

**PHILIPPINE HEALTH INSURANCE CORPORATION (PHILHEALTH)
2025 Performance Scorecard**

MEMBER SATISFACTION	COMPONENT				BASELINE DATA			2024 TARGET	2024 REPORTED ACCOMPLISHMENT ¹	2025 TARGET
	OBJECTIVES / MEASURES	FORMULA	WT.	RATING SCALE	2021	2022	2023			
	SO 1	Increased Utilization of Benefits with Focus on Primary Care Services								
SM 1	Total Number of <i>Konsulta</i> Beneficiaries with First Patient Encounter	Actual Accomplishment	10%	(Actual / Target) x Weight	213,828 beneficiaries registered to a <i>Konsulta</i> Provider	16.739 Million beneficiaries registered to Accredited <i>Konsulta</i> Providers	-	2.63 Million Beneficiaries with FPE ²	4.99 Million Beneficiaries with FPE	20 Million New FPEs
SO 2	Higher Financial Risk Protection									
SM 2a	PhilHealth Share to Current Health Expenditure	PhilHealth Expenditure / Current Health Expenditure	7.5%	(Actual / Target) x Weight	-	-	-	17.5%	10.2% ³	17.5% ⁴
SM 2b	Out-of-Pocket Payment (OOP) Share to Current Health Expenditure	Out-of-Pocket Payment (OOP) Share / Current Health Expenditure	2.5%	{1-[(Actual / Target) / Target] x Weight}	-	-	-	-	44.4% ⁵	41.2% ⁶

¹ Reported 4th Quarter Accomplishments. Subject for validation.

² 2021 - 221,620 FPEs; 2022 - 956,843 FPEs; 2023 - 1,941,846 FPEs.

³ Based on PES 2025 submission.

⁴ Subject for recalibration upon submission of the approved supplemental budget to the 2025 COB.

⁵ Based on PES 2025 submission.

⁶ Subject for recalibration upon submission of DOH issuance on the revised OOP payment share targets.

SUSTAINABILITY	COMPONENT				BASELINE DATA			2024 TARGET	2024 REPORTED ACCOMPLISHMENT ¹	2025 TARGET	
	OBJECTIVES / MEASURES		FORMULA	WT.	RATING SCALE	2021	2022	2023			
		Manage Administrative Cost Limit	Actual Accomplishment ⁷	0%	For monitoring purposes only	-	-	-	Less than 7.5%	3.06% ⁸	Less than 7.5%
	SO 3 Expanded Access to High-Quality Health Services										
	SM 3	Percentage of Satisfied Customers	Total Number of Respondents who have Rated "Agree" and "Strongly Agree" over Total Number of Respondents	5%	(Actual / Target) x Weight If Below 80% = 0%	Non-compliant with back-checking requirement	Members = 94.25% Business Org. = 87.83% Providers = 88.41%	94.57%	90%	98.94%	90%
	Subtotal			25%							
	SO 4 Expanded Service Coverage and Quality										
	SM 4a	Enhanced Benefits (Policies/ Guidelines/ Processes) – Provider Payment Initiatives Implemented	Actual Accomplishment	5%	(Actual / Target) x Weight		a) Completion and approval of MOU b) Training on DRG c) Finalization of Implementing Guidelines on DRG d) Ongoing pre-work on DRG	-	Board-approved Philippine DRG Implementing Guidelines	a) Continuation of the DRG Implementing Guidelines policy draft including its annexes and the DRG Manual b) Consultation of the DRG claims process, DRG Claim Form, DRG Clinical Abstract with	Implementation of Shadow Billing in 160 Private Hospitals

⁷ In accordance with the limit provided by Section 12 of Republic Act No. 11223 ("UNIVERSAL HEALTH CARE ACT").

⁸ Q3 2024 Report. 40.86% of the 7.5% Admin Cost Limit.

