

# Percentage of Claims Completed Within 15 Days

*Benchmarks, Definition & Measurement Details*

**SAMPLE  
CONTENT & DATA**



# Percentage of Claims Completed Within 15 Days

## Definition & Measurement Details



### What is Percentage of Claims Completed Within 15 Days?

The number of medical insurance claims adjudicated within 15 days of receiving the claim from the healthcare provider divided by the total number of claims adjudicated by the payer over the same period of time, as a percentage.

### Why should this KPI be measured?

The Percentage of Claims Completed Within 15 Days measures the volume of medical claims adjudicated by the insurance company within 15 days of reporting, which is a highly reimbursable timeframe within

### How is this KPI calculated?

Two numbers are used to calculate this KPI: (1) the number of medical insurance claims adjudicated (paid or not paid) within 15 calendar days; from the total number of medical claims

**ABRIDGED CONTENT**  
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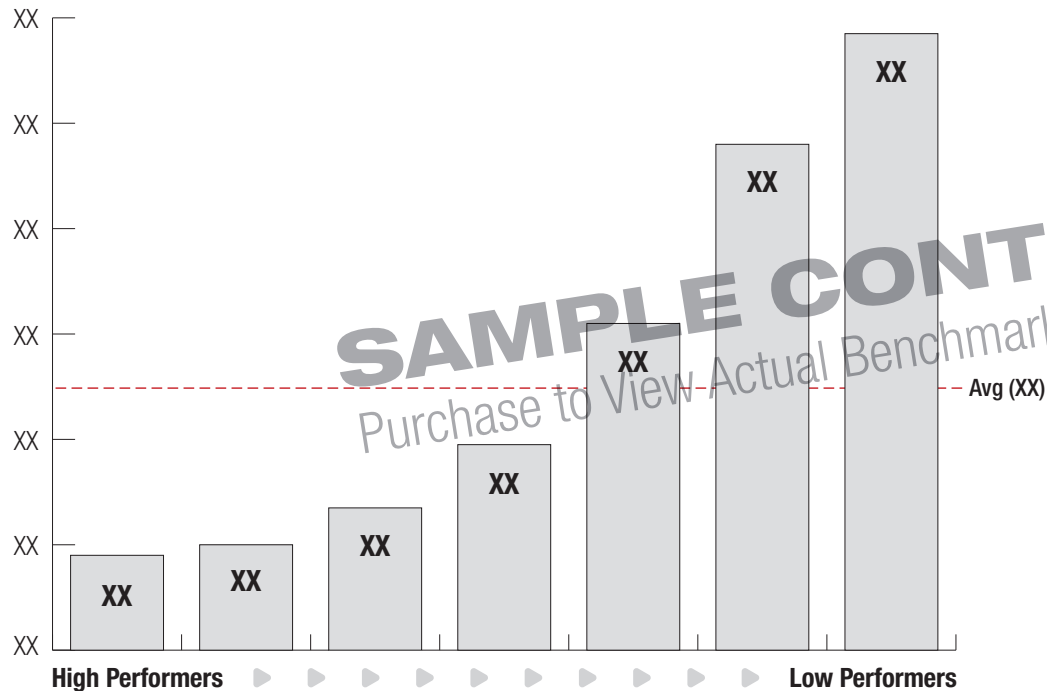
# Percentage of Claims Completed Within 15 Days

Benchmarks & Characteristics of High Performers



## Percentage of Claims Completed Within 15 Days

(Number of Medical Claims Adjudicated within 15 Days / Total Number of Medical Claims Adjudicated) \* 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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