

Healthy Idahoans Living in Healthy Communities



Our Mission

To promote and support vibrant, effective community health centers in providing accessible, affordable, and high quality healthcare to all Idahoans

Our Work

Health center administration

We help health centers strengthen business operations through support in financial management, health information technology, emergency preparedness, workforce development and medical, behavioral health and dental practice integration.

Quality improvement

We assist health centers achieve the best patient outcomes through innovative quality improvement programs utilizing the highest clinical standards, fostering patient engagement and coordinating care within the larger healthcare system.

Outreach and enrollment

We help health centers provide health insurance education and enrollment assistance to community members, many of whom face barriers in accessing healthcare.

Governmental relations

We monitor the changing healthcare policy environment and connect health center leaders with elected officials on the local, state and federal levels. We engage with the Idaho Department of Health and Welfare and the Department of Insurance to create strong and lasting relationships.

Network management

We support payment reform and value based reimbursement by collaborating with insurance companies to control costs and increase quality of care.

Idahopca.org

WEBINAR HOUSEKEEPING

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Mics

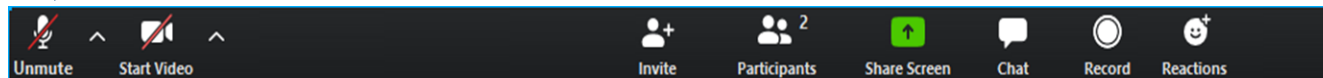
Asking Questions

Evaluations

- Questions?
 - Use the chat function for questions
 - Email: dstewart@idahopca.org

Please mute your microphone to
avoid background noise.

Select "Everyone" before sending
your chat to the group.



Idaho Primary Care Association Revenue Cycle Management – Partnering for sustainable change and improved financial performance March 17, 2021

By Linda Krish, CRCR Senior Consultant,
Jose Robles, Regional Vice President

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■ AGENDA

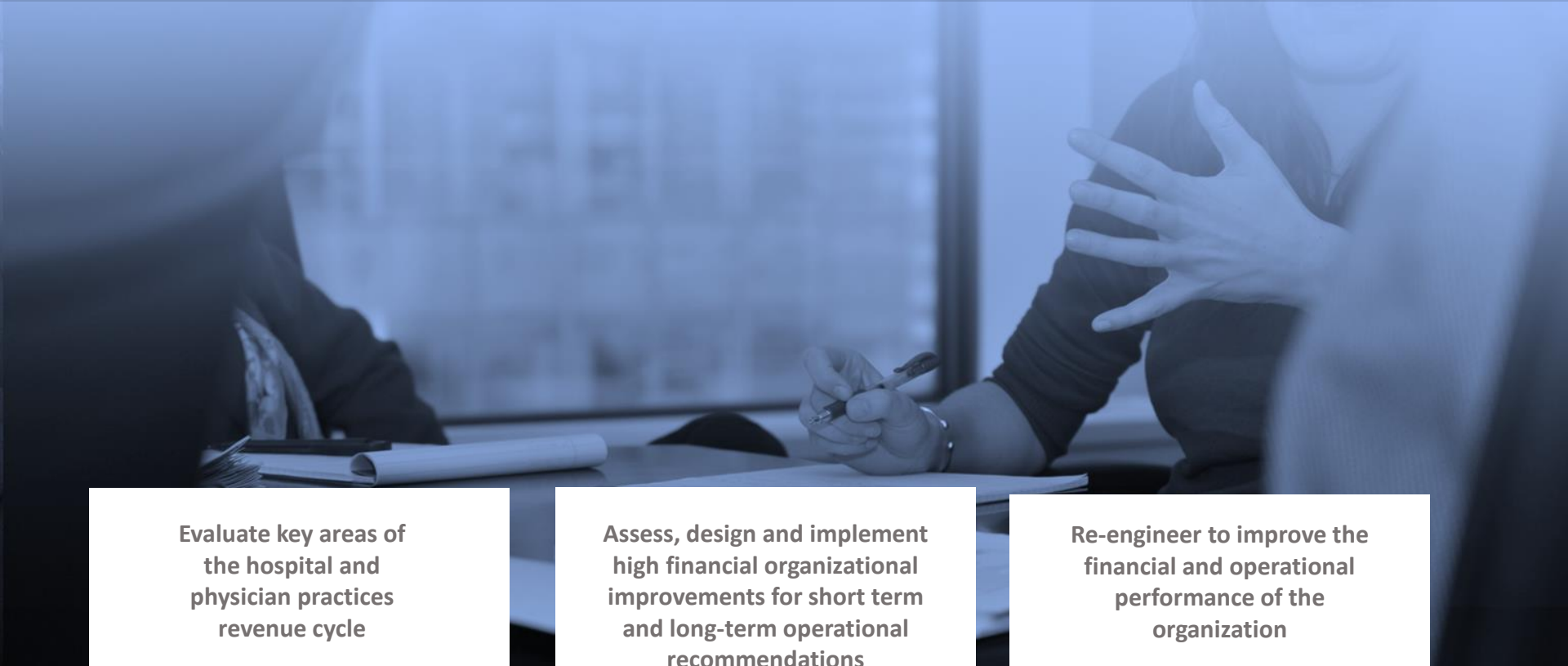
- ❑ **IMPORTANCE OF EACH FUNCTION IN THE REVENUE CYCLE**
- ❑ **HOW THE FUNCTIONS INTERACT & DIRECTLY IMPACT THE FINANCIAL BOTTOM LINE**
- ❑ **IDENTIFY THE PAIN POINTS**
- ❑ **IMPORTANCE OF MONITORING & MEASURING**
- ❑ **DASHBOARDS, SCORECARDS, MONTHLY OPERATIONS REPORTS**
- ❑ **QUESTIONS**

■ How well do you know your organization's Revenue Cycle?



- + What are the financial pain points for your organization?
- + Are your cash collections greater than 100% of your previous 2 months of net revenue?
- + Do you have a low denial rate?
- + Are your days outstanding within the industry benchmarks?
- + Do you monitor Key Performance Indicators (KPIs)?
- + Is your electronic clean claim rate less than 98%?
- + Do you have a late charge and lost charge issue?
- + Does the team collect point of service (POS) collections?
- + Is the percent of AR over 90 days under 15%?

