

SHERLOCK COMPANY

SHERLOCK BENCHMARKS

All Universes Edition - 2026

Volume II

Medical Management Metrics

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Volume II: Medical Management Metrics



SHERLOCK COMPANY

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TABLE OF CONTENTS

	Tab
Introduction and Background	1
▪ *Organization, conventions, applicability and processes of the* Sherlock Benchmarks.	
Medical Management Administrative Expenses and Outsourcing	2
▪ *This section contains summary analyses for the major areas of Medical Management and includes an analysis of outsourcing by functional area.*	
Precertification and Recertification	3
▪ *This section includes an analysis of costs related to Precertification and Recertification. These areas are segmented into three categories: In-Network, Out-of-Network and Total.*	
Case Management	4
▪ *This is an analysis of costs related to Case Management. Including cost per case, cost per member and staffing metrics. Cases are also divided into major practice categories such as Diabetes Mellitus, Asthma, Coronary Artery Disease and others.*	
Disease Management	5
▪ *This section provides an analysis concentrating on the costs associated with Disease Management, staffing metrics and provides a breakdown of cases by major practice category.*	
Nurse Information Line	6
▪ *This is an analysis of costs related to Nurse Information Line, which is associated with helping patients increase their ability to better manage their own health and offering them options to do so. This includes cost per member, staffing metrics and inbound calls.*	
Utilization Review and Appeals	7
▪ *Utilization Review and Appeals section provides an in-depth analysis of internal and external appeals, including approval and denial rates, and the costs of utilization review. Also included are metrics related to pharmacy management.*	
Quality Assurance and Wellness	8
▪ *This section contains analyses of Health and Wellness, Quality Components and Quality of Care including staffing metrics and the use of accreditation agencies such as NCQA and URAC.*	

Tab 2

Medical Management Administrative Expenses and Outsourcing

Metric	Page	Definition
Administrative Expenses Per Member Per Month		
Precertification	3	
Case Management (High-Risk, Complex and Catastrophic)	3	
Disease Management (Chronic)	4	
Nurse-Information Line	4	
Health Management / Wellness Programs	5	
Quality Components	5	
Medical Informatics	6	
Utilization Review	6	
Other Medical Management	7	
Total Medical Management / Quality Assurance / Wellness	7	
Medical Management Outsourcing		
Estimated Outsourced FTEs as a Percent of Total FTEs	8	
Total Outsourced Costs as a Percent of Comprehensive Total Costs	8	
Percent of Membership in Managed Care Plans	9	
Medical Directors		
Medical Directors per 10,000 Members	9	
Staffing Costs per Medical Director	9	
Medical Directors as a Percent of Total Medical Managment FTEs	9	
Medical Directors as a Percent of 7 (i) Other Medical Managment FTEs	9	

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Tab 3
Precertification and Recertification

Metric	Page	Definition
Precertifications		
Per 100 Members per Year		
In-Network		
Approved Precerts Per 100 Members per Year	15	
Denied Precerts Per 100 Members per Year	15	
Total Precerts Per 100 Members per Year	16	
Out-of-Network		
Approved Precerts Per 100 Members per Year	16	
Denied Precerts Per 100 Members per Year	17	
Total Precerts Per 100 Members per Year	17	
Total Precertifications		
Approved Precerts Per 100 Members per Year	18	
Denied Precerts Per 100 Members per Year	18	
Total Precerts Per 100 Members per Year	19	
Composition		
Percent of In-Network		
Percent of In-Network Approved	20	
Percent of In-Network Denied	20	
Percent of Out-of-Network		
Percent of Out-of-Network Approved	21	
Percent of Out-of-Network Denied	21	
Percent of Total Precertifications		
Percent of Total Precertifications Approved	22	
Percent of Total Precertifications Denied	22	
Percent of Total Precertifications		
Percent of Total Precertifications In-Network	23	
Percent of Total Precertifications Out-of-Network	23	
Recertifications		
Per 100 Members per Year		
In-Network		
Approved Recerts Per 100 Members per Year	24	
Denied Recerts Per 100 Members per Year	24	
Total Recerts Per 100 Members per Year	25	
Out-of-Network		
Approved Recerts Per 100 Members per Year	25	
Denied Recerts Per 100 Members per Year	26	
Total Recerts Per 100 Members per Year	26	

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Precertification and Recertification (continued)

