

# 2025

# CAQH Index<sup>®</sup> Report

Recovery by the Numbers: Administrative Resilience  
After a Systemwide Disruption

April 2026



Thank You to Our Thought Partner





## Today's Agenda

**CAQH Index Overview**

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**2025 Index: Key Findings**

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**2025 Index Pro**

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**CAQH Advisory Services**

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**Discussion**

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# CAQH Index Overview



# What is the CAQH Index?



## A National Benchmarking Survey

- Trends adoption of fully electronic administrative transactions
- Estimates partially electronic portal use and fully manual use
- Estimates cost and time savings opportunities
- Estimates national cost avoided and spend



## A Tool to Track and Monitor Industry Progress

- Tracks industry progress in the ongoing transition from manual to electronic administrative transactions
- Monitoring progress makes it possible to identify successes and to make course corrections when necessary

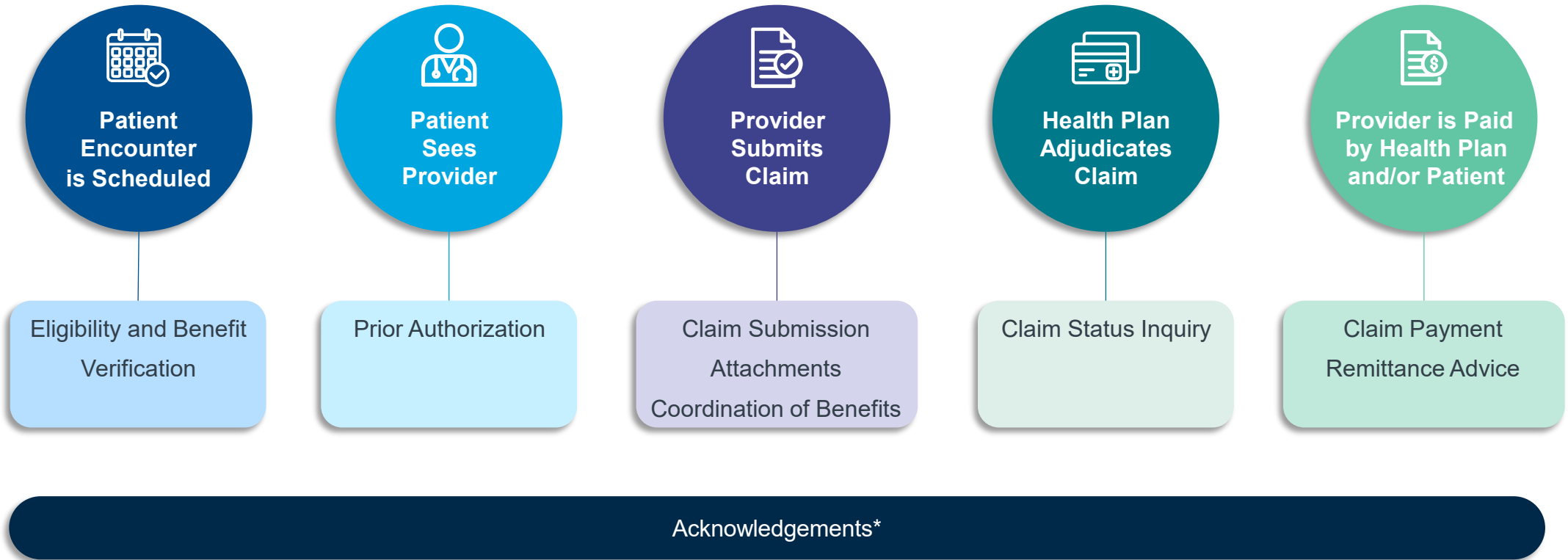


## A Collaborative Initiative

Guided by the CAQH Index Advisory Council which is:

- Comprised of experts in administrative transactions, data analysis and healthcare management
- Represents providers, health plans, SDOs, vendors and other industry partners

# Tracking transactions across the administrative workflow



\*The reporting of Acknowledgements has been retired after achieving consistent 100% electronic adoption. Data is included in total volume for trend analyses  
Note: This diagram illustrates the administrative workflow in its simplest form. In practice, some transactions may occur multiple times or in multiple steps and triggered by other events.

# 2025 CAQH INDEX REPORT

## New Index Format

To drive impact and sustainability, the 2025 Index was restructured into **2 components**:

### 2025 Executive Report and Methods (Public)



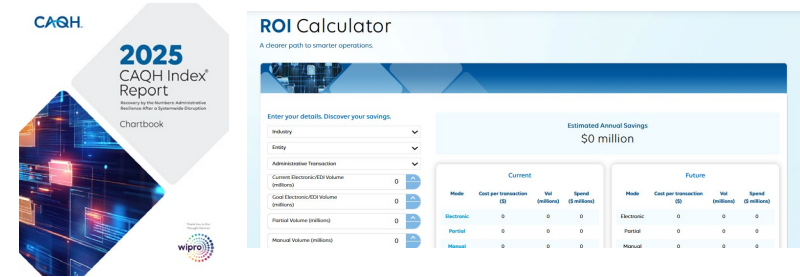
**Teases** high-value, citable ROI insights and key findings to understand automation progress and opportunities.

