

PHILIPPINE HEALTH INSURANCE CORPORATION

		Component				Baseline Data (if applicable)		Target	
Objective/Measure		Formula	Weight	Rating System	Data Provider	2013	2014	2015	
CUSTOMER	SO 1	Ensure Beneficiary Satisfaction							
	SM 1	Customer Satisfaction Rating	Net Satisfaction Rating 8%: +80 and Above 7%: +78 to +79 6%: +76 to +77 5%: +74 to +75 4%: +72 to +73 3%: +70 to +71 2%: +68 to +69 1%: +67 0%: +66 and below	8%			Excellent (+78)	Excellent (+74)	Excellent (+80)
	SO 2	Increase Customer Knowledge Regarding Benefits and Services							
	SM2	Awareness Level Rating	5%: 31% and above 4%: 26% to 30% 3%: 21% to 25% 2%: 16% to 20% 1%: 10% and below	5%			N/A	N/A	Establish Baseline (At Least Satisfactory)
SO 3	Improve the Ease, Speed, Accessibility and Courtesy of Transaction Services								
SM3	ARTA Score	National Average ARTA Score; Scale	5%			25%	51%	70% of surveyed LHIOS rated at least Outstanding and No Failed	

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SM4	% of Collections from Accredited Collecting Agents (ACAs) to Total Collections	Total Amount of Collections from ACAs over Total Collections (Exclude Indigent/NHTS-PR Collections and similar appropriations such as Pamana & Bangsamoro)	5%			32%	32%	≥ 40% of Collections from ACAs 100% for QC
SO 4	Expand Physical Accessibility and Ensure Quality of Contracted IHCPs							
SM5	Percentage of Accredited Hospitals	Total Number of Accredited Hospitals Signing Performance Commitment with PhilHealth over Total Number of Qualified Hospitals (TBD)	5%			96%	96.8% (Dec) 1,841 Qualified Hospitals	5%: 96%-100% 4%: 91%-95% 3%: 81%-90% 2%: 71%-80% 1%: 61%-70% 0%: ≤ 60%
SM6	Percentage of LGUs with Accredited PCB, MCP & TB-DOTS Facilities	Total Number of LGUs with Accredited PCB, MCP and TB-DOTS facilities over Total Number of LGUs; Scale	5%			46%	60%	≥ 60% (All or nothing)
SM7	No. of TSeKap providers & Accredited drug store	Total Number of TSeKap providers & Accredited drug store	5%					≥ 81 provinces
SO 5	Offer Significant and Comprehensive Benefits							

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SM8	Percentage of NBB Claims	Total Number of Indigent and Sponsored NBB Claims over Total Number of Indigent and Sponsored Claims; Scale	2%			7%	40%	≥ 70%
SM9	Support Value	PhilHealth coverage / Total hospital expense	5%			N/A	N/A	Establish Baseline
		Sub-total	45%					
INTERNAL PROCESS	SO 6	Excel in Evidence-based Product Development and Service Innovation						
	SM10	Launching of New/Enhanced Benefit Packages	New products to be released/ launched in 2015	6%				3 Additional Z Benefits
	SM11	Full Conceptualization of PhilHealth+ Program for Government Employees		6%				Formal Board Approval of Complete PhilHealth+ Benefits for Government Employees
	SO 7	Ensure Efficient Core Processes and Effective Policy Implementation						

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	SM12	Turn-Around-Time (TAT) of Claims Processing	% of Good Claims Processed within TAT / Good Claims	5%			37 days (GCG validation: 39.5 days)	39 days (Jan-Dec)	≤ 30 days
	SM13	Coverage Rate	Total number of PhilHealth eligible beneficiaries over total population; Scale	10%			67%	87%	≥ 90%
			Sub-total	27%					
LEARNING AND GROWTH	SO 8	Ensure a Competent Workforce							
	SM14	Competency Framework	Establish competency-based framework in HR systems	5%					Establish Framework
	SO 9	Establish Strong and Strategic Leadership and Create a Supportive and High-Performance Culture							
	SM15	ISO Certification	Total Number of PROs with ISO Certification; Scale	5%			N/A	Core Process, 1 PRO & 1 LHIO	Conduct of Management Review for Regional Offices (post IQA) ISO Certification in 2016
			Sub-total	10%					

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FINANCIAL	SO 10	Provide Substantial and Appropriate Benefit Payments (TBD)							
	SM 16	Ratio of Reserve Fund to Program Expenditures	Projected Program Expenditures (benefits + operating expenditures) for 2 years (ceiling per RA10606)	5%				1.3 Yrs	Max of 2 years
	SO 11	Support Corporation's Functions with Planned and Sufficient Resources							
	SM17	Percentage of Benefits to Collection (for NHTS-PR)	Benefit Payouts to NHTS / Subsidized Premiums for NHTS	3%				49%	≥ 80%
	SO 12	Increase Collections and Widen Membership Base							
	SM18	Collection Efficiency Rate	Actual collections over potential collections; Simple Average	5%			66%	65%	≥ 70%
	SO 13	Optimize Productivity (use or investment) of Assets and Other Financial Resources							
	SM19	Investment Yield	Investment Income over Average Daily Fund Level; Simple Average	5%			5%	5%	≥ 4.029%
				Sub-total	18%				
				TOTAL	100%				