



2024

CAQH Index Key Takeaways

From Transactions to Trust: Building Better Care Through Healthcare Automation

For 12 years, the CAQH Index has been the source of truth for identifying transformative opportunities to drive efficiency and reduce administrative costs in healthcare workflows.



Read the full CAQH Report

Why It Matters:

\$222
Billion

Avoided by the healthcare industry annually through automation.

\$20
Billion

In annual cost savings can be unlocked by transitioning to fully electronic administrative workflows.

70
Minutes

Saved on average, per patient visit, by transitioning to fully electronic workflows, freeing up medical staff to focus on patient care.

Three Calls to Action for Healthcare Leaders

1

Automate Key Transactions

Opportunity:

Fully automate two transactions with the highest cost-savings opportunities highlighted in the CAQH Index to achieve substantial savings.

Action:

Implement electronic standards and operating rules to support all eligibility and benefit verifications and claim status inquiries to eliminate time-consuming manual tasks.

Impact:

Save over \$15 billion annually across the healthcare industry, improve transparency, and deliver critical information to patients and providers faster.

2

Transform Prior Authorization Workflows

Opportunity:

Reduce prior authorization delays and administrative burden for patients and providers.

Action:

Exceed baseline CMS Interoperability & Prior Authorization Rule compliance by adopting API-based solutions alongside enhanced workflows.

Impact:

Save the industry \$515 million annually and medical providers and staff 14 minutes per authorization by adopting the electronic standard.

3

Improve Provider and Patient Experience

Opportunity:

Streamline administrative processes to free up valuable time.

Action:

Transition to fully electronic workflows to eliminate time-consuming manual tasks, allowing medical staff to dedicate more attention to patient needs and reducing barriers to care.

Impact:

Save medical providers and staff up to 18 minutes, on average, per patient visit, by automating claim status inquiries. This cuts down on phone calls and makes the healthcare experience better for everyone.

CAQH offers the most comprehensive provider and member data in the U.S. and is trusted by stakeholders from across the healthcare ecosystem to make healthcare work better.

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