



# Crucial KPIs for Effective Provider Enrollment Management

Optimizing the enrollment process is essential for efficient operations and timely payments. Monitor these Key Performance Indicators (KPIs) to enhance your department's effectiveness.



## AVERAGE TIME TO SUBMIT COMPLETED APPLICATIONS

**What:** The average time it takes to compile and submit a completed enrollment application to payers.

**Why:** Speedy submission of applications is crucial for quickly beginning the review process, leading to faster enrollment approval and activation.



## TOTAL DAYS IN ENROLLMENT

**What:** The average number of days it takes to enroll a provider from start to finish.

**Why:** Gain insight into the overall efficiency of your enrollment process. A shorter enrollment period ensures providers can deliver services and generate revenue more quickly.



## TURNAROUND TIME

**What:** The average time payers take to review, process, and approve provider enrollment applications.

**Why:** Knowing the payer's response and approval times helps manage expectations and allows for more accurate planning and forecasting of enrollment timelines.



## ENROLLMENT DENIAL PERCENTAGE

**What:** The percentage of enrollment applications denied due to various issues.

**Why:** A lower denial rate indicates a higher quality of submitted applications and a more effective enrollment process. Monitoring denials helps identify and correct common mistakes in applications.



## AVERAGE TAT PER PAYER TO RECTIFY DENIAL

**What:** The average time it takes for each payer to rectify and approve a previously denied enrollment application.

**Why:** Understanding the time to resolution for denials helps in developing strategies to expedite the correction and approval process.



## PROVIDER SATISFACTION SCORE

**What:** A measure of provider satisfaction with the enrollment process, often obtained through surveys and feedback.

**Why:** A satisfied provider is more likely to engage positively with the healthcare organization. Measuring satisfaction helps identify areas for improvement in the enrollment process.



## 3 Ways TMG Can Boost Your Provider Enrollment Team

1

**ProVISIONary Staffing** enables you to scale your MSP workforce during peak periods and find right-fit permanent staff members.



2

**TMG University** trains, crosstrains, and uptrains your existing staff to ensure knowledge, skill, and workflow alignment.



3

**TMG Consulting** transforms Medical Staff Services to reimagine structure, streamline processes, and enhance efficiency.

