

Claims Auto- Adjudication Rate

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Claims Auto-Adjudication Rate

Definition & Measurement Details



What is Claims Auto-Adjudication Rate?

The total number of claims that are automatically adjudicated (i.e., those approved or denied automatically without need for manual intervention) divided by the total number of claims adjudicated (manual and automatic) over the same period of time, as a percentage.

Why should this KPI be measured?

Claims Auto-Adjudication Rate measures the number of incoming medical/health insurance claims that are automatically approved or denied (i.e., auto-adjudicated) through a rule-based claims processing

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the total number of medical claims that were successfully adjudicated over a given time period, and (2) the total number of medical claims with health care

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Claims Auto-Adjudication Rate

Benchmarks & Characteristics of High Performers



Claims Auto-Adjudication Rate

(Number of Claims Auto-Adjudicated / Total Number of Claims Adjudicated) * 100



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.

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