

**PHILIPPINE HEALTH INSURANCE CORPORATION (PHILHEALTH)
Revalidation Result of 2021 Performance Scorecard**

	Component					PhilHealth Submission		GCG Validation		Supporting Documents	Remarks
	Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
SATISFIED CLIENTS	SO 1	Total Client Experience									
	SM 1	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%	≥ 90%	91.06%	10.00%	Non-compliant with back-checking requirement	0%	<ul style="list-style-type: none"> 2020 PhilHealth Client Awareness and Satisfaction Survey conducted by a Third-Party Consultant (Novo Trends) Database of the respondents' answers 80 Sample Questionnaires from the database Third-party Consultant (Novo Trends) Backchecking Report

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SM 2	Percentage of Filipinos Registered in the National Health Insurance Program (NHIP)	No of Beneficiaries Registered in the Database / Total Population (per PSA)	5%	(Actual / Target) x Weight	≥90%	88.96% (98,030,269/ 110,198,654)	4.94%	88.96%	4.94%	<ul style="list-style-type: none"> Member Management Group (MMG) Summary Report on the Registration Rate with Projected Population Raw files (.txt) to come up with the MMG Summary Report Samples of Member Data Record (MDR) per region 	Acceptable.
SM 3	Percentage of Accredited KONSULTA Providers	Actual Accomplishment ¹	2.5%	All or Nothing	Establish Baseline	95.92% (188/196 Accredited Konsulta Providers)	2.5%	91.92% (182/198) Accredited Konsulta Providers)	2.5%	<ul style="list-style-type: none"> Summary of the Total No. of Accredited KONSULTA Providers Sample Provider Data Record (PDR) Performance Commitment (PC). 	Acceptable.

¹ No. of KONSULTA providers Accredited / Total Number of KONSULTA Providers.

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Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
SO 2	Responsive Benefits										
SM 4	Percentage of Individuals Registered to a KONSULTA Provider	Actual Accomplishment ²	2.5%	All or Nothing	Establish Baseline	11.37% (213,828/ 1,880,000)	2.5%	213,828 Individuals	2.5%	<ul style="list-style-type: none"> Summary of the Total Number of Registered Beneficiaries as of 31 December 2021 Samples of PhilHealth Konsulta Registration Form (PKRF) Raw file of the List of Registered Beneficiaries 	Acceptable.
SM 5	Percentage of Patients Admitted in Basic or Ward Accommodation with No Co-Payment	Total No. of Patients Admitted in Basic or Ward Accommodation with No Co-Payment / Total No. of Patients Admitted in Basic Ward or Ward Accommodation	5%	All or Nothing	Establish Baseline (All Members Categories and all accredited private and government hospitals)	Government – 48.37% (1,281,250 out of 2,649,069) Private – 19.88% (139,229 out of 700,333).	5%	<u>Unverifiable</u>	<u>0%</u>	<ul style="list-style-type: none"> Letter dated 12 Jan 2022 regarding Non-submission of Reports on No-Co Payments for the 4th quarter 2021 and December 2021 Summary of 2021 No Co-Pay Compliance extracted from the system Snippet of the Summary No Co-payment Compliance Report 	<p><u>Request for reconsideration is DENIED.</u></p> <p><u>The GCG could not establish the veracity and reliability of the data provided by PhilHealth since the COA findings related to Claims were not addressed on its subsequent request.</u></p> <p><u>Further, PhilHealth's contention that the OCOO Memorandum No. 2021-38 was merely a work</u></p>

² Total No. of Individuals Registered to KONSULTA Provider / Projected Population

