

2022 CAQH Index: We Need Your Help

Call for Medical and Dental Plans, Providers, Vendors and Pharmacy Benefit Managers

The [CAQH Index](#) is the only national effort tracking the costs and other trends in business interactions between medical and dental plans, providers, vendors and pharmacy benefit managers (PBMs), for:

- Prior Authorization
- Claim Status Inquiries
- Claim Remittance Advice
- Claim Attachments
- Eligibility and Benefit Verification
- Claim Payment
- Coordination of Benefit Claims
- Claim Submission
- NCPDP Telecommunication



Did You Know?

While COVID-19 challenged the healthcare industry, electronic **adoption increased for almost all transactions** as staff working from home relied more on automated processes.

Source: 2021 CAQH Index

Advance the Effort: How You Can Help

Medical and Dental plans, providers, vendors and PBMs can advance the effort by contributing data. More data is needed to completely benchmark the transactions currently tracked and to reveal insights about the evolving use of administrative transactions.

Every Data Contribution Adds Value

Every data contribution enriches the overall quality of the Index dataset. With richer data, CAQH can deliver increasingly useful insights, more precise measures of progress and more accurate estimates of cost savings. All healthcare provider/plan organizations, vendors and PBMs, irrespective of size or adoption status, are encouraged to participate.

How It Works

Medical and Dental plans, vendors and PBMs work directly with CAQH to contribute only necessary data through a streamlined, confidential process. The activities required of each data contributor vary according to the accessibility of requested data but can generally be completed in two to four hours.

Medical and Dental providers work directly with [NORC at the University of Chicago](#) (NORC) to complete a questionnaire about their organizational volume of certain transactions, time spent processing the transactions and staffing resources. The questionnaire takes approximately two to six hours total to complete and can be completed by multiple people during multiple sessions, if needed.

Receive a Customized Benchmark Report

Medical and Dental, providers, vendors and PBMs that contribute data receive customized benchmark reports. CAQH prepares and delivers a detailed analysis of organizational performance alongside national results to each data contributor.

LEARN MORE ABOUT PARTICIPATION

Learn more about the Index or download the 2021 CAQH Index at www.caqhindex.org

Contact the Research Team

Kristine Burnaska, Director, Research and Measurement, at explorations@caqh.org with any questions you may have regarding participation and the Index. For providers only, please email NORC, at IndexHelp@norc.org or call NORC at (877) 394-1975 to learn more or to get started.