

PHILIPPINE HEALTH INSURANCE CORPORATION (PHILHEALTH)

	Component				Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2018	2019	2020	2021	
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%	93.1%	The Customer Satisfaction Survey (CSS) conducted by PhilHealth is noncompliant with the 2018 GCG Guidelines for the Conduct of the CSS	≥ 91%	≥ 90%
	SM 2	Percentage of Filipinos Registered in the National Health Insurance Program (NHIP)	No of Beneficiaries Registered in the Database / Total Population (per PSA)	5%	(Actual/Target) x Weight	No Data	No Data	N/A	≥90%
	SM 3	Percentage of Accredited KONSULTA Providers	Actual Accomplishment ¹	2.5%	All or Nothing	No Data	No Data	Crafting of Policies on General and Specific Guidelines in the Implementation of KONSULTA Package	Establish Baseline

¹ No. of KONSULTA providers Accredited / Total Number of KONSULTA Providers.

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SUSTAINABLE FUND	SO 2	Responsive Benefits							
	SM 4	Percentage of Individuals Registered to a KONSULTA Provider	Actual Accomplishment ²	2.5%	All or Nothing	No data	No data	Crafting of Foundational Policies and Orientation as milestones to implement registration to a KONSULTA Provider	Establish Baseline
	SM 5	Percentage of Patients Admitted in Basic or Ward Accommodation with No Co-Payment	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	5%	All or Nothing	No data	No data	Establish Baseline (in Government Facilities)	Establish Baseline (All Members Categories and all accredited private and government hospitals)
		Sub-total		25%					
		SO 3	Revenue Generated						
	SM 6	Collection Efficiency Rate	Actual collection / Potential collection ³	20%	(Actual/Target) x Weight	79.49%	77.86%	≥80% of recalibrated potential collection of Direct Contributors	≥95% (Direct Contributors)
		Sub-total		20%					

² Total No. of Individuals Registered to KONSULTA Provider / Projected Population

³ Potential Collection should be confirmed by Insurance Commission

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EXCELLENT PROCESSES	SO 4	Boost Innovation in Research, Policy, and Process							
	SM 7	ISO Certification	Actual Accomplishment	5%	All or Nothing	Public Administration covering the following processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes with ISO 9001:2015 Certification for the Central Office, 17 Regional Offices, 5 Branches, and 110 LHIOs	ISO 9001:2015 Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	Maintain ISO 9001:2015 certification covering all sites all process	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
	SO 5	Ensure Operational Effectiveness and Efficiency							
	SM 8	Fraud Index	No. of Claims tagged as Potential Fraud / Total Claims Filed	5%	(Actual/Target) x Weight	No Data	No Data	N/A	7%
	SM 9a	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	Accomplishment cannot be validated	Failed to present consistent and accurate data and to implement efficient document	40% from backlog cases covering December 2019 and earlier	50% from backlog cases covering Oct 2020 and earlier 25% current cases covering cases

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						handling and monitoring system	10% from current cases covering received cases from January to October 2020	received from Nov 2020 to Oct 2021
SM 9b	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	Accomplishment cannot be validated	Failed to present consistent and accurate data and to implement efficient document handling and monitoring system	10% from backlog cases covering December 2019 and earlier 40% from current cases covering received cases from January to October 2020	50% from backlog cases covering Oct 2020 and earlier 25% current cases covering cases received from Nov 2020 to Oct 2021
SO 6	Strengthen Stakeholder Relations							
SM 10a	Disposition of Backlog Claims Received from 1995-2020	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%	No Data	No Data	N/A	100%

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SM 10b	Percentage of Claims Processed within Applicable Time (Claims received during the year)	Number of claims processed within Applicable Processing Time ⁴ / Total number of claims received	5%	(Actual / Target) x Weight 0% = If less than 90%	76.26% ⁵	98.15% ⁶	50% ⁷	100%
SM 10c	Percentage of Claims Paid within the Acceptable Time	Number of Claims Paid within the Acceptable Time ⁸ / Total Number of Approved Claims	5%	(Actual / Target) x Weight 0% = If less than 90%	No Data	No Data	N/A	100%
SM 11	Percentage of Social Marketing Communication Plan Implemented (SMCP)	SMC Plans Implemented / Total SMC Plans	5%	(Actual / Target) x Weight 0% = If less than 85%	No Data	No Data	N/A	100% ⁹
Sub-total			40%					

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. PhilHealth to seek clarification with the ARTA Authority.

⁵ Refers only to good claims received and processed.

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⁹ Based on the Board-Approved Social Marketing Communication Plan.

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STRONG FOUNDATIONS	SO 7	Ensure Organizational Alignment and Workforce Engagement							
	SM 12	Improvement on the Competency Level of the Organization	Competency Baseline ¹⁰ 2021 – Competency Baseline 2020	5%	All or Nothing	5,903 out of 6,133 or 96.25% of employees scored at least intermediate proficiency for all core and cross BPA Competencies	No Baseline Established	Improvement on the Competency Level of the Organization based on 2019 assessment	Improvement on the Competency Level of the Organization based on 2020 assessment
	SM 13	Percentage of Budget Utilization	Actual Disbursement / DBM approved COB (both net of PS)	5%	All or Nothing	No Data	No Data	N/A	Not lower than 90% but not exceeding 100% of the DBM-approved COB (net of PS)
	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	No Data	No Data	Roll-out of the following systems: 1.National Registration System 2.Eligibility and/or costing system	100% implementation of targets for 2021 reflected in the ISSP as approved by the DICT	

¹⁰ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[\frac{\sum_{a=1}^A (\text{Actual Competency Level})}{\sum_{a=1}^A (\text{Required Competency Level})} \right]}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled.

Objective/Measure		Component			Baseline Data		Target	
		Formula	Weight	Rating System	2018	2019	2020	2021
							3.ePCB or eKONSULTA System 4.Accreditation System	
		Sub-total		15%				
		Total		100%				