



Crowe healthcare revenue cycle monthly benchmarking scorecard

Metrics that matter

December 2022

Compare your revenue cycle KPIs with the latest monthly KPIs from your peers nationally

KPI	September 2022	October 2022	Month-over-month percentage change	Year-over-year percentage change
Inpatient initial denial rate (prior authorization/precertification)	2.37%	2.23%	(5.9%)↓	31.2%↑
Inpatient initial denial rate (request for information)	3.41%	3.76%	10.3%↑	(7.6%)↓
Outpatient initial denial rate (prior authorization/precertification)	0.94%	0.96%	2.1%↑	3.2%↑
Outpatient initial denial rate (request for information)	2.33%	2.33%	0.0%→	(10.7%)↓

Insight of the month

The initial claim denial rate for inpatient care related to prior authorization or precertification issues was up more than 30% in October compared with October 2021 and more than 50% compared with October 2020.

Tip of the month

Triage initial inpatient prior authorization and precertification denials as quickly as possible and provide the appropriate clinical support to the clinical denials team to facilitate timely appeals. And don't forget to use the denials record to monitor progress and success.

Crowe derives its monthly national revenue cycle key performance indicators (KPIs) from revenue cycle performance data from more than 1,700 hospitals that use the Crowe Revenue Cycle Analytics (Crowe RCA) reporting platform.

Derek Bang of Crowe invented the Crowe Revenue Cycle Analytics (Crowe RCA) solution. The Crowe RCA solution is covered by U.S. Patent number 8,301,519.



For more revenue cycle performance insights and tips, please contact:

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