



AGAP TECHNICAL SEMINAR

15 April, 2024 | 03:00Pm | AFP Commissioned Officers Club
House, Camp Emilio Aguinaldo, Quezon City

PhilHealth's Directions & Thrust in Ensuring Full Financial Risk Protection

Presented by:

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PRESENTATION OUTLINE

1. PhilHealth's UHC Deliverables & Strategic Priorities
2. PhilHealth Konsulta Program

1. PhilHealth's UHC Deliverables & Strategic Priorities

RA No. 11223 - Universal Health Care Act



The UHC Act seeks to “ensure that all Filipinos are **guaranteed equitable access to quality and affordable health care** goods and services and **protected against financial risk.**”

(Section 3(b) – RA 11223)

The major reforms seek to:

- **consolidate existing yet fragmented financial flows**
- increase the fiscal space for benefit delivery
- **improve the governance and performance of devolved local health systems**
- institutionalize support mechanisms such as health technology assessment and health promotion



PhilHealth Mandate



- ✓ To serve as the means for the healthy to help pay for the care of the sick and for those who can afford medical care to subsidize those who cannot.

- ✎ To provide health insurance coverage and ensure affordable, acceptable, available and accessible health care services for all citizens of the Philippines.

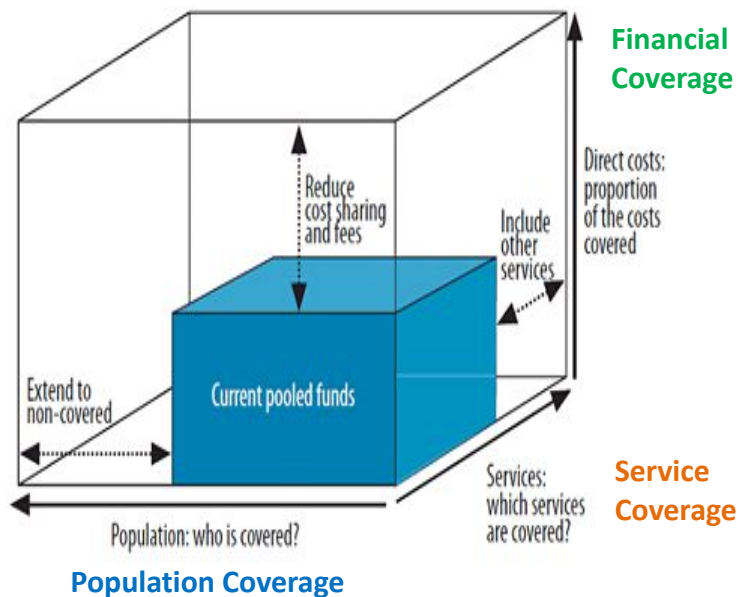


Universal Health Care Act

RA No.11223

UHC's Mandate

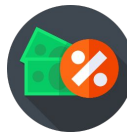
WHO's UHC Cube Framework



Population Coverage – automatic inclusion of every Filipino citizen into the National Health Insurance Program



Service Coverage – immediate eligibility & access to population-based and individual-based health services



Financial Coverage – reduce out-of-pocket expenditure for health

Spectrum of PhilHealth Benefits

Outpatient (Primary Care & SDG)

Primary Care Benefit
Maternity Care/NSD Package
Prenatal care
Newborn Care Package
TB-DOTS Package
Animal Bite Package
Malaria Package
Outpatient HIV-AIDS Package

Inpatient (Case Rates)

Inpatient cases
Day surgeries
Chemotherapy
Radiotherapy
Hemodialysis

Catastrophic (Z benefits)

Total Correction of TOF
Closure of VSD
Cervical Cancer
Z Morph
Ortho Implants
Peritoneal Dialysis
Colon and rectum cancers

Acute Lymphocytic Leukemia
Early Breast Cancer
Prostate Cancer
Kidney Transplantation
Coronary Artery Bypass Graft

PhilHealth Key Deliverables



Automatic Coverage



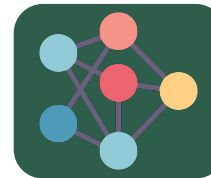
Comprehensive Outpatient Benefit



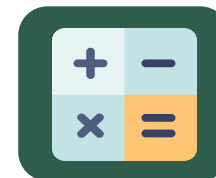
Diagnosis-related Groups (DRGs)



Global budget (GB)



Contracting of networks

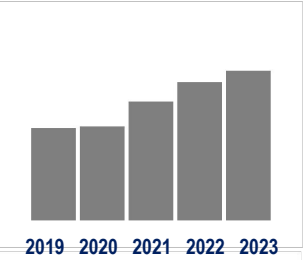


Costing facilities and services

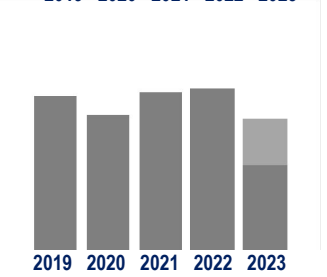
5-Year Financial Highlights (amounts in billion pesos)



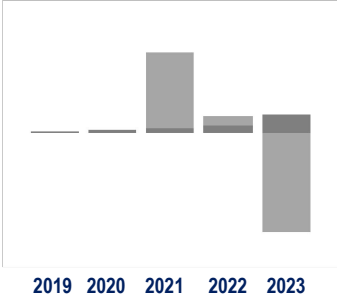
Premium Contributions



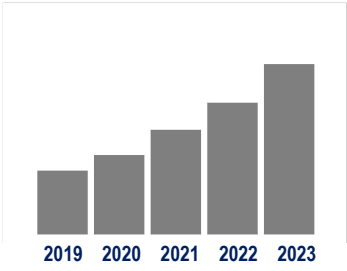
Benefit Expenses



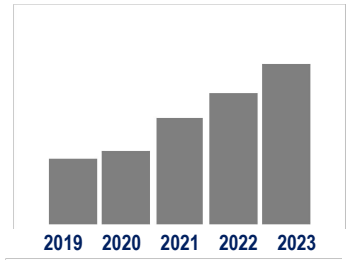
Net Income /Loss)



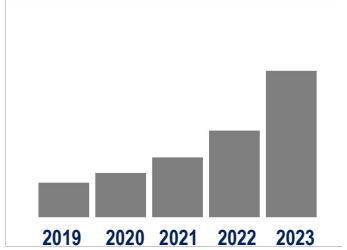
Assets



Investments



Reserve Fund



2023 to 2025 PhilHealth Priorities



Konsulta



Benefit Expansion



**Provider Payment
Mechanism**



Fund Sustainability



Digitalization



Good Governance





Strengthen PhilHealth's Primary Care Benefits

Protektado ang kalusugan ng bawat Filipino sa pinakabagong benepisyong handog namin sa Inyo

P30B
2024 Budget



Ang pinalawak na primary care benefit package para matulungan ang bawat isa na makaiwas o maagapan ang paglala ng sakit.