■ Impacts of Revenue Cycle for Financial Performance



Evaluate key areas of
the hospital and
physician practices
revenue cycle



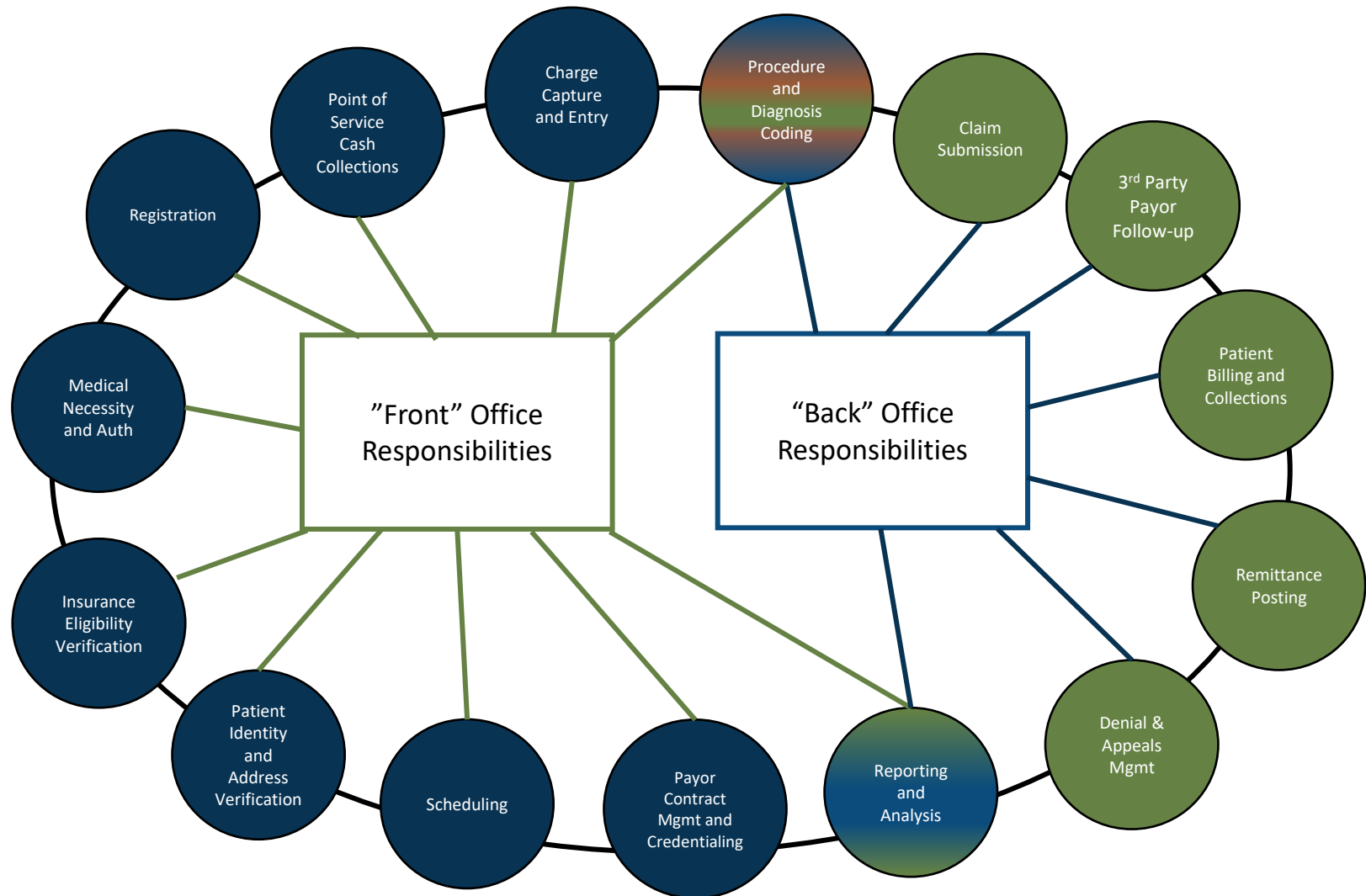
Assess, design and implement
high financial organizational
improvements for short term
and long-term operational
recommendations



Re-engineer to improve the
financial and operational
performance of the
organization



Impacts of Revenue Cycle for Financial Performance



■ Evaluate & Monitor Key Performance Indicators (KPIs)

Key Performance Indicators	Industry Benchmark
Pre-registration rate for scheduled patients	100%
Insurance verification rate	98%
Point-of-service (POS) Collection rate	95%
Charge Lag	2 days
Late Charges as a Percent of total charges	< 3 days from DOS
Days in Discharged Not Final Billed (DNFB)	3-4 days
AR Days Outstanding	35 days
Cash Collection as Percent of Net Revenue	100%
Aged AR > 90 days	15%
Denial Rate	<5%
Denial Reason Trending	Variable
Clean Claim Percentage	98%
Write off Percentages (Denials, Timely Filing, Bad Debt)	low to zero

MONITORING & MEASURING

- + Develop Scorecard to monitor & track Key Performance Indicators (KPIs)
- + Daily, weekly, and monthly monitoring and reporting Revenue Cycle KPIs
- + Monthly publication of high-level dashboard for key stakeholders and Executive Leadership with drill-down capabilities on performance of key strategic priorities
- + Tracking of the outcomes to measure impact and ensure sustainability of your success
- + Revenue Cycle Operations and/or Finance tracking outcome and identifying future opportunities

■ How do I measure and calculate a Key Performance Indicator? (KPIs)

