



**FINANCIAL  
PERFORMANCE  
60%**

**ADMINISTRATIVE  
PERFORMANCE  
30%**

**TRANSACTION  
EFFICIENCY  
10%**

WHAT PAYERVIEW MEASURES	WEIGHT	HOW IT'S MEASURED
Days in A/R	25%	Average time it takes to receive payment as measured from date of charge entry to remittance post
First-Pass Resolution Rate	25%	Percent of claims that are successfully resolved on the initial submission (e.g. paid or deemed as patient responsibility by the payer)
Provider Collection Burden	10%	Percent of charges (\$) transferred from the primary insurer to the next responsible party. Includes coinsurance, deductibles, and other transfers (e.g. noncovered services). Copays and real-time adjudication amounts were not included in the rate as information is readily known.
Denial Rate	20%	Percent of claims (both pended and denied) requiring back-end rework
Denial Transparency	10%	Percent of denied claims requiring only one resubmission to resolve the claim
Eligibility Accuracy	10%	Correlation of eligibility response to adjudication outcome. If payer stated that the patient was eligible in its eligibility response, the payer would get penalized if it later denied the claim for eligibility-related reasons.