

PayerView 2016: Payer Report Card

5 Market Changes That Will Impact Performance and Invite Collaboration



Who Does It Best? This Year's Top-Scoring Payers Aren't Who You'd Expect

New Payers Entered the Ring, Revealing Striking Shifts Among Traditional Top Performers



1

Cigna



2

Capital Blue Cross
Pennsylvania



3

Anthem Blue Cross and
Blue Shield in Maine



4

Health New England



5

Medicare Part B
Washington State



6

Blue Cross and Blue Shield
of North Carolina Medicare



7

Blue Cross Blue Shield of
Massachusetts



8

UniCare



9

Medicare Part B Indiana



10

CareFirst BlueCross Blue
Shield Washington, DC

Who's Who?



Commercial Payers

Experienced and established with strong market share and robust processes



National commercial payers leading the pack on Electronic Remittance Advice (ERA) transparency and enrollment efficiency



Blues

Refined, streamlined processes and best practices through collaboration within BCBS Association



Winning at Days in Accounts Receivable (DAR) and denial rate



Medicare Part B Payers

Standardized claims adjudication systems and rules



Top of the class in first-pass resolve rate, benefit reliability and eligibility accuracy

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