

**PHILIPPINE HEALTH INSURANCE CORPORATION (PHILHEALTH)
Validation Result of the 2022 Performance Scorecard**

	Component					PhilHealth Submission ¹		GCG Validation		Supporting Documents	Remarks	
	Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating			
OUTCOMES	SO 1	Increased Utilization Based on Need <i>(Increase Utilization for Primary Care Services)</i>										
	SM 1	Total Number of Accredited KONSULTA Providers	No. of KONSULTA providers Accredited	2.5%	(Actual/Target) x Weight	1,395	1,678	2.50%	1,678	2.50%	List of Konsulta Providers Signed Annual Report from Accreditation Department System Generated Report (Task Force Informatics) Samples of Accreditation Agreement	Acceptable.
	SM 2	Total Number of NHIP beneficiaries registered to KONSULTA Providers	Total Number of Beneficiaries Registered to Accredited KONSULTA Provider	2.5%	(Actual/Target) x Weight	27.89 Million	16.74 Million	1.50%	16.739 Million	1.50%	Signed Report from Member Management Group (MMG) OCOO Memo. No. 2022-162 re Auto-Registration to Accredited Konsulta Provider Sample Filled-Out Konsulta Transfer Registration Forms Clarifications on Data Extraction	Target not met.

¹ Officially received by the Governance Commission on 12 April 2023.

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SO 2	Higher Financial Risk Protection (Reduce Out of Pocket)										
SM 3	Percentage of Patients with No Co-Payment in Basic or Ward Accommodation	Total number of admitted patients in basic or ward accommodation with No Co-payment / Total number of patients admitted in basic or ward accommodation in government and private hospitals	5%	(Actual/Target) x Weight	Plus 5% of 2021 baseline data	Govt: 25.79% (50.79% - 2021) Private: 19.66% (20.87% - 2021)	3.63%	Minus 17.65% of 2021 baseline data	0%	Signed Annual Report from SMD Standard Operating Procedure on Handling Request for Extraction of NHIP Data Screenshot Report of No Co-Payment for CY 2022	Target not met. <u>No Co-payment Ratios:</u> 2021 • 1,420,479 / 3,349,402 = 42.41% 2022 • 586,299 / 2,367,920 = 24.76% 24.76% – 42.41% = (17.65%)
SO 3	Quality health care services										
SM 4a	Percentage of Satisfied Customers – Individual Customers	Number of respondents who rated PhilHealth service with at least Satisfactory / Total number of respondents	5%	(Actual/Target) x Weight	≥ 90%	94.25%	5%	94.25%	5%	2022 Customer Satisfaction Survey (CSS) Final Report Back-checking Report	Acceptable. Validated actual accomplishment based on the provided CSS Report.
SM 4b	Percentage of Satisfied Customers – Business Organization		5%	Below 80% = 0%	≥ 90%	87.93%	4.89%	87.93%	4.89%	Sample Accomplished Questionnaires Copy of the 2022 Overall Satisfaction Data per Region	

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SM 4c	Percentage of Satisfied Customers – Healthcare Institutions		5%		≥ 90%	88.41%	4.91%	88.41%	4.91%		
SM 5	Benchbook 2 and Third-Party accreditation implemented	Actual Accomplishment	5%	$\frac{\text{Actual}}{\text{Target}} \times \text{Weight}$	Policy standards for third party accreditation (TPA); Development of standards and requirements for TPA mechanism as approved by the Board	Developed policy and standards by: ExeCom – Nov. 10, 2022 BenCom – Nov. 11, 2022 Board – Nov. 16, 2022 Endorsed to Accreditation Dept. the Board Approved Standards thru a Memo on December 07, 2022	5%	Board-approved Standards and Requirements for the Recognition of the Third-Party Accreditation (TPA)	5%	Secretary's Certificate for TPA Mechanism Signed Standards Monitoring Report Department Memorandum on Performance Report Memorandum on Accomplished Activities	Acceptable.
		Sub-total	30%				27.43%		23.80%		

