

**PHILIPPINE HEALTH INSURANCE CORPORATION  
Revalidation of 2018 Performance Scorecard**

|               | Objective/ Measure | Component                                 |                  |              | PhilHealth Submission |   | GCG Validation   |        | Supporting Documents   | Remarks |  |
|---------------|--------------------|---|------------------|--------------|-----------------------|---|--|--------|--|---------|--|
|               |                    | Formula                                   | Wt.              | Rating Scale | Target                | Actual  | Rating   | Actual |  |         | Rating   |
| SOCIAL IMPACT | SO 1               | Improved Health Financial Risk Protection |                  |              |                       |   |  |        |  |         |  |
|               | SM 1               | Increased Support Value                   | Milestone target | 5%           | All or Nothing        | Validation of the costing tool<br><br>Standardization of forms for collection of cost data<br><br>Pilot testing of the forms for collection of cost data<br><br>Pilot training of providers in PhilHealth Regional Office (PRO) III on the costing methodology tools. | Four initiatives completed with supporting documents as follows:<br><br>1. PhilHealth Costing Guide for Hospital;<br>2. Costing Validation Guide;<br>3. Costing Data Collection Manual;<br>4. Costing data Collection Tracker;<br>5. Corporate Personnel Order Nos. 2018-1086; 2018-1211 (pilot trainings) | 5%     | 1. Pre-test / Pilot tested the draft forms conducted at San Fernando Hospital and Antipolo Health Systems – Cabading;<br>2. Standardized forms for collection of cost data;<br>3. Pilot tested the forms for collection of cost data; and<br>4. Conducted training for 23 hospitals and demonstrated the data collection for PhilHealth inpatient Benefits Team and Regional Office Staff in Region III. Provided workshop on cost estimation and data analysis to PhilHealth personnel. | 5%      | PhilHealth Costing Guide for Hospital<br><br>Costing Validation Guide<br><br>Costing Data Collection Manual<br><br>Costing Data Collection Tracker<br><br>PhilHealth Costing Tool and Framework Report<br><br>Corporate Personnel Order Nos. 2018-0645 and 2018-0709 (pre-test/validation of costing tool)<br><br>Corporate Personnel Order Nos. 2018-1086 and 2018-1211 (pilot trainings and testing) |

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|--------------------|------------------------------------|-----------------------------------|---|-----------------------|--|----------------|---|--|----------------------------|------------|---|--|
|                    | Formula                            | Wt.                               | Rating Scale  | Target                | Actual   | Rating         | Actual  |  |                            | Rating     |   |  |
|                    |                                    |                                   |   |                       |  |                |   | Report on the Capacity Building of Selected Health Care Providers in Region III on the PhilHealth Costing Framework and Tool<br><br>Attendance Sheets and Photos |                            |            |   |  |
|                    |                                    | <b>Sub-total</b>                  | <b>5%</b>   |                       |  |                | <b>5%</b>   |  |                            |            |   |  |
| <b>SO 2</b>        | <b>Effectively Manage the Fund</b> |                                   |   |                       |  |                |   |  |                            |            |   |  |
| SATISFIED CLIENTS  | SM 2                               | Percentage of Satisfied Customers | Number of respondents who rated PhilHealth service with at least Satisfactory / Total number of respondents | 10%                   | (Actual/ Target) x Weight<br><br>Below 80% = 0 | 85%            | 93.1%   | 10%  | 93.1%                      | 10%        | Final report from Third-party<br><br>Sample accomplished questionnaires<br><br>Back-checking report | Acceptable.  |
|                    | SM 3                               | Increase Availment Rate           | Number of beneficiaries who availed PhilHealth/ Total number of beneficiaries admitted                      | 0%                    | N/A  | 100%           | Still waiting for the result of the Third-Party survey; FACE requested for an extension until June 2019 | N/A  | No accomplishment reported | N/A        | No supporting documents submitted   | While this measure was given no weight, PhilHealth is reminded to submit its report on the accomplishment or status of this measure. |
|                    |                                    |                                   | <b>Sub-total</b>  | <b>10%</b>            |  |                |   | <b>10%</b>   |                            | <b>10%</b> |   |  |