- Overview
  - The Administrative Workflow
  - Key Findings
    - Adoption
  - Volume
  - Spend
    - Cost Savings Opportunities
  - Industry Call to Action
  - Acknowledgements
- Include **FHIR/Interoperability and AI** highlights*

Methodology and Definitions



### 2025 Index Pro (Gated Chartbook, ROI Calc, LLM, 1-hr Consulting)



A new digital, interactive platform that delivers **detailed trends** in a simpler format. Attracts new users focused on data, meeting demand from stakeholders who use Index data for **ROI analysis, workflows, and policy**. Directed to:

- ✓ Associations
- ✓ Policy Groups
- ✓ Plans
- ✓ Vendors
- ✓ Academics (non-students)
- ✓ Hospitals
- ✓ Consulting Orgs
- ✓ Start-ups

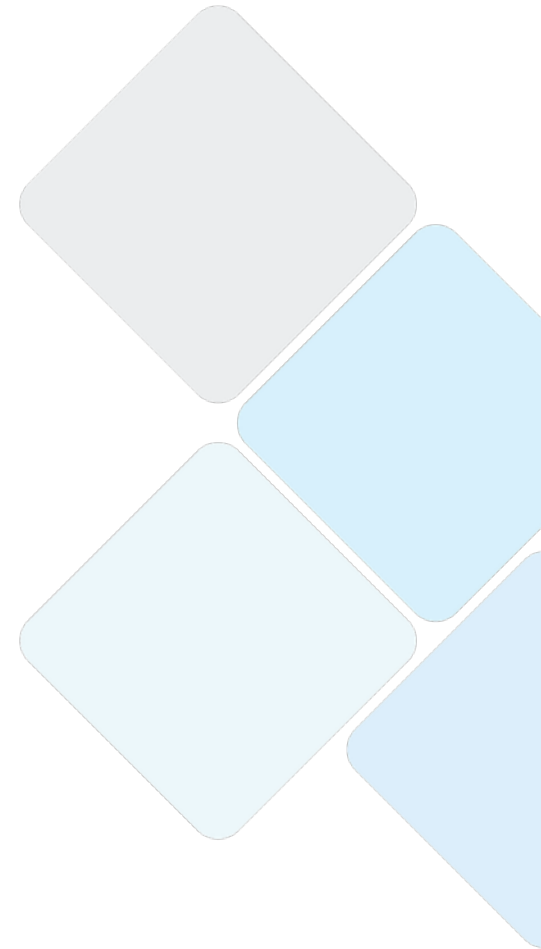
*Note: Index Council Members and participants, gov't, and students will receive at no cost.*

**Digital experience**

- Trended Key Metrics
- Transaction Level Findings
- Cost and Time Savings Opportunities



# 2025 Index: Key Findings



# \$21B industry savings opportunity remains

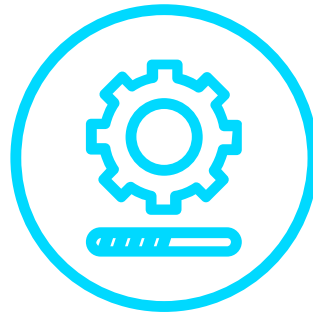
## The healthcare industry:



Spent

**\$82 billion**

on administrative tasks



Avoided spending

**\$258 billion**

on administrative tasks through automation



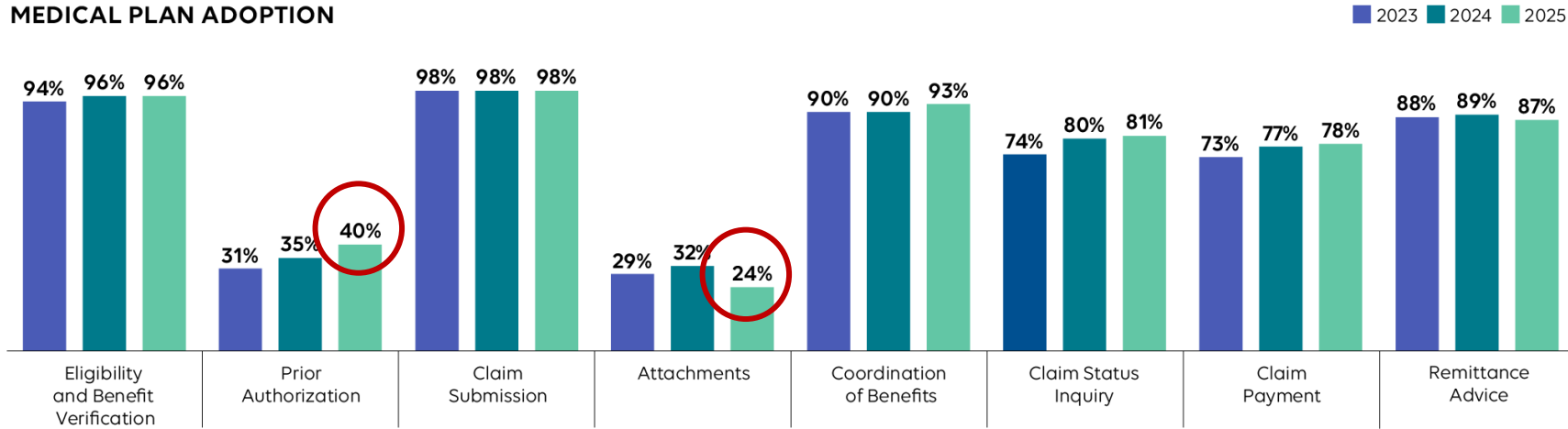
Can save an additional

**\$21 billion**

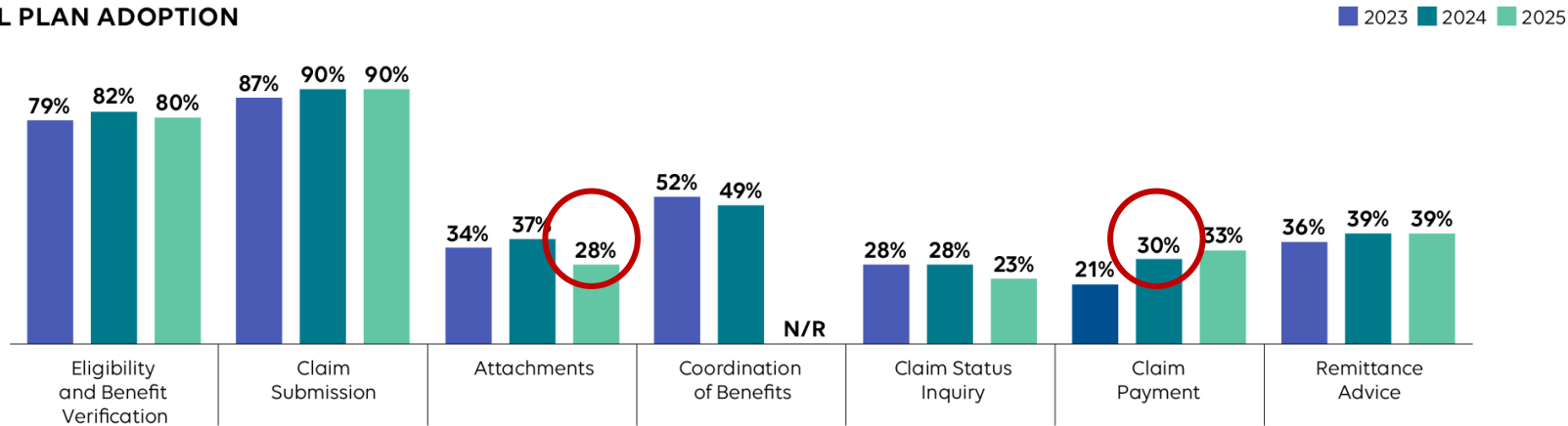
annually through automation

# Industry plan adoption of fully electronic transactions

## MEDICAL PLAN ADOPTION

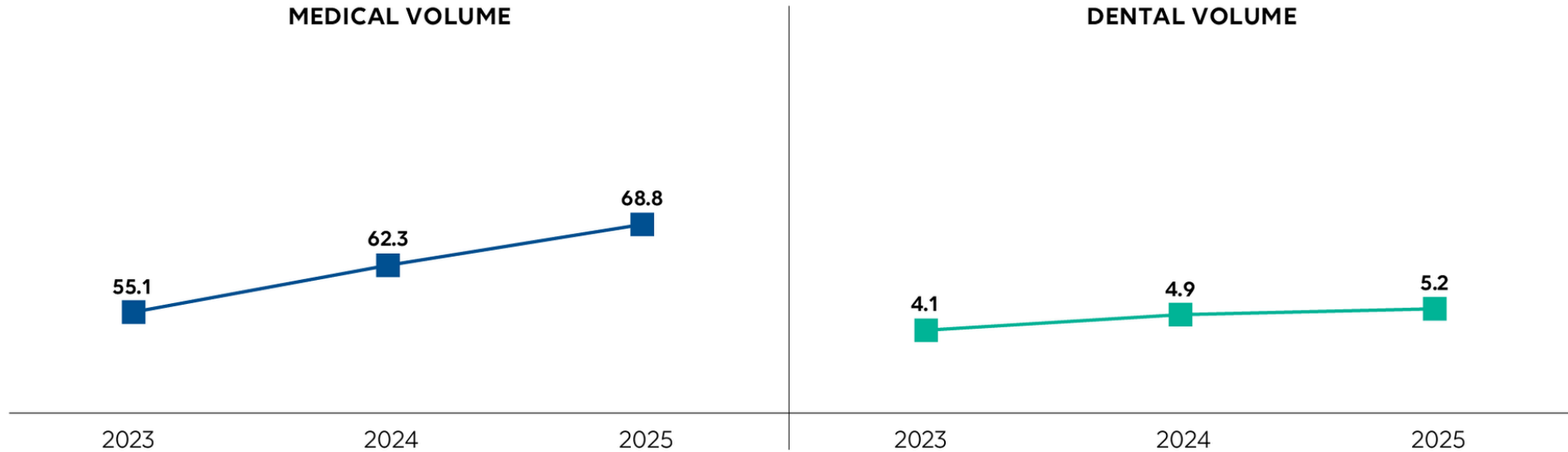


## DENTAL PLAN ADOPTION



N/R=Not Reported; No COB dental benchmark reported for 2025 due to low sample size.

