

**PHILIPPINE HEALTH INSURANCE CORPORATION**  
**Interim Performance Scorecard**

MFO		Target	Accomplishment		CGO-A Validation		Supporting Documents	Remarks
Indicator	Weight	2014	2014	Rating	Score	Rating		
<b>MFO 1: National Health Insurance</b>								
<b>Quantity 1:</b> Enrollment Rate	5%	92%	99%	5%	99%	5%	Certified correct 2014 Enrollment Rate summary report	98.9 million out of a total projected 2014 population of 99.5 million were enrolled.  The accomplishment excludes members who are terminated, separated, inactive and deceased. It includes Indigent Members from the NHTS-PR list.  Note that the number of dependents of NHTS-PR Members is only an estimate. This consists of 29 million members, or 29.3% of those enrolled in the total projected population.
<b>Quantity 2:</b> Coverage Rate	20%	85%	87%	20%	86.6%	20%	Certified correct 2014 Coverage Rate summary report	86.22 million out of the 2014 total projected population of 99.55 million are covered. This yields a coverage rate of 86.6%.
<b>Quantity 3:</b> % of DOH-Licensed Hospitals (Public and Private) with PHIC Engagement	20%	Not less than 95% of eligible hospitals & infirmaries	97%	20%	96.8%	20%	Memorandum from Accreditation Department dated 21 January 2015	1826 out of 1886 licensed hospitals have PHIC engagement.  Region IV-B and Region VII obtained the lowest PHIC engagement rate, at 92%.
<b>Quantity 4:</b> % of LGUs with Engaged Primary Care	10%	90% of qualified LGUs	93.21%	10%	93.21%	10%	Memorandum from Accreditation Department dated 21 January 2015	1,523 out of 1,634 LGUs have PCB Engagement.

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Benefit (PCB) Providers								
<b>Quality 1:</b> Net Customer Satisfaction Survey	5%	> 88	+74	5%	+74	4.2%	Survey on Public Satisfaction with PhilHealth, Awareness and Utilization of Their Services and Benefits – Fourth Quarter 2014, Social Weather Survey (November 27 – December 1, 2014)	The net satisfaction rating of +74 declined from +78 in 2013, which was also a decline from +82 in 2012.
<b>Quality 2:</b> % of NHTS-PR poor Families enlisted to a PCB provider	2.5%	65% (9.54 million families)	10.6 million families	5%	51.1% (5.9 million families)	1.97%	PCIB Summary report	First, PHIC initially reported the total number of assigned NHTS-PR poor families. On validation, only 5,925,652 families were enlisted out of 11,590,097 NHTS-PR poor families.  Second, the weight should only be maximum of 2.5% (not 5%) because in 2014, the 5% is split between this indicator and Utilization Rate of PCB 1 (Quality 3).
<b>Quality 3:</b> Utilization Rate of PCB 1	2.5%	Baseline 2013 + 10%	0%	0%	41.25%	1.3%	PCIB Summary report	4,781,995 families out of 11,590,097 were profiled.  This indicator is new for 2014.  In 2013, 69.6% was the utilization rate (3,219,907 profiled / 4,626,787 assigned). Hence, the effective target is 79.6%. Since PHIC only profiled 41.25% out of those assigned, it only gets 51.8% of the weight.

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<b>Timeliness:</b> Claims TAT (Good Claims)	5%	30 days	39 days	4%	39 days	3.5%	System generated report	Only 9 out of 20 territorial subdivisions were able to meet the turnaround time of 30 days in the processing of claims. TAT is below target due to implementation of new all case rate scheme
<b>Financial 1:</b> Collection Efficiency (Employed: Private Sector)	5%	70%	64.90%	5%	64.90%	5%	Management report from the Office of the Actuary	For the private sector, actual amount of collection is PHP 28.2 billion but potential annual collection is PHP 43.5 billion.  Note that this indicator does not measure collection efficiency in the government sector, under the presumption that it is relatively easy to collect from government agencies. However, the collection efficiency for the public sector is only 83.8% despite the fact that the entire government sector is part of the formal economy.
<b>Financial 2:</b> % of NBB of Sponsored Program Claims in Government Facilities	20%	40%	40.5%	20%	40.5%	20%	NBB Monitoring: Results from PhilHealth Patient Exit Survey (October 2014)	There were 33,516 respondents from 412 government hospitals survey in October 2014.
<b>Subtotal</b>	95%			94%		90.97%		
<b>GASS</b>								
QMS Implementation	5%	ISO Certification of 4 Key Processes	100%	5%	100%	5%	Attestation that PHIC is recommended for certification	Scope of the ISO Certification: "Public Administration covering the following Processes: Core/Realization Processes (Member Coverage Management and Benefit Delivery and Provider Management), Management and Support Processes"
<b>Subtotal</b>	5%			5%		5%		
<b>Total</b>	<b>100%</b>			<b>99%</b>		<b>95.97%</b>		