SUSTAINABLE FINANCING	Component					PhilHealth Submission ¹		GCG Validation		Supporting Documents	Remarks
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SO 4	Build a Deep Revenue-base with Efficient Collection System and Budget Utilization										
SM 6	Collection Efficiency Rate	Actual collection / Potential collection ²	15%	(Actual/Target) x Weight	≥ 95% (Direct Contributors)	93.00%	14.68%	36.18%	5.71%	Actuarial Services and Risk Management Sector Certification on Potential Collection for CY 2022 Fund Management Sector Memorandum on Actual Premium Collections from Direct Contributors based on Statement of Cash Flows 2022 COA AAR	Target not met. 36.18% computed as: <ul style="list-style-type: none"> Actual Collections = 127,105 M Less: Collections subject to COA Disclaimer of Opinion due to Lack of Statement of Premium Account = 77,199 M Divided by Potential Collections = 137,925 M PhilHealth is reminded to address COA's disclaimer of opinion and take remedial action to strengthen internal controls and financial reporting.

² Potential Collection will be confirmed with Insurance Commission based on actuarial computation.

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SM 7a	Obligation Budget Utilization Rate	Total Obligations / DBM-approved Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/Target) x Weight	100%	94.35%	2.36%	54.01%	1.50%	Budget Utilization Report Collective Negotiation Agreement (CNA) Incentive Savings for the Year 2022 Savings from Procurement Activities 2022 Corporate Operating Budget Actual Disbursements for the Year 2022	Target not met.
SM 7b	Disbursement Budget Utilization Rate	Total Disbursements / Total Obligations (both net of PS Cost)	2.5%	(Actual/Target) x Weight	100%	46.21%	1.16%	56.71%	1.58%		
		Total Disbursements / Total DBM-approved Corporate Operating Budget (both net of PS Cost)	2.5%	(Actual/Target) x Weight	100%	43.59%	1.09%	30.63%	0.85%		

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Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating			
SO 5	Maintain an Active Risk Pool Through Strategic Purchasing										
SM 8	Provider payment initiatives implemented	Actual accomplishment	2.5%	All or Nothing	<p>1) Implementing guidelines of the PhilHealth Framework and Methodology for Costing of Health Services</p> <p>2) Development of the implementing guidelines for DRG</p>	<p>Coordination with experts from Thailand's National Health Security Office (NHSO) and Thai Casemix Center was initiated to formalize the engagement through a Memorandum of Understanding (MOU) facilitated by ILED</p> <p>Completed staff work for the completion and approval of MOU.</p> <p>Training on DRG conducted on 28 November to 02 December 2022</p> <p>Finalization of Implementing Guidelines on DRG.</p> <p>Ongoing pre-work on Diagnosis Related Groups:</p>	2.5%	<p>Coordination with experts from Thailand's National Health Security Office (NHSO) and Thai Casemix Center was initiated to formalize the engagement through a Memorandum of Understanding (MOU) facilitated by ILED</p> <p>Completed staff work for the completion and approval of MOU.</p> <p>Training on DRG conducted on 28 November to 02 December 2022</p> <p>Finalization of Implementing Guidelines on DRG.</p>	2.5%	<p>Annual Performance Report</p> <p>PhilHealth Circular No. 2022-0016 re Governing Policies on Transitioning the Provider Payment Mechanism (PPM) from All Case Rates (ACR) to Diagnosis Related Groups (DRG) (Date Signed: 29 June 2022)</p> <p>PhilHealth Circular No. 2022-0008 re Implementing Guidelines on the PhilHealth Framework and Methodology for Costing of Health Services (Date Signed: 19 April 2022)</p> <p>ExeCom Presentation of the Guidelines on the Implementation of Shadow Billing to the Transition to Diagnosis Health Related Group – by UHC Surge Team</p>	Acceptable.