PC No. 2020-0002 – Konsulta (GP)
PC No. 2020-0021 – Accreditation of HCPs for Konsulta
PC No. 2022-0005 – Konsulta (IG Rev1)
PC No. 2022-0023 – Konsulta PCPN
PC No. 2022-0032 – Konsulta+ (GP)
PC No. 2023-0008 – Konsulta PCPN (Rev1)
RBM 26 Apr 23 – Konsulta+SDG, PhilHealth GAMOT

The Universal Health Care Act



- Every Filipino shall be granted immediate eligibility and access to **preventive**, promotive, curative, rehabilitative, and palliative care for medical, dental, mental, and emergency health services, delivered either as population based or individual based health services.
- Essential health benefit package refers to a set of individual-based entitlements covered by the National Health Insurance Program (NHIP) which includes **primary care**; medicines, diagnostics and laboratory; and preventive, curative, and rehabilitative services
- Primary care refers to **initial-contact**, accessible, continuous, comprehensive and coordinated care that is accessible at the time of need including a range of services for all presenting conditions, and the ability to coordinate referrals to other health care providers in the health care delivery system, when necessary.

Primary Care

- initial-contact, accessible, continuous, comprehensive and coordinated care
- accessible at the time of need
- includes a range of services for all presenting conditions
- able to coordinate referrals to other health care providers in the health care delivery system, when necessary.





PhilHealth PRIMARY CARE benefit package

- **Paid per capita**
- **Covers a defined set of primary care health services based on their life-stage, health risks, and needs**
- **Covers individual-based health services including initial and follow-up primary care consultations, health screening and assessment, and access to selected diagnostic services, and medicines**

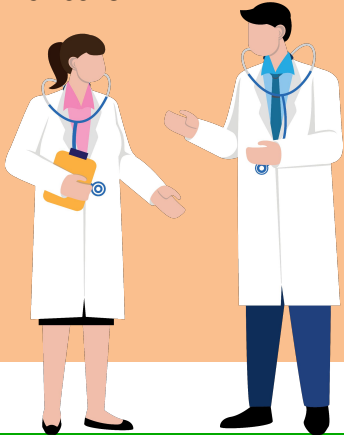
SERVICES

Consultation and case management

Provision of preventive health services

Assisting eligible beneficiaries in accessing services in partner facilities

Referral to specialty and higher level of care



LABORATORIES (13)

CBC w/ platelet count

Lipid profile (Total Cholesterol, HDL and LDL Cholesterol, Triglycerides)

Fasting Blood Sugar

Oral Glucose Tolerance Test

HbA1C

Creatinine

Chest X-Ray

Sputum Microscopy

ECG

Urinalysis

Pap smear

Fecalalysis

Fecal Occult Blood Test

MEDICINES (21)

Anti-microbial	<ul style="list-style-type: none">• Amoxicillin• Co-Amoxiclav• Nitrofurantoin• Cotrimoxazole• Ciprofloxacin• Clarithromycin
Fluid & electrolytes	<ul style="list-style-type: none">• Oral Rehydration Salts
Anti-asthma	<ul style="list-style-type: none">• Prednisone• Salbutamol• Fluticasone + Salmeterol
Antipyretics	<ul style="list-style-type: none">• Paracetamol
Anti-dyslipidemia	<ul style="list-style-type: none">• Simvastatin
Anti-diabetic	<ul style="list-style-type: none">• Gliclazide• Metformin
Anti-hypertensive	<ul style="list-style-type: none">• Enalapril• Metoprolol• Amlodipine• Hydrochlorothiazide• Losartan
Anti-thrombotics	<ul style="list-style-type: none">• Aspirin
Antihistamine	<ul style="list-style-type: none">• Chlorphenamine maleate

Specific list of services included in the package

Capitation Tranches

40% of the
Capitation

Public(500.00)

PHP 200.00
(max)

+

PHP 300.00
(max)

=

PHP 500.00
/capita

Private (750.00)

PHP 300.00
(max)

+

PHP 450.00
(max)

=

PHP 750.00
/capita

Based on Fair Fixed Costs
Computed based on
number of members
registered with first patient
encounter x number of
remaining months to deliver
the service

Based on Performance
Computed based on
weighted
indicators, pro-rated
based on
service delivery



60% of the
Capitation

Konsulta Payment Mechanism

Tranche 1 - REGISTRATION OF MEMBERS TO THE KONSULTA PROVIDER (40%) – P200

Number of registered member with First Patient Encounter (Data Uploaded in the PhilHealth System)

First Patient Encounter

Providers need to capture the following information during the **first patient encounter**:

- PhilHealth Identification Number (PIN)
- Name (Last, First, Middle, Extension)
- Date of Birth
- Sex (Male/Female)
- Client Type (Member or Dependent)
- Past Medical History/Family history
- Personal and Social History
- Vital signs, anthropometrics
- Fasting blood sugar/Random blood sugar based on risk assessment

The **first patient encounter** can be conducted by any primary care worker including:

Physicians



Nurses



Midwives



*Only capitation for registered beneficiaries with first patient encounter will be paid to the Provider

Konsulta Payment Mechanism

Tranche 2 - Provision of Konsulta Services – 60% P300

NO.	PATICULAR	TARGET
1	Primary Care Consultation	100%
2	Utilization of Laboratory Services	50%
3	Dispensing of Medicines(Antibiotics)	15%
4	Dispensing of Medicines (NCD)	20%

Ano-ano ang mga serbisyong maaaring ma-avail mula sa PhilHealth Konsulta package?



