



Claims Metrics 2022

1. Carrier Profile

* 1. Please provide your contact information

Name

Company

Email Address

Phone Number

2. Which type of Dental benefit products did your company offer in 2021? (Check all that apply)

DHMO

DPPO

Dental Indemnity

Hybrid (mixed) product [A Hybrid products includes design elements of multiple product types within a single product. i.e, a DHMO plan that covers all preventive care with a Discount plan to cover all other treatment)

Other (please specify)



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2. Claims Metrics

3. Please provide the following:

Total number of claims received in 2021?

Total number of claims paid in 2021?

Total dollar amount of claims paid in 2021?

4. What was the average number of claims paid per member in 2021?

5. What was the average number of procedures per claim paid per member in 2021?

6. What percent of members had no claims in 2021?

7. As a percentage of ALL claims, what percentage were received via:

HIPAA 837D Batch

HIPAA 837D real-time

Direct Data Entry into a web portal

Other Electronic system

Non-electronic means (i.e. Paper)

8. What was your company's target success rate for claims finalized within 5 business days/7 calendar days?

Electronic Claims Received

Paper Claims Received

All Claims Received

9. What was your company's actual success rate for claims finalized within 5 business days/7 calendar days?

Electronic Claims Received

Paper Claims Received

All Claims Received

10. What was your company's target success rate for claims finalized within 10 business days/14 calendar days?

Electronic Claims Received

Paper Claims Received

All Claims Received

11. What was your company's actual success rate for claims finalized within 10 business days/14 calendar days?

Electronic Claims Received

Paper Claims Received

All Claims Received

12. Assuming a 'clean' claim situation (no special processing/review needed), approximately how much longer would the adjudication process take on paper instead of through EDI?

- No difference
- 1-5 days longer
- 6-10 days longer
- 11-20 days longer
- 21 days or longer

13. What was your company's target success rate for CLAIMS PAYMENT ACCURACY?

Electronic Claims Received

Paper Claims Received

All Claims Received

14. What was your company's actual success rate for CLAIMS PAYMENT ACCURACY?

Electronic Claims Received

Paper Claims Received

All Claims Received

15. What was your company's target success rate for CLAIMS PROCEDURAL ACCURACY?

Electronic Claims Received

Paper Claims Received

All Claims Received

16. What was your company's actual success rate for CLAIMS PROCEDURAL ACCURACY?

Electronic Claims Received

Paper Claims Received

All Claims Received

17. What was your company's target success rate for CLAIMS FINANCIAL ACCURACY?

Electronic Claims Received

Paper Claims Received

All Claims Received

18. What was your company's actual success rate for CLAIMS FINANCIAL ACCURACY?

Electronic Claims Received

Paper Claims Received

All Claims Received



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3. Coordination of Benefits

19. What percentage of claims ...

required clinical
claims attachments to
process a claim?

involved Coordination
of Benefits (COB) as a
primary payor?

involved Coordination
of Benefits (COB) as a
secondary payor?

20. When receiving a secondary 837D claim, do you accept the information submitted (COB information on the 837D and/or an Attachment Control Number for the EOB) as sufficient to process the claim?

- Yes
- No
- Don't Know



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4. Explanation of Benefits

21. Does your company allow members to opt in to receiving electronic EOBs (eEOB) instead of paper?

- Yes
- No
- Don't Know

22. As a percent of membership, what was the rate of adoption of eEOB...

... in 2020?

... in 2021?



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5. Auto-Adjudication

23. For the following questions:

Automatic Adjudication or Auto-Adjudication refers to all electronic, OCR and manual entry claims received into a payer's Claims Processing System, which are systematically processed to a finalized status without MANUAL intervention and/or SUSPENSION exceptions.

Of the electronic claims received, what percentage of those were automatically adjudicated?

Of the OCR (scanned) claims received, what percentage of those were automatically adjudicated?

Of the paper claims keyed into your processing system, what percentage of those were automatically adjudicated?

24. Does your auto-adjudication percentage include pre-determination claims?

Yes

No



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6. Real-Time Adjudication

25. Which of the following RTA capabilities does your company have?

- | | |
|---|--|
| <input type="checkbox"/> The process of a single claim being submitted by a provider to a payer. | <input type="checkbox"/> The payer responds to the provider advising of Adjustments and explanations. |
| <input type="checkbox"/> The payer systematically adjudicates the claim to its final disposition. | <input type="checkbox"/> The whole process is completed in a single communications session that is established and remains open and active until the adjudicated transaction is received by the entity initiating the communication session. |
| <input type="checkbox"/> The payer responds to the provider advising of Denial reason(s) | |
| <input type="checkbox"/> The payer responds to the provider advising of Amount to be paid | <input type="checkbox"/> All of the above |
| <input type="checkbox"/> The payer responds to the provider advising of Patient responsibility | <input type="checkbox"/> None of the Above |

26. Does your company plan to implement RTA?

- | | |
|--|--|
| <input type="radio"/> Currently use RTA | <input type="radio"/> Yes. In the next 18 months |
| <input type="radio"/> Yes. In the next 6 months | <input type="radio"/> Yes. In the next 24 months |
| <input type="radio"/> Yes. In the next 12 months | <input type="radio"/> Not planning to implement |

27. For accepted predeterminations via real-time transmission, what was the most common response transmitted to providers?

