

# Claims First Pass Resolution Rate

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Claims First Pass Resolution Rate

## Definition & Measurement Details



### What is Claims First Pass Resolution Rate?

The total number of claims resolved on the initial submission (i.e., paid or transferred to patient responsibility) divided by the total number of claims adjudicated over the same period of time, as a percentage.

### Why should this KPI be measured?

Claims First Pass Resolution Rate, or First Pass Resolve Rate, measures the percentage of claims paid or transferred to patient responsibility on initial submission in the insurance cover. Claims that are not resolved

### How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of medical insurance claims resolved on the "first pass," and (2) the total number of medical insurance claims submitted to the insurance company over

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# Claims First Pass Resolution Rate

Benchmarks & Characteristics of High Performers



## Claims First Pass Resolution Rate

(Number of Medical Claims Resolved on Initial Submission / 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.

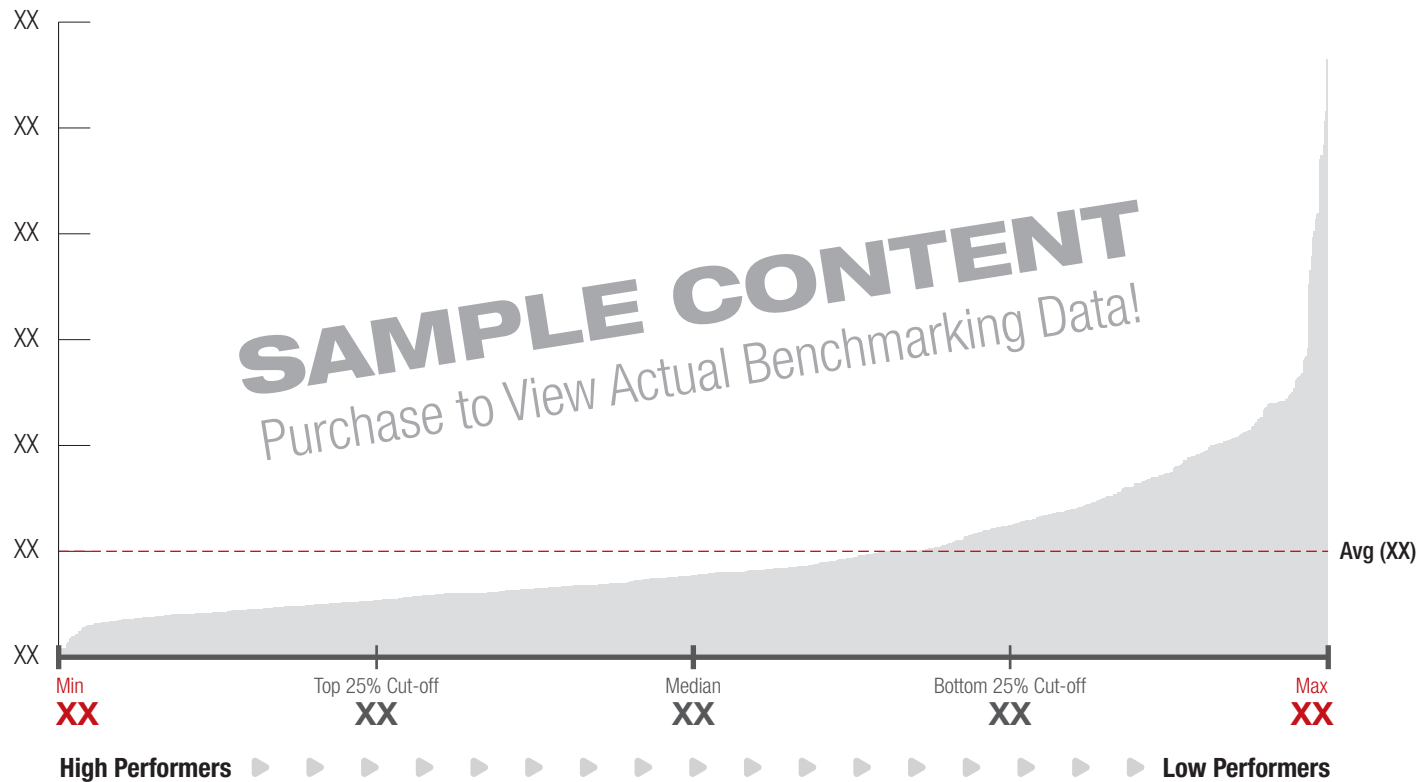
# Claims First Pass Resolution Rate

Benchmarks & "Long Tail" Analysis



## Claims First Pass Resolution Rate

(Number of Medical Claims Resolved on Initial Submission / 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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