Libreng **konsultasyon** mula sa primary care physician



Health risk **screening at assessment**



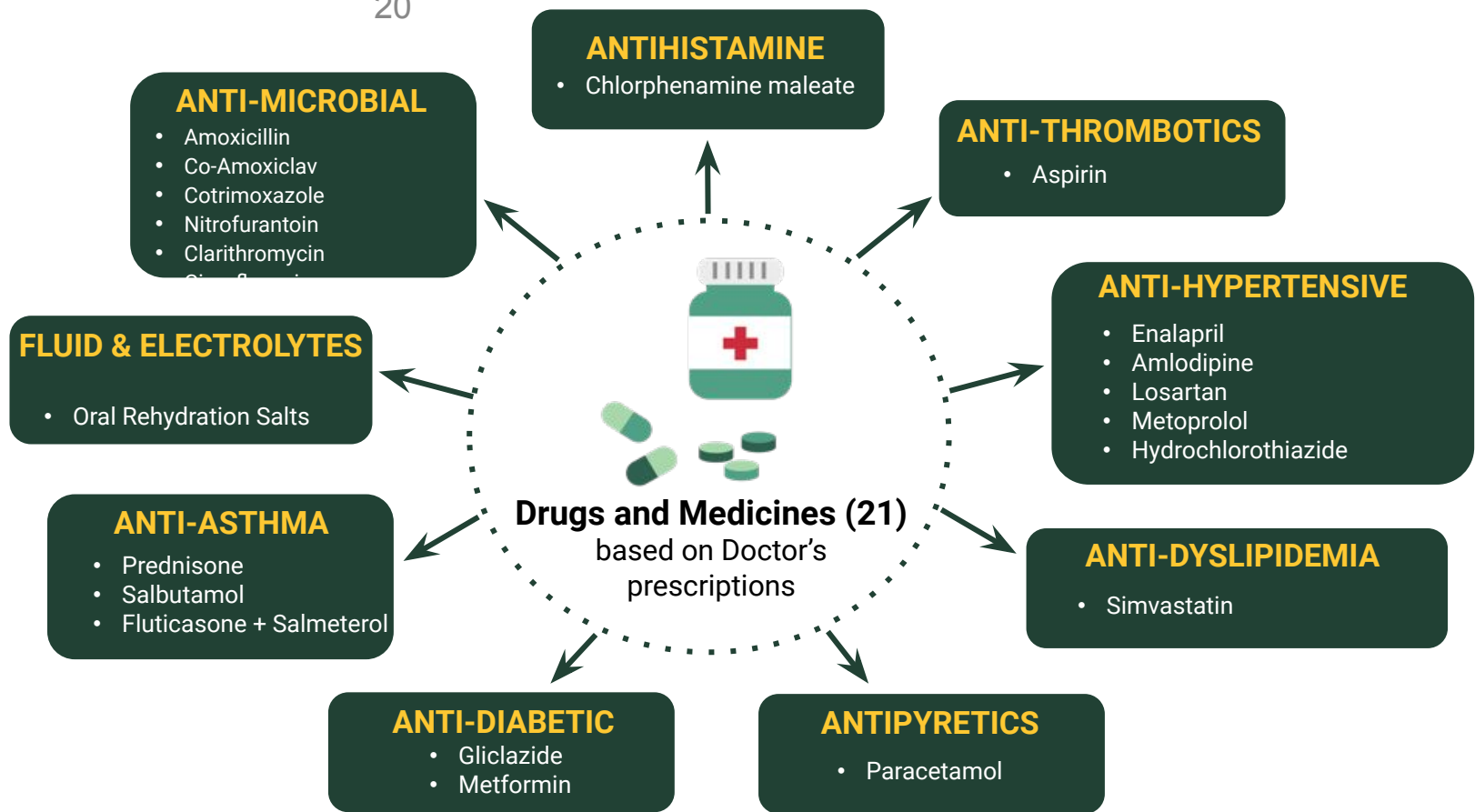
Mga piling **laboratory at diagnostic tests** (tulad ng CBC blood test, urinalysis, at chest X-ray)

