

# New Member Enrollment (Manual) Cycle Time

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# New Member Enrollment (Manual) Cycle Time

Definition & Measurement Details



## What is New Member Enrollment (Manual) Cycle Time?

The number of business days required to manually (non-electronic) enroll a new member or policyholder into a health plan, from the point-of-sale until the new member is enrolled into the health plan they applied for.

## Why should this KPI be measured?

New Member Enrollment (Manual) Cycle Time measures the number of business days required to manually (non-electronic) enroll a new member or policyholder into a health plan, from the point-of-sale until the new member is enrolled into the health plan they applied for.

## How is this KPI calculated?

The calendar dates/times of two events are used to derive this KPI: (1) the point-of-sale of the health plan when the potential customer applied for the plan, and (2) the date/time in which the potential member is enrolled into the health plan they applied for.

**ABRIDGED CONTENT**  
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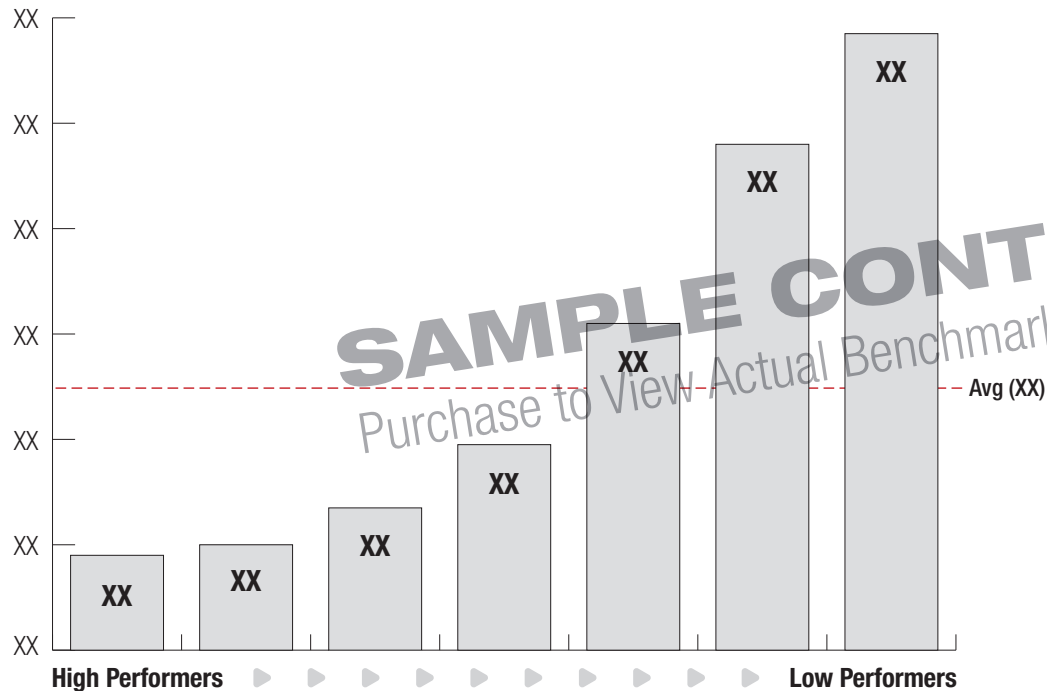
# New Member Enrollment (Manual) Cycle Time

Benchmarks & Characteristics of High Performers



## New Member Enrollment (Manual) Cycle Time

(Sum of New Member Manual Enrollment Times) / Total Number of New Member Manual Enrollments



### 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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