- Received
- Denied
- Need more information
- Other (please specify)

- Do not Accept Predeterminations via Real-Time transmission

28. What was your company's target percent for predeterminations processed in 2021?

% of Electronic Claims Received

% of Paper Claims Received

% of ALL Claims Received

29. What was your company's actual percent for predeterminations processed in 2021?

% of Electronic Claims
Received

% of Paper Claims
Received

% of ALL Claims
Received

30. Does your company use RTA for claim adjustment?

Yes

No

31. What percentage of ALL claims in 2021 used RTA for claim adjustment?



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7. Artificial Intelligence

32. Does your company currently use Artificial Intelligence (AI) in x-ray/radiograph review?

- Yes
- No

33. Are you planning to implement AI in in x-ray/radiograph review?

- Already use AI in x-ray/radiograph review
- Yes. In the next 6 months
- Yes. In the next 12 months
- Yes. In the next 18 months
- Yes. In the next 24 months
- Not planning to implement

34. Does your company currently use AI in any other area of claim processing?

- No
- Yes (please describe)

35. Are you planning to implement AI in claim processing?

- Yes. In the next 6 months
- Yes. In the next 12 months
- Yes. In the next 18 months
- Yes. In the next 24 months
- Not planning to implement



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8. Electronic Data Interchange (EDI)

36. Does your company trade Benefit & Eligibility transactions (HIPAA 270/271)...

- | | |
|---|--|
| <input type="checkbox"/> Directly from provider | <input type="checkbox"/> Via real-time |
| <input type="checkbox"/> Through a claims clearinghouse | <input type="checkbox"/> Via web portal |
| <input type="checkbox"/> Via batch | <input type="checkbox"/> Do not trade Benefit & Eligibility transactions (HIPAA 270/271) |

37. Does your company trade Patient Information Transaction Set (HIPAA 275)?

- | | |
|---|---|
| <input type="checkbox"/> Directly from provider | <input type="checkbox"/> Via real-time |
| <input type="checkbox"/> Through a claims clearinghouse | <input type="checkbox"/> Via web portal |
| <input type="checkbox"/> Via batch | <input type="checkbox"/> Do not trade Patient Information Transaction Set (HIPAA 275) |

38. Does your company trade Claims Status Inquiry and Response (HIPAA 276/277)...

- | | |
|---|--|
| <input type="checkbox"/> Directly from provider | <input type="checkbox"/> Via real-time |
| <input type="checkbox"/> Through a claims clearinghouse | <input type="checkbox"/> Via web portal |
| <input type="checkbox"/> Via batch | <input type="checkbox"/> Do not trade Claims Status Inquiry and Response (HIPAA 276/277) |

39. Does your company trade Electronic Remittance Advice (ERA) transactions (HIPAA 835)...

- | | |
|---|---|
| <input type="checkbox"/> Directly from provider | <input type="checkbox"/> Via real-time |
| <input type="checkbox"/> Through a claims clearinghouse | <input type="checkbox"/> Via web portal |
| <input type="checkbox"/> Via batch | <input type="checkbox"/> Do not trade Electronic Remittance Advice (ERA) transactions (HIPAA 835) |

40. Upon a provider implementing ERA, does your company suppress the print/mail of paper EOBs?

- Yes
- No

41. What percent of adjudicated EOB transactions are returned via 835?

%

42. What percent of providers are accepting 835 transactions?

%

43. Do you provide adjudicated EOB transactions via 835 regardless of provider enrollment?

Yes

No



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9. Payments

44. What percentage of your company's payments in 2021 to providers were...

Paper checks

Electronic funds transfer (EFT) - Includes Email/virtual checks, wire transfers, direct deposit, ACH disbursements

Virtual credit cards

All other

45. Is your company planning to offer Alternative Provider Payment Options (payments other than EFT/ACH or paper checks)?

- Already offer Alternative Provider Payment Options
- Yes, in the next 6 months
- Yes, in the next 12 months
- Yes, in the next 24 months
- Yes, in the next 36 months
- No
- Still determining
- Other (please specify)



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10. CAQH CORE

46. Is your organization familiar with the CAQH CORE Operating Rules that mandated the use of certain electronic transactions?

- Yes, Adhere to the mandate
- Yes, Working toward adherence
- No

47. Do you have any incentives for submitters to send EDI/electronic instead of submitting paper or making phone call inquiries? (Check all that apply)

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Yes, claims | <input type="checkbox"/> Yes, EOB/ERA |
| <input type="checkbox"/> Yes, eligibility | <input type="checkbox"/> Yes, EFT |
| <input type="checkbox"/> Yes, claims status | <input type="checkbox"/> No |

48. Do you have a web portal that allows providers to *verify* information? (Check all that apply)

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Yes, claims | <input type="checkbox"/> Yes, EOB/ERA |
| <input type="checkbox"/> Yes, eligibility | <input type="checkbox"/> Yes, EFT |
| <input type="checkbox"/> Yes, claims status | <input type="checkbox"/> No |

49. Do you have a web portal that allows providers to *submit* information? (Check all that apply)

- | | |
|---|---------------------------------------|
| <input type="checkbox"/> Yes, claims | <input type="checkbox"/> Yes, EOB/ERA |
| <input type="checkbox"/> Yes, eligibility | <input type="checkbox"/> Yes, EFT |
| <input type="checkbox"/> Yes, claims status | <input type="checkbox"/> No |

50. Any comments on the state of Dental EDI submission rates and ideas to increase industry EDI adoption?



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11. Performance Guarantees

51. Does your company offer performance guarantees on any of these metrics? (Check all that apply)

- | | |
|---|--|
| <input type="checkbox"/> Claims payment accuracy | <input type="checkbox"/> Turnaround time for claim payment |
| <input type="checkbox"/> Claims financial accuracy | <input type="checkbox"/> Member satisfaction rate |
| <input type="checkbox"/> Claims procedural accuracy | |
| <input type="checkbox"/> Other (please describe) | |

- Do not offer guarantees on metrics

52. What is the minimum group size for which your company will offer performance guarantees? Please answer in terms of subscribers (employees).