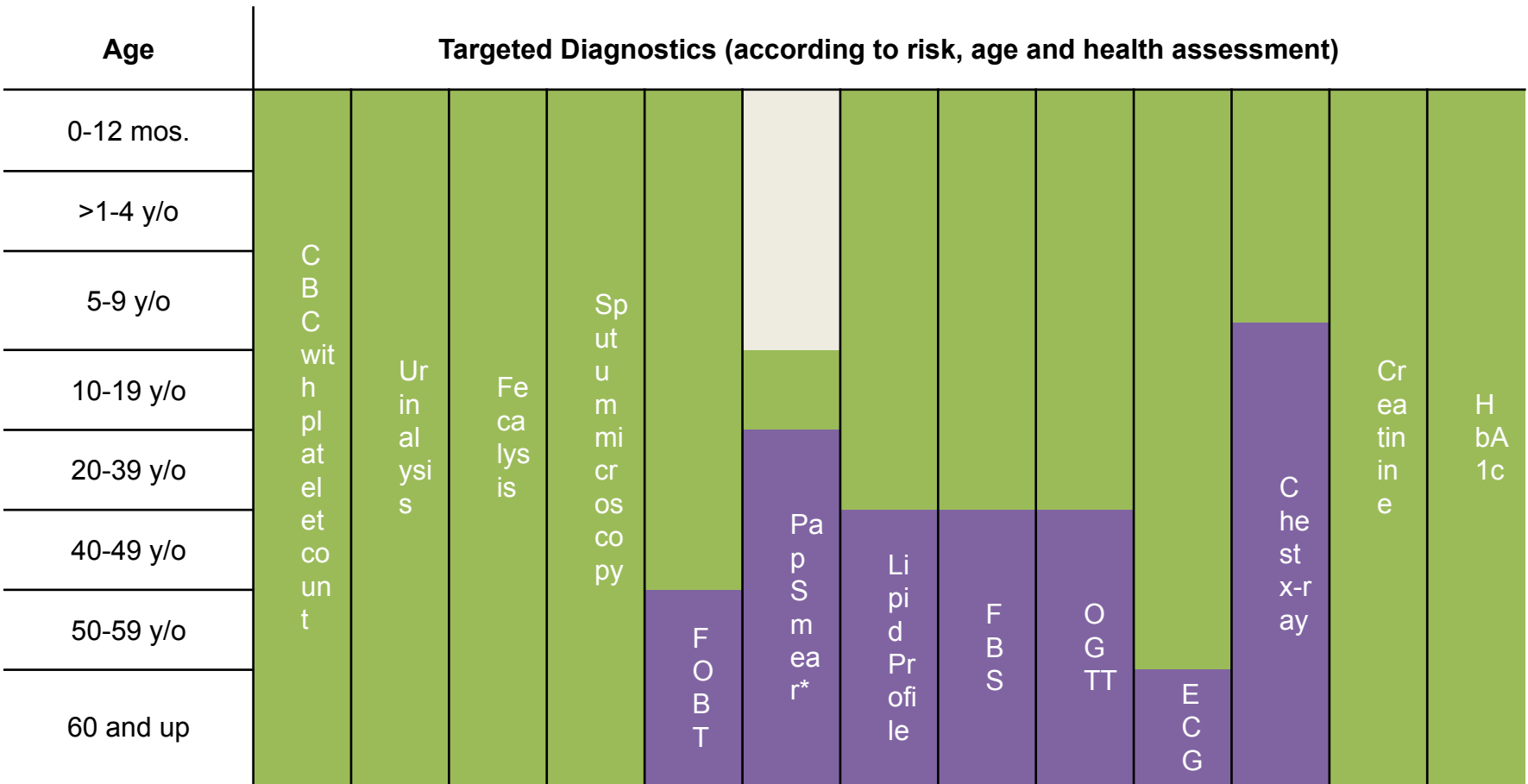


Mga piling **gamot** ayon sa health risks, edad, at pangangailangan ng pasyente (tulad ng maintenance kontra altapresyon at diabetes)

LABORATORY TESTS (13)

- CBC with platelet count
- Lipid Profile (Total Cholesterol, HDL and LDL Cholesterol, Triglycerides)
- Fasting Blood Sugar (FBS)
- Oral Glucose Tolerance Test
- HbA1c
- Creatinine
- Chest X-Ray
- Sputum Microscopy
- ECG
- Urinalysis
- Pap smear
- Fecalalysis
- Fecal Occult Blood





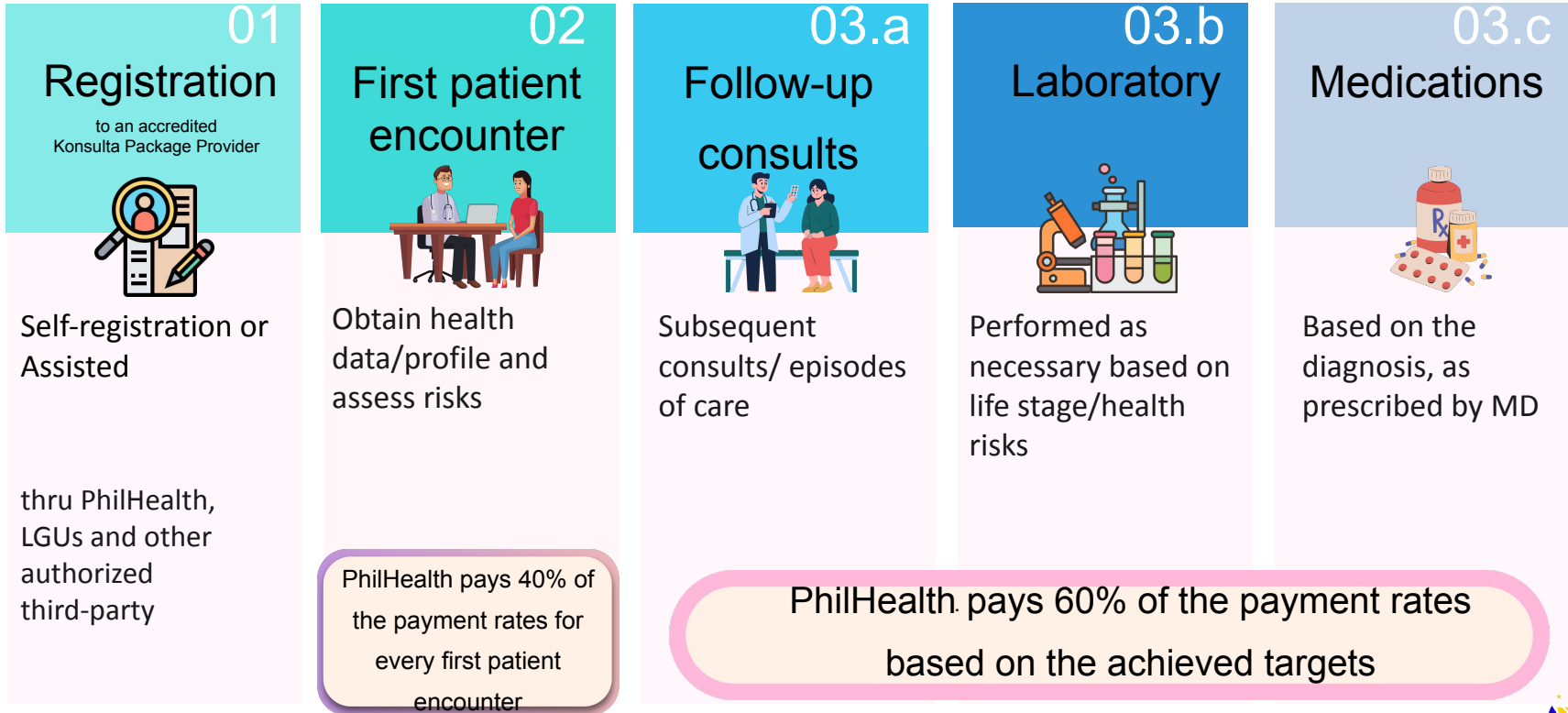
Recommended

As applicable

Not Applicable

*Allowed to waive


How to avail of PhilHealth Konsulta Benefit



**STEP 1: UPDATE MEMBER DATA RECORD (MDR)
and REGISTER**



**STEP 2: GET AUTHORIZATION TRANSACTION
CODE (ATC) or PERFORM FACE
CAPTURE ONSITE**



**STEP 3: PROCEED TO YOUR PROVIDER FOR
YOUR HEALTH ASSESSMENT AND
CONSULTATION**



STEP 4: GIVE FEEDBACK

STEP 1: UPDATE MDR and REGISTER



STEP 2: GET ATC or PERFORM FACE CAPTURE ONSITE



STEP 3: HEALTH ASSESSMENT AND CONSULTATION



STEP 4: GIVE FEEDBACK

Member and dependent shall update their MDR and have their own PIN.

