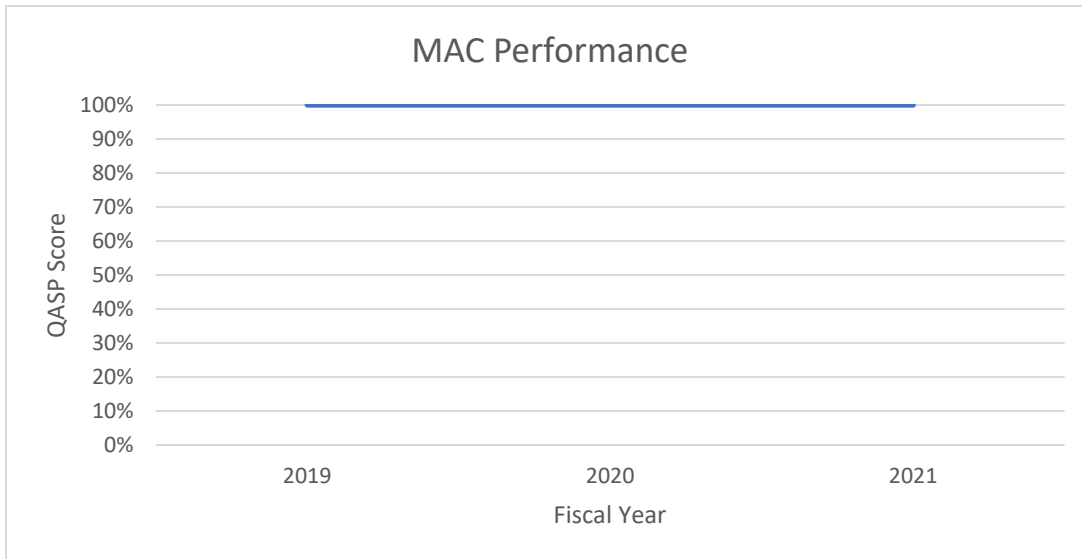**QASP Claims Processing**

What is measured?

The Claims Processing QASP standards measure clean claims processing timeliness and Medicare Summary Notice (MSN) management.

Performance Data

Fiscal Year	Avg	Low	Median	High
2019	100%	100%	100%	100%
2020	100%	100%	100%	100%
2021	100%	90%	100%	100%

Trends and Observations

An overall sustained trend can be observed from Fiscal Year 2019 - 2021. The MACs have performed very well every year. The MACs have consistently scored higher on Claims Processing metrics compared to the other business functions measured by QASP and in most years measured, each MAC was in 100% compliance.