

Medical Loss Ratio (MLR)

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Medical Loss Ratio (MLR)

Definition & Measurement Details



What is Medical Loss Ratio (MLR)?

The total amount (in dollars) of claims, and other expenses that improve quality of care, paid to members and healthcare providers by the insurance company over a certain period of time divided by the total premium earned during the same time period, as a percentage.

Why should this KPI be measured?

Medical Loss Ratio (MLR) measures the amount of money that a health insurance company spends paying out claims and improving the overall quality of care provided to their policyholders relative to total premium.

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the sum of claims paid out to policyholders/healthcare providers (e.g., doctors/practices, hospitals) and (2) the sum of quality of care improvements, paid

ABRIDGED CONTENT
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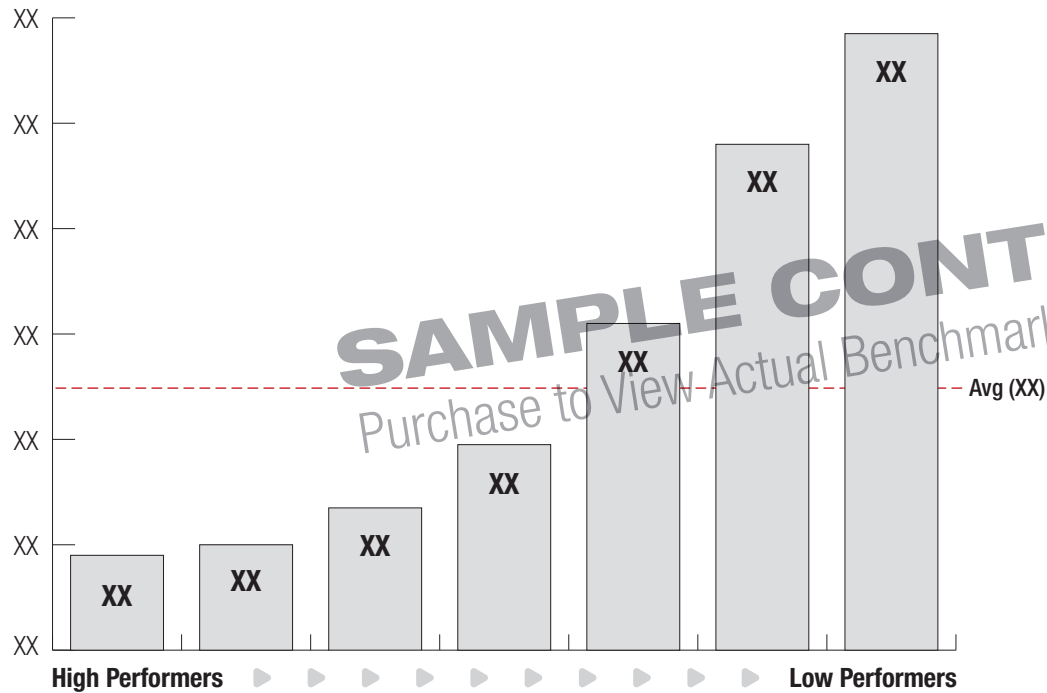
Medical Loss Ratio (Individual)

Benchmarks & Characteristics of High Performers



Medical Loss Ratio (Individual)

$((\text{Total Claims Paid Out} + \text{Expenses Devoted to Quality of Care Improvements}) / \text{Total Premium Earned}) * 100$



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.

