Current Department Key Performance Indicators/Metrics

Initial applications completed annually:
2021 (Jan-May): 385
2020: 986
2019: 962
Initial application monthly average:
70 files

Reappointments completed annually:
2021 (Jan-May): 890
2020: 1,904
2019: 1,936
Reappointment monthly average:
169 files

Credentialing Turnaround Timeframes
- App recv'd to MCCC: Avg days, Max Target Days
- Complete file to MCCC: Avg days, Max Target Days
- Initial file TAT: Avg days, Max Target Days

Claims Management Goals & averages
- Cred Holds (in $100k): Goal 3, FY21 Actual 2
- Go Health Holds (in $100k): Goal 1, FY21 Actual 0.8
- Active Denials (in $10k, since 2021 avg $28k): Goal 3, FY21 Actual 1.2
- AR Days: Goal 5.5, FY21 Actual 0.2

Reappointments completed by deadline 2020
- Percentage:
  - Avg
  - Goal