# Industry estimated national **volume** (in billions)

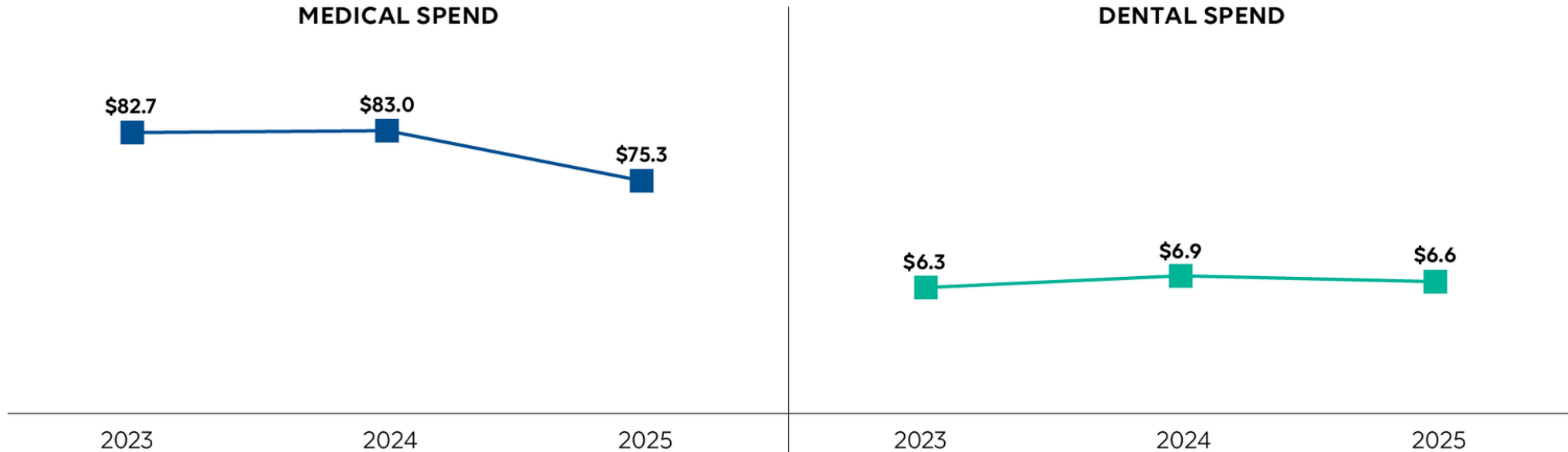


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The number of administrative transactions conducted **increased** for both industries (**10% medical, 6% dental**).

# Industry estimated national spend (in billions)

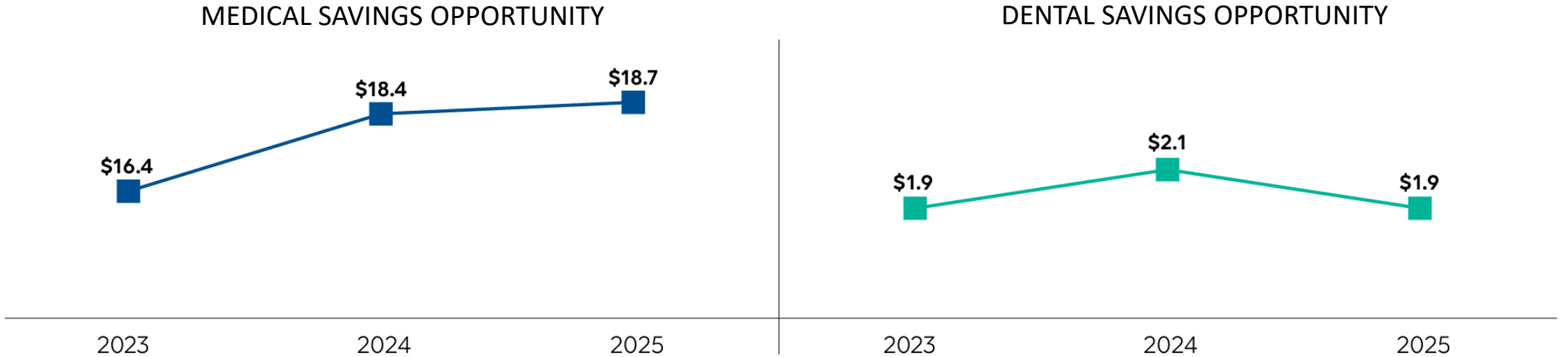


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Spending on administrative transactions **decreased** for both industries (**9% medical, 4% dental**), signaling increased efficiencies and cost management.