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					Rationalization of All Case Rates (Phase 1)		Ongoing pre-work on Diagnosis Related Groups: Rationalization of All Case Rates (Phase 1) and the following activities were executed: (a) Activity (bottom-up) costing in selected healthcare facilities (HF) conducted; (b) Conduct of data validation and site visits in select HFs in NCR and PRO VI; and (c) On-going Cost Data Analysis.			
		Sub-total	25.00%				21.79%		12.14%	

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	Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual			Rating
INNOVATION AND GROWTH	SO 6	Develop lean and member-centric processes									
	SM 9	Implement Quality Management System	Actual Accomplishment	5%	All or Nothing	Sustain ISO Certification 9001:2015 on the Public Administration covering the following Processes: Member Coverage Management Benefit Delivery, Provider Management, Management and Support Processes	<p>The Notice of Award (NOA) was approved by Acting PCEO and was conformed by SOCOTEC Certification Philippines, Inc. (SCPI) on 27 December 2022.</p> <p>The conduct of audits will commence once all requisite documents are duly approved.</p>	0%	Measure excluded.	n/a	<p>Procurement Documents</p> <p>ISO Performance Report</p> <p>Timeline of Events</p>

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Component					PhilHealth Submission ¹		GCG Validation		Supporting Documents	Remarks	
Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating			
SM 10a	Percentage of Backlog Claims Processed	Number of claims from 1995-2021 processed / Total Number of claims received and refiled in 1995-2021	5%	(Actual/Target) x Weight 0% if less than 90%	100%	99.33% (126,302,315/127,153,578)	4.97%	99.33%	4.97%	Sample List Report	
SM 10b	Percentage of Claims Processed within Applicable Time (Claims received and refiled for the year 2022)	Number of claims processed within Applicable Processing Time ³ / Total Number of claims received and refiled	5%	(Actual/Target) x Weight 0% if less than 90%	100%	97.78% (13,776,674 / 14,089,941)	4.89%	97.78%	4.89%	Samples of Claim Process Trail Report Sample copy of PhilHealth Benefit Eligibility, Claim Signature Form (CSF), Validation Report (eClaims), Statement of Account (SOA), Medical Records, Laboratory Results, Medical Records	Target not met. PhilHealth is reminded to process claims in an expeditious manner with due regard to the findings of COA on the causes of delay.
SM 10c	Percentage of Claims Paid within the Applicable Time	Number of claims paid within the Applicable Processing Time ⁴ / Total number of claims for payment	5%	(Actual/Target) x Weight 0% if less than 90%	100%	88.92% (9,441,336 / 10,617,739)	0%	88.92%	0%		

³ Applicable processing time subject to compliance with Republic Act No. 7875, as amended by R.A. No. 10606 or Republic Act No. 11032 otherwise known as Ease of Doing Business and Efficient Government Service Delivery (EODB) Act of 2018, whichever is applicable.

⁴ Applicable processing time subject to compliance with Republic Act No. 7875, as amended by R.A. No. 10606 or Republic Act No. 11032 otherwise known as Ease of Doing Business and Efficient Government Service Delivery (EODB) Act of 2018, whichever is applicable.

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Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating			
SO 7	Transform Human Resource Management with a Competency-based Approach										
SM 11	Improve Competency of the Organization	Competency Baseline ⁵ 2022 – Competency Baseline 2021	5%	All or nothing	Improvement on the Competency Level of the Organization	92% (CY 2021 - 85%)	5%	7% Improvement on the Competency Level of the Organization	5%	Competency Report / AKAPP Results HRDM Memorandum Samples of Accomplished Competency Assessment Forms	Target met. 2022 Baseline = 92% 2021 Baseline = 85%
SO 8	Enhance Information System Through Enterprise Integration										
SM 12	Percentage of Systems Enhanced or Developed Based on UHC Policies	Actual Accomplishment	5%	(Actual/Target) x Weight	50% Completion of the following Systems: 1. Enterprise Resource Management Information Management System (ERMIS) 2. Health Insurance System (HIS) and Business Intelligence System (BIS) 3. <u>National Health Data</u>	66.14% ERMIS: 24.55% HIS: 40% BIS: 92% NHDR: 100%	5%	ERMIS: 24.55% HIS: 40% BIS: 92% NHDR: 100%	4.11%	Signed Annual report from IMS Implementing Guidelines Service Level Agreement Use Cases Procurement / Award Documents	Target not met. 4.11% score computed as the sum of: • ERMIS: 24.55% / 50% = 0.61% • HIS: 40% / 50% = 1% • BIS: 1.25% • NHDR: 1.25%

