

2023 PERFORMANCE SCORECARD (Annex B)

PHILIPPINE HEALTH INSURANCE CORPORATION (PHILHEALTH)

Component					Baseline Data		Target		
	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
OUTCOMES	SO 1	Increased utilization based on need							
	SM 1a	Percentage of Satisfied Customers – Individual Customers	Total number of respondents who have rated Satisfactory over Total Number of Respondents (GCG-prescribed survey tool)	5%	(Actual/ Target) x Weight <i>0% = If less than 80%</i>	Non-compliant with back-checking requirement	Non-compliant with back-checking requirement	≥ 90%	90%
	SM 1b	Percentage of Satisfied Customers – Business Organization		2.5%					90%
	SM 1c	Percentage of Satisfied Customers – HCIs		2.5%					90%
	SM 2	Total Number of Accredited Konsulta Providers	Actual Accomplishment	10%	(Actual/Target) x Weight	Conducted virtual orientation of PROs per area on the implementing guidelines of Philhealth Konsultasyong Sulit at Tama (PhilHealth Konsulta Package and IT System vis-à-vis Accreditation Forum last December 17-18,2020	91.92% (182/198 Accredited Konsulta Providers)	1,395	2,500

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				PhilHealth issued on December 16, 2020 PhilHealth Circular (PC) 2020-0021 regarding Accreditation of Healthcare Providers for PhilHealth Konsultasyong Sulit at Tama (PhilHealth Konsulta Package) Philhealth issued PC No. 2020-0022 on December 17, 2020 regarding implementing Guidelines for the PhilHealth Konsultasyong Sulit at Tama (PhilHealth Konsulta Package)				
SM3 Total Number of NHIP Beneficiaries Registered to Konsulta Providers	Actual Accomplishment	5%	(Actual/Target) x Weight	Crafting of Foundational Policies and Orientation as milestones to implement	88.96%	27.89 Million	2022 actual accomplishment + 10%	

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					registration to a Konsulta Provider			
<b>SO 2</b>	<b>Higher Financial Risk Protection</b>							
SM 4	Establishment of Guidelines on Cost Sharing Policy <sup>1</sup>	Actual Accomplishment	5%	All or Nothing	N/A	N/A	N/A	Board-approved Cost Sharing Policy
<b>SO 3</b>	<b>Quality health care services</b>							
SM 5	Benchbook 2- and Third-Party Accreditation Implemented	Actual Accomplishment	5%	(Actual/Target) x Weight	N/A	N/A	Policy standards for third party accreditation (TPA): Development of standards and requirements for TPA mechanisms as approved by the Board	Two (2) Third-Party Accreditors
	<b>Sub-Total</b>		<b>35%</b>					
<b>SO 4</b>	<b>Build a deep revenue-base with efficient collection system</b>							
SM 6	Collection Efficiency Rate (for Direct Contributors)	Actual contribution over potential contribution (Direct contributors)	15%	(Actual/Target) x Weight	Unverifiable	Unverifiable	≥95% (Direct Contributors)	≥95% (Direct Contributors)
	<b>Sub-Total</b>		<b>15%</b>					

SUSTAINABLE FINANCING

<sup>1</sup> This policy covers the co-payment policy and cost sharing policy.



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SO 5 Develop lean and member-centric processes									
INNOVATION AND GROWTH	SM 7	Implement Quality Management System	Actual Accomplishment	5%	All or nothing	ISO 9001:2015 Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	No ISO Recertification has been made on the Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	Sustain Certification 9001:2015 on the Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	Sustain ISO Certification 9001:2015 on the Public Administration covering the following processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes
	SM 8a	Percentage of Backlog Claims Processed	Number of claims processed from 1995 to 2022/ Total number of received and refiled claims from 1995 to 2022	5%	(Actual/ Target) x Weight  0% = if less than 80%	N/A	Unverifiable	100%	100%