Check PhilHealth website for the list of Konsulta providers.

Done yearly and fixed for one calendar year

STEP 1: UPDATE MDR and REGISTER

STEP 2: GET ATC OR PERFORM FACE CAPTURE ONSITE

STEP 3: HEALTH ASSESSMENT AND CONSULTATION

STEP 4: GIVE FEEDBACK

Registration to a preferred Konsulta Provider may be done through any of the following:

SELF

- Member Portal (website)

ASSISTED

- Local Health Insurance Office (LHIO)
- PCARES
- LGU/OSCA (My PhilHealth Portal)
- PhilHealth Call Action Center

New Hotline: (02) 886-225-88
Click-to-Call via homepage www.philhealth.gov.ph (bottom-right portion)
Mobile Hotlines Call and text
Smart: 0998-857-2957, 0968-865-4670 | Globe: 0917-127-5987, 0917-110-8812
To request for callback via mobile hotline, text:
"PHICallback <space> Mobile Number to be called <space> details of your concern".
Callback schedule is from 8 am – 8 pm, 12 hours by 7 days, including weekends and holidays. Ask agent for details to make sure the callback is from PhilHealth.



actioncenter@philhealth.gov.ph



PhilHealthOfficial



teamphilhealth

STEP 1: UPDATE MEMBER DATA RECORD (MDR) and REGISTER



STEP 2: GET AUTHORIZATION TRANSACTION CODE (ATC) or PERFORM FACE CAPTURE ONSITE



STEP 3: PROCEED TO YOUR PROVIDER FOR YOUR HEALTH ASSESSMENT AND CONSULTATION



STEP 4: GIVE FEEDBACK

STEP 1: UPDATE MDR and REGISTER

STEP 2: GET AUTHORIZATION TRANSACTION CODE (ATC) or PERFORM FACE CAPTURE ONSITE

STEP 3: HEALTH ASSESSMENT AND CONSULTATION

STEP 4: GIVE FEEDBACK

Member shall secure Authorization Transaction Code (ATC) through any of the following:

SELF

- Member Portal (website)*
*for development

ASSISTED

- Local Health Insurance Office (LHIO)
- PCARES
- PhilHealth Call Action Center
(02) 866 225 88

New Hotline: (02) 866-225-88
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teamphilhealth

**STEP 1: UPDATE MDR
and REGISTER**

**STEP 2: GET
AUTHORIZATION
TRANSACTION CODE (ATC) or
PERFORM FACE CAPTURE
ONSITE**

**STEP 3: HEALTH
ASSESSMENT AND
CONSULTATION**


STEP 4: GIVE FEEDBACK

An ATC or face capture will be needed for each patient (member or dependent) for every health assessment and consultation.

Valid within the day of appointment until 11:59 PM.

If the beneficiary fails to visit the clinic within the validity period of the ATC, the beneficiary shall secure another ATC.

Write down the generated ATC and validity period or print the ATC Slip

 Republic of the Philippines
PHILIPPINE HEALTH INSURANCE CORPORATION
Citystate Centre, 709 Shaw Boulevard, Pasig City
Call Center (02) 411-7442 Trunkline (02) 441-7444
www.philhealth.gov.ph

Authorization Transaction Code (ATC) Slip


PhilHealth ID Number:

Name of Beneficiary:

Date of Appointment:

ATC: HkMYSHyC

*** This is a system generated form. Signature is not required. ***



**STEP 1: UPDATE MEMBER DATA RECORD (MDR)
and REGISTER**



**STEP 2: GET AUTHORIZATION TRANSACTION
CODE (ATC) or PERFORM FACE CAPTURE
ONSITE**



**STEP 3: PROCEED TO YOUR PROVIDER FOR
YOUR HEALTH ASSESSMENT AND
CONSULTATION**



STEP 4: GIVE FEEDBACK

STEP 1: UPDATE MDR and REGISTER



STEP 2: GET ATC or PERFORM FACE CAPTURE ONSITE



STEP 3: HEALTH ASSESSMENT AND CONSULTATION



STEP 4: GIVE FEEDBACK

Member/dependent can now go to their provider

Provision of targeted diagnostics based on age, risk and health assessment.

**STEP 1: UPDATE MEMBER DATA RECORD (MDR)
and REGISTER**



**STEP 2: GET AUTHORIZATION TRANSACTION
CODE (ATC) or PERFORM FACE CAPTURE
ONSITE**






**STEP 3: PROCEED TO YOUR PROVIDER FOR
YOUR HEALTH ASSESSMENT AND
CONSULTATION**



STEP 4: GIVE FEEDBACK

Strategic Progression of Primary Care Coverage

Coverage Strategies	Purpose	Service Inclusions	Payment Mechanism	Policy
	Current main primary care benefit of PhilHealth	Consultation, select drugs (21) and select diagnostics (13)	Capitation (40% with condition, 60% based performance)	PC No. 2020 - 0002 PC No. 2020 - 0022 PC No. 2022 - 0005
	A sandbox of SHF and network payments using current Konsulta package	Consultation, select drugs (21) and select diagnostics (13)	Capitation (30% initial front load, succeeding 50% and 20% based on performance)	PC No. 2022 - 0023
	Committed interim package to expand to COBP	Current Konsulta package, integrating existing SDG outpatient packages (TB, HIV, animal bite, malaria)	Capitation (50% initial front load, succeeding 50% based on performance)	Ongoing policy finalization for ExeCom approval

Prospective Payment under Konsulta PCPN



JOET GARCIA

1. Quezon Prov – 74M
2. So Cotabato Prov – 53M
3. Bataan Prov – 114M
4. Baguio City – 14M



With Mammogram & Ultrasound

BOARD APPROVED
March 13, 2024

No Balance Billing & No Co-pay

with bias for the poor in **public facilities**

Predictable costs

for all Filipinos in **private facilities**

There shall be **no fixed co-payment** for primary care services provided in public facilities to ensure **continued access for the poor** in public facilities.

