

ERA Transparency Rate

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



ERA Transparency Rate

Definition & Measurement Details



What is ERA Transparency Rate?

The total number of electronic remittance advice (ERA) claim denial or adjustment messages provided by the insurance company that include clear, actionable items and explanations divided by the total number of ERA messages sent by the insurer to healthcare providers over the same period of time, as a percentage.

Why should this KPI be measured?

ERA Transparency Rate measures the overall quality of Electronic Remittance Advice (ERA) messages sent by insurance companies to healthcare providers. ERA claims adjustment or denial messages typically

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of electronic remittance advice (ERA) messages sent to healthcare providers that are complete and complete information

ABRIDGED CONTENT
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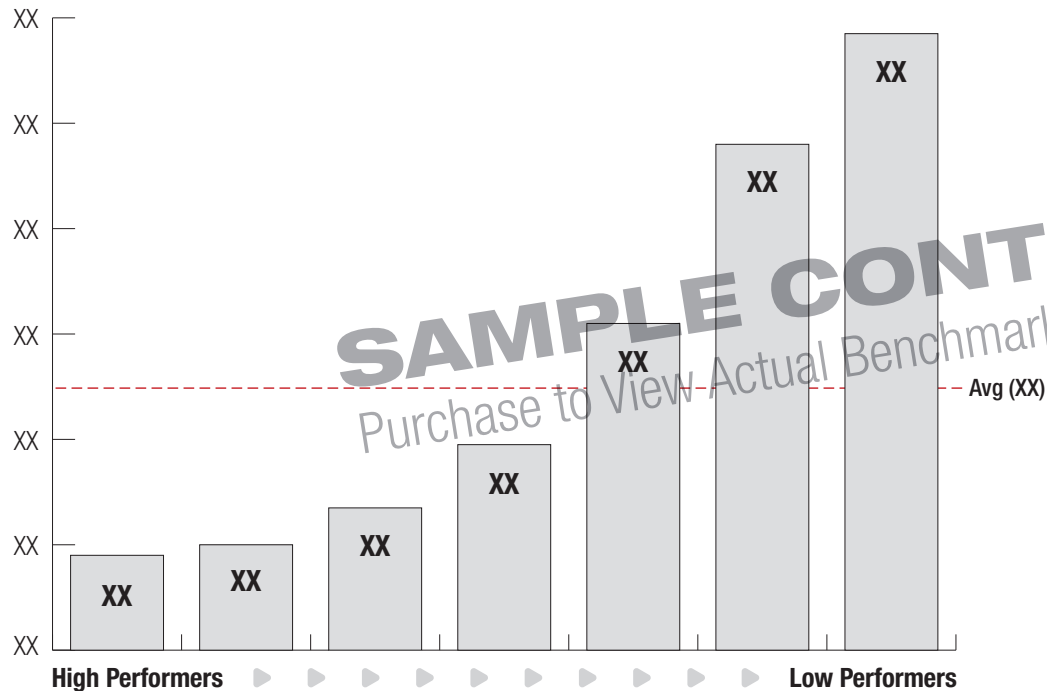
ERA Transparency Rate

Benchmarks & Characteristics of High Performers



ERA Transparency Rate

(Number of ERA Denial or Adjustment Messages Including Clear Reasons and Action Items / Total Number of ERA Denial or Adjustment Messages Sent) * 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.

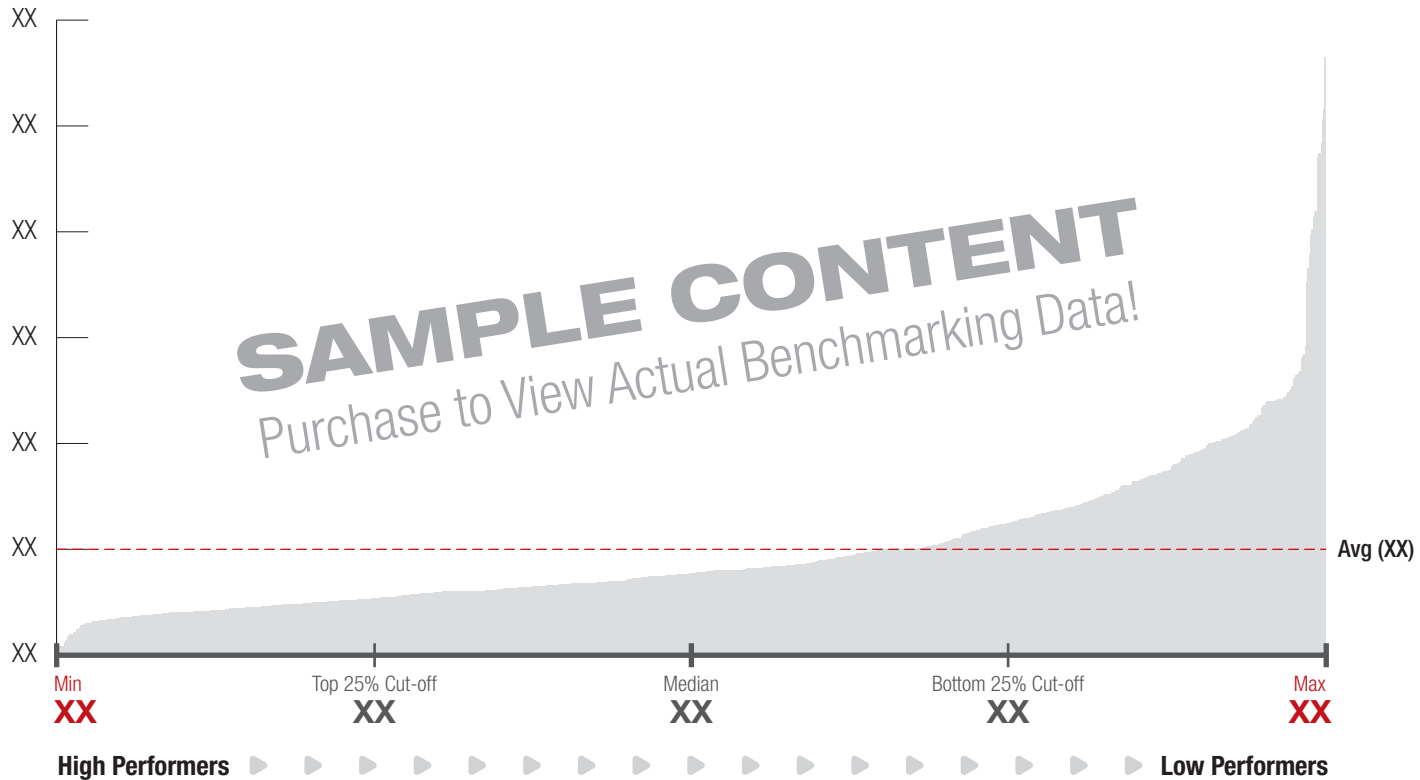
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Benchmarks & “Long Tail” Analysis



ERA Transparency Rate

(Number of ERA Denial or Adjustment Messages Including Clear Reasons and Action Items / Total Number of ERA Denial or Adjustment Messages Sent) * 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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OpsDog, Inc.

1502 Augusta Dr., Suite 200

Houston, TX 77057

Tel: 844-650-2888