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Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
SM 8b	Percentage of Claims Processed Within Applicable Time (Claims Received and Refiled for the Year 2023)	Number of claims processed within Applicable Processing Time / Total number of claims received and Refiled	5%	(Actual/ Target) x Weight 0% = if less than 80%	Unverifiable	Unverifiable	100%	100%
SM 8c	Percentage of Claims Paid Within the Applicable Time	Number of claims paid within the Applicable Time / Total number of claims for payment	5%	(Actual/ Target) x Weight 0% = if less than 80%	No data	Unverifiable	100%	100%
<b>SO 6</b>	<b>Transform human resource management into a competency-based system</b>							
SM 9	Improve Competency of the Organization	Competency Baseline 2023- Competency Baseline 2022	5%	All or nothing	Unverifiable	5% decrease in the Competency Level	Improvement of the competency level of the Organization	Improvement of the competency level of the Organization
<b>SO 7</b>	<b>Integrate information systems using secure digital technology</b>							
SM 10	Percentage of Systems Implemented, Enhanced or Developed Based on the updated ISSP	Actual Accomplishment	5%	(Actual/ Target) x Weight	The following are the status of the systems: 1. National Registration System – Completed but not deployed	100% implementation of targets for 2021 reflected in the ISSP as approved by the DICT	50% Completion of the following systems: 1. Enterprise Resource Management Information Management	100% 1.Enhancement of the following: a. ERMIS b. BIS (Corporate

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	Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
					2. Eligibility and/or costing system - Deployed 3. ePCB or eKONSULTA System - Deployed 4. Accreditation System - Deployed		System (ERMIS) 2. Health Insurance System (HIS) 3. Business Intelligence System (BIS) 4. 50% National Health Data Repository (NHDR)	Dashboard & Data warehousing) c. NHDR Model 2. Development of HIS	
		<b>Subtotal</b>	<b>30%</b>						
<b>STRONG CORPORATE GOVERNANCE</b>	<b>SO 8</b>	<b>Manage transitions and mind-set shifts with leadership and accountability</b>							
	SM 11	NG Premium Subsidy Utilization	Total Obligations / Total Allotment	2.5%	(Actual/ Target) x Weight	N/A	N/A	100%	100%
			Total Disbursement / Total Obligations	2.5%	(Actual/ Target) x Weight	N/A	39.65%	100%	100%
	SM 12	Obligations Budget Utilization Rate	Total Disbursements / Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/ Target) x Weight	N/A	N/A	100%	100%

Component					Baseline Data		Target	
Objective/Measure	Formula	Weight	Rating System	2020	2021	2022	2023	
<b>SO 9 Strengthen Policy Enforcement and evidence-informed decision-making</b>								
SM 13a	Percentage of Cases Disposed - Prosecution	Number of Cases Disposed (Resolved or Filed with Charges) / Total Number of Cases	3.75%	(Actual/ Target) x Weight	Unverifiable	33.41% (Backlog cases)	50% from backlog cases covering Oct 2020 and earlier	20% from backlog cases received from Oct 2022 and earlier; 10% from current cases received from Nov 2022 to October 2023
SM 13b	Percentage of Cases with Decisions – Arbitration	Number of Cases Disposed (Resolved or Filed with Charges)/ Total number of Cases	3.75%	(Actual/ Target) x Weight		20.18% (Current cases)	25% current cases covering received cases	20% from backlog cases received from Oct 2022 and earlier; 10% from current cases received from Nov 2022 to October 2023
SM 13c	Percentage of Red Flagged Providers Investigated	No. of red flagged providers investigated/ Total number of red flagged providers (FFIED and PROs)	5%	(Actual/ Target) x Weight	Unverifiable	Unverifiable	50% from backlog cases covering Oct 2020 and earlier 25% current cases covering cases received from Nov 2020 to Oct 2021	30% from backlog cases received from Oct 2022 and earlier; 10% from current cases received from Nov 2022 to October 2023
<b>Subtotal</b>			<b>20%</b>					
<b>Total</b>			<b>100%</b>					

For GCG:



A large, stylized handwritten signature in black ink, appearing to read 'Alex L. Quiroz'. The signature is written over the printed name and title.

Justice ALEX L. QUIROZ (ret.)  
Chairperson

For PhilHealth:

**MR. EMMANUEL R. LEDESMA, JR.**  
*Acting President and CEO*



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