

Percentage of New Member ID Cards Received On-Time

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Percentage of New Member ID Cards Received On-Time

Definition & Measurement Details



What is Percentage of New Member ID Cards Received On-Time?

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

Why should this KPI be measured?

Percentage New Member ID Cards Received On-Time measures number of ID cards for new health plan members that were received on or before the effective date in relation to the total number of new member ID cards

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of ID cards for new health plan members that were received on or before the effective date in relation to the total number of new member ID cards

ABRIDGED CONTENT
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Percentage of New Member ID Cards Received On-Time

Benchmarks & Characteristics of High Performers



Percentage of New Member ID Cards Received On-Time

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