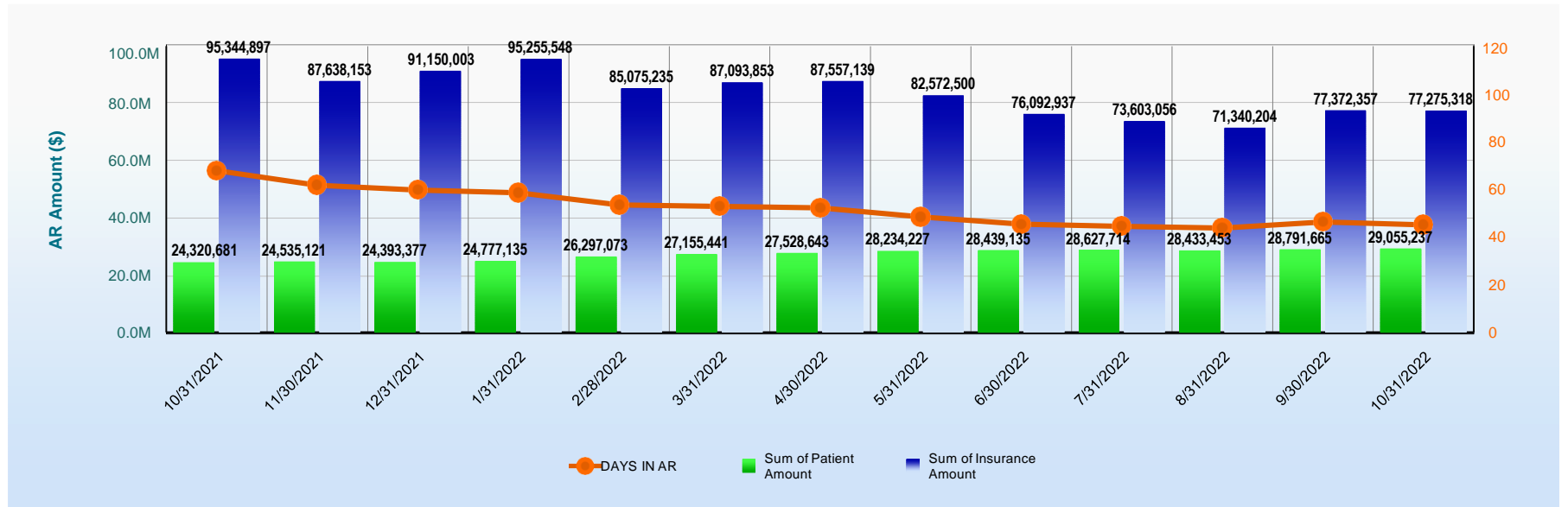
Gross days outstanding in Accounts Receivable (DAR)

- Take the most recent three-month daily average # days defined as:
 - ✓ The number of days in the 3 months including the last month that is being reported. For example, data submitted for the 3 months ending June (30 days), July (31 days) and August (31 days) is a total of 92 days. This will be used to calculate out your average daily gross revenue.
- Take the most recent three-month gross revenue:
 - ✓ In our example above we are focused on June, July, and August
- Divide your total gross revenue by the number of total days to equal your 3 month gross daily revenue. ($\$1,248,556$ divided by 92 days = $\$13,571$)
- In this example, take your month ending August 31 Accounts Receivable balance divided by your average daily gross revenue which will equal your Days Outstanding number. ($\$600,694$ divided by $\$13,371$ = 44.28 days)

MONTH	# DAYS	GROSS REVENUE	AVE DAILY REVENUE	AR BALANCE	DAR
June	30	\$415,423			
July	31	\$400,689			
August	31	\$432,444			
Total	92	\$1,248,556	\$13,571	\$600,694	44.28

AR TRENDING

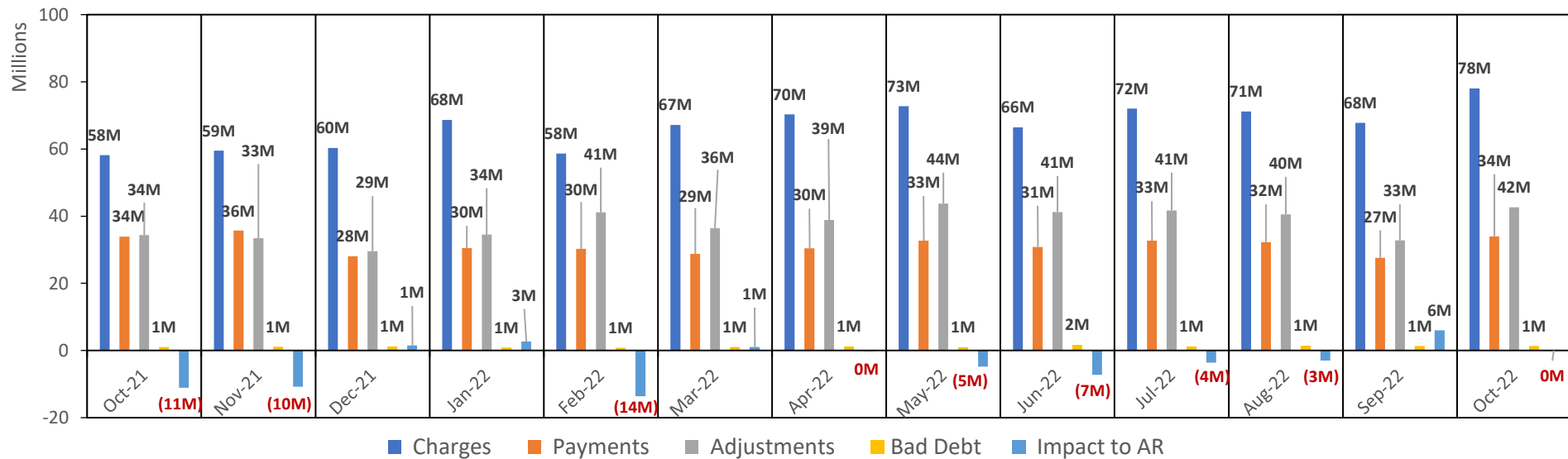
Month End	AR Amount	Insurance Amount	Patient Amount	Days in AR	Ins Day Portion	Pat Day Portion
10/31/21	\$119,665,579	\$95,344,897	\$24,320,681	67.86	54.06	13.79
11/30/21	\$112,173,274	\$87,638,153	\$24,535,121	61.76	48.25	13.51
12/31/21	\$115,543,380	\$91,150,003	\$24,393,377	59.72	47.12	12.61
1/31/22	\$120,032,683	\$95,255,548	\$24,777,135	58.60	46.51	12.10
2/28/22	\$111,372,308	\$85,075,235	\$26,297,073	53.43	40.82	12.62
3/31/22	\$114,249,294	\$87,093,853	\$27,155,441	52.87	40.30	12.57
4/30/22	\$115,085,782	\$87,557,139	\$27,528,643	52.22	39.73	12.49
5/31/22	\$110,806,727	\$82,572,500	\$28,234,227	48.49	36.13	12.35
6/30/22	\$104,532,072	\$76,092,937	\$28,439,135	45.39	33.04	12.35
7/31/22	\$102,230,770	\$73,603,056	\$28,627,714	44.51	32.05	12.47
8/31/22	\$99,773,657	\$71,340,204	\$28,433,453	43.77	31.30	12.47
9/30/22	\$106,164,022	\$77,372,357	\$28,791,665	46.29	33.74	12.55
10/31/22	\$106,330,555	\$77,275,318	\$29,055,237	45.08	32.76	12.32