COMPONENT					BASELINE DATA			2024 TARGET	2024 REPORTED ACCOMPLISHMENT ¹	2025 TARGET
OBJECTIVES / MEASURES		FORMULA	WT.	RATING SCALE	2021	2022	2023			
									external Stakeholders c) DRG IG consult with PhilHealth Ros through Shadow Billing Forum	
SM 4b	Enhanced Benefits (Policies/ Guidelines/ Processes) – PhilHealth Plus	Actual Accomplishment	5%	All or Nothing	-	-	-	Publication of Rules on Interim Voluntary Supplemental Premium-based Health Insurance System for GOCCs with the ff minimum component: (a) Annual checkup and/or Executive checkup	Issuance of PC No. 2024-0018	a) Board-approved policy b) Pilot implementation ⁹
SO 5	Enhance Member and Provider Experience through Streamlined Policies and Processes									
SM 5	Registration Rate for Indirect Contributors	Number of Indirect Contributors / Total Number of Indirect Contributors	5%	(Actual / Target) x Weight	-	-	-	-	-	95%

⁹ Pilot implementation in at least one (1) national government agency (NGA) or Government-Owned and -Controlled Corporation (GOCC) shall be sufficient.

		COMPONENT			BASELINE DATA			2024 TARGET	2024 REPORTED ACCOMPLISHMENT ¹	2025 TARGET
OBJECTIVES / MEASURES		FORMULA	WT.	RATING SCALE	2021	2022	2023			
SM 6a	Claims Processing Efficiency (Backlog Claims ¹⁰)	Number of claims processed / Total Number of backlog claims from 2024 and earlier	5%	(Actual / Target) x Weight	99.32%	99.33%	99.40%	100%	99.49%	100%
SM 6b	Percentage of Claims Processed ¹¹ Within Applicable Time (Claims Received and Refiled for the Year 2025)	Total number of claims processed within applicable processing time / Total number of claims received and refiled	5%	(Actual / Target) x Weight	Processed: 92.18% Paid: 85.94%	Processed: 97.78% Paid: 88.92 %	Unverifiable	100%	99.31%	100%
SM 7a	Percentage of Providers or Practitioners with Violations Investigated	No. of providers or practitioners with violations investigated / Total number of providers or practitioners with violations (FFIED and PROs)	2.5%	(Actual / Target) x Weight	Backlog: 46.9%	Backlog: 60.24%	Backlog: 51.50%	25% from backlog cases received from Oct. 2023 and earlier; 15% from current cases received from Nov 2023 to Oct 2024	Backlog: 61.70%	90% of complaints/ reports received from 31 Dec. 2024 and earlier
			2.5%		Current: 39.3%	Current: 63.93%	Current: 32.85%			

¹⁰ Backlog claims include received, refiled, and denied claims due to filing beyond the statutory period, from 2024 and earlier.

¹¹ Processed claims include claims that are (a) Paid; (b) Approved for payment; (c) Returned to Hospital (RTH); and (d) Denied. Coverage period of claims received and refiled will be from 01 November 2024 to 31 October 2025.

COMPONENT					BASELINE DATA			2024 TARGET	2024 REPORTED ACCOMPLISHMENT ¹	2025 TARGET
OBJECTIVES / MEASURES		FORMULA	WT.	RATING SCALE	2021	2022	2023			
SM 7b	Percentage of Cases Disposed - Prosecution	Number of Cases Disposed (Resolved or Filed with Charges) / Total Number of Cases	2.5%	(Actual / Target) x Weight	Backlog: 33.41%	Backlog: 32.85%	Backlog: 25.20%	25% from backlog cases received from Oct. 2023 and earlier;	Backlog: 22.64%	70% of cases received from 31 Dec. 2024 and earlier
			2.5%							Current: 17.55%
SM 7c	Percentage of Cases Disposed - Arbitration	Number of Cases Disposed (Penalized or Dismissed) / Total Number of Cases	2.5%	(Actual / Target) x Weight	Current: 20.18%	Current: 18.37%	Backlog: 45.46%	25% from backlog cases received from Oct. 2023 and earlier;	Backlog: 45.46%	90% of cases received from 31 Dec. 2024 and earlier
			2.5%							Current: 22.50%

