

Percentage of Claim Lines Paid \$0

Benchmarks, Definition & Measurement Details

**SAMPLE
CONTENT & DATA**



Percentage of Claim Lines Paid \$0

Definition & Measurement Details



What is Percentage of Claim Lines Paid \$0?

The total number of claims that were filed by healthcare providers, but for which the payer paid \$0 due to disclosed and/or undisclosed claim edits (i.e., changes to claims reimbursement rules) divided by the total number of claims lines filed over the same period of time, as a percentage.

Why should this KPI be measured?

The Percentage of Claim Lines Paid \$0 measures the volume of individual medical claim line items that the insurance company did not pay out (partially or fully) to the submitting healthcare provider due to

How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of claims line items submitted for processing that were reduced to \$0 (i.e., the payer did not pay) due to a disclosed or

ABRIDGED CONTENT
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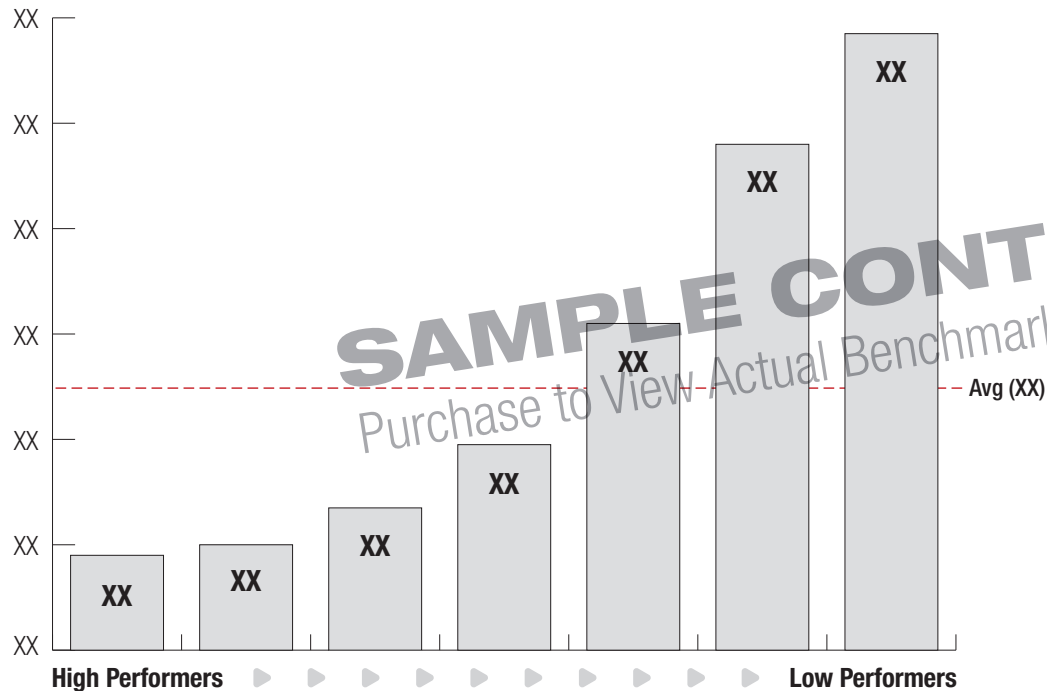
Percentage of Claim Lines Paid \$0

Benchmarks & Characteristics of High Performers



Percentage of Claim Lines Paid \$0

(Number of Medical Claims Lines Paid \$0 / Total Number of Medical Claims Lines Submitted) * 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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