. 10606 or Republic Act No. 11032 otherwise known as Ease of Doing Business and Efficient Government Service Delivery (EODB) Act of 2018, whichever is applicable. PhilHealth to seek clarification with the ARTA Authority.

[3] Refers only to good claims received and processed.

[4] Applicable processing time subject to compliance with Republic Act No. 7875, as amended by R.A. No. 10606 or Republic Act No. 11032 otherwise known as Ease of Doing Business and Efficient Government Service Delivery (EODB) Act of 2018, whichever is applicable.

Component				Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating Scale	2019	2020	2021	2022
SO 7	**Transform Human Resource Management with a Competency-based Approach**						
SM 11 Improve Competency of the Organization	Competency Baseline[5] 2022 – Competency Baseline 2021	5%	All or Nothing	No Baseline Established	UnverifiableError! **Bookmark not defined.**	Improvement on the Competency Level of the Organization based on 2020 assessmentErr or! **Bookmark not defined.**	Improvement on the Competency Level of the Organization
SO 8	**Enhance Information System Through Enterprise Integration**						
SM 12 Percentage of Systems Enhanced or Developed Based on UHC Policies	Actual Accomplishment	5%	(Actual/Target) x Weight	N/A	The following are the status of the systems: 1. National Registration System - Completed not deployed 2. Eligibility and/or costing system - Deployed	100% implementation of targets for 2021 reflected in the ISSP as approved by the DICT	50% Completion of the following Systems: 1. Enterprise Resource Management Information Management System (ERMIS) 2. Health Insurance System (HIS) and

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[5] The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^{B}\left[\frac{\sum_{a=1}^{A}\left(\frac{Actual\ Competency\ Level}{Required\ Competency\ Level}\right)_a}{A}\right]_b}{B}$$ where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

		Component				Baseline Data		Target	
	Objective/Measure	Formula	Weight	Rating Scale	2019	2020	2021	2022
						3.ePCB or eKONSULTA System - Deployed 4.Accreditation System -Deployed		3. Business Intelligence System (BIS) 4. 50% National Health Data Repository (NHDR)
		Sub-total	*30%*					
SO 9	**Strengthen policy Enforcement and Evidence-informed Decision-making**							
STRONG CORPORATE GOVERNANCE	SM 13a	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	Failed to present consistent and accurate data and to implement efficient document	Failed to present consistent and accurate data and to implement efficient document	50% from backlog cases covering Oct 2020 and earlier 25% current cases covering received cases	*50% from backlog cases covering Oct 2020 and earlier* *25% current cases covering received cases*
	SM 13b	Percentage of Red Flagged Providers Investigated (Both from FFIED and PROs)	No. of red flagged providers investigated[6] /Total number of red flagged providers[7]	5%	(Actual/Target) x Weight	Failed to present consistent and accurate data and to implement efficient document handling and monitoring system	Failed to present consistent and accurate data and to implement efficient document handling and monitoring system	50% from backlog cases covering Oct 2020 and earlier 25% current cases covering cases received from Nov 2020 to Oct 2021	50% from backlog cases covering Oct 2020 and earlier 25% current cases covering cases received from Nov 2020 to Oct 2021

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[6] Refers to closed and terminated cases or endorsement to Prosecution Department.
[7] Includes backlog cases prior to implementation of red flagging.

	Objective/Measure	Component			Baseline Data		Target	
		Formula	Weight	Rating Scale	2019	2020	2021	2022
SO 10	**Engage Members and Stakeholders Using Every Available Voice**							
SM 14	Percentage of Social Marketing Communication Plan Implemented (SMPC)	Actual Accomplishment	5%	(Actual/Target) x Weight	N/A	N/A	100%[8]	100%[9]
		Sub-total	*15%*					
		TOTAL	**100%**					

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[8] Based on the Board-Approved Social Marketing Communication Plan.
[9] Based on the Detailed Implementation Guide in SMPC as approved by the Board.