Php
1,700

Max of Php 500-900 Co-Pay Cap
Php
1,700

DOH & LGUs cross subsidizes input costs to provide mammogram in primary care facilities.

No adjustment to labour cost as interpretation would require specialist services which is not included in the capitation.

Mammogram is included as a diagnostic for screening provided annually for women aged 50-69.

Ultrasound is used for Liver Cancer Screening. Cost per capita is negligible.

PhilHealth Konsulta

What services are included?

HEALTH SERVICES	15 DIAGNOSTICS	21 MEDICINES	
<p>Health Risk Screening (TB, HIV, etc.)</p> <p>Consultations with a Primary Care Provider</p> <ul style="list-style-type: none">Wellness Consultations (Maternal & Child, Prenatal, etc.)Sick Consultations (TB, Malaria, etc.)Counselling (FP, health and lifestyle, smoking cessation, alcohol, mental health, etc.)	<ul style="list-style-type: none">CBC w/ platelet countUrinalysisFecalysisSputum MicroscopyFecal Occult Blood (FOBT)Pap smear /VIALipid profile (Total Cholesterol, HDL and LDL Cholesterol, Triglycerides)FBSOral Glucose Tolerance Test (OGTT)ECGChest X-RayHbA1CUltrasound - upper abdomen, breast, pelvicMammogram	<ul style="list-style-type: none">AmoxicillinCo-AmoxiclavNitrofurantoinCotrimoxazoleCiprofloxacinClarithromycinOral Rehydration SaltsPrednisoneSalbutamolFluticasone + SalmeterolParacetamol	<ul style="list-style-type: none">SimvastatinGliclazideMetforminEnalaprilMetoprololAmlodipineHydrochlorothiazideLosartanAspirinChlorophane maleate

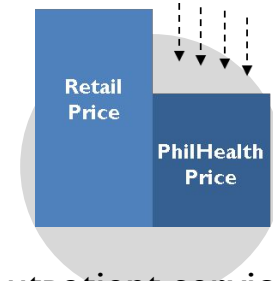
PhilHealth Konsulta

Why pay for Primary Care?

approx. **45%**

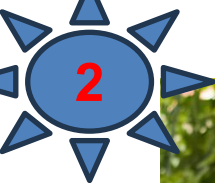
of household spending for health is paid towards **medical outpatient services (13.3%)** and **outpatient drugs (31.4%)***

**Family Income & Expenditure Survey (FIES), 2012*



Purchasing outpatient services through PhilHealth **reduces out-of-pocket(OOP) spending for all Filipinos.**

- Many Primary and Outpatient services are insufficiently covered (coverage gap), despite being almost half of the total household expenditure for health.
- While primary care is traditionally not paid through insurance, PhilHealth can leverage its market power to purchase services at lower rates or fees (strategic purchasing).
- **Covering primary and outpatient care will have a more *immediately felt (damang-dama)* effect to OOP.**



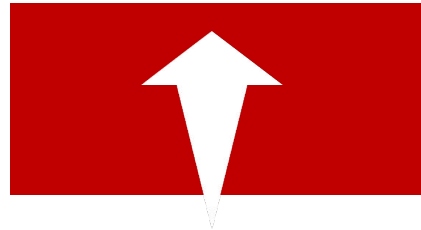
*Sa Universal Health Care,
ramdam ang*
**Pinalawak at mga
Bagong Benepisyo para
sa Mamamayang
Filipino**



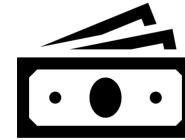
Case Rates Adjustment

10 Select Cases

Total Estimated Payouts for
**Rationalized
Case Rates**



Total Estimated Payouts for
**Adjusted Case
Rates using an
inflation factor**



Total Estimated
**ACR
Payouts**

Data Sources:

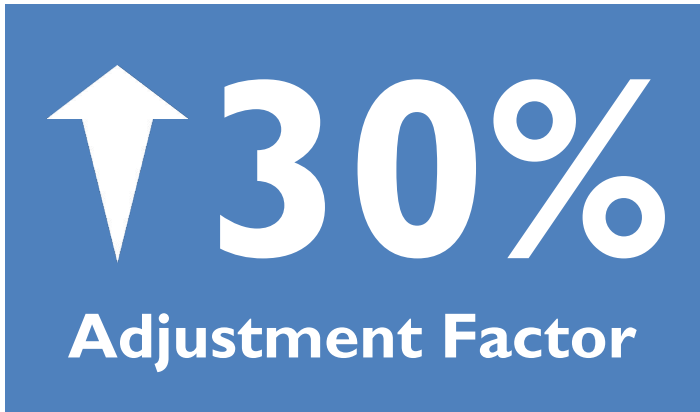
- PhilHealth Claims Data (2020-2022) to determine the SGR
- PhilHealth Stats and Charts (2013-2022) to estimate intervention effect on budget

2023 Expansion of Case Rates

ILLNESS/ CASE RATE DESCRIPTION	CURRENT PACKAGE AMOUNT	BOARD-APPROVED PACKAGE AMOUNT	% INCREASE
HIGH-RISK PNEUMONIA	Php 32,000	Php 90,100	181%
ACUTE STROKE, ISCHEMIC	Php 28,000	Php 76,000	171%
ACUTE STROKE, HEMORRHAGIC	Php 38,000	Php 80,000	111%

Case Rates Adjustment

EFFECTIVE: FEBRUARY 14, 2024



Presented to and recommended by the Benefits Committee based on:

1. **Technical recommendation** based on health inflation using CPI; and,
2. **Recommendation by the ExeCom** with commitments to ensure compliance with fiduciary responsibilities.