|                  | Component          |                                    |   |              | PhilHealth Submission      |  | GCG Validation                             |        | Supporting Documents | Remarks |
|------------------|--------------------|------------------------------------|---|--------------|----------------------------|--|--|--------|----------------------|---------|
|                  | Objective/ Measure | Formula                            | Wt.                                     | Rating Scale | Target                     | Actual   | Rating                                     | Actual |                      |         |
| SUSTAINABLE FUND | SO 3               | Revenue Generated                  |   |              |                            |  |  |        |                      |         |
|                  | SM 4               | Improve Collection Efficiency Rate | Actual collection/ Potential collection | 20%          | (Actual / Target) x Weight | ≥95% (formal and informal economies, and overseas Filipinos) | 79.49% (₱74.405 Billion / ₱93.597 Billion) | 16.73% | 79.49%               | 16.73%  |

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|--------------------|---|----------------------------------|--------------|-------------------------------|---|---|---------------|---|---|--|--|
|                    | Formula   | Wt.                              | Rating Scale | Target                        | Actual  | Rating  | Actual        |   |   | Rating   |  |
|                    |   |                                  |              |                               |   |   |               |   | GAA and no direct collection effort will be needed for this sector from PhilHealth.<br><br>Moreover, it should be noted, that COA issued a Disclaimer of Opinion for the 2018 financial statements of PhilHealth as COA failed to obtain sufficient appropriate audit evidence to provide a basis for an audit opinion. |  |  |
| <b>SO 4</b>        | <b>Optimized Asset</b>                                  |                                  |              |                               |   |   |               |   |   |  |  |
| SM 5               | Increase in Benefit Expense to Premium Income Ratio     | Benefit Expense / Premium Income | 15%          | [100%-(Actual-Target)/Target] | 1:1   | 0.91: 1.00<br><br>(P121.04 Billion / P132.463 Billion)  | 15%           | 0.91:1.00<br><br>(P121.04 Billion / P132.463 Billion)   | 15%   | Summary report from the Fund Management Sector<br><br>Unaudited Financial Statements | Acceptable.<br>GCG notes the COA Disclaimer of Opinion as stated in the previous SM. |
|                    |   | <b>Sub-total</b>                 | <b>35%</b>   |                               |   |   | <b>31.73%</b> |   | <b>31.73%</b>   |  |  |
| <b>SO 5</b>        | <b>Boost innovation in Research, Policy and Process</b> |                                  |              |                               |   |   |               |   |   |  |  |
| SM 6               | Implement Quality Management System                     | Actual Accomplishment            | 10%          | All or Nothing                | ISO 9001: 2015 Certificate covering all sites all processes | ISO Certified (All offices of PhilHealth including all PhilHealth Regional Offices and Local Health Insurance Offices | 10%           | Public Administration covering the following processes: Member Coverage Management, Benefit Delivery, | 10%   | Registration Schedules issued by AJA Registrars<br><br>Audit report                  | Acceptable.  |

EXCELLENT PROCESS

Result of Revalidation of 2018 Performance Scorecard (Annex B)