AR Amount does not include clearingaccounts

NET REVENUE 13-MONTH HISTORY

Month-Year	Charges	Payments	Adjustments	Bad Debt	Impact to AR
OCTOBER 2021	58,199,669	33,869,441	34,365,891	1,063,126	-11,098,789
NOVEMBER 2021	59,494,169	35,731,300	33,434,004	1,136,510	-10,807,645
DECEMBER 2021	60,290,878	28,069,719	29,547,875	1,185,676	1,487,608
JANUARY 2022	68,654,635	30,551,026	34,510,205	878,367	2,715,037
FEBRUARY 2022	58,648,943	30,301,895	41,177,566	788,930	-13,619,448
MARCH 2022	67,184,332	28,749,776	36,414,451	1,021,593	998,512
APRIL 2022	70,314,779	30,472,530	38,886,821	1,207,557	-252,129
MAY 2022	72,747,978	32,751,574	43,776,640	984,961	-4,765,197
JUNE 2022	66,489,508	30,861,849	41,207,209	1,670,431	-7,249,981
JULY 2022	72,045,639	32,726,800	41,699,430	1,217,095	-3,597,686
AUGUST 2022	71,169,483	32,275,492	40,487,031	1,394,605	-2,987,645
SEPTEMBER 2022	67,783,053	27,624,925	32,787,432	1,351,164	6,019,532
OCTOBER 2022	78,029,537	34,021,350	42,690,610	1,338,374	-20,797



Charges = Service Area 6 posted charges

Payments = Postings, voids, and reversals

Adjustments = Net credit and debit adjustments

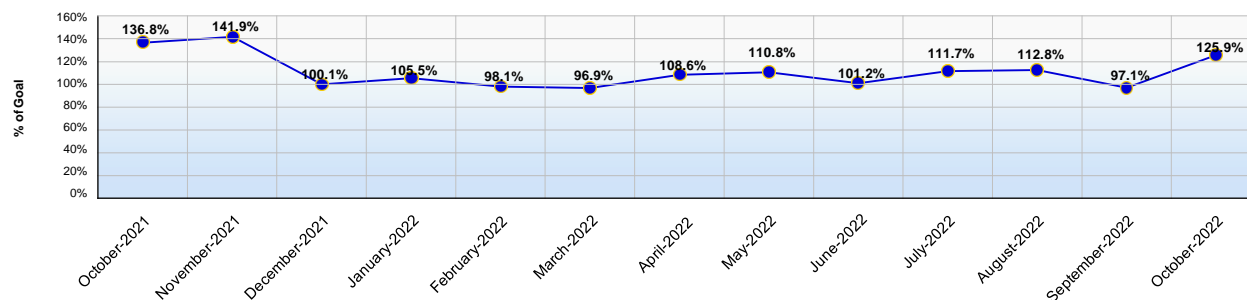
Bad Debt = Bad Debt write-offs

Impact to AR = Charges – Payments – Adjustments – Bad Debt

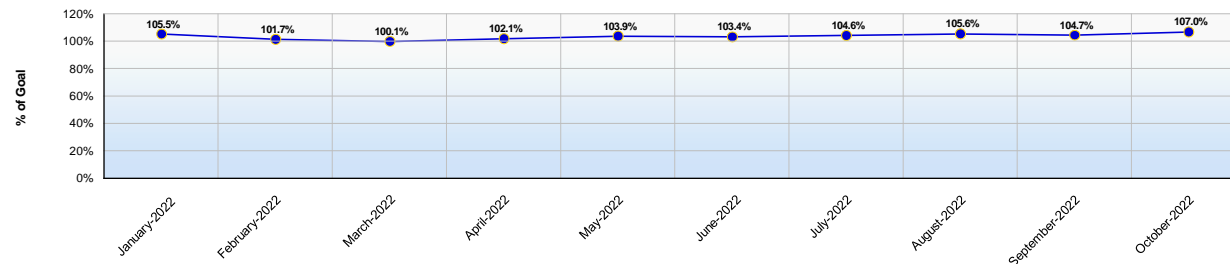
CASH AS % OF GOAL

Month Year	Monthly Cash Posted	Monthly Goal	Monthly Cash as % of Goal	YTD Cash Posted	YTD Goal	YTD Shortfall	YTD Cash as % of Goal
October-2021	\$33,869,441	\$24,759,260	136.80%	\$279,121,938	\$293,206,435	\$14,084,497	95.20%
November-2021	\$35,731,300	\$25,173,228	141.94%	\$314,853,238	\$318,379,664	\$3,526,425	98.89%
December-2021	\$28,069,719	\$28,037,930	100.11%	\$342,922,957	\$346,417,594	\$3,494,637	98.99%
January-2022	\$30,551,026	\$28,963,755	105.48%	\$30,551,026	\$28,963,755	-\$1,587,272	105.48%
February-2022	\$30,301,895	\$30,874,582	98.15%	\$60,852,922	\$59,838,336	-\$1,014,585	101.70%
March-2022	\$28,749,776	\$29,674,918	96.88%	\$89,602,698	\$89,513,254	-\$89,443	100.10%
April-2022	\$30,472,530	\$28,050,185	108.64%	\$120,075,228	\$117,563,439	-\$2,511,789	102.14%
May-2022	\$32,751,574	\$29,570,428	110.76%	\$152,826,802	\$147,133,867	-\$5,692,935	103.87%
June-2022	\$30,861,849	\$30,499,848	101.19%	\$183,688,651	\$177,633,715	-\$6,054,936	103.41%
July-2022	\$32,726,800	\$29,287,170	111.74%	\$216,415,451	\$206,920,885	-\$9,494,566	104.59%
August-2022	\$32,275,492	\$28,602,252	112.84%	\$248,690,943	\$235,523,137	-\$13,167,806	105.59%
September-2022	\$27,624,925	\$28,457,926	97.07%	\$276,315,868	\$263,981,063	-\$12,334,805	104.67%
October-2022	\$34,021,350	\$27,016,106	125.93%	\$311,414,045	\$290,997,169	-\$20,416,876	107.02%

Monthly Cash % Of Goal Trend



YTD Cash % Of Goal



Total Cash - Payment postings, voids, and reversals (no clearing accounts)