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										<ul style="list-style-type: none"> Summary of NBB report 2021 (Annual) IT Advisory email Internal Memorandum on the Additional Supporting Documents Actual Hospitalization Charges extracted from the Corporate Dashboard (PowerBI) 	<p>instruction and thus, no due diligence report was required is untenable.</p> <p>While PhilHealth's representations are acknowledged, the GCG stresses that a report relating to this matter is crucial for monitoring purposes.</p>
		Sub-Total	25%				24.94%		9.94%		
SUSTAINABLE FUND	SO 3	Revenue Generated									
	SM 6	Collection Efficiency Rate	Actual collection / Potential collection ³	20%	(Actual / Target) x Weight	≥ 95% (Direct Contributors)	90.63%	19.08%	92.71%	19.41%	<ul style="list-style-type: none"> Collection Performance Report with data extracted from the Member Management Group (MMG) Letter from the Insurance Commission (IC) COA Annual Audit Report OCOO Memorandum No. 2021-082, re

³ Potential Collection should be confirmed by Insurance Commission

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										<ul style="list-style-type: none"> • <u>Potential Collection and Targets for CY 2021</u> • <u>Cash inflow from Direct Contributors (breakdown) for 2021 & 2022 form Fund Management Sector</u> • <u>Copy of the letter/document re the ePAR already addressed in 2021 and other proof of remediation efforts in response to COA adverse opinion and audit observations</u> • <u>ePAR system acceptance and deployment</u> 	<p>course to the remedial actions taken by PhilHealth with the issues related to its repository database.</p>
		Sub-Total	20%				19.08%		19.41%		
SO 4	Boost Innovation in Research, Policy, and Process										

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Objective/ Measure		Component				PhilHealth Submission		GCG Validation		Supporting Documents	Remarks
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SM 7	ISO Certification	Actual Accomplishment	5%	All or Nothing	<p>Recertification of the ISO 9001:2015 on the Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes</p>	<p>Conduct of Internal Quality Audit (IQA) has been completed and concluded in September 2021.</p> <p>PCEO approved revisions in the TOR for entering Multi-year Contractual Authority (MYCA)</p> <p>Two bidding failed.</p> <p>Conversation between OSDO and SBAC was done 04 January 2020.</p> <p>OSDO Prepared a Memo to OPCEO recommending for the Hiring of Consultancy Firm for the ISO Certification</p>	5.00%	<p>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</p>	0%	<ul style="list-style-type: none"> Internal Memorandum to the PCEO on the Result of Procurement Activities Conducted for the Procurement of Multi-Year Services of a Third-Party Certifying Body to Conduct Recertification Audit Bids and Awards Committee (BAC)-A Resolutions Certification of Internal Quality Audit (IQA) Corporate Personnel Orders Email from SOCOTEC Letter to GCG dated on the PhilHealth's ISO Certification 	<p>Target not met. Bidding on the procurement of Certifying Body started only at end of November 2021.</p>

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SO 5 Ensure Operational Effectiveness and Efficiency											
SM 8	Fraud Index	No. of Claims tagged as Potential Fraud / Total Claims Filed	5%	(Actual / Target) x Weight	7%	11% based on Preliminary Report Revised to 5% upon receipt of Final Report	5.00% <i>Based on revised accomplishment</i>	5%	5.00%	Final Report on Fraud Index Study	Acceptable.
SM 9a	Increase in the Percentage of Cases Disposed (Arbitration and Prosecution Department)	Number of Cases disposed (resolved or filed with charges) / Total number of cases	5%	(Actual / Target) x Weight	50% from backlog cases covering October 2020 and earlier 25% from current cases covering received cases from November 2020 to October 2021	<u>Backlog cases:</u> <i>Arbitration:</i> 23.76% (800/3,367) Total Received: 6,734 <i>Prosecution:</i> 100% (4,199/4,102) Total Received: 8,203 <u>Current cases:</u> <i>Arbitration:</i> 36.42% (436/1,197) Total Received: 4,786 <i>Prosecution:</i> 100% (2,038/1,869) Total Received: 7,473	3.26% (0.30+1.25+0.46+1.25)	33.41% (Backlog cases) 20.18% (Current Cases)	1.67% + 2.02% = 3.69%	<ul style="list-style-type: none"> • Summary Report from the Prosecution, and Arbitration Departments • Position Paper • Prosecution, and Arbitration Database • Resolutions and Decisions of Prosecution and Arbitration Office 	Acceptable.

