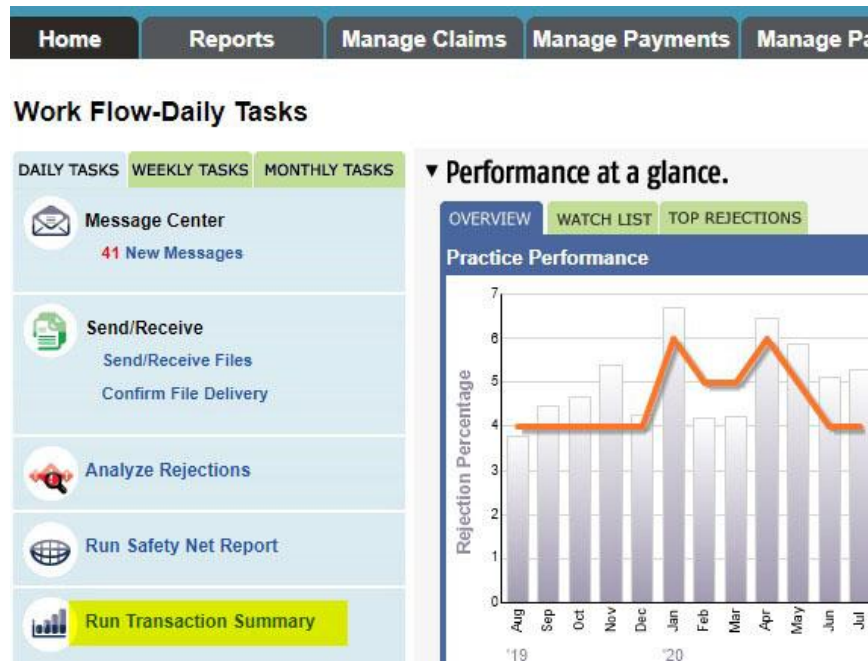


BENCHMARK LESS THAN **3%**

REPORT TO GENERATE

Login to [Gateway/TriZetto](#) and click **Run Transaction Summary**



Input **Date Range** (Quarter Beginning to End), Sort by **None**, then click **Create Report**

The screenshot shows the 'Run Transaction Summary' report configuration page. The top navigation bar includes 'Home', 'Reports', 'Manage Claims', and 'Manage Payments'. The 'Reports' section is active, showing 'Run Safety Net Report', 'Analyze Rejections', 'Run Transaction Summary', and 'Monitor Staff Productivity'. The 'Run Transaction Summary' section includes a description: 'View a summary of processed transactions.' and a section for 'Submission dates for the claims you're looking for:'. This section contains a 'Select Range' dropdown menu, a 'From' date field (4 / 1 / 2020), and a 'To' date field (6 / 30 / 2020). Below these fields is a 'Sort By (Optional):' section with three dropdown menus, all set to 'None'. At the bottom, there are 'Create Report' and 'Clear Fields' buttons.

CALCULATION

1. Divide **Trizetto Provider Solutions Claim Errors** by **Total Claims**.
2. Multiply by 100 to get the percentage.

Run Transaction Summary

View a summary of processed transactions.

[Hide Search Criteria](#)

Submission dates for the claims you're looking for:

Select Range: -- Choose --

From: 4 / 1 / 2020

To: 6 / 30 / 2020

Sort By (Optional):

1: None 2: None 3: None

[Create Report](#) [Clear Fields](#)

$72 \div 3969 = 0.0181$
 $0.0181 \times 100 = 1.81\%$

	Total Claims	Total Charges	TriZetto Provider Solutions Claim Errors
Totals:	3969	\$867837.30	72 1.81%
Total Errors: 182 (4.59%) Total Error Charges: \$43445.63 (5.01%)			

BONUS STATS WORKSHEET

1. Enter the totals from the **0 to 30** and **31 to 60** buckets into the corresponding cells
2. Enter the **Encounter Total** into the corresponding cell
3. The percentage will automatically calculate and turn **RED** if *under* the Benchmark (80%)

CONSIDERATIONS

Common Considerations

- System error that caused claims to reject
- Testing of new features (UB837)

Submitting Considerations

Login to [Gateway/TriZetto](#), mouse over **Reports** and click **Analyze Rejections**

Click on **Excel icon** to export the report to Excel

On the calculations worksheet, make sure to show the number of rejections you are removing with a detailed statement as to why you are removing the rejections, and what is being done to address this issue

Show a recalculated formula removing the rejections