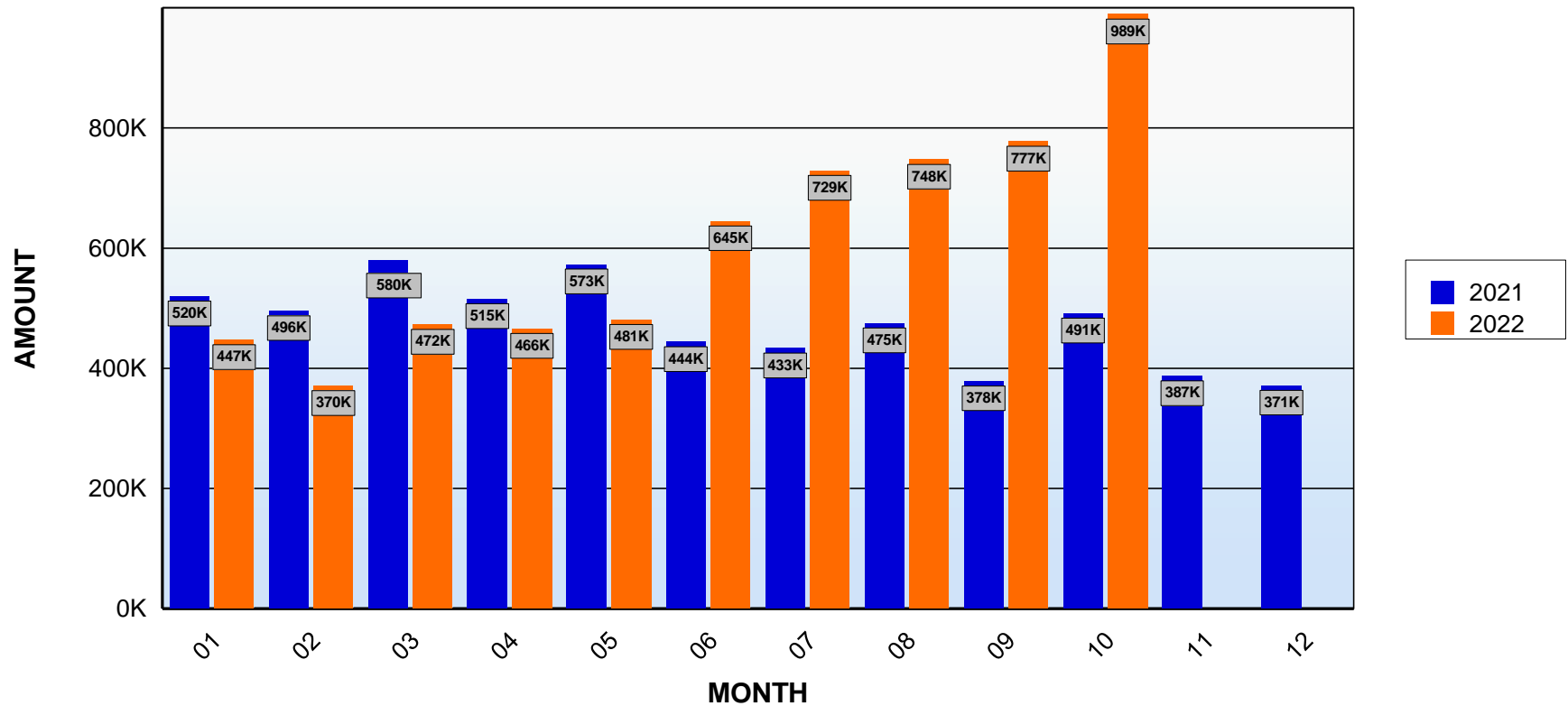
Goal - Average of previous two months Net Patient Revenue

% of Goal - Sum of monthly cash amount divided by goal amount

DAILY/MONTHLY CASH PROJECTION GOALS

	DAILY CASH PROJECTION REPORT				MTD Posting Days: 3 Posting Days Left 17	
	5/5/2021	MTD CASH	MONTHLY PROJECTION	GOAL	PROJECTED VAR TO GOAL	PERCENT OF GOAL
	\$27,736	\$41,605	\$249,630	\$272,520	-\$22,890	91.60%
MTD Cash	Actual cash posted in system for current month					
Monthly Projection	Sum of MTD Cash total + (average daily cash multiplied by number of cash posting days left in month)					
Goal	Average of previous two months of Net Patient Service Revenue					
Projected Variance to Goal	Sum of Monthly Projection minus Goal amount					
% of Goal	Sum of Monthly Projection amount divided by Goal amount					
Monthly Cash Goals	January	February	March	April	May	MTD Projection
Monthly Cash	\$265,581	\$232,525	\$244,181	\$289,477	\$41,605	\$249,630
Monthly Net Revenue Goal	\$263,755	\$244,666	\$255,624	\$266,525	\$272,520	\$272,520
Monthly Cash as a % of Goal	100.69%	95.04%	95.52%	108.61%	15.27%	91.60%
Monthly Over/Short	\$1,826	-\$12,141	-\$11,443	\$22,952	-\$230,915	-\$22,890
YTD Cash	January	February	March	April	May Projection	YTD Projection
YTD Cash Goals	\$265,581	\$498,106	\$742,287	\$1,031,764	\$1,281,394	\$3,674,458
YTD Net Revenue Goal	\$263,755	\$508,421	\$764,045	\$1,030,570	\$1,303,090	\$3,781,463
YTD Cash as a % of Goal	100.69%	97.97%	97.15%	100.12%	98.34%	97.17%
Over/Short	\$1,826	-\$10,315	-\$21,758	\$1,194	-\$21,696	-\$107,005

POINT OF SERVICE CASH COLLECTIONS



	Total	01	02	03	04	05	06	07	08	09	10	11	12
2021	\$5,662,658	\$519,693	\$495,569	\$579,804	\$515,311	\$572,721	\$443,650	\$433,005	\$475,027	\$378,453	\$491,318	\$386,832	\$371,276
2022	\$6,123,783	\$447,179	\$370,285	\$472,419	\$465,761	\$480,732	\$644,786	\$728,760	\$747,509	\$777,216	\$989,136		

INSURANCE AR (CURRENT FC)