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Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
SM 9b	Increase in the Percentage of Cases Investigated (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 October 2020 and earlier 25% from current cases covering received cases from November 2020 to October 2021	Backlog cases: FFIED: 100% (423/326) Total Received: 651 Current cases: FFIED: 100% (506/237) Total Received: 947	5.00% (2.50 + 2.50)	Backlog cases: (325/693 ⁴) = 46.9% Current cases: (372/947) = 39.3%	4.84%	<ul style="list-style-type: none"> Updated Excel and PDF file database of "Red-Flagged" Health Care Providers (HCPs) – MIDAS and HCP-PAS Reports Updated Performance Report as of October 2021 Fact-finding investigation process map Letter from Fact-finding Investigation and Enforcement Department 	<p>Request for reconsideration is GRANTED WITH MODIFICATION.</p> <p>The GCG scrutinizes the corporation's averments and the updated dataset submissions. As represented, the source data for FFIEDs and PROs is the MIDAS report.</p>
SO 6 Strengthen Customer and Partner Relations											
SM 10a	Disposition of Backlog Claims Received from 1995-2020	Number of "In-Process" claims from 1995 to 2020 with dispositive action / Total Number of "In-Process Claims from 1995-2020	5%	(Actual / Target) x Weight 0% = If less than 90%	100%	99% (114,026,316/ 114,808,843)	4.95%	99.32% (114,026,316/ 114,808,843)	4.97%	<ul style="list-style-type: none"> Summary of Disposition of Backlog Claims received from 1995-2020 as extracted from the PhilHealth Corporate Dashboard Internal Memorandum 	<p>Considering that PhilHealth had taken actions to address the issues on recording of accounts payable for benefit payments and the absence of Subsidiary Ledgers, by fairness and equity, the GCG recommends GRANTING the</p>

⁴ Includes the unaccounted 42 red-flagged providers (backlog cases).

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		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
SM 10b	Percentage of Claims Processed within Applicable Time (Claims received during the year)	Number of claims processed within Applicable Processing Time ⁵ / Total number of claims received	5%	(Actual / Target) x Weight 0% = If less than 90%	100%	92% (11,613,477/ 12,598,630)	4.60%	92.18% (11,613,477/ 12,598,630)	4.61%	on the report for the Strategic Objective 6: Strengthen Stakeholder Relation <ul style="list-style-type: none"> • Report/IT advisory on the restoration of the data and system • COA Annual Audit Report • Program Management Team (PMT) for Claims Memorandum • Compilation of AOM and AOM Responses 	PhilHealth's request for reconsideration.
											Request for reconsideration is GRANTED .
SM 10c	Percentage of Claims Paid within the Acceptable Time	Number of Claims Paid Within the Acceptable Time ⁶ / Total Number of Approved Claims	5%	(Actual / Target) x Weight 0% = If less than 90%	100%	86% (5,704,042/ 6,636,952)	0%	85.94% (5,704,042/ 6,636,952)	0%		Request for reconsideration is GRANTED . Although PhilHealth's representations and subsequent submissions are meritorious, the GCG is constrained in granting any partial score or rating for this measure considering

⁵ 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. PhilHealth to seek clarification with the ARTA Authority.