Metric	Page	Definition
Recertifications (continued)		
Per 100 Members per Year (continued)		
Total Precertifications		
Approved Recerts Per 100 Members per Year	27	
Denied Recerts Per 100 Members per Year	27	
Total Recerts Per 100 Members per Year	28	
Composition		
Percent of In-Network		
Percent of In-Network Approved	29	
Percent of In-Network Denied	29	
Percent of Out-of-Network		
Percent of Out-of-Network Approved	30	
Percent of Out-of-Network Denied	30	
Percent of Total Recertifications		
Percent of Total Recertifications Approved	31	
Percent of Total Recertifications Denied	31	
Percent of Total Recertifications		
Percent of Total Recertifications In-Network	32	
Percent of Total Recertifications Out-of-Network	32	
Precertifications and Recertifications		
Composition by Type of Precertification and Recertification		
Acute Admissions	33	
Behavioral Health	33	
LTAC	34	
Rehabilitation	34	
Skilled Nursing Care	35	
Outpatient Surgeries	35	
Radiology	36	
Laboratory Tests	36	
PT / OT / ST	37	
Home Health Care Services	37	
Other	38	
Total Precertifications and Recertifications	38	

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Precertification (continued)

	Metric	Page	Definition
	Precertifications and Recertifications Cost Summary*		
	Cost Summary		
	Precerts/Recerts Per 100 Members per Year	39	
x	Members Per Total Precert FTEs	39	
=	Precerts/Recerts Per Precert FTEs Per Year	39	
x	Cost per Precerts/Recerts	39	
=	Costs Per Total Precert FTEs	39	
x	Total Percert FTEs Per 10,000 Members	39	
=	Costs Per Member Per Month	39	
	Cost Summary		
	Non-Labor Costs per FTE	39	
+	Staffing Costs per FTE	39	
=	Total Costs per FTE	39	
x	FTEs per 10,000 Members	39	
=	Costs Per Member Per Month	39	

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Tab 4
Case Management

Metric	Page	Definition
Case Management Activities		
Identified Case Management Cases as a Percent of Total Members	42	
Screened Case Management Cases as a Percent of Identified Cases	42	
Opened Case Management Cases as a Percent of Screened Cases	43	
Case Management Cases Opened in Benchmarked Year per 10k Members	44	
Case Management Cases Opened in Benchmarked Year as a Percent of Active CM Program Enrollments	44	
Case Management Cases per 1,000 Admissions	45	
Admissions per Case Management Case	45	
Case Management Engagement Rate	46	
Active Case Management Cases per Member Under Active Management	46	
Case Management Cases per 10k Members by Major Practice Category		
Maternity Complications	47	
Diabetes Mellitus	47	
Asthma	48	
Chronic Obstructive Pulmonary Disease (COPD)	48	
Coronary Artery Disease (CAD)	49	
Congestive and Other Heart Failure (CHF)	49	
Depression	50	
Neoplasms	50	
Rare Disease Management	51	
Transplants	51	
Obesity	52	
Acute Injury or Accident	52	
Other	53	
Total Cases	53	

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Case Management (continued)

	Metric	Page	Definition
	Percent of Case Management Cases by Major Practice Category		
	Maternity Complications	54	
	Diabetes Mellitus	54	
	Asthma	55	
	Chronic Obstructive Pulmonary Disease (COPD)	55	
	Coronary Artery Disease (CAD)	56	
	Congestive and Other Heart Failure (CHF)	56	
	Depression	57	
	Neoplasms	57	
	Rare Disease Management	58	
	Transplants	58	
	Obesity	59	
	Acute Injury or Accident	59	
	Other	60	
	Total Cases	60	
	Case Management Cost Summary		
	Cost Summary		
	Case Management Cases Per Member	61	
x	Members Per Case Managament FTE	61	
=	Cases Per Case Managament FTEs Per Year	61	
x	Cost per Case	61	
=	Cost Per Case Management FTE	61	
x	Case Management FTEs Per 10,000 Members	61	
=	Cost Per Member Per Month	61	
	Cost Summary		
	Non-Labor Costs per FTE	61	
+	Staffing Costs per FTE	61	
=	Total Costs per FTE	61	
x	FTEs per 10,000 Members	61	
=	Costs Per Member Per Month	61	

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Tab 5
Disease Management

Metric	Page	Definition
Disease Management Activities		
Identified Disease Management Cases as a Percent of Total Members	65	
Screened Disease Management Cases as a Percent of Identified Cases	65	
Opened Disease Management Cases as a Percent of Screened Cases	66	
Disease Management Cases Opened in Benchmarked Year per 10k Members	67	
Disease Management Cases per 1,000 Admissions	68	
Admissions per Disease Management Case	68	
Percent of Members Actively Managed through Disease Management Programs	69	
Active Disease Management Program Enrollments per Member Under Active Management	69	
Disease Management Cases per 10k Members by Major Practice Category		
Diabetes Mellitus	70	
Asthma	70	
Chronic Obstructive Pulmonary Disease (COPD)	71	
Coronary Artery Disease (CAD)	71	
Congestive and Other Heart Failure (CHF)	72	
Depression	72	
Neoplasms	73	
Rare Disease Management	73	
Transplants	74	
Obesity	74	
Other	75	
Total Cases	75	
Percent of Disease Management Cases by Major Practice Category	76	
Diabetes Mellitus	76	
Asthma	76	
Chronic Obstructive Pulmonary Disease (COPD)	77	
Coronary Artery Disease (CAD)	77	
Congestive and Other Heart Failure (CHF)	78	
Depression	78	
Neoplasms	79	
Rare Disease Management	79	
Transplants	80	
Obesity	80	
Other	81	
Total Diseases	81	