	0-30	31-60	61-90	91-120	121-150	151-180	181-365	>365	Total AR	% >90
Medicare	\$9,426,012	\$1,675,325	\$730,380	\$614,684	\$513,870	\$425,634	\$1,702,852	\$4,912	\$15,093,668	21.61%
Managed Medicare	\$7,781,819	\$1,282,303	\$864,293	\$613,577	\$688,246	\$568,533	\$2,758,528	\$43,072	\$14,600,371	32.00%
Managed Medicaid	\$5,342,225	\$1,750,495	\$1,188,311	\$921,165	\$763,155	\$755,900	\$3,023,991	-\$134,577	\$13,610,666	39.16%
Blue Shield	\$7,704,948	\$1,548,825	\$1,151,203	\$380,878	\$762,821	\$586,131	\$2,094,188	-\$667,165	\$13,561,827	23.28%
PPO	\$2,740,429	\$990,324	\$492,595	\$393,902	\$333,243	\$271,308	\$1,121,456	-\$18,101	\$6,325,156	33.23%
HMO	\$1,790,138	\$440,475	\$273,452	\$248,184	\$190,768	\$178,610	\$886,694	\$55,789	\$4,064,110	38.39%
Medicaid	\$817,687	\$452,734	\$292,374	\$270,516	\$278,001	\$220,675	\$765,547	-\$55,604	\$3,041,931	48.62%
Health Insurance Domestic	\$1,042,997	\$241,719	\$208,363	\$139,583	\$138,868	\$114,787	\$523,638	\$55,217	\$2,465,171	39.43%
Auto	\$724,532	\$175,847	\$134,098	\$101,133	\$95,104	\$58,815	\$348,348	-\$41,108	\$1,596,770	35.21%
Tricare	\$340,899	\$271,778	\$190,761	\$208,240	\$173,727	\$120,173	\$197,573	-\$94,570	\$1,408,581	42.96%
State	\$125,204	\$73,359	\$62,853	\$48,607	\$49,909	\$17,254	\$211,820	\$35,954	\$624,961	58.17%
Worker's Comp	\$126,591	\$112,263	\$77,890	\$47,293	\$37,297	\$25,410	\$106,825	\$1,409	\$534,979	40.79%
Chompva	\$77,145	\$66,961	\$33,452	\$27,944	\$17,835	\$20,469	\$82,169	-\$25,765	\$300,211	40.86%
Other	-\$13,377	\$12,066	\$7,470	\$6,042	\$10,601	\$7,382	\$57,927	\$28,493	\$116,605	94.72%
External System	\$30,895	\$21,549	\$5,599	-\$1,610	\$3,749	\$23,362	\$31,648	-\$404	\$114,788	49.43%
Pending Insurance	\$198	\$35	\$0	\$248	\$0	\$0	\$211	\$14,401	\$15,093	98.46%
Medigap	\$222	\$0	\$0	\$213	\$0	\$0	\$0	\$0	\$435	48.97%
Commercial	\$0	\$0	\$33	\$11	\$0	\$0	\$0	\$0	\$44	25.65%
Total AR	\$108,806	\$184,526	\$95,808	-\$291,619	-\$126,785	\$66,942	\$230,401	-\$468,130	-\$200,051	
Total AR	\$38,167,371	\$9,300,584	\$5,808,937	\$3,728,992	\$3,930,409	\$3,461,386	\$14,143,817	-\$1,266,178	\$77,275,318	31.06%
% of Grand Total AR	49.39%	12.04%	7.52%	4.83%	5.09%	4.48%	18.30%	-1.64%		
Total HAR Count	128,402	38,792	26,839	22,302	20,488	16,922	78,395	25,802	354,854	

INSURANCE CHANGE IN AR (CURRENT FC)

October 2022 over September 2022

	0-30	31-60	61-90	91-120	121-150	151-180	181-365	>365	Total AR Change
Medicare	-\$67,417	\$38,256	-\$90,710	-\$112,141	-\$22,670	-\$59,823	\$62,231	-\$13,413	-\$265,686
Managed Medicaid	-\$719,949	-\$621,403	\$45,822	\$54,963	-\$148,304	\$16,481	\$187,291	-\$62,594	-\$1,247,693
Blue Shield	-\$682,409	-\$331,027	\$463,333	-\$529,220	\$58,673	\$12,694	\$75,088	\$66,086	-\$866,782
Managed Medicare	\$1,746,986	-\$60,646	\$107,106	-\$162,169	\$77,339	-\$14,323	\$56,814	\$4,989	\$1,756,096
PPO	\$33,159	-\$6,169	-\$28,471	\$14,181	\$11,087	-\$12,305	\$75,222	-\$49,076	\$37,628
HMO	\$138,279	\$18,547	-\$21,395	\$28,108	-\$34,869	-\$17,209	\$10,672	-\$25,821	\$96,311
Medicaid	-\$44,592	\$16,650	-\$48,291	-\$46,015	\$25,301	\$61,239	\$129,317	-\$45,482	\$48,127
Health Insurance Domestic	\$140,991	-\$24,128	\$54,278	-\$20,214	\$11,821	-\$17,509	\$10,654	\$29,430	\$185,322
Auto	\$47,867	-\$26,923	\$8,174	\$1,130	\$18,686	-\$23,394	-\$19,492	-\$41,262	-\$35,213
Tricare	\$82,009	\$56,277	-\$64,317	-\$62	\$23,629	\$7,222	\$57,186	\$23,250	\$185,194
State	\$48,138	-\$11,746	\$6,943	-\$1,727	\$27,799	-\$36,868	\$22,664	\$6,012	\$61,215
Worker's Comp	\$187,112	\$4,787	\$22,835	-\$7,683	\$2,168	-\$3,706	\$16,421	\$581	\$222,515
Other	-\$22,344	\$6,555	-\$7,811	\$4,159	-\$6,610	-\$1,515	-\$5,531	\$1,029	-\$32,067
Champva	\$631	\$18,016	-\$6,439	-\$16,553	-\$19,666	\$11,441	\$6,434	-\$7,711	-\$13,846
External System	\$27,588	\$2,256	-\$447	-\$3,566	\$3,132	-\$293	-\$5,340	\$12,778	\$36,107
Pending Insurance	\$74	\$35	-\$248	\$248	\$0	\$0	\$0	\$0	\$109
Medigap	-\$40	-\$236	-\$213	\$213	\$0	\$0	\$0	\$0	-\$276
Commercial	\$0	-\$33	-\$25	\$11	\$0	\$0	\$0	\$0	-\$47
Commercial	-\$250,381	\$8,928	\$353,104	-\$180,297	-\$207,292	-\$27,628	\$10,936	\$28,576	-\$264,054
Total AR	\$665,702	-\$912,004	\$793,228	-\$976,633	-\$179,775	-\$105,497	\$690,568	-\$72,628	-\$97,039
									Change in AR %
									-0.13