| Component          |  |  |              |                            | PhilHealth Submission  |   | GCG Validation  |        | Supporting Documents | Remarks  |   |
|--------------------|--|--|--------------|----------------------------|--|---|---|--------|----------------------|--|---|
| Objective/ Measure | Formula  | Wt.  | Rating Scale | Target                     | Actual   | Rating  | Actual  | Rating |                      |  |   |
|                    |  |  |              |                            | with date of registration on 17 July 2018 by AJA Registrars, Inc.) |   | Provider Management, Management and Support Processes with ISO 9001:2015 certification for the Central Office, 17 Regional Offices, 5 Branches, and 110 LHIOs |        |                      |  |   |
| <b>SO 6</b>        | <b>Ensure Operational Effectiveness and Efficiency</b>         |  |              |                            |  |   |   |        |                      |  |   |
| SM 7               | Percentage of Good Claims Processed within the Applicable Time | Number of good claims processed within 60 calendar days / Total number of claims | 15%          | (Actual / Target) x Weight | 100%   | 76%<br>(8,170,600 claims / 10,714,108 claims)<br>*started full implementation of eClaims in all regions in 2018 | 0%  | 76.26% | 11.44%               | Summary of claims processed within and beyond 60 calendar days broken down per month and PROs<br><br>Percentage of claims processed within 60 days from 2015 to 2017 | Considering that PhilHealth's own enabling law and its IRR requires them to process all complete claims within 60 calendar days the request for the revision of the target to >70% is <u>DENIED</u> . However, the request for removal of the 90% minimum accomplishment in the rating scale is <u>APPROVED</u> given the monthly percentage accomplishment for 2018 of PhilHealth, as well as its historical performance for the last 3 years. |

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| Component          |   | PhilHealth Submission  |              |                            | GCG Validation |            | Supporting Documents              | Remarks       |  |   |
|--------------------|---|--|--------------|----------------------------|----------------|------------|-----------------------------------|---------------|--|---|
| Objective/ Measure | Formula   | Wt.  | Rating Scale | Target                     | Actual         | Rating     | Actual                            | Rating        |  |   |
| SM 8               | Increase in Percentage of Cases filed and Resolved within Applicable Time | Number of cases filed within 90 days and resolved within 60 days / Total number of cases | 15%          | (Actual / Target) x Weight | 90%            | 0%         | Accomplishment cannot be verified | 0%            | Summary Reports from the FFIED, Prosecution, and Arbitration Departments for their accomplishment in 2018<br><br>Soft copy of list of cases<br><br>Breakdown of cases received by FFIED, Prosecution, and Arbitration Department<br><br>Continuity report of cases received per department | <u>Request for the reconsideration is DENIED.</u> |
|                    | <b>Sub-total</b>  |  | <b>40%</b>   |                            |                | <b>10%</b> |                                   | <b>21.44%</b> |  |   |

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|--------------------------|--------------------|---|---|--------------|----------------------------|---|--------------------------|------------|--|------------|--|---|
|                          | Objective/ Measure | Formula   | Wt.   | Rating Scale | Target                     | Actual  | Rating                   | Actual     |  |            | Rating   |   |
| <b>STRONG FOUNDATION</b> | <b>SO 7</b>        | <b>Ensure Organizational Alignment and Workforce Engagement</b> |   |              |                            |   |                          |            |  |            |  |   |
|                          | SM 9               | Percentage of Employees Meeting Required Competencies           | Number of employees scored at least intermediate proficiency for all cross and cross-BPA competencies / Total number of employees | 10%          | (Actual / Target) x Weight | 80% of employees scored at least intermediate proficiency for all core and cross BPA competencies | 96.35% (5,909 personnel) | 10%        | 5,903 out of 6,133 or 96.25% of employees scored at least intermediate proficiency for all core and cross BPA competencies | 10%        | AKAPP survey report<br><br>Soft copy of the database on the 2017 competency assessment | Result of the survey is summarized in the table below:<br>At least Optimal – 308 (5.02%);<br>At least Proficient – 2,681 (43.71%);<br>At least Intermediate – 2,914 (47.51%);<br>With Novice – 6 (0.10%);<br>No Assessment – 224 (3.65%). |
|                          |                    |   | <b>Sub-total</b>  | <b>10%</b>   |                            |   |                          | <b>10%</b> |  | <b>10%</b> |  |   |
|                          |                    | <b>TOTAL</b>  | <b>100%</b>   |              |                            |   | <b>66.73</b>             |            | <b>78.17%</b>  |            |  |   |