

## 2020 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



### 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.

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## LEARN MORE ABOUT PARTICIPATION

Learn more about the Index or download the 2019 CAQH Index at [www.caqhindex.org](http://www.caqhindex.org)

### Contact the Research Team

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