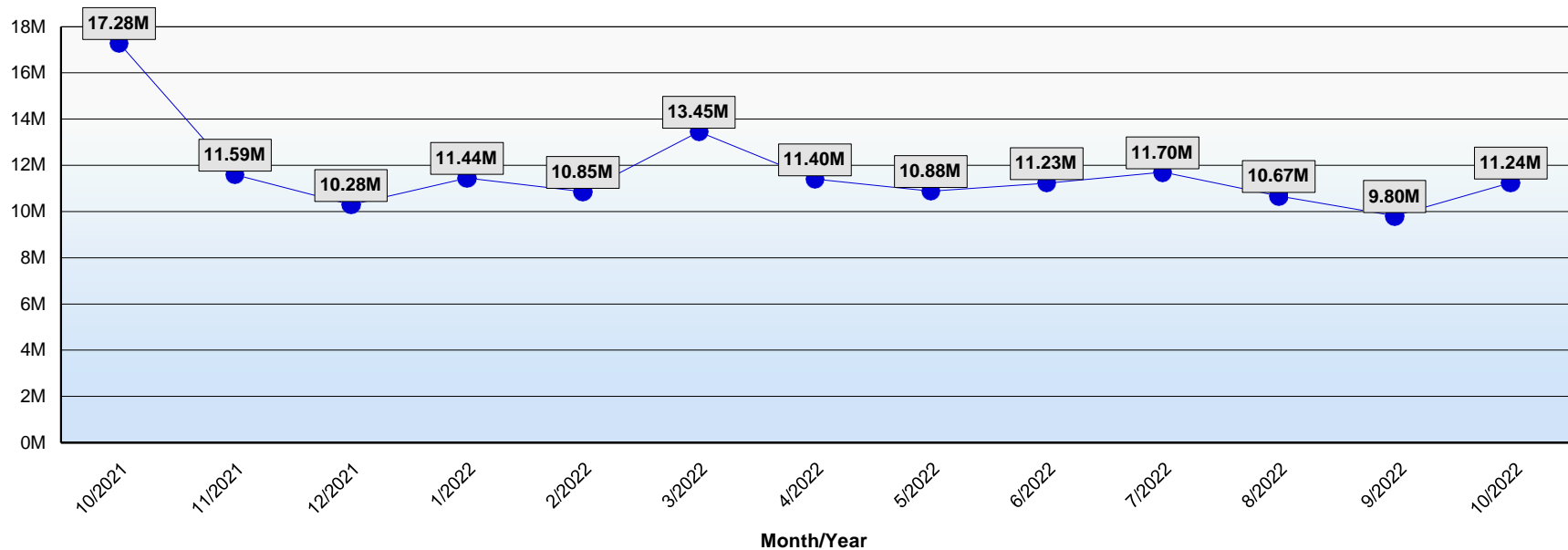
■ Prospective Opportunities in the Revenue Cycle

DENIALS MANAGEMENT

- + Develop key objectives, workflows, roles, responsibilities and pathways to success for reduction of the Accounts Receivable denials
- + Examine payer contracts to develop preventative processes within the Revenue Cycle workflow
- + Establish working relationships and partnerships with the payer representatives
- + Create meaningful Denials Management reporting to include root cause of denials for preventative measures
- + Monitor incoming daily, weekly, and monthly denials to collaborate with all revenue generating departments and the AR team to develop workflow processes for prevention



INCOMING DENIALS TRENDING



Month-Year	Amount	Count of Invoices
October-2021	\$17,284,031	96,486
November-2021	\$11,591,686	69,380
December-2021	\$10,283,904	54,328
January-2022	\$11,443,478	60,567
February-2022	\$10,851,360	61,115
March-2022	\$13,449,933	72,630
April-2022	\$11,395,095	57,200
May-2022	\$10,875,216	55,109
June-2022	\$11,225,194	54,808
July-2022	\$11,697,350	51,056
August-2022	\$10,670,323	49,973
September-2022	\$9,804,863	42,106
October-2022	\$11,244,643	48,413

INCOMING DENIALS: TOP 35 PAYERS

<u>Payer Name</u>	<u>Amount</u>	<u>Count of Invoices</u>
BCBS	\$2,588,631	8,839
MEDICARE	\$1,402,501	7,192
MEDICAID	\$853,536	8,242
BCN	\$742,506	3,353
MERIDIAN MMCD	\$590,767	2,108
BLUE CROSS COMPLETE MMCD	\$533,971	2,084
MEDICARE PLUS BLUE MMCR	\$456,115	1,500
MOLINA MMCD	\$454,656	2,113
UHC MMCD	\$432,997	1,675
BEAUMONT HEALTH EMPLOYEE PLAN	\$231,970	906
COMMERCIAL	\$191,840	780
TOTAL HEALTH CARE MMCD	\$190,609	729
HUMANA MMCR	\$185,520	555
AETNA MMCD	\$145,201	591
UHC PPO	\$135,319	456
TOTAL HEALTH CARE HMO	\$134,865	627
AETNA PPO	\$107,555	379
AUTO INSURANCE	\$105,921	416
HAP MMCR	\$98,567	345
HAP PPO	\$89,408	252
AETNA HMO	\$85,808	285
MOLINA MMCR	\$84,310	324
MERIDIAN MMCR	\$80,451	360
PRIORITY HEALTH HMO	\$78,727	244
PRIORITY HEALTH MMCR	\$76,297	251
CIGNA	\$75,909	249
MCLAREN MMCD	\$73,947	477
AETNA MMCR	\$73,842	233
HAP HMO	\$73,346	329
TOTAL HEALTH CARE	\$64,962	244
PRIORITY HEALTH PPO	\$57,793	206
AARP	\$47,975	336
TOTAL HEALTH CARE PPO	\$45,796	134
TRUSTED HEALTH PLAN MI MMCD	\$45,165	105
WORKERS COMP	\$44,738	204
Others	\$563,122	2,068
Total	\$11,244,643	48,413

INCOMING DENIALS: TOP 10 CATEGORIES

<u>Denial Category</u>	<u>Amount</u>	<u>Count of Invoices</u>
Missing Claim Information	2,205,250	8,608
Coding	2,054,134	8,770
Non-Covered	1,318,054	9,495
Duplicate	1,086,776	4,341
Authorization	1,070,696	2,956
Contract Related	825,945	4,610
Eligibility/Registration	723,803	3,126
Provider Enrollment	558,056	2,773
Coordination of Benefits	488,180	2,543
Additional Documentation Needed	374,040	664
Others	539,709	2,810
Total	\$11,244,643	48,413

