

**PHILIPPINE HEALTH INSURANCE CORPORATION**  
**2015 Performance Scorecard**

Performance Measure			PHIC Submissions			GCG Evaluation		Supporting Documents	Remarks																		
Objective/Measure	Formula	Weight	Targets	Actual	Rating	Score	Rating																				
<b>CUSTOMER</b>	<b>SO 1</b>	<b>Ensure Beneficiary Satisfaction</b>																									
	SM1	Customer Satisfaction Rating	Net Satisfaction Rating	8%	Excellent (+80)	+80 (Excellent)	8.00%	+80	8.00%	SWS Survey Report	The survey was done on 5-8 December 2015. Net Satisfaction Rating is found in page 23 of the SWS Survey Report. It also includes the questions for the Awareness Level Rating.																
	<b>SO 2</b>	<b>Increase Customer Knowledge Regarding Benefits and Services</b>																									
	SM2	Awareness Level Rating	<table border="1"> <thead> <tr> <th>Awareness Level Rating</th> </tr> </thead> <tbody> <tr> <td>Maternity Care Packages</td> </tr> <tr> <td>Inpatient Services</td> </tr> <tr> <td>Newborn Care Packages</td> </tr> <tr> <td>No Balance Billing (NBB)</td> </tr> <tr> <td>TB-DOTS Package</td> </tr> </tbody> </table>	Awareness Level Rating	Maternity Care Packages	Inpatient Services	Newborn Care Packages	No Balance Billing (NBB)	TB-DOTS Package	5%	Establish Baseline (At Least Satisfactory)	48% (Satisfactory)	5.00%	<table border="1"> <thead> <tr> <th colspan="2">Awareness Level Rating</th> </tr> </thead> <tbody> <tr> <td>71%</td> <td>0.5%</td> </tr> <tr> <td>64%</td> <td>0.5%</td> </tr> <tr> <td>56%</td> <td>0.5%</td> </tr> <tr> <td>55%</td> <td>0.5%</td> </tr> <tr> <td>45%</td> <td>0.5%</td> </tr> </tbody> </table>	Awareness Level Rating		71%	0.5%	64%	0.5%	56%	0.5%	55%	0.5%	45%	0.5%	SWS Survey Report
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CUSTOMER		Outpatient benefits				43%	0.5%	SWS Survey Report	baseline for each item. On average 48% of respondents were "aware" of at least one of the 10 enumerated benefit packages.		
		Case Payment				40%	0.5%				
		Z-Benefit Package				37%	0.5%				
		Malaria Package				37%	0.5%				
		HIV AIDS Package				30%	0.5%				
		<b>Average Awareness</b>				<b>48%</b>	<b>5%</b>				
	<b>SO 3</b>	<b>Improve the Ease, Speed, Accessibility and Courtesy of Transaction Services</b>									
	SM3	ARTA Score	Total no. of offices rated at least Outstanding over Total no. of surveyed offices	5%	70% of surveyed LHIOs rated at least Outstanding and No Failed	73% (80/109 LHIOs)	5.00%	73%	5.00%	PhillHealth Report	Only 72 LHIOs were rated with at least an Outstanding rating. CGO-A considered the inclusion of the 8 business centers in the counting.

Performance Measure			PHIC Submissions			GCG Evaluation		Supporting Documents	Remarks		
Objective/Measure	Formula	Weight	Targets	Actual	Rating	Score	Rating				
CUSTOMER	SM4	% of Collections from ACAs to Total Collections	Total Amount of Collections from ACAs over Total Collections (Private Sector Only) (Exclude Indigent/NHTS-PR Collections and similar appropriations such as Pamana & Bangsamoro)	5%	≥ 40% of Collections from ACAs  (100% for QC)	ACAs: 71% (Php 21.33B/ Php 29.99B)  QC:100%	5.00%	71%  QC: 100%	5.00%	PhilHealth Report (as of December 2015)  Data Source: Member Management Group	PhilHealth was able to collect a total of ₱29,987,349 and ₱21,328,441 (QC) through Accredited Collecting Agents (ACAs).
	SO 4	Expand Physical Accessibility and Ensure Quality of Contracted IHCPs (Institutional Health Care Providers)									
	SM5	Percentage of Accredited Hospitals	Total Number of Accredited Hospitals signing Performance Commitment with PhilHealth over Total Number of Qualified Hospitals	8%	100%	100% (1863/1863)	8.00%	100%	8.00%	PhilHealth Report (as of December 2015)  Data Source: Health Finance Policy Sector	PhilHealth issued Circulars No. 14 s. 2013 and No. 25 s. 2014 to revise the categorization of Health Care Institutions, as per DOH Administrative Order 2012-12. With the new categorization, previously-assigned Level 1 Hospitals were reclassified as "Infirmaries".

Performance Measure				PHIC Submissions			GCG Evaluation		Supporting Documents	Remarks	
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CUSTOMER										However, they were still included in the counting because they still offer PhilHealth Services and Programs. They just lack surgical capabilities which "hospitals" have.	
	SM6	Percentage of LGUs with Accredited PCB, MCP & TB-DOTS Facilities	Total Number of LGUs with Accredited PCB, MCP and TB-DOTS facilities over Total Number of LGUs	10%	≥ 60% (All or Nothing)	78.60% (1205 / 1533 Qualified LGUs)	10.00%	79.63% (1212 / 1522 Eligible LGUs)	10.00%	PhilHealth Report (as of December 2015)  Data Source: Health Finance Policy Sector	Though there are 1,634 LGUs, PROs IVA, X, XI, CAR, and CARAGA requested exclusion of some LGUs due to their incapacity to provide all three services.
	SO 5	<b>Offer Significant and Comprehensive Benefits</b>									
	SM7	Percentage of NBB Claims	Total Number of Indigent and Sponsored NBB Claims over Total Number of Indigent and Sponsored Claims	2%	≥ 70%	51.13% (155,836 NBB claims / 304,757 NBB eligible)	1.46%	51.13%	1.46%	PhilHealth Report (as of December 2015)  Data Source: Health Finance Policy Sector	Final weight was obtained by dividing actual accomplishment of 51.13% by 70% (equivalent to full weight of 2%) and then multiplied by 2%.

