

PHILIPPINE HEALTH INSURANCE CORPORATION
Revalidation of 2019 Performance Scorecard

	Component					PhilHealth Submission		GCG Validation		Supporting Documents	Remarks
	Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
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%	≥ 90%	90.90% Satisfaction Rating	10%	The Customer Satisfaction Survey (CSS) conducted by PhilHealth is non-compliant with the 2018 GCG Guidelines for the Conduct of the CSS	0%	<p>-2019 Customer Satisfaction Survey in PhilHealth LHIO Initial Report</p> <p>-Final Narrative Report on the Customer Satisfaction Survey conducted by a Third-Party Consultant</p> <p>-Database of the respondents' answers</p> <p>-10 Sample Questionnaires (5 samples per Respondent Type) from the database</p>

42

Result of the Revalidation of 2019 Performance Scorecard of PhilHealth

Objective/ Measure	Component			PhilHealth Submission		GCG Validation		Supporting Documents	Remarks	
	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual			Rating
									the required 30% backcheck and/or spot-check. No supporting document (i.e., callsheet) was also submitted by PhilHealth.	
SO 2 Responsive Benefits										
SM 2	Percent of Eligible Members Aailed of the No Balance Billing	Total Number of Surveyed NBB Claims / Total number of respondents	10%	(Actual/Target) x Weight	≥ 90%	83.13% (377,127 / 453,660)	9.23%	83.13%	9.24%	<p>-Quick Stats on NBB Compliance based on OCOO Memorandum No. 2016-061</p> <p>-Summary of Statistics on the NBB Compliance</p> <p>-NBB Compliance Rate of Government HCIs per PRO</p> <p>-Five (5) sample exit surveys per category (Household Help, Lifetime, Senior Citizen, Indigent, 4Ps, and Sponsored Program)</p> <p>-National Narrative</p> <p>Request for reconsideration is APPROVED.</p> <p>Reported actual based on the NBB Monitoring Reports for the four quarters of 2019.</p> <p>Data Collection Method: Daily interviews of at least 10 patients for discharge. Survey administered by P-CARES, covering healthcare institutions with P-CARES.</p> <p>Limitations: Survey conducted during the workhours of P-CARES. Survey does not include healthcare institutions that implement NBB, but no P-CARES were assigned. Survey does</p>

Result of the Revalidation of 2019 Performance Scorecard of PhilHealth

Objective/ Measure	Component			PhilHealth Submission		GCG Validation		Supporting Documents	Remarks	
	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
								<i>Report with Descriptive Statistics</i> - <i>Survey Results per Region</i> - <i>PhilHealth Patient Feedback Form</i> - <i>Summary Statistics on the NBB Compliance</i> - <i>NBB Monitoring Report</i>	not include patients with out-of-pocket expenses during admission who are not yet for discharge.	
SM 3	Improvement of Provider-Payment Mechanism	Actual Accomplishment	10%	All or Nothing	1. Conduct capacity building of accredited health care providers per area; 2. Conduct capacity building of PhilHealth technical staff on data analysis of the cost data; and 3. Management ExeComm-approved policy on the	Conducted an orientation to selected PRO NCR Officers, technical staff, and institutional health care providers (IHCPs) in NCR on the PhilHealth costing framework and data collection tools last 7-9 November 2018 per CPO No. 2018-2665. Conducted an orientation to	10%	Accomplishment cannot be validated	0%	- Board Resolution No. 2437 s. 2019 dated 19 March 2019 – Resolution Approving the PhilHealth Costing Framework and Data Collection Tools as Integral Part of Institutional Strengthening in Strategic Purchasing and Costing of Healthcare Services Request for reconsideration is <u>DENIED</u> . Except for the <u>submission of attendance sheets, previous observations remained unaddressed. Particularly the lack of Management (ExeComm)-approved policy.</u>

Result of the Revalidation of 2019 Performance Scorecard of PhilHealth

Objective/ Measure			Component			PhilHealth Submission		GCG Validation		Supporting Documents	Remarks	
			Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
						institutionalization of the regular submission of cost data, as part of the Performance Commitment, by all accredited health care providers.	the selected technical staff of PhilHealth Regional Offices in Areas II, III, and IV on the PhilHealth costing framework and data collection tools per CPO 2019-0866.				<ul style="list-style-type: none"> -Draft of the PhilHealth Circular in Institutionalization of the PhilHealth Costing Framework and Data Collection Tools as an Integral Part of Institutional Strengthening in Strategic Purchasing and Costing of Healthcare Services -List of Attendees on the "Orientation on PhilHealth Costing Framework and Data Collection Tools" -Corporate Personnel Order No. 2019-0688 dated 14 March 2019 -Corporate Personnel Order No. 2018-2665 	
						Board-Approved Institutionalization of PhilHealth Costing Framework and Data Collection Tools, including regular costing of health services and development of IT solutions in support to the institutionalization of costing.						
						Ongoing drafting of implementing guidelines on the						

