

ERA Accuracy Rate

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



ERA Accuracy Rate

Definition & Measurement Details



What is ERA Accuracy Rate?

The total number of initial electronic remittance advice (ERA) claim denial or adjustment messages provided by the insurance company that include accurate adjustment messages and/or denial reasoning 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?

Electronic Remittance Advice (ERA) Accuracy Rate measures the percentage of initial ERA claims denial or adjustment messages sent to healthcare providers that contain accurate information regarding resubmission

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of initial electronic remittance advice (ERA) messages sent to healthcare providers by the insurer and (2) the number of initial ERA

ABRIDGED CONTENT
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ERA Accuracy Rate

Benchmarks & Characteristics of High Performers



ERA Accuracy Rate

(Number of Accurate Initial ERA Messages Sent / Total Number of Initial ERA 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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