

# Claims Denial Rate (Medical/Health)

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Claims Denial Rate (Medical/Health)

## Definition & Measurement Details



### What is Claims Denial Rate (Medical/Health)?

The number of medical/health insurance claims filed by policyholders that are denied by the insurance company divided by the total number of medical/health claims processed by the payer over the same period of time, as a percentage.

### Why should this KPI be measured?

Health Insurance Claims Denial Rate measures the percentage of medical claims submitted by insurance policyholders, or members, that are denied by the insurance company. A higher than desired rate

### How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of claims submitted to the insurance company that are denied, and (2) the total number of claims submitted to the insurance company over the

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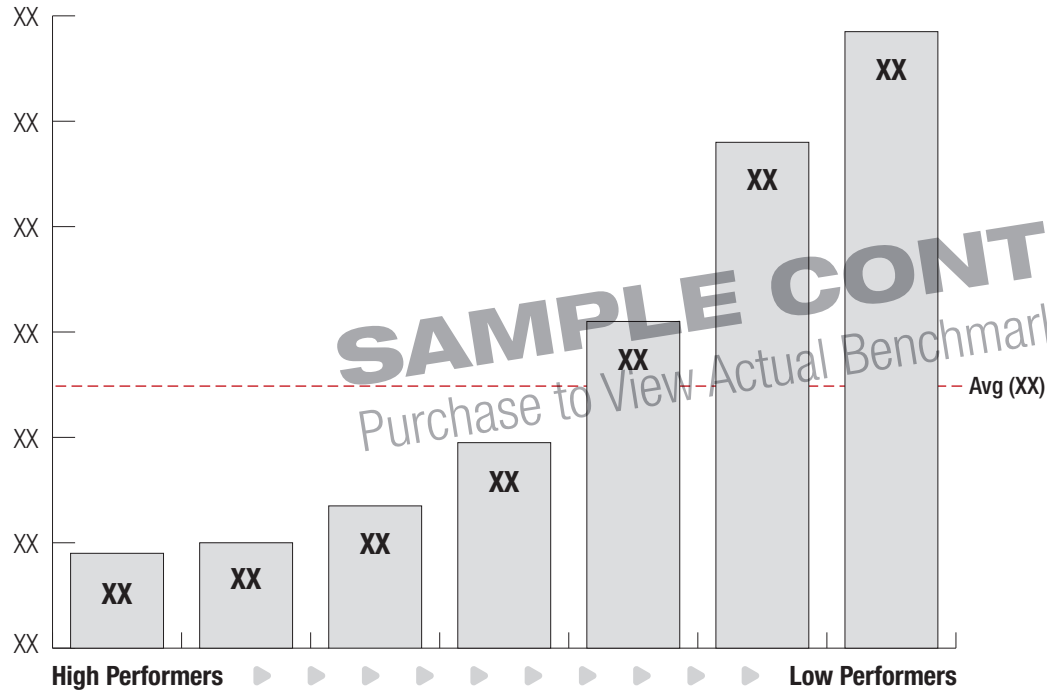
# Claims Denial Rate (Medical/Health)

Benchmarks & Characteristics of High Performers



## Claims Denial Rate (Medical/Health)

(Number of Medical Claims Denials / Total Number of Medical 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.

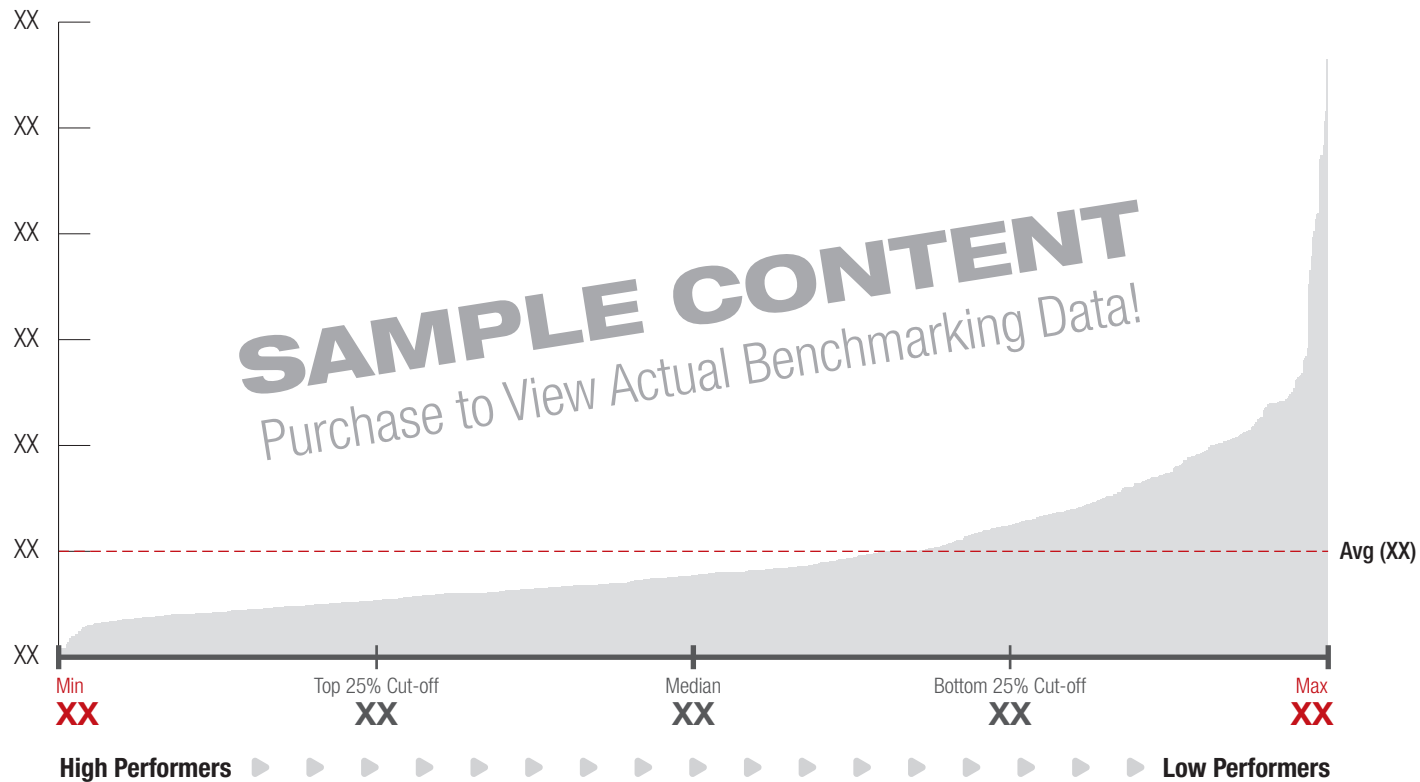
# Claims Denial Rate (Medical/Health)

Benchmarks & "Long Tail" Analysis



## Claims Denial Rate (Medical/Health)

(Number of Medical Claims Denials / Total Number of Medical Claims Adjudicated) \* 100



**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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