Cost Control Mechanisms:

1. Adherence to **No Balance Billing** in public and private wards
2. Not charge patients above **the Maximum Out-of-Pocket (MOOP)** in public non-ward accommodations.

Incentivise Providers:

1. To **share provider fees and charges** whether in public or private facilities (as part of accreditation and through the electronic SOA)
2. To participate in **shadow billing for DRG**.

**Simulated effect of policy on OOP*



Php 40B
to 42.7B

Estimated increase in payouts for 2024 due to the Adjusted Case Rates to a total of **Php 175.2B to 185.1B**



↓ 10%

*estimated reduction in OOP for **private** inpatient services



↓ 64.3%

*estimated reduction in OOP for **public** inpatient services

Expansion in Benefits

(2023 – 2025)

Funded by PAGCOR and PCSO

- Increase in dialysis sessions from 90 to 156**
- Rationalization of select Inpatient Case Rates
- Enhancement of select Z Benefits
 - Orthopedic implants
 - Kidney Transplantation
 - Cancer
 - Breast (from 100K to 1.4M)**
 - Cervical
 - Prostate
 - Open heart surgeries for children:
 - Ventricular Septal Defect
 - Tetralogy of Fallot

Funded by Regular Contributions

- Outpatient benefit package for mental health
- Outpatient therapeutic care for Severe Acute Malnutrition for children below 5 years old
- PhilHealth GAMOT
 - Expansion of coverage under Konsulta+ (*Comprehensive Outpatient Benefit Package*)

Balancing collections with payments

Adjustment Factors (RCR & IAF)

ICD10 / RVS Description	RCR
J45.9 Bronchial Asthma, in Acute Exacerbation	247%
P36.9 Bacterial sepsis of newborn, unspecified Sepsis neonatorum; Septicemia, newborn	217%
A97.2 Severe Dengue; Severe Dengue fever; Severe Dengue hemorrhagic fever	293%
I21.9 Acute myocardial infarction, unspecified	425%
J18.92 Community-acquired pneumonia III	197%
66984 Extracapsular cataract removal w/ insertion of intraocular lens prosthesis (Irrigation and aspiration)	149%
66987 Extracapsular cataract removal w/ insertion of intraocular lens prosthesis (Phacoemulsification)	189%
96408 Chemotherapy administration	193%
96440 Chemotherapy administration into pleural cavity, requiring and including thoracentesis (for lung cancer)	119%
J18.93 Community-acquired pneumonia IV (high risk)	362%
I61.9 Intracerebral hemorrhage, unspecified; Cerebrovascular Accident hemorrhage	245%
I63.9 Cerebral infarction, unspecified; Reversible Ischemic Neurologic Deficit (RIND) CVA with infarction	246%

Sensitivity Analysis IAF

Scenario 1	20%
Scenario 2	25%
Scenario 3	30%

BOARD APPROVED
March 13, 2024

Benefit Expenses Allocation 2024

(in million pesos)

PARTICULAR	2024	2023	Inc (Dec)	
	Proposal ¹	COB	Amount	%
KONSULTA ²	26,250	17,013	9,237	54
KONSULTA-SDG	3,154			
Z BENEFITS	1,000	6,151	(5,151)	(84)
MENTAL HEALTH	50	3,013	(2,963)	(98)
ALL CASE RATES	9,243	9,243	-	-
SEVERE ACUTE MALNUTRITION	200	1,070	(870)	(81)
EXISTING BENEFITS	162,239	162,239	-	-
HEMODIALYSIS	5,112	5,780	(668)	(12)
ALL CASE RATES ADJUSTMENT	32,448		32,448	
GAMOT	3,956		3,956	
STANDALONE	288		288	
TOTAL	243,940	204,509	39,431	19

¹ Based on Adjusted Calibrated Benefit Plan

² KONSULTA REGULAR AND PCPN

and many more

P W I L

PAY WHICHEVER IS LOWER

NO MORE, REPEALED



Provider Payment Mechanism



- DRG stakeholder engagement
- Global Budget
- Continuing costing survey
- Capacity building of healthcare providers
- Cost sharing
- Network Contracting



ACR to DRGs

All Case Rates to
Diagnosis-Related Groups

LEGAL BASIS: Contracting



RA No. 11223
UHC Act

UHC Act IRR, Section 18.2

PhilHealth shall endeavor to **contract health care provider networks** for the delivery of individual-based health services

UHC Act IRR, Section 18.10

PhilHealth shall adopt any or a combination of closed-end, **prospective provider payment mechanisms...**

Guidelines for Contracting Healthcare Provider Networks (HCPN)



RA No. 7875, as amended
NHIA of 2013

NHIA of 2013, Section 16 (j)

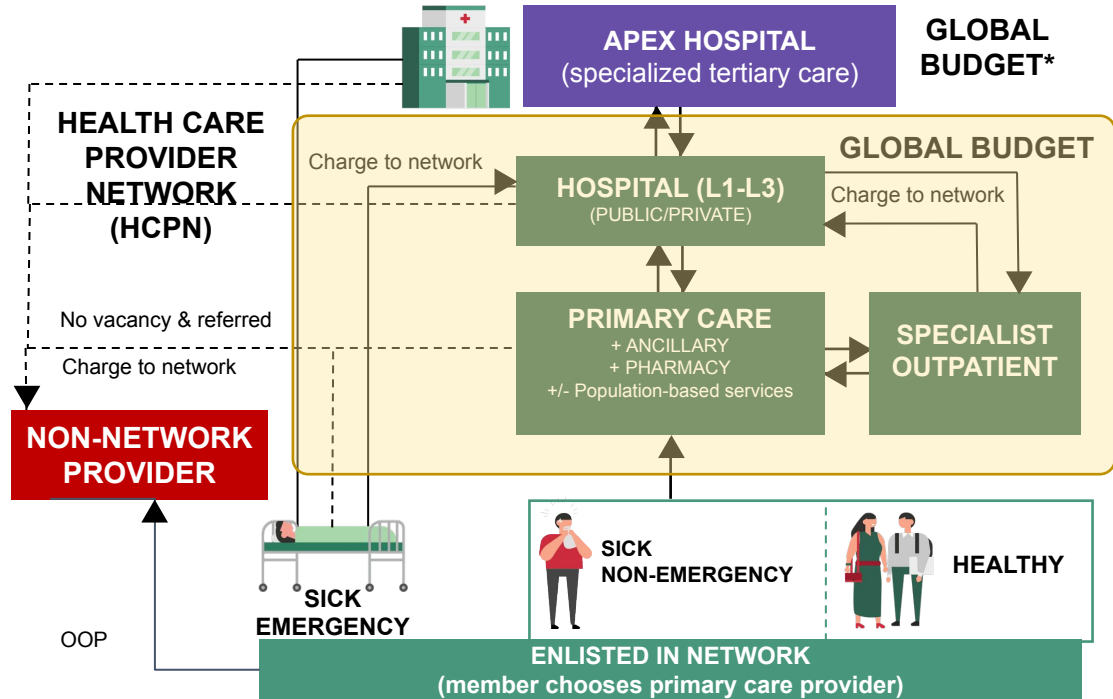
PhilHealth has the **power to negotiate and enter into contracts** regarding payment mechanisms and delivery of health services, among other.

