

PERFORMANCE SCORECARD 2018 (Annex B)

PHILIPPINE HEALTH INSURANCE CORPORATION

		Component			Baseline Data			Target	
Objective/Measure		Formula	Weight	Rating System	2015	2016	2017	2018	
SOCIAL IMPACT	SO 1	Improved Health Financial Risk Protection							
	SM 1	Increased Support Value	Milestone target	5%	All or nothing	0%	33.75%	35%	<ol style="list-style-type: none"> 1. Validation of the costing tool; 2. Standardization of forms for collection of cost data; 3. Pilot testing of the forms for collection of cost data; and 4. Pilot training of providers in PhilHealth Regional Office (PRO) III on the costing methodology tools.
	Sub-total			5%					
SATISFIED CLIENTS	SO 2	Total Client Experience							
	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 Below 80% = 0%	80%	78.5%	80%	85%

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	Objective/Measure	Component		Baseline Data			Target	
		Formula	Weight	Rating System	2015	2016	2017	2018
	SM 3 Increase Availment Rate ¹	<i>Number of beneficiaries who availed PhilHealth/ Total number of beneficiaries admitted</i>	0%	N/A	-	-	-	100%
	Sub-total		10%					
SUSTAINABLE FUND	SO 4 Revenue Generated							
	SM 4 Improve Collection Efficiency Rate	Actual collection / Potential collection	20%	(Actual/Target) x Weight	68%	75.58%	≥ 95%	≥95% (formal and informal economies, and overseas Filipinos)
	SO 5 Optimized Asset							
	SM 5 Increase in Benefit Expense to Premium Income Ratio	Benefit Expense / Premium Income	15%	[100%-(Actual-Target)/Target]	No data	No data	1.04:1.00 (104%)	1:1
	Sub-total		35%					
	SO 6 Boost Innovation in Research, Policy and Process							
EXCELLENT PROCESS	SM 6 Implement Quality Management System	Actual Accomplishment	10%	All or Nothing	Conducted Management Review for Regional Offices (Post-IQA)	ISO Certification awarded to 17 out of 20 PROs 17 out of the minimum of 20 LHIOs (1 per PRO) were certified	Readiness Certificate (Third Party)	ISO 9001:2015 Certificate covering all sites all processes

¹ This SM is for information purposes only.

		Component			Baseline Data			Target	
	Objective/Measure	Formula	Weight	Rating System	2015	2016	2017	2018	
	SO 7	Ensure Operational Effectiveness and Efficiency							
	SM 7	Percentage of Good Claims Processed Within Applicable Time	Number of good claims processed within 60 calendar days ² / Total number of claims	15%	(Actual / Target) x Weight Below 90% = 0%	31 days	38.72 days	60 working days	100%
	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 Below 80% = 0%	No data	No data	Average TAT of 120 working days for filing of cases Average of 90 working days for resolution of cases	90%
		Sub-total		40%					
	SO 8	Ensure Organizational Alignment and Workforce Engagement							
STRONG FOUNDATION	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	Established Competency Framework	Baseline established for the 35 competencies	60% of employees with novice proficiency for at least 1 core business process competencies should improve to at least immediate proficiency	80% of employees scored at least intermediate proficiency for all core and cross-BPA competencies
		Sub-total		10%					
		Total		100%					

² As mandated under Section 23 Article V of R.A No. 7875, as amended by R.A No. 10606 and Section 47 Rule II Title IV of the Implementing Rules and Regulations of R.A. No. 10606.

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