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CUSTOMER	SM8	Support Value	PhilHealth coverage / Total hospital expense	5%	Establish Baseline	Problem with the Provider	0.00%	0	0.00%	No supporting document because project to survey support value did not push through.	Failed to reach target for failure to employ third party provider who will conduct the survey, and not necessarily because support value is low.
	Sub-Total			48%			42.46%		42.46%		
INTERNAL PROCESS	SO 6	Excel in Evidence-based Product Development and Service Innovation									
	SM9	Launching of New/ Enhanced Benefit Packages	New products to be released/ launched in 2015	6%	3 Additional Z Benefits	2 benefits (2/3)	4.00%	4.00%	4.00%	PhilHealth Circular No. 028-2015 w/ Annexes	PhilHealth launched Z Benefits for Colon and Rectum Cancers.
	SM10	Full Conceptualization of PhilHealth+ Program for Government Employees	Benefit Development	6%	Formal Board Approval of Complete PhilHealth+ Benefits for Government Employees	Approved (Dec. 21, 2015)	6.00%	Approved (Dec. 21, 2015)	6.00%	Notarized Secretary's Certificate signed by Atty. Ma. Teresa E. Alibanto.	The Study enumerated the general categories of benefits under the proposed PhilHealth Plus.



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INTERNAL PROCESS	SO 7	Ensure Efficient Core Processes and Effective Policy Implementation									
	SM11	Turn-Around-Time (TAT) of Claims Processing	Total Number of Processing Days / Total Number of Good Claims	5%	≤ 30 days	31 days	4.84%	31 days	4.84%	PhilHealth Report (as of December 2015)  Data Source: Health Finance Policy Sector	Final weight was obtained as follows:  5% - ((Excess of 1 day / 30 days) x 5%)
	SM12	Coverage Rate	Total Number of PhilHealth Eligible Beneficiaries over Total Population	10%	≥ 90%	92% (93.45M / 101.45M)	10.00%	92%	10.00%	PhilHealth Report (As of December 2015)  Data Source: Member Management Group and CorPlan	Coverage reached 92% in 2015. It is important to note that for some regions, it exceeded 100% due to poor population data, the portability of PhilHealth Programs, and the migration of members.
		<b>Sub-Total</b>		27%			24.84%		24.84%		

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LEARNING AND GROWTH	SO 8	<b>Ensure a Competent Workforce</b>									
	SM13	Competency Framework	Establish competency-based framework in HR systems	5%	Establish Framework	Established	5.00%	Established	5.00%	The submission contains Job Descriptions, Competency Framework, and Competency Tables.	Adopt
	SO 9	<b>Establish Strong and Strategic Leadership and Create a Supportive and High-Performance Culture</b>									
	SM14	ISO Certification	Conduct of Management Review for Regional Offices (Post-IQA)	5%	Conduct of Management Review for Regional Offices (Post-IQA)	Conducted	5.00%	Conducted	5.00%	PhilHealth Management Review Reports	The Management Review Report covers the period of Jan-June 2015.
		<b>Sub-Total</b>	10%			10.00%		10.00%			



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RESOURCE / FINANCIAL	SO10	<b>Provide Substantial and Appropriate Benefit Payments</b>									
	SM15	Ratio of Reserve Fund to Program Expenditures	Projected Program Expenditures (Benefits + Operating Expenditures) for 2 years (ceiling per RA 10606)	5%	Max of 2 years	10 months (Php 129B / Php 323B)	5.00%	10 Months	5.00%	PhilHealth Report (from Nerissa R. Santiago, VP, Office of the Actuary)	Adopt
	SO11	<b>Increase Collections and Widen Membership Base</b>									
SM16	Collection Efficiency Rate	Actual collections over potential collections	5%	≥ 70%	68% (Php 29.99B / Php 43.88B)	4.88%	68%	4.88%	PhilHealth Report (prepared by Elizabeth M. Manga, Division Chief, MMG; certified correct by Alberto C. Manduriao, OIC-VP, Member Management Group)	PhilHealth was able to reach a 68% Collection Efficiency Rating. The rating covers only that of the private sector.	

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<b>RESOURCE / FINANCIAL</b>	SO12	<b>Optimize Productivity (use or investment) of Assets and Other Financial Resources</b>									
	SM19	Investment Yield	Investment Income over Average Daily Fund Level	5%	≥ 4.029%	5.05%	5.00%	5.05%	5.00%	PhilHealth Report [Investment Portfolio as of December 2015] (certified correct by Evangeline F. Racelis, Ph.D., Senior Manager, Treasury Department)	The Cumulative Total Average amounts to ₱137 billion, while the Investment Income amounts to ₱6.9 billion.
		<b>Sub-Total</b>		15%			14.88%		14.88%		
		<b>TOTAL</b>		<b>100%</b>			<b>92.18%</b>		<b>92.18%</b>		