

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 adjudicated in the same period.

ABRIDGED CONTENT
Purchase to View Full Definition & Measurement Details!

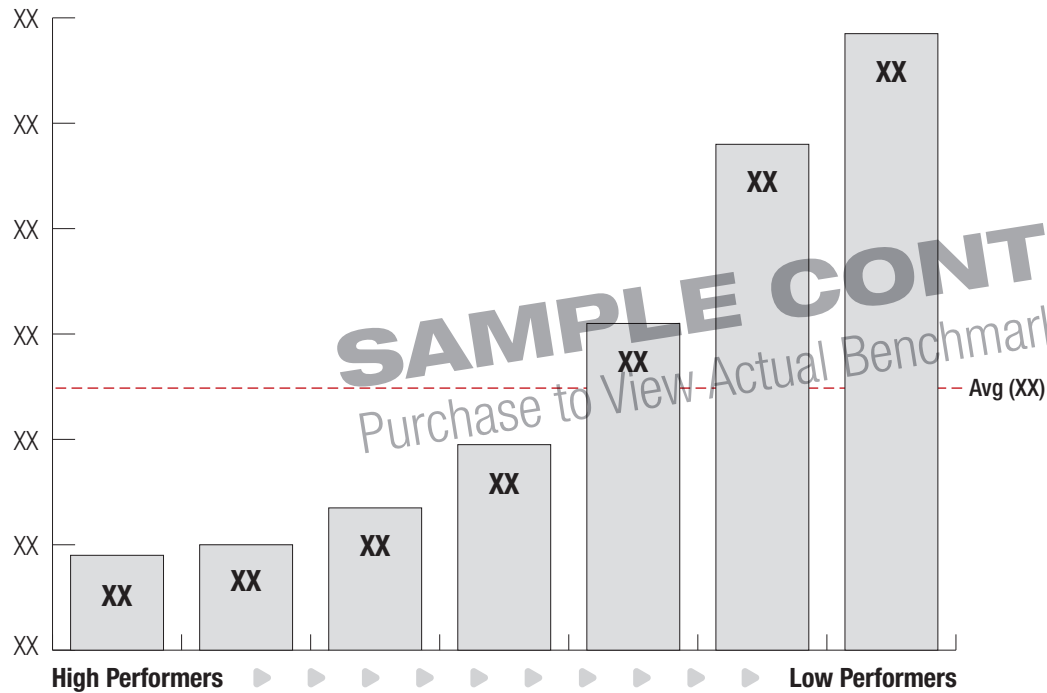
Claims First Pass Resolution Rate

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.

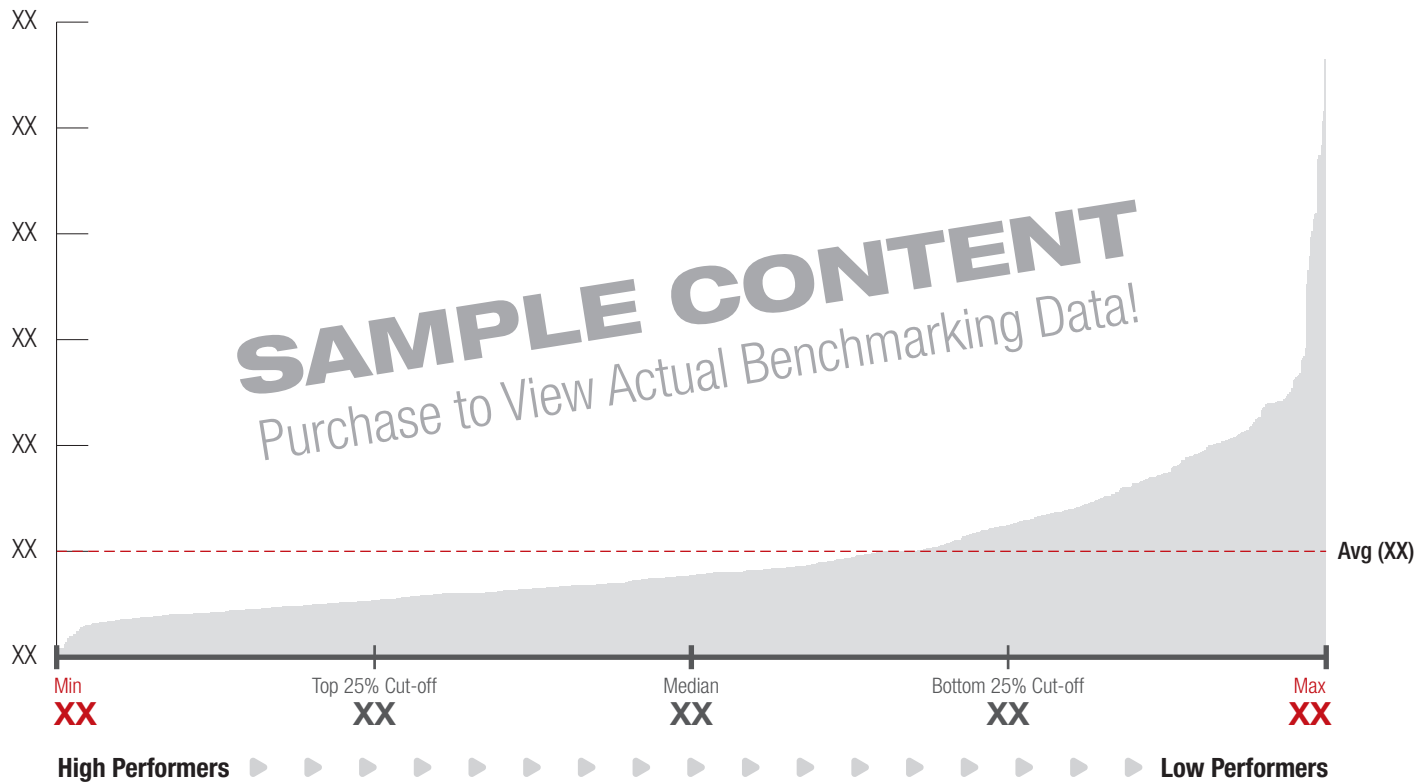
Claims First Pass Resolution Rate

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.

Benchmarking Report Terms & Conditions

OpsDog KPI Reports



© 2017 OpsDog, Inc.

The OpsDog KPI Reports and their contents are protected by copyright laws, contain the trademark OpsDog, Inc., and are OpsDog's proprietary information. No part of this book shall be reproduced, stored in a retrieval system, or transmitted by any means, electronic, mechanical, photocopying, recording or otherwise, without written permission from OpsDog, Inc.

OpsDog, Inc. assumes no liability with respect to the use of the information contained herein which is provided "as is" and there are no warranties of any kind provided by OpsDog with respect to this report. OpsDog assumes no responsibility for errors or omissions and will not be liable for any damages resulting from the use of the information contained herein.

OpsDog, Inc.

1502 Augusta Dr., Suite 200

Houston, TX 77057

Tel: 844-650-2888