Benefit Accuracy Rate

Benchmarks, Definition & Measurement Details

SAMPLE
CONTENT & DATA

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What is Benefit Accuracy Rate?

The number of patient responsibilities for health insurance claims in which the payer returned the correct patient responsibility information (based on patient benefits eligibility) at the time of service divided by the total number of claims processed by the payer over the same period of time, as a percentage.

Why should this KPI be measured?

Benefit Accuracy Rate measures the percentage of instances where the health insurance company communicated the appropriate patient responsibility amount (i.e., co-pay, deductible, co-insurance,

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of instances where the health insurance company returned the correct patient

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Benefit Accuracy Rate

*(Number of Instances where Correct Patient Responsibility Amount was Communicated by Payer / Total Number of Patient Responsibility Amounts Communicated) * 100*

SAMPLE CONTENT

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Avg (XX)

High Performers ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ Low Performers

Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer

Sample Size: XX

KPI Type: XX

Unit: XX

Is High or Low Best?: XX

How to read this chart: This chart summarizes the performance gaps between high (Top 5%), mid (Median) and low (Bottom 5%) performers for this Key Performance Indicator (KPI). For example, the column labeled "Top 5%" represents a company that outperformed 95% of the peer group observed for this metric.
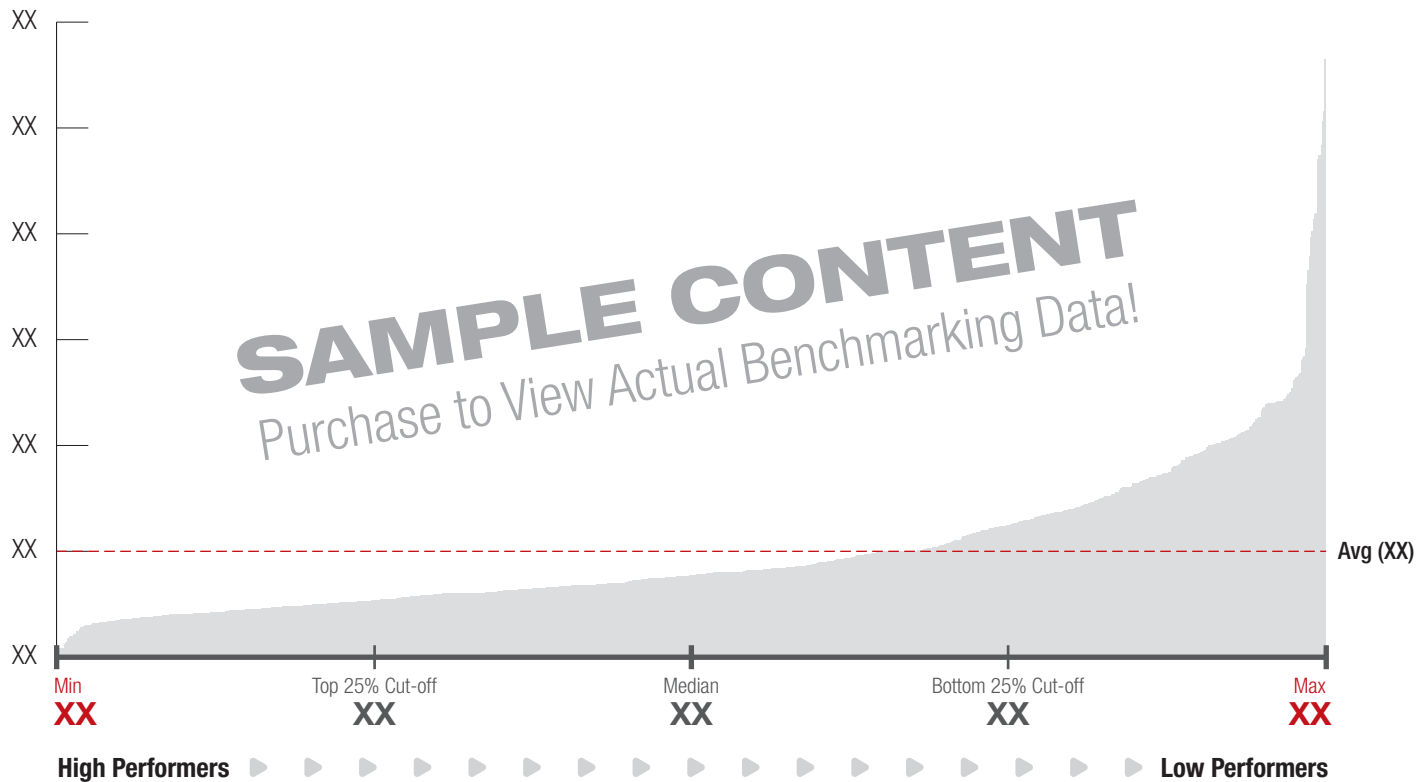
Benefit Accuracy Rate

Benefit Accuracy Rate

*(Number of Instances where Correct Patient Responsibility Amount was Communicated by Payer / Total Number of Patient Responsibility Amounts Communicated) * 100*

SAMPLE CONTENT
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Avg (XX)

Min	Top 25% Cut-off	Median	Bottom 25% Cut-off	Max
XX	XX	XX	XX	XX

High Performers ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ ▶ Low Performers

How to read this chart: This chart plots all values within the observed population for this KPI. This chart can be useful in analyzing the upper and lower boundaries (i.e., minimum/maximum values) and the amount of the population that falls above/below the average for the KPI, among other things.

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