⁵ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

$$\frac{\sum_{b=1}^B \left[\frac{\sum_{a=1}^A (\text{Actual Competency Level})}{A} \right]}{B}$$

where: a = Competency required, A = Total number of competencies required of position, b = Personnel profiled, B = Total number of personnel profiled

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Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating				
				<u>Repository (NHDR)</u>								
		Sub-total	30%				19.86%		18.97%			
SO 9 Strengthen policy Enforcement and Evidence-informed Decision-making												
STRONG CORPORATE GOVERNANCE	SM 13a	Percentage of Cases Disposed (Prosecution Department and Arbitration Office)	Number of Cases Disposed (Resolved or Filed with Charges) / Total Number of Cases	5%	(Actual/Target) x Weight	<p>50% from backlog cases covering Oct 2020 and earlier</p> <p>25% current cases covering received cases</p>	<p><u>Backlog (50%):</u> Arbitration: 50.68% of the target (2,606 / 5,142) Total received: 10,283</p> <p>Prosecution: 81.23% of the target (4,051 / 4,987) Total received: 9,973</p> <p><u>Current (25%):</u> Arbitration: 5.14% of the target (65 / 1,264) Total received: 5,056</p> <p>Prosecution: 100% of the target (2,646 / 2,425) Total received: 9,699</p>	<p>0.82%</p> <p>6,657 / 20,256 = 32.86%</p> <p>1.84%</p> <p>2,711 / 3,689 = 73.49%</p>	<p>Backlog Cases: 6,657 out of 20,256 = 32.85% < 50%</p> <p>Current Cases: 2,711 out of 14,755 = 18.37% < 25%</p>	<p>1.64%</p> <p>1.84%</p>	<p>Summary Report of the Arbitration Office as of 31 December 2022</p> <p>Dataset of the Prosecution Office and Arbitration Office</p> <p>Responses to the clarifications on the submitted report</p> <p>Samples of the Proof of Appeal, Executive Briefer, Proof of Payment</p>	Target not met.

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Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating			
SM 13b	Percentage of Red Flagged Providers Investigated (Both from FFIED and PROs)	No. of red flagged providers investigated / Total number of red flagged providers	5%	(Actual/Target) x Weight	50% from backlog cases covering Oct 2020 and earlier 25% current cases covering cases received from Nov 2020 to Oct 2021	Backlog (50%): FFIED: 100% of the target (409 / 340) Total received: 679 Current (25%): FFIED: 100% of the target (218 / 85) Total received: 341	2.5% 2.5%	Backlog Cases: 409 out of 679 = 60.24% > 50% Current Cases: 218 out of 341 = 63.93% > 25%	2.5% 2.5%	Summary Report Datasets for Backlog and Current Cases Generation Process Flow of Red-Flagging Generation Process of Red Flags and Submission to FFIED Responses to the clarifications on the submitted report	Target exceeded.
SO 10 Engage Members and Stakeholders Using Every Available Voice											
SM 14	Percentage of Social Marketing Communication Plan Implemented (SMPC)	Actual Accomplishment	5%	(Actual/Target) x Weight	100% ⁶	97.86%	4.89%	97.86%	4.89%	Corporate Memorandum 2022-0039 dated 06 September 2022 Social Marketing and Communication Plan Performance Report for CY 2022 Website disclosures and social media releases	Target not met.
		Sub-total	15%				12.55%		13.37%		

⁶ Based on the Detailed Implementation Guide in SMPC.

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Objective/Measure	Formula	Weight	Rating Scale	Target	Actual	Rating	Actual	Rating		
		TOTAL	100%			81.63%		68.28% out of 95% or 71.87% out of 100%		

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