# Industry estimated national **cost savings opportunity** (in billions)



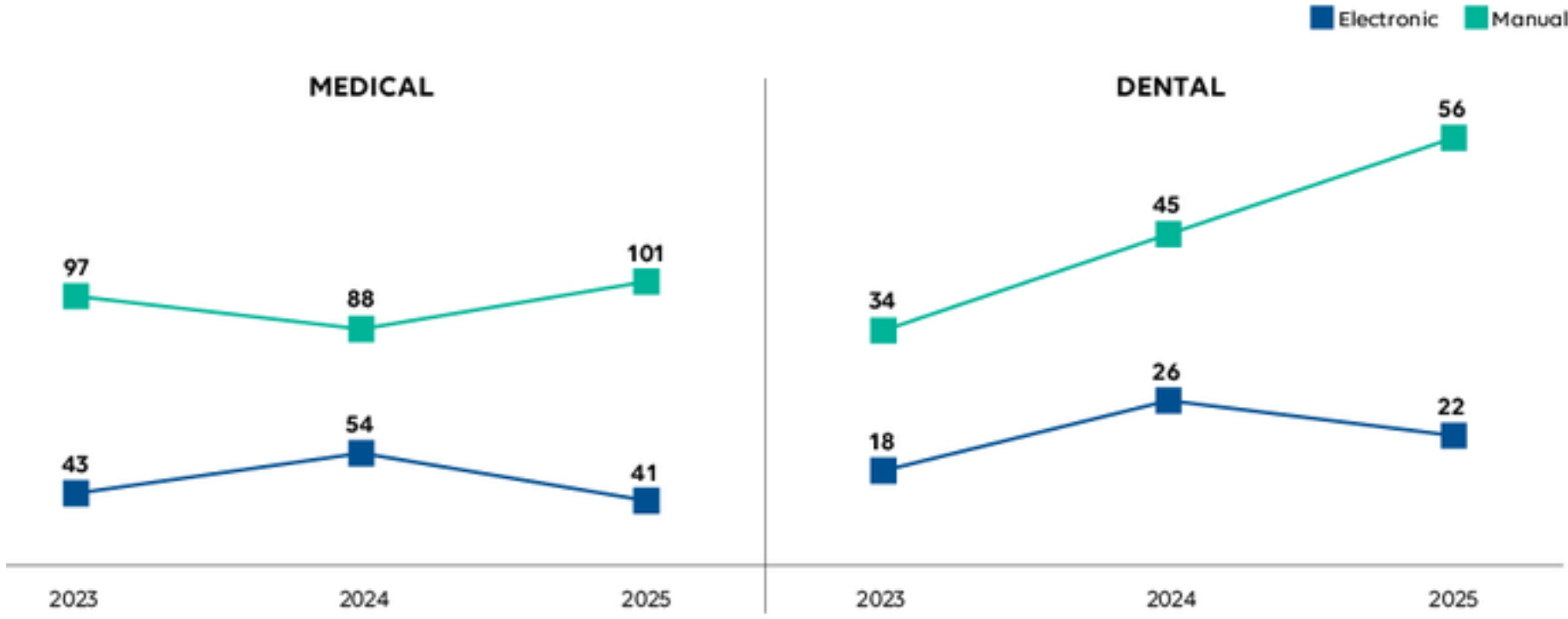
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The **medical** savings opportunity **increased 2%**, as the overall average manual cost increased.

The **dental** opportunity **dropped 10%**, as the cost to conduct transactions decreased across modes.

# Attachments: Industry **volume** (in millions)



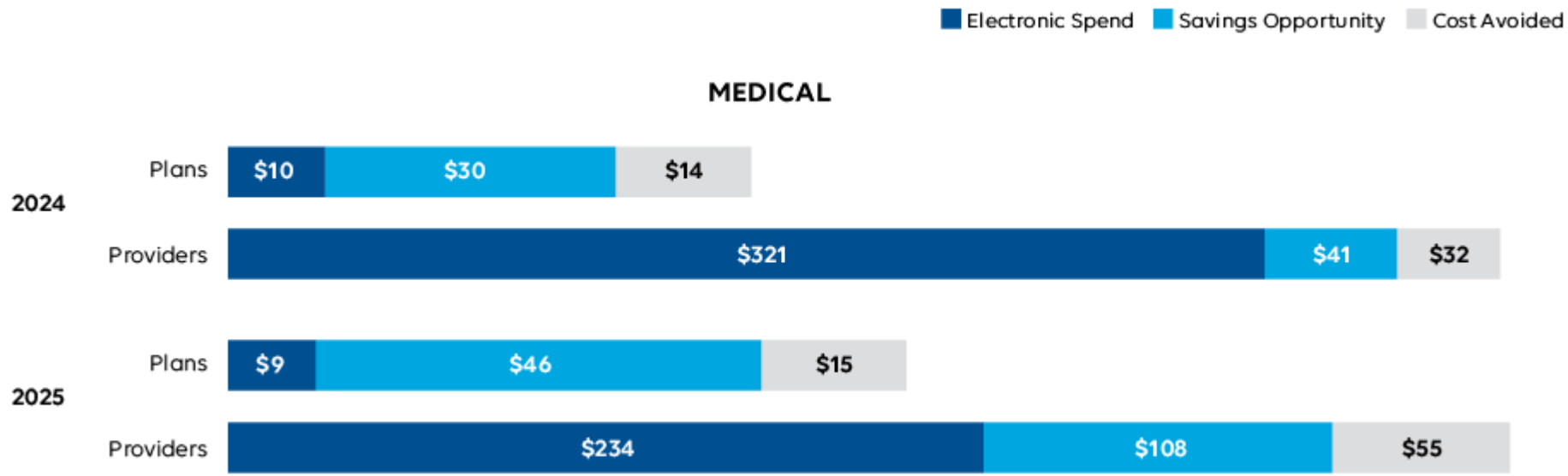
**Data Insights**

The cyberattack heavily disrupted document exchanges. Manual exchanges rose 15% in medical and 24% in dental, while electronic exchanges fell 24% and 15%, respectively.<sup>1</sup>

May not be drawn to scale.

<sup>1</sup>ADA continues response to Change Healthcare cyberattack | [ADA](#).

# Attachments: Medical cost and time savings opportunity (in millions)



**\$154M**  
cost savings opportunity

**Data Insights**  
The medical savings opportunity increased over 100%, reflecting expanded manual activity and costs during the cyberattack.