Handwritten signature

Result of the Revalidation of 2019 Performance Scorecard of PhilHealth

	Component					PhilHealth Submission		GCG Validation		Supporting Documents	Remarks
	Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
						Institutionalization of the PhilHealth Costing Framework and Data Collection Tools as an Integral Part of Institutional Strengthening in Strategic Purchasing and Costing of Healthcare Services.				dated 13 November 2018	
		Sub-Total	30%				29.23%		9.24%		
SUSTAINABLE FUND	SO 3	Revenue Generated									
	SM 4	Improve Collection Efficiency rate	Actual collection / Potential collection	10%	(Actual/Target) x Weight	≥ 95% (formal and informal economies, and overseas Filipinos)	78.77% (P77.779 Billion / P98.741 Billion)	10%	77.86% (P76.881 Billion / P98.741 Billion)	8.20%	-Summary of Collection Efficiency as of December 2019 -ASRMS Memo Dated July 09, 2019, re: CY 2019-2023 Projected Potential Collection and Target Collection -OCOO Memo Dated October 8, 2019, re:

	Objective/ Measure	Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks	
		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
										Potential and Target Collection for 2019 -Breakdown of Potential and Target Collection -Actual vs. Potential Collection as of December 2019 -2019 COA Annual Audit Report		
	SO 4	Optimized Asset										
	SM 5	Increase in Benefit Expense to Premium Income Ratio	Benefit Expense / Premium Income	10%	[100%-(Actual-Target)/Target]	1:1	0.94:1 (P136.96 Billion: P146.44 Billion)	10%	0.94:1 (P136.96 Billion: P146.44 Billion)	10%	-Summary of Benefit Expense over Premium Income Ratio -2019 COA Annual Audit Report	Accomplishment accepted.
			Sub-Total	20%				20%		18.20%		
EXCELLENT	SO 5	Boost Innovation in Research, Policy, and Process										
	SM 6	Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	Maintain ISO 9001:2015 certification covering all	Maintained ISO 9001:2015 Certification covering all	10%	ISO 9001:2015 Public Administration	10%	-Attestation and recommended for continued Certification on	Accomplishment accepted.

Result of the Revalidation of 2019 Performance Scorecard of PhilHealth

Objective/ Measure	Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks
	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
				sites all processes	PhilHealth Regional Offices and Local Health Insurance Offices		covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management, and Support Processes		Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management, and Support Processes issued by SOCOTEC Certification Philippines, Inc. on 11 December 2019; -ISO 9001: 2015 Certification on Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management, and Support Processes	

gpc

Objective/ Measure	Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks	
	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
SO 6	Ensure Operational Effectiveness and Efficiency										
SM 7	Potential Fraud Incidence Rate	Third-party rating	5%	All or nothing	Implementation and establishment of baseline	7.90% (Moderate to High Risk Fraud Risk Index for CY 2018)	5%	7.90%	5%	-Final Third-party Report dated 19 December 2019 on Measuring the Effects of Fraudulent Benefit Claims in PhilHealth; -Fraud Incident Framework; -Memo on the Implementation of the Fraud Incident Framework; -Baseline of Potential Fraud Incidence Rate;	Accomplishment accepted.
SM 8	Increase in the Percentage of Cases Disposed	Number of Cases disposed (resolved or filed with charges) / Total number of cases	15%	All or Nothing	Establish Baseline	FFIED - 55% (3,166 / 5,746) 32.51% (793 / 2,298) Arbitration 46.60% (151 / 324)	15%	Failed to present consistent and accurate data and to implement efficient document handling and monitoring systems	0%	-Summary Report from the FFIED, Prosecution, and Arbitration Departments -Scorecards on the disposition of cases -Arbitration Office QuickStats on Resolved cases	<u>Request for reconsideration is DENIED.</u> <u>PhilHealth failed to present consistent and accurate data, and to implement efficient document handling and monitoring systems.</u> <u>The documents provided by PhilHealth indicated action plans to mitigate the repetition of the</u>

Objective/ Measure	Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks	
	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
									-Memo on the Basis in the Determination of the Percentage of cases Resolved -FFIED, Prosecution, and Arbitration Database	<u>inconsistencies and discrepancies in the database of the FFIED, Prosecution Department, and Arbitration Office moving forward.</u>	
SO 7 Strengthen Customer and Partner Relations											
SM 9	Percentage of Good Claims Processed Within Applicable Time	Number of good claims processed within Applicable Processing Time / Total number of good claims received	10%	(Actual / Target) x Weight 0% = If less than 90%	100%	98.07% (8,466,073 / 8,632,645)	9.81%	98.15% (8,603,574/ 8,765,932)	9.81%	-Summary of Claims processed within and beyond applicable TAT -Explanation on the data gathering for the PhilHealth Corporate Dashboard -Report extracted from PCD on the total claims received in 2019 and their status. - Report on Total claims received extracted from PhilHealth Corporate Dashboard	<u>Request for reconsideration is DENIED.</u> <u>PhilHealth did not present new evidence or details of its request for reconsideration for this measure.</u>

gn

	Objective/ Measure	Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks	
		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
										dated 19 November 2020 -Standard Operating Procedure on Processing of Electronically Filed Claims (eClaims)		
		Sub-Total	40%				39.81%		24.81%			
SO 8 Ensure Organizational Alignment and Workforce Engagement												
STRONG FOUNDATION	SM 10	Percentage of Employees Meeting Required Competencies	Actual Accomplishment	10%	All or Nothing	Development of Position Profile and Competency-Based Job Description	Development of Position Profile and Competency-Based Job Description	10%	88.68%	10%	-Position Profile	Request _____ for reconsideration is ACCEPTED .
						Establishment of Baseline	Baseline established				-Competency-Based Job Description	

Objective/ Measure	Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks
	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
										or met the standard proficiency level.
	Sub-Total	10%				10%		10%		
	TOTAL	100%				89.04%		62.25%		

gr