

Percentage of Charges Transferred

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Percentage of Charges Transferred

Definition & Measurement Details



What is Percentage of Charges Transferred?

The dollar amount of healthcare expenses (e.g., co-insurance, deductibles, or other non-covered medical services) that are transferred from the primary insurer to the next responsible party at the time of adjudication divided by the total liability amount sought by healthcare providers over the same time period, as a percentage.

Why should this KPI be measured?

Percentage of Charges Transferred measures the amount of medical costs that the health insurance company transfers to the next responsible party for further collection (i.e., the primary health insurer does not

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the dollar amount of healthcare costs (submitted for payment by healthcare providers) that the insurer transfers to the next responsible party, and (2) the total

ABRIDGED CONTENT
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Percentage of Charges Transferred

Benchmarks & Characteristics of High Performers



Percentage of Charges Transferred

(Dollar Amount of Healthcare Costs Transferred to Next Responsible Party / Total Dollar Amount of Claims Submitted for Adjudication) * 100



Characteristics of High Performers

- KPIs are well-defined, tracked and tied to performance reviews
- Robust self-service options for customer
- Proactive communication with providers

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.

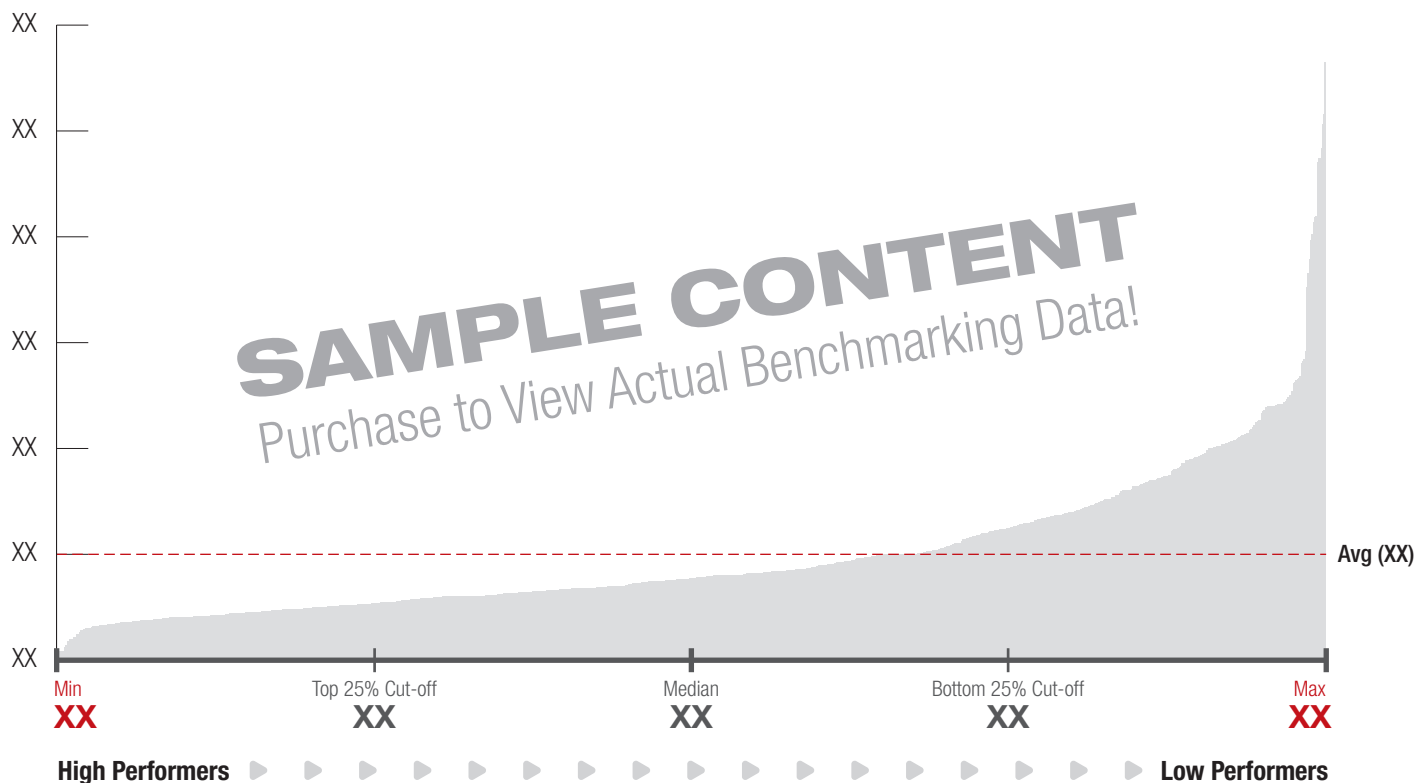
Percentage of Charges Transferred

Benchmarks & "Long Tail" Analysis



Percentage of Charges Transferred

(Dollar Amount of Healthcare Costs Transferred to Next Responsible Party / Total Dollar Amount of Claims Submitted for Adjudication) * 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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