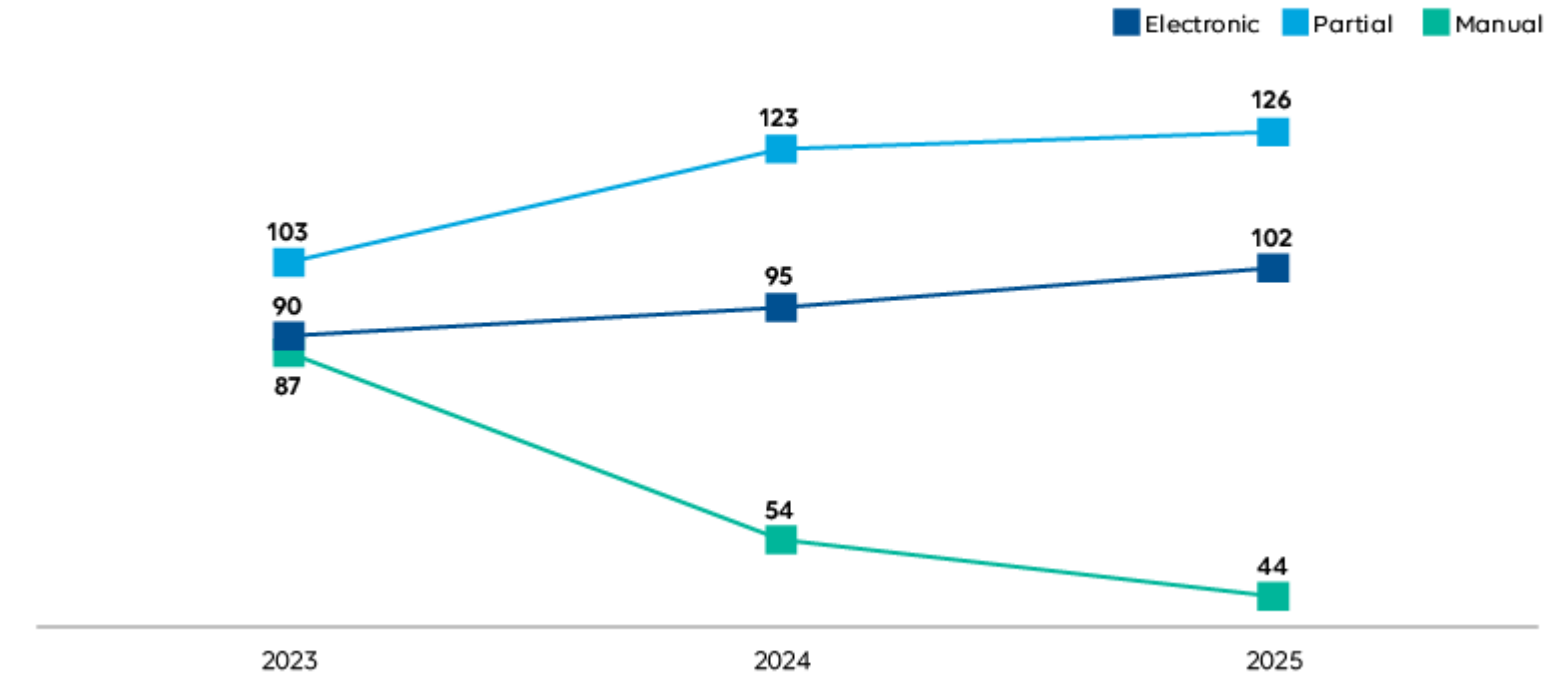
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**4 mins**

the time medical providers can save by exchanging an attachment electronically instead of via fax, email, or mail.

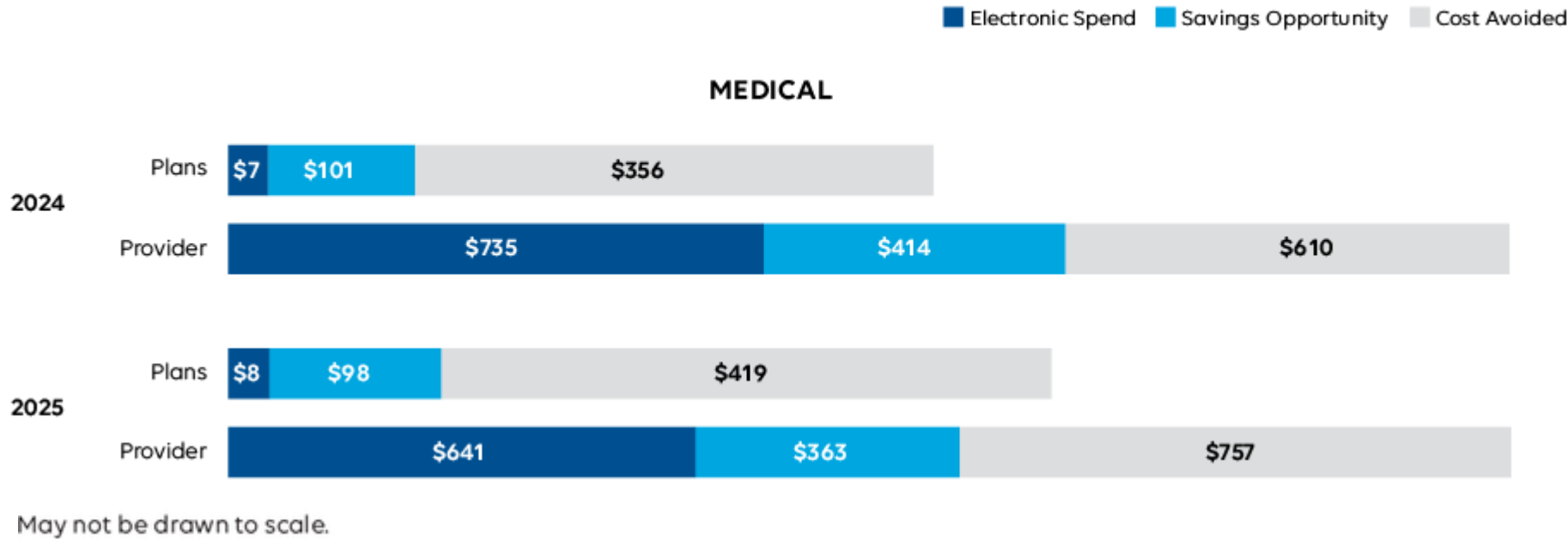
Note: Estimates were not reported for the dental industry due to low response rates.