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	OBJECTIVES / MEASURES	FORMULA	WT.	RATING SCALE	2021	2022	2023				
EFFICIENCY	SM 8	Implement Quality Management System	Actual Accomplishment	2.5%	All or Nothing	No ISO Recertification has been made on Public Administration	Measure excluded	Sustained ISO 9001:2015 Certification on Public Administration	Sustain ISO Certification 9001:2015 on the Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes	ISO 9001:2015 1 st Surveillance Audit conducted by a Third-Party Auditor in the Head Office and selected PROs	Sustain ISO Certification 9001:2015 on the Public Administration covering the following Processes: Member Coverage Management, Benefit Delivery, Provider Management, Management and Support Processes
	Subtotal			42.5%							
	SO 6	Ensure Robust Fiscal Management through Strategic Resource Allocation									
	SM 9a	Total Amount of Premium Collection (Direct Contributors)	Actual Accomplishment	7.5%	(Actual / Target) x Weight	-	-	-	₱170.87 Billion	₱126.89 Billion	₱202.99 Billion
	SM 9b	Reduction in the Amount of Backlog Claims	Actual Accomplishment	7.5%	(Actual / Target) x Weight	-	-	-	-	-	50% reduction of backlog claims as of 31 Dec. 2024

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OBJECTIVES / MEASURES		FORMULA	WT.	RATING SCALE	2021	2022	2023			
SM 10	Disbursement Budget Utilization Rate	Total Disbursement / Total Board-approved COB (both net of PS Cost and Benefit Claims Payment)	5%	(Actual / Target) x Weight If below 70%= 0%	39.65%	30.63%	-	90%	32.73%	90%
SM 11	Benefit Payment Budget Utilization Rate	Total Benefits Paid/Total Amount of Claims for Payment (both net of RTH and denied claims)	2.5%	(Actual / Target) x Weight	-	-	-	100%	99.99% ¹²	100%
SO 7	Cultivate a High-Performance Culture through Strategic Human Resource Management									
SM 12	Percentage of Employees with Required Competencies Met	Actual Accomplishment	2.5%	(Actual / Target) x Weight	85% (5% decrease in the competency level)	92% (7% improvement from 2021)	93.18% (1.18% improvement from 2022)	Improvement of the competency level of the Organization	94.02% (0.83% improvement from 2023)	95% of employees attained the required job-level competency

¹² Reported accomplishment as indicated in PES 2025 supporting documents.

TRANSPARENCY	COMPONENT				BASELINE DATA			2024 TARGET	2024 REPORTED ACCOMPLISHMENT ¹	2025 TARGET
	OBJECTIVES / MEASURES	FORMULA	WT.	RATING SCALE	2021	2022	2023			
SO 8	Optimize Decision-Making with Effective Data Management, Integrated Information System and Secured Infrastructure									
SM 13	Identified Projects in the ISSP Completed on Time	Actual Accomplishment	5%	(Actual / Target) x Weight	100%	ERMIS - 24.55% HIS - 40% BIS - 92% NHDR - 100%	Failed to meet targets for 4 out of 4 systems	100% Implementation of ICT Projects based on the DICT - approved ISSP	HIS - 40% ERMIS - 40% BIS - 40% SSMIS - 40% NHDR - 60% IS - 66%	100% accomplishment of 2025 deliverables based on the DICT-endorsed ISSP
	Sub-total		30%							
SO 9	Effectively Manage Organizational Change to Accelerate Plan Implementation									
SM 14	Disaster Risk Reduction and Management (DRMM) Plan Developed and Implemented	Actual Accomplishment	2.5%	All or Nothing	-	-	-	-	-	Board-approved DRRM Plan
	Subtotal		2.5%							
	TOTAL		100%							

COMPONENT				BASELINE DATA			2024 TARGET	2024 REPORTED ACCOMPLISHMENT ¹	2025 TARGET
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BONUS STRATEGIC MEASURES									
GAD Budget Utilization		1%	All or Nothing	-	-	-	-		5% of Total COB
ISO Certification on any of the following standards:									
a. Environmental Management System		1%	All or Nothing	-	-	-	-	-	ISO 14001:2015 Certification
b. Business Continuity Management System (BCMS)	ISO 22301:2019 Certification								

For GCG:


ATTY. BRIAN KEITH F. HOSAKA
Commissioner

For PhilHealth:


HON. DR. EDWIN M. MERCADO
Acting President and Chief Executive Officer