PHILIPPINE HEALTH INSURANCE CORPORATION
Recalibrated 2020 Performance Scorecard

		Component				Baseline Data			Target
		Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
SATISFIED 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%	Proposed proxy measure: 93.71% Contact Center ng Bayan (CCB) resolution rate	93.1%	$\geq$ 90%	$\geq$ 91%
	SM 2	*Percentage of Accredited KONSULTA Providers[1]*	*Actual Accomplishment*	0%	*n/a*	*No Data*	*No Data*	*No Data*	*Crafting of Policies on General and Specific Guidelines in the Implementation of KONSULTA Package*
	SO 2	**Responsive Benefits**							
	SM 3	Percentage of *Individuals Registered to a KONSULTA Provider[2]*	*Actual Accomplishment*	0%	*n/a*	*No Data*	*No Data*	*No Data*	*Crafting of Foundational Policies and Orientation as milestones to implement registration to a KONSULTA Provider*
	SM 4	Percentage of Patients Admitted in Basic or Ward Accommodation with No Co-Payment (in Government Facilities)	Total No. of Patients Admitted in Basic or Ward Accommodation with No Co-Payment / Total No. of Patients Admitted in Basic	15%	All or Nothing	No data	No data	No data	Establish Baseline (in Government Facilities)

---

[1] This SM is for monitoring purposes only.
[2] This SM is for monitoring purposes only.

Component				Baseline Data		Target	
Objective/Measure		Formula	Weight	Rating System	2017	2018	2019	2020
		Ward or Ward Accommodation (in Government Facilities)						
		Sub-total	**25%**					
SO 3	**Revenue Generated**							
SM 4	Improve Collection Efficiency Rate	Actual collection / Potential collection	15%	(Actual/Target) x Weight	77%	79.49%	≥95% (formal and informal economies, and overseas Filipinos)	<u>≥80% of recalibrated potential collection of Direct Contributors</u>
SO 4	**Optimized Asset**							
SM 5	Increase in Benefit Expense to Premium Income Ratio	Benefit Expense / Premium Income	10%	[100%-(Actual-Target)/Target]	1.037 : 1	0.91 : 1	1:1	1:1
		Sub-total	**25%**					
SO 5	**Boost Innovation in Research, Policy, and Process**							
SM 6	Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	Certificate of Readiness for Transition to ISO 9001:2015	Public Administration covering the following processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes with ISO 9001:2015	Maintain ISO 9001:2015 certification covering all sites all processes	Maintain ISO 9001:2015 certification covering all sites all processes

Note — Row labels on left side: **SUSTAINABLE FUND** (covering SO 3 and SO 4), **EXCELLENT PROCESSES** (covering SO 5).

Component				Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
					Certification for the Central Office, 17 Regional Offices, 5 Branches, and 110 LHIOs		
SO 6	**Ensure Operational Effectiveness and Efficiency**						
SM 7a Increase in the Percentage of Cases Disposed (Arbitration and Prosecution Department)	Number of Cases Disposed (Resolved or Filed with Charges) / Total Number of Cases	7.5%	(Actual / Target) x Weight	No data	No data	Establish Baseline	<u>40% from backlog cases covering December 2019 and earlier</u> <u>10% from current cases covering received cases from January to October 2020</u>
SM 7b Increase in the Percentage of Cases Investigated (FFIED)	No. of red flagged providers investigated / Total number of red flagged providers	7.5%	(Actual / Target) x Weight	No data	No data	Establish Baseline	<u>10% from backlog cases covering December 2019 and earlier</u> <u>40% from current cases covering received cases from January to October 2020</u>
SO 7	**Strengthen Customer and Partner Relations**						
SM 9 Percentage of Good Claims Processed Within Prescribed Period (in Non-UIS)	Number of good claims processed within Applicable Processing Time[3] / Total number of good claims received	15%	<u>(Actual / Target) x Weight</u>	N/A	N/A	100%	<u>50%</u>
	Sub-total	***40%***					

---

[3] 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.

Recalibration of 2020 Performance Scorecard (*Annex A*)

		Component				Baseline Data		Target	
		Objective/Measure	Formula	Weight	Rating System	2017	2018	2019	2020
STRONG FOUNDATION	SO 8	**Ensure Organizational Alignment and Workforce Engagement**							
	SM 10	Improvement on the Competency Level of the Organization	Competency Baseline[4] 2020 – Competency Baseline 2019	5%	All or Nothing	99.98% scored at least intermediate in the AKAPP Survey	5,903 out of 6,133 or 96.25% of employees scored at least intermediate proficiency for all core and cross BPA Competencies	Development of Position Profile and Competency-Based Job Description Establishment of Baseline	Improvement on the Competency Level of the Organization based on the 2019-year end assessment
	SO 9	**Integrated and Optimized Information Systems**							
	SM 11	Systems Enhanced or Developed (Aligned with UHC Law)	Actual accomplishment	5%	(Actual / Target) x Weight	No Data	No Data	No Data	Roll-out of the following systems: 1. National Registration System 2. Eligibility and/or costing system 3. ePCB or eKONSULTA System 4. Accreditation System
		Sub-total		**10%**					
		Total		**100%**					

---

[4] 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