# Prior Authorization: Medical **volume** (in millions)



May not be drawn to scale.

# Prior Authorization: Medical **cost and time savings opportunity** (in millions)



**\$461M**  
cost savings opportunity

### Data Insights

The savings opportunity decreased (10%), the first observed decline since 2020, driven by reduced manual volume, greater adoption, and lower electronic costs.<sup>1</sup>

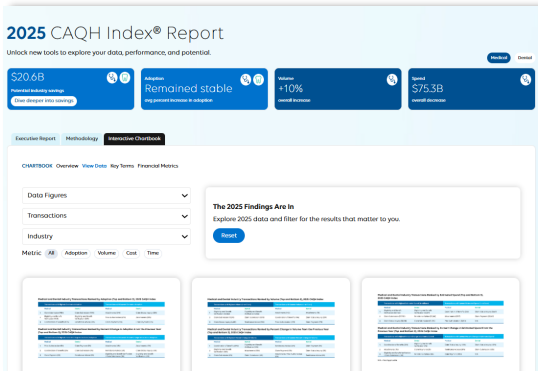
**15 mins**

the time medical providers can save by exchanging a prior authorization using the X12 278 standard instead of via fax, email, or mail.

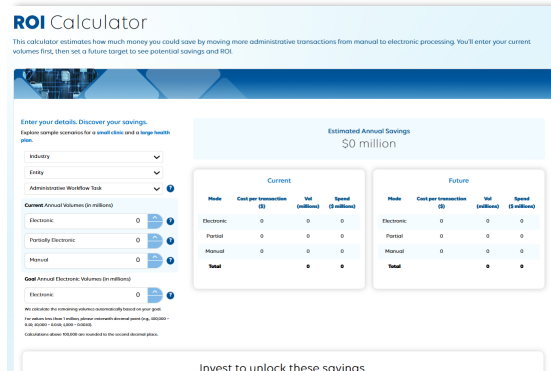
## 2025 Index Pro

Index Pro contains 4 key features:

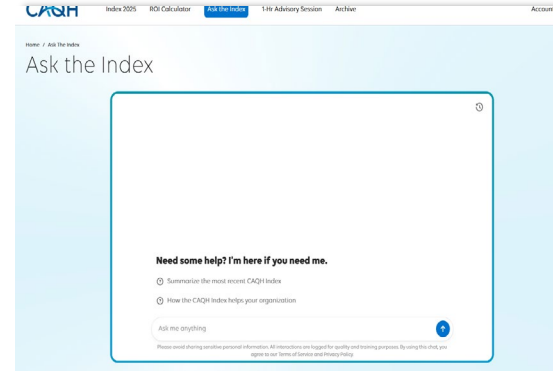
### Interactive Chartbook



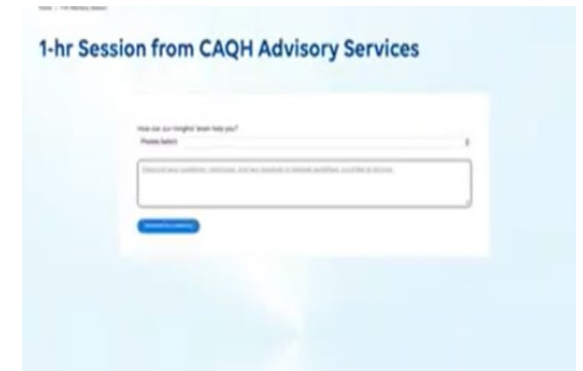
### ROI Calculator



### Ask the Index



### 1-Hr Advisory Session



With Index Pro, you can find the transaction-level findings and cost and time data you rely on, while also accessing tools that turn data into next steps.

# CAQH Advisory Services

The U.S. healthcare system wastes nearly **\$1 trillion annually** – over one-third driven by inefficient administrative processes. Let us help you tackle administrative complexity with a custom strategy designed for your organizational needs.