VISION: Continuum of Care



Health financing as *ENABLER* of health service delivery

Health Care Provider Networks (HCPNs)



PROSPECTIVE PAYMENT MECHANISMS

CURRENT POLICY

Primary Care	Standalone	Inpatient
Capitation	Case-based*	Case-based



PROPOSED POLICY



Special
Health
Fund



Contract
amount in
MOA + SLA

Frontloaded



Projected Benefit Payouts

BENGUET	CAPITATION 246 M (328 M)	P4P 82 M (109 M)	GAMOT 347 M (499 M)	ACR - GB 924 M (1.23 B)	PHIC: 1.62 B
LAGUNA	CAPITATION 987 M (1.31 B)	P4P 329 M (438 M)	GAMOT 1.88 B (2.5 B)	ACR - GB 1.82 B (2.43 B)	PHIC: 5 B
AKLAN	CAPITATION 175 M (233 M)	P4P 58 M (77 M)	GAMOT 398 M (530 M)	ACR - GB 450 M (599 M)	PHIC: 1 B
SARANGANI	CAPITATION 170 M (266 M)	P4P 57 M (75 M)	GAMOT 315 M (421 M)	ACR - GB 116 M (154 M)	PHIC: 658 M
					PHIC: 8.6 B



Fund Sustainability



- **Strengthen Accounts Management**
- Electronic Registration
(e.g. *Philippine Business Hub Portal*)
- Expansion of payment channels

**All 113M Filipinos
Covered by
PhilHealth in 2023**

*PSA's Population Projection for 2023





PhilHealth Digitalization- Target State

- Providing amazing service before and after transacting with PhilHealth, i.e. greater personalization, integrated or connected experience across all channels;
- **Less human interventions** in transacting with PhilHealth;
- **Cashless transactions** or payments are done without the exchange of physical cash;
- **Paperless services** resulting from business process re-engineering or improvements;
- **Strong digital validation and controls** for improved authentication and verification of members; improved identification and prevention of fraudulent activities like making multiple claims for the same procedures in a short period, repetitive bills for unnecessary services or procedures, among others;
- **Use of machine learning algorithms** to analyze large amounts of data from PhilHealth/National Health Data Repository (claims data, electronic health records, others), detect patterns and anomalies that indicate fraudulent behavior; and
- **Improved PhilHealth's integrity** by ensuring that legitimate claims are processed efficiently and resources appropriately used.
- **Digital consent** to give permission to share data or information.



Good Governance



- Reorganization
- Enhanced Anti-Fraud Mechanisms
- Ease-of-Doing-Business (EODB) / ARTA
- ISO Certification
- Customer Satisfaction



2022 Net Satisfaction Rating

Individuals



93.77%

Employers



86.34%

93.75%

Member Net Satisfaction Rating

2022 PhilHealth Customer Satisfaction Survey ng Novo Trends PH, Inc.

Salamat po sa inyong pagkilala sa:

- Kalidad ng PhilHealth staff
- Mahusay na serbisyong hatid ng PhilHealth
- Mga benepisyonang natanggap ng mga miyembro

Kayo ang aming inspirasyon para lalong pagbutihin ang aming serbisyo.

[PhilHealthOfficial](#) [teamphilhealth](#) [www.philhealth.gov.ph](#)



Health Care Institutions



86.82%

Health Care Professionals



79.83%

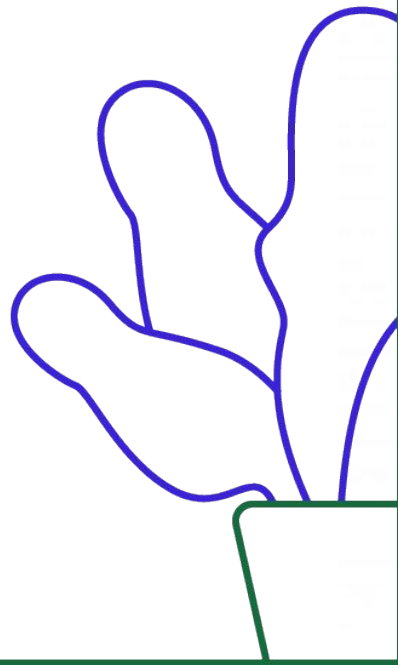
Notes:

Questionnaire by the Governance Commission for GOCCs (GCG)

www.philhealth.gov.ph PhilHealthOfficial teamphilhealth actioncenter@philhealth.gov.ph

Scale: ≥70 = Excellent; 50 to 69 = Very Good; 30 to 49 = Good; 10 to 29 = Moderate; 9 to -9 = Neutral; -10 to -29 = Poor; -30 to -49 = Bad; -50 to -69 = Very Bad; and -70 and below = Execrable

PhilHealth is laser-focused on delivering much-needed health financing... dahil sa **PhilHealth, Bawat Buhay ay Mahalaga.**



Thank
you!

