

# Patient Eligibility Accuracy Rate

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Patient Eligibility Accuracy Rate

## Definition & Measurement Details



### What is Patient Eligibility Accuracy Rate?

The number of instances where the patient eligibility information initially returned by the health insurance company matched the final outcome of claim adjudication divided by the total number of claims adjudicated by the insurance company over the same period of time, as a percentage.

### Why should this KPI be measured?

Patient Eligibility Accuracy Rate measures the overall quality and accuracy of the patient eligibility information provided to healthcare providers by insurance companies during medical services to be

### How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of instances where the patient eligibility information returned by the insurance company matches the final outcome of claim adjudication, patient eligible for services, and (2) the total number of claims adjudicated by the insurance company over the same period of time.

**ABRIDGED CONTENT**  
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# Patient Eligibility Accuracy Rate

Benchmarks & Characteristics of High Performers



## Patient Eligibility Accuracy Rate

(Number of Accurate Patient Eligibility Transactions / 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.

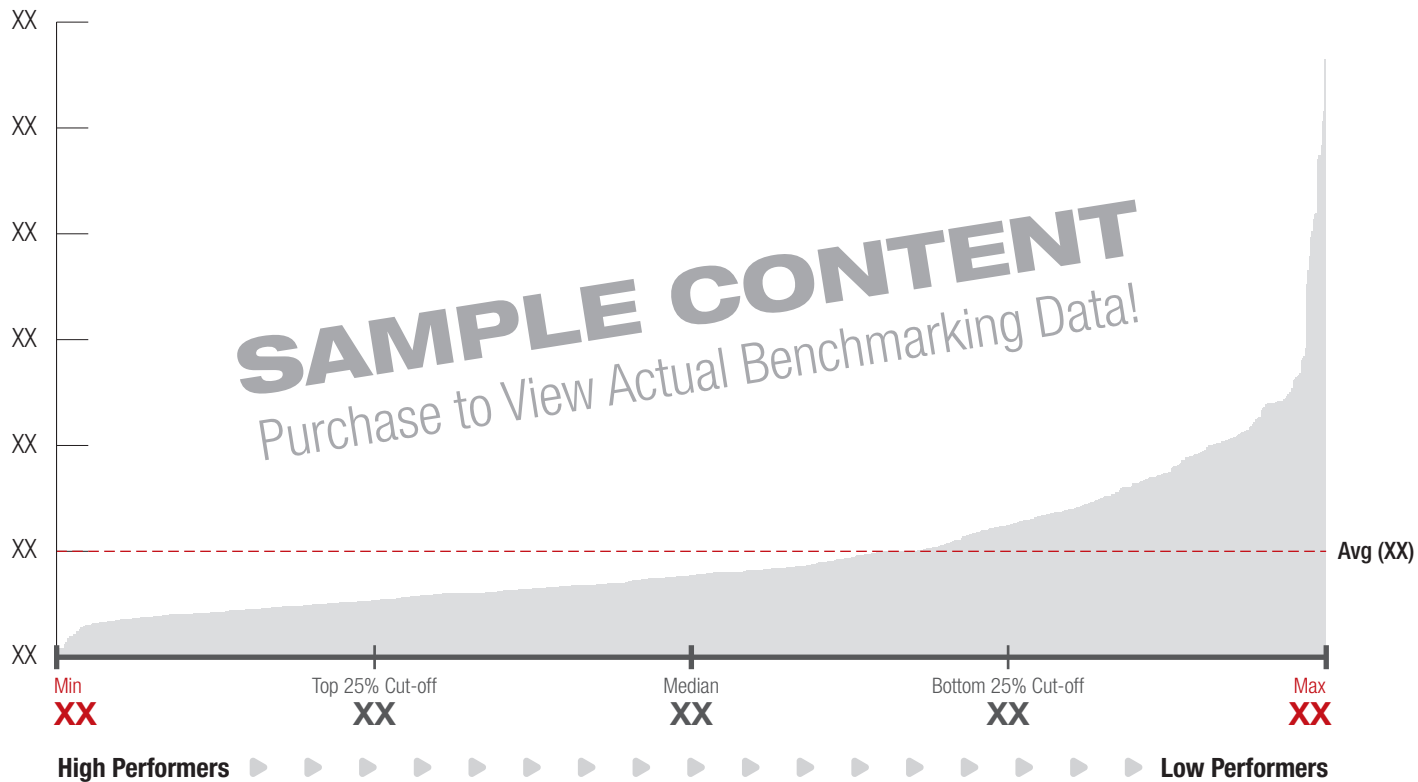
# Patient Eligibility Accuracy Rate

Benchmarks & "Long Tail" Analysis



## Patient Eligibility Accuracy Rate

(Number of Accurate Patient Eligibility Transactions / 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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