**CLAIMS PROCESSING**

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| **Bidder Name:** |  |

**Instructions**

Enter the requested data for three programs. Include data for the most recent available 12-month period. If you collect and report rates by contract year, you may instead include data for the most recent complete contract year. If there are multiple standards and results (e.g., specific to provider types), enter results separately in the applicable fields. If there is no program standard for claims timeliness/accuracy, enter “N/A” in the standard cell and enter an internal metric in the next row. If there is no data available for an item, enter “N/A”. Provide any clarifying information in the comments section.

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| --- | --- | --- | --- |
|  | **Program 1** | **Program 2** | **Program 3** |
| **PROGRAM NAME** |  |  |  |
| **Timeliness standard – clean claims** |  |  |  |
| **Timeliness standard – all claims**  |  |  |  |
| **Timeliness internal metric – clean claims** |  |  |  |
| **Timeliness internal metric – all claims** |  |  |  |
| **Percent clean claims adjudicated timely** |  |  |  |
| **Percent all claims adjudicated timely**  |  |  |  |
| **Claims accuracy standard – percent of claims**  |  |  |  |
| **Claims accuracy standard – percent of dollars** |  |  |  |
| **Claims accuracy internal metric – percent of claims**  |  |  |  |
| **Claims accuracy internal metric – percent of dollars** |  |  |  |
| **Percent of claims adjudicated accurately** |  |  |  |
| **Percent of dollars paid accurately**  |  |  |  |

**Comments**

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