⁶ 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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STR CN	Component					PhilHealth Submission		GCG Validation		Supporting Documents	Remarks
	Objective/ Measure	Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
											that PhilHealth failed to achieve the threshold rating for this measure.
SM 11	Percentage of Social Marketing Communication Plan Implemented (SMCP)	SMC Plans Implemented/ Total SMC Plans	5%	(Actual / Target) x Weight 0% = If less than 85%	100% ⁷	1. Intensify marketing and communication channels (97.50%) 2. Boost content creation (100%) 3. Increase Capacity for Feedback Mechanism (100%) 4. Develop Communication Plans and Creative Campaigns (100) . Improve Brand Management (100%)	4.98%	88.89%	4.44%	<ul style="list-style-type: none"> • Audio Video Presentation (AVP) • Flyers • Tarpaulin • Corporate Personnel Orders • After-Event Reports • Memorandum of Agreement/Understanding (MOA/U) • Certifications • Broadcast Scripts • Attendance 	Target not met.
		Sub-Total	40%				32.79%		27.55%		
SO 7	Ensure Organizational Alignment and Workforce Engagement										

⁷ Based on the Board-Approved Social Marketing Communication Plan.

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SM 12	Improvement on the Competency Level of the Organization	Competency Baseline ⁸ 2021 – Competency Baseline 2020	5%	All or Nothing	Improvement on the Competency Level of the Organization based on the 2020 assessment	CY2020: 90% CY2021: 85%	5%	5% decrease in the Competency Level.	0%	<ul style="list-style-type: none"> • HRD Memorandum • Alamin and Kakayahan, Pagbutihin at Panatilihin (AKaPP) 2021 Result • AKaPP Comparison of CY2019 CY2020 and CY2021 • Corporate Order No. 2016-0094 on the Guidelines on the Conduct of Annual Competency Survey Under PhilHealth's Competency Management Program AKaPP; • Excel file of the computation of the competency 	<p>The request to revise the target to 80% competency level is DENIED.</p> <p>The GCG understands the representations made by PhilHealth in terms of the relationship of productivity and competency level of the employees as well as the current manpower of the organization. However, it is worth to note that the overarching goal of this measure is to respond to the competency-based hiring, retention of competent employees, and efficiency of intervention in closing competency gaps, since these aforementioned areas may affect the increase or decrease in the competency</p>

⁸ The competency baseline of the organization shall pertain to the average percentage of required competencies met which can be computed using the following formula:

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

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	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating			
									level for the year 2020 and 2021 <ul style="list-style-type: none"> Samples of accomplished competency assessment surveys. 	level of this organization.	
SM 13	Percentage of Budget Utilization	Actual Disbursement / DBM approved COB (both net of PS)	5%	All or Nothing	Not lower than 90% but not exceeding 100% of the DBM-approved COB (net of PS)	95.81% (Note: Using the Proposed Formula of Total Obligation/Total COB)	5%	39.65%	0%	<ul style="list-style-type: none"> Computation Summary of Disbursement/ COB net of PS Board Resolutions Status of Corporate Operating Budget (SCOB) Statement of Appropriation Allocation Obligation Disbursement and Balances (SAAObDB) 	Target not met. The request to revise the formula is DENIED. It should be noted that the objective of the measure is to ensure the efficient use of government resources and execution of PhilHealth's function as the fund administrator.
SO 9	Integrated and Optimized Information Systems										
SM 14	Percentage of Systems Enhanced or Developed Based on UHC Policies	No. of Systems Enhanced, Developed, or Implemented / No. of Systems Targeted under	5%	(Actual / Target) x Weight	100% implementation of targets for 2021 reflected in the ISSP as approved by the DICT	100%	5%	100%	5%	<ul style="list-style-type: none"> 2021 DICT-approved ISSP Performance Monitoring of the Information System (IS) 	Acceptable.

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		Formula	Wt.	Rating Scale	Target	Actual	Rating	Actual	Rating		
		the DICT-Approved ISSP								Based on the ISSP Report <ul style="list-style-type: none"> • Systems Developed /Enhanced under ISSP Projects Report • Screenshot of ticket status, Acceptance Checklist and other documentary forms supporting the accomplishment 	
		Sub-Total	15%				15%		5%		
		TOTAL	100%				91.81%		61.90%		

Certified Correct:


ATTY. LOVELY JOY A. AVISADO, CPA
 Director IV