## Featured Expertise

INTEROPERABILITY

REVENUE CYCLE MANAGEMENT

PROVIDER DATA

MEMBER & PATIENT DATA

VALUE BASED CARE



## How We Deliver

### INSIGHTS & EVIDENCE

Problem definition, data-driven research, industry and market scans, survey design, analytics

### POLICY & REQUIREMENTS

Federal policy impact assessments, requirements optimization, implementation guidance

### DESIGN & OPTIMIZATION

Vendor and solution evaluation, data mapping, advanced facilitation, standards-based design

### ROI & MEASUREMENT

ROI modeling, value forecasting, benchmarking, performance improvement strategy



## Why Us

Our strategies have enabled **\$57 billion in annual industry savings** through workflow automation and operational improvement.

- Decades of hands-on experience
- Healthcare ecosystem perspective
- Trusted, action-oriented guidance

### Advisory Membership

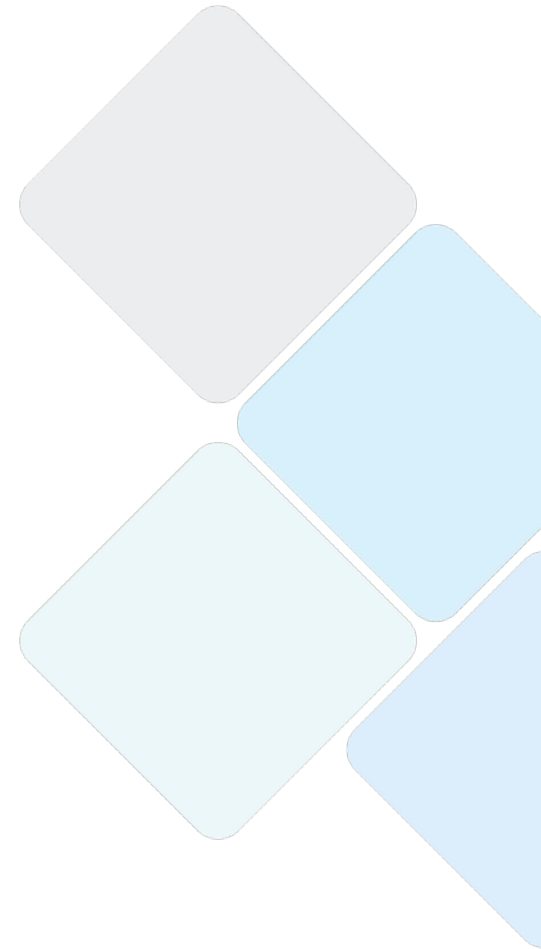
- Standing advisory hours with subject matter experts
- Subscription to Index Pro, including advanced tools
- Curated resource & material repository

### Custom Projects

- Tailored, time-bound consulting & research
- Staffed by a team of subject matter experts
- Validated by data and insights from industry samples



# Questions?



To schedule a demo of Index Pro, email [insights@caqh.org](mailto:insights@caqh.org).

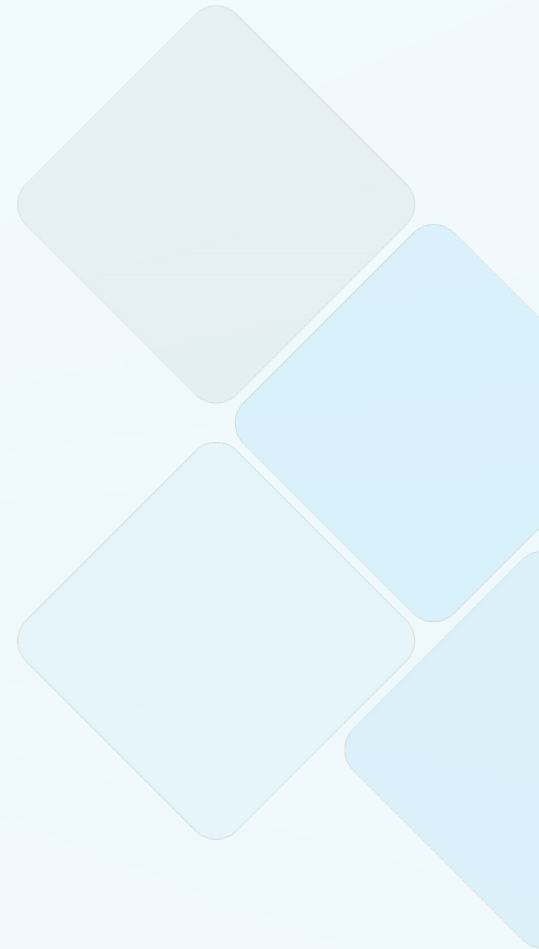
## Turn Insight into ROI with Index Pro

Access interactive analytics, on-demand ROI tools, and expert support available only in Index Pro.

- **Visualize what's possible.** Explore an interactive chartbook with transaction-level and financial data.
- **Quantify your savings.** Use the *ROI calculator* to uncover your real cost-reduction opportunities.
- **Get tailored support.** Tap into 1-hour of consulting to shape your automation strategy.
- **Stay ahead.** Access emerging data on FHIR, interoperability, and AI before anyone else.



[Click here to start your Index Pro experience.](#)





CAQH Insights identifies opportunities to streamline business practices and measure the impact of a more automated healthcare workflow through industry research and partnerships.

## Participate in the CAQH Index

We invite medical and dental plans, healthcare providers and vendors to contribute to the CAQH Index. Data collection begins Summer 2026. For more information and to participate, please email [insights@caqh.org](mailto:insights@caqh.org).