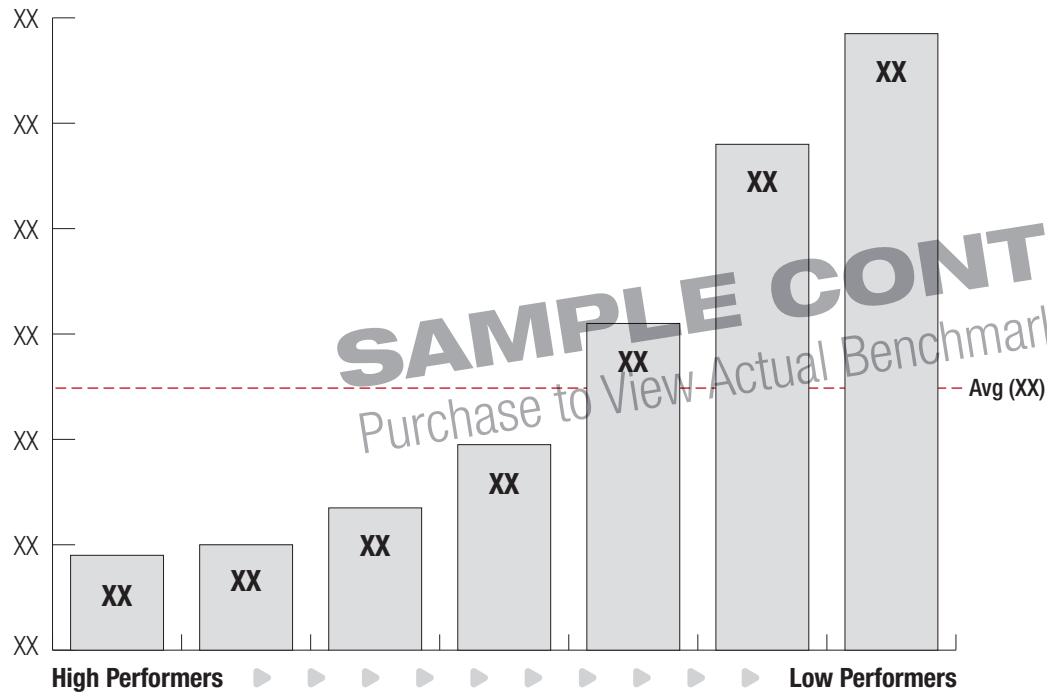
Medical Loss Ratio (Large Group)

Benchmarks & Characteristics of High Performers



Medical Loss Ratio (Large Group)

$((\text{Total Claims Paid Out} + \text{Expenses Devoted to Quality of Care Improvements}) / \text{Total Premium Earned}) * 100$



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.

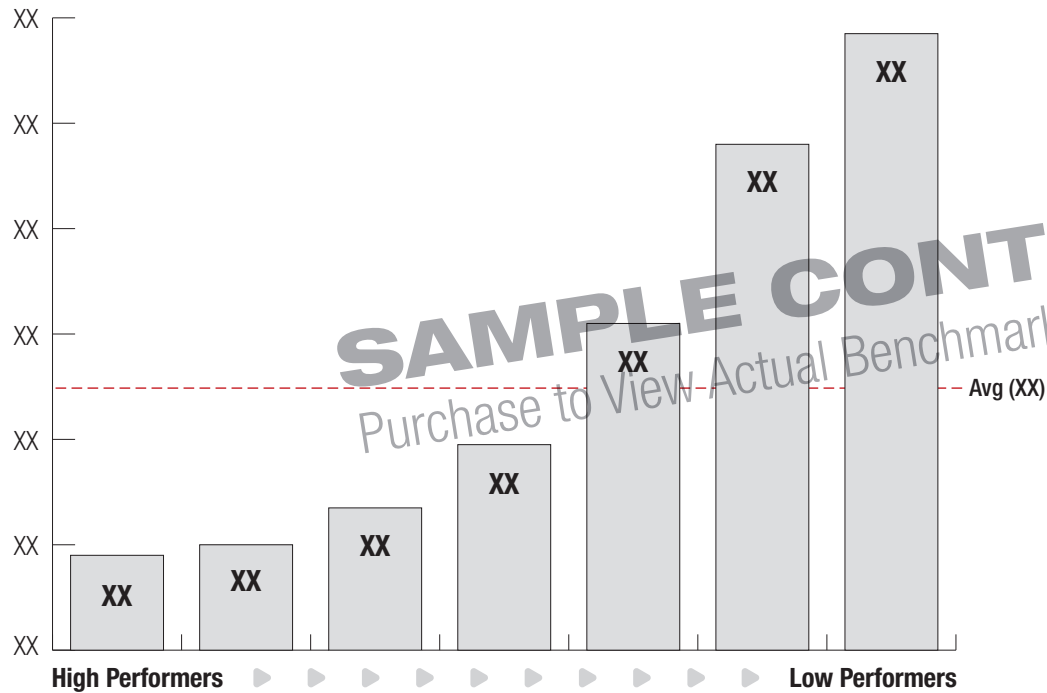
Medical Loss Ratio (Small Group)

Benchmarks & Characteristics of High Performers



Medical Loss Ratio (Small Group)

$((\text{Total Claims Paid Out} + \text{Expenses Devoted to Quality of Care Improvements}) / \text{Total Premium Earned}) * 100$



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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