

Percentage of Member ID Card Renewals Received On-Time

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Percentage of Member ID Card Renewals Received On-Time

Definition & Measurement Details



What is Percentage of Member ID Card Renewals Received On-Time?

The number of renewed ID cards for existing health plan members that were received on or before the effective date divided by the total number of renewed ID cards sent over the same period of time, as a percentage.

Why should this KPI be measured?

Percentage of Member ID Card Renewals Received On-Time measures the number of renewed ID cards for existing health plan members that were received on or before the effective date in relation to the

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of renewed ID cards for existing health plan members that were received on or before the effective date and (2) the total number of renewed ID cards

ABRIDGED CONTENT
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Percentage of Member ID Card Renewals Received On-Time

Benchmarks & Characteristics of High Performers



Percentage of Member ID Card Renewals Received On-Time

(Number of Renewed Member ID Cards Received On-Time / Total Number of Renewed Member ID Cards 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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