

PHILIPPINE HEALTH INSURANCE CORPORATION

Performance Measures			Weight		Data Provider (if available)	Baseline Data	Targets	
Description	Formula			2012		2013	2014	
		2013	2014					
MFO: Financial Risk Protection								
Quantity 1	Enrollment Rate	Total No. of Enrolled PhilHealth Beneficiaries over Total Population	5%	5%	Population Projection from NSCB	75% (71.84 M / 95.88 M)	85% (83 M / 97.7 M)	92% (91.6 M / 99.56 M)
Quantity 2	Coverage Rate	Total No. of Eligible PhilHealth Beneficiaries over Total Population	20%	20%	Covered from PhilHealth; NHTS-PR List from DSWD	66% (63.57 M / 95.8 M)	70% (68.20 M / 97.70 M)	85% (84.62 M / 99.56 M)
Quantity 3	Percentage of DOH-Licensed Hospitals (Public and Private) with PhilHealth Engagement	No. of "PhilHealth-Engaged" Hospitals over Total No. of Hospitals	20%	20%	No. of hospitals from DOH; "Engaged" from PhilHealth	92% (1670)	Not less than 95% of eligible hospitals & infirmaries	Not less than 95% of eligible hospitals & infirmaries

Performance Scorecard 2013-2014 (Annex A)

Performance Measures			Weight		Data Provider (if available)	Baseline Data		Targets	
Description	Formula			2012		2013	2014		
		2013	2014						
Quantity 4	Percent of LGUs with Engaged Primary Care Benefit (PCB) Providers	No. of LGUs with Engaged PCB providers over Total No. of LGUs	10%	10%	No. of LGUs from DILG; "Engaged" from PhilHealth	83% (1349 / 1634)	85% of qualified LGUs	90% of qualified LGUs	
Quality 1	Net Customer Satisfaction Survey	Net Satisfaction Rating	5%	5%	PhilHealth; Survey Company	82%	> +85%	> +88%	
Quality 2	Percent of NHTS-PR poor Families enlisted to a PCB provider	No. of "NHTS-PR poor" PhilHealth Families enlisted to a PCB provider over Total No. of assigned "NHTS-PR poor" PhilHealth Families	5%	2.50%	PhilHealth; NHTS-PR List from DSWD	35% (1.61 M)	50% (2.49 M)	65% (9.54 M)	
Quality 3 <i>GP</i>	Utilization Rate of PCB 1 <i>GP</i>	No. of profiled "NHTS-PR poor" PhilHealth Families over Total No. of assigned "NHTS-PR poor" PhilHealth Families	0%	2.50%	PhilHealth			2013 Baseline +10%	

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Performance Scorecard 2013-2014 (Annex A)

Performance Measures			Weight		Data Provider (if available)	Baseline Data	Targets	
Description	Formula	2013	2014	2012		2013	2014	
		Timeliness	Turn-Around-Time (TAT) of Claims Processing (Good Claims)	Average No. of Days for Claims Processing		5%	5%	PhilHealth
Financial 1	Collection Efficiency (Employed: Private Sector)	Actual collections over Potential collections	5%	5%	PhilHealth	65% (21.28 B / 32.55 B)	65%	70%
Financial 2	Percent of NBB of Sponsored Program Claims in Government Facilities	NBB SP Claims over Total SP Claims	20%	20%	PhilHealth	7% (CARES Survey)	7%	40%
General Administrative Services (GAS)								
Quality 1	Quality Management System Implementation	Implementation of Quality Management System	5%	5%	PhilHealth; GCG, Certification International	No Baseline	QMS 100% Complete	ISO Certification of 4 key processes
Total of Weights:			100%	100%				