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Disease Management (continued)

	Metric	Page	Definition
	Disease Management Cost Summary		
	Cost Summary		
	Disease Management Cases Per Member	82	
x	Members Per Disease Management FTEs	82	
=	Disease Management Cases Per Disease Management FTEs Per Year	82	
x	Cost per Disease Management Case	82	
=	Cost Per Disease Management FTEs	82	
x	Disease Managament FTEs Per 10,000 Members	82	
=	Cost Per Member Per Month	82	
	Cost Summary		
	Non-Labor Costs per FTE	82	
+	Staffing Costs per FTE	82	
=	Total Costs per FTE	82	
x	FTEs per 10,000 Members	82	
=	Costs Per Member Per Month	82	

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Tab 6
Nurse Information Line

	Metric	Page	Definition
	Inbound Calls per Member per Year	85	
	Inbound Calls per Hour	86	
	Inbound Calls per Week	86	
	Costs per Inbound Call	87	
	Number of of Hours Nurse Line is Available		
	Daily	87	
	Weekly	87	
	Nurse Information Line Cost Summary		
	Cost Summary		
	Inbound Calls per Member	88	
x	Members Per Nurse Information-Line FTE	88	
=	Inbound Calls per Nurse Information-Line FTE	88	
x	Cost per Inbound Call	88	
=	Costs Per Nurse Information-Line FTE	88	
x	Nurse Information-Line FTEs Per 10,000 Members	88	
=	Costs Per Member Per Month	88	
	Cost Summary		
	Non-Labor Costs per FTE	88	
+	Staffing Costs per FTE	88	
=	Total Costs per FTE	88	
x	FTEs per 10,000 Members	88	
=	Costs Per Member Per Month	88	

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Tab 7
Utilization Review and Appeals

Metric	Page	Definition
Medical Necessity Appeals		
Percent of Appeals Approved vs. Denied		
Internal Appeals		
Formal Internal Appeals - Standard		
Percent Approved	91	
Percent Denied	91	
Formal Internal Appeals - Expedited		
Percent Approved	92	
Percent Denied	92	
Total Internal Appeals		
Percent Approved	93	
Percent Denied	93	
External Appeals		
Independent Review Appeals		
Percent Approved	94	
Percent Denied	94	
Total Appeals - Internal and External		
Percent Approved	95	
Percent Denied	95	
Percent of Total Appeals		
Internal Appeals		
Formal Internal Appeals - Standard	96	
Formal Internal Appeals - Expedited	97	
Total Internal Appeals	97	
External Appeals		
Independent Review Appeals	98	
Total Appeals - Internal and External	98	

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Utilization Review and Appeals (continued)

Metric	Page	Definition
Appeals per 10,000 Members		
Internal Appeals		
Formal Internal Appeals - Standard	99	
Formal Internal Appeals - Expedited	100	
Total Internal Appeals	100	
External Appeals		
Independent Review Appeals	101	
Total Appeals - Internal and External	101	
Utilization Review Cost Summary	102	
Pharmacy		
Does your plan outsource its formulary management?	103	
Does your plan utilize electronic prior authorization (ePA)?	104	

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Tab 8
Quality Assurance and Wellness

	Metric	Page	Definition
	Wellness		
	Cost Summary		
	Non-Labor Costs per FTE	107	
+	Staffing Costs per FTE	107	
=	Total Costs per FTE	107	
x	FTEs per 10,000 Members	107	
=	Costs Per Member Per Month	107	
	Quality of Care		
	Complaints about Providers per 10k Members	108	
	Total Quality Cases Per 1k Members Per Month	108	
	Percent of Quality Review FTEs that are RN's	109	
	Percent of Quality Review FTEs that are Non-Clinical	109	
	Total Cases / FTE per Month	109	
	Does your plan use the following accreditation agency?		
	URAC	109	
	NCQA	109	
	Cost Summary		
	Non-Labor Costs per FTE	109	
+	Staffing Costs per FTE	109	
=	Total Costs per FTE	109	
x	FTEs per 10,000 Members	109	
=	Costs Per Member Per Month	109	

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