MONTHLY DASHBOARD: Part 1

IDAHO CHC MONTHLY DASHBOARD

	2021 Goals	YTD ACT	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
COMMUNITY HEALTH CENTER											
Volumes/Rates											
Visits	30,000	20,003	2,235	2,725	2,130	2,215	2,501	2,738	2,654	2,805	
Procedures (or Visits)	0	562,225	72,091	67,592	81,781	70,506	66,334	76,672	61,690	65,559	
Pre-registration Rate (%)	100%	86%	75%	81%	85%	79%	82%	90%	95%	98%	
Insurance Verification Rate (%)	98%	92%	95%	90%	88%	91%	79%	95%	97%	98%	
Average Charge Lag (Days)	2	4	5	6	5	4	2	3	3	2	
Charge Lag (\$'s)	\$677,426	\$1,354,852	\$1,693,565	\$2,032,278	\$1,693,565	\$1,354,852	\$677,426	\$1,016,139	\$1,016,139	\$677,426	
Charges											
Monthly Revenue Goal		\$82,749,859	\$9,754,431	\$10,005,269	\$11,245,797	\$10,490,767	\$10,555,150	\$10,330,943	\$10,455,574	\$9,911,928	
Monthly Gross Revenue		\$76,684,932	\$9,089,318	\$8,821,291	\$10,646,318	\$9,535,996	\$8,909,870	\$10,944,419	\$9,033,740	\$9,703,980	
Variance to Goal		-\$6,064,927	-\$665,113	-\$1,183,978	-\$599,479	-\$954,771	-\$1,645,280	\$613,476	-\$1,421,834	-\$207,948	
Monthly Net Revenue		\$75,427,725	\$4,279,400	\$44,329,360	\$5,274,544	\$4,732,094	\$3,724,190	\$4,768,475	\$3,224,650	\$5,095,012	
Daily Gross Revenue		\$2,526,219	\$293,204	\$315,046	\$343,430	\$317,867	\$287,415	\$364,814	\$291,411	\$313,032	
YTD Daily Revenue		\$2,496,540	\$293,204	\$303,570	\$317,299	\$317,441	\$313,352	\$320,150	\$315,948	\$315,576	

MONTHLY DASHBOARD: Part 2

IDAHO CHC MONTHLY DASHBOARD

	2021 Goals	YTD ACT	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
COMMUNITY HEALTH CENTER											
Collections											
CHC Monthly Goal		\$44,400,000	\$3,700,000	\$3,700,000	\$3,700,000	\$3,700,000	\$3,700,000	\$3,700,000	\$3,700,000	\$3,700,000	
Total Monthly Collections		\$31,112,471	\$3,535,302	\$3,653,236	\$4,131,821	\$3,755,525	\$3,636,676	\$4,362,134	\$4,380,708	\$3,657,069	
Monthly Cash as % of Goal		105.11%	95.55%	98.74%	111.67%	101.50%	98.29%	117.90%	118.40%	98.84%	
Month to Date shortfall/overage (\$)		\$1,512,471	-\$164,698	-\$46,764	\$431,821	\$55,525	-\$63,324	\$662,134	\$680,708	-\$42,931	
Point of Service Collections (\$)		\$748,745	\$115,628	\$99,255	\$75,416	\$113,084	\$85,466	\$97,888	\$77,321	\$84,687	
Gross Accounts Receivable											
Month ending AR			\$14,003,858	\$14,853,761	\$162,065,423	\$17,302,229	\$17,418,110	\$17,842,370	\$16,658,662	\$17,566,305	
0 - 30 days			\$5,655,113	\$5,305,358	\$5,907,806	\$6,368,661	\$5,319,228	\$6,548,684	\$4,712,173	\$5,981,580	
0 - 30 Percent to ending AR			40%	36%	36%	37%	31%	37%	28%	34%	
31 - 60 days			\$2,811,235	\$2,960,415	\$2,750,488	\$2,512,515	\$2,861,059	\$2,286,719	\$2,726,701	\$2,359,257	
31 - 60 Percent to ending AR			20%	20%	17%	15%	16%	13%	16%	13%	
61 - 90 days			\$2,566,267	\$2,199,015	\$2,214,794	\$2,055,966	\$2,019,301	\$1,856,661	\$1,781,548	\$1,899,352	
61 - 90 Percent to ending AR			18%	15%	14%	12%	12%	10%	11%	11%	
91 - 120 days			\$2,123,686	\$2,196,157	\$1,870,600	\$1,820,758	\$1,754,478	\$1,616,222	\$1,494,580	\$1,579,348	
91 - 120 Percent to ending AR			15%	15%	12%	11%	10%	9%	9%	9%	
> 120 days			\$847,558	\$2,192,817	\$3,462,735	\$4,544,330	\$5,464,044	\$5,534,084	\$5,943,661	\$5,746,768	
> 120 Percent to ending AR			6%	15%	21%	26%	31%	31%	36%	33%	

MONTHLY DASHBOARD: Part 3

IDAHO CHC MONTHLY DASHBOARD											
	2021 Goals	YTD ACT	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21
COMMUNITY HEALTH CENTER											
Uncollectable AR											
Bad Debt		\$184,762	\$0	\$0	\$99,504	\$3,242	\$0	\$59,642	\$11,642	\$10,732	
Charity Care		\$25,712	\$3,010	\$1,525	\$0	\$1,200	\$5,400	\$6,952	\$3,500	\$4,125	
Days Outstanding											
Average Gross Days in AR	35.0		44.9	47.0	51.1	53.7	53.9	54.6	51.9	53.3	
Denials											
Monthly Denials (\$)		\$596,705	\$487,722	\$600,316	\$787,206	\$524,538	\$527,758	\$723,166	\$627,334	\$495,596	
Monthly Denial Percent of Gross Charges	5%	6.21%	5.37%	6.81%	7.39%	5.50%	5.92%	6.61%	6.94%	5.11%	
Clean Claim Rate											
Percent of Electronic Clean Claims (%)	98%	93%	92%	89%	96%	95%	97%	85%	92%	96%	



■ Monitor and track Key Performance Indicators (KPIs) Identifying Pain Points

Investigate Operational Improvements

Evaluate, assess, redesign and implement high financial value with organizational operational improvements within each function of the Revenue Cycle for optimal outcomes



Systems Review

Examine and review the current host systems and electronic technology systems and set ups for efficiencies within the Accounts Receivable



Managed Care Contracting

Evaluate Managed Care contracting to ensure accuracy of variances of payer reporting working with the appropriate Representatives



**Monitor KPIs
to assist in
Optimizing the
Workflow of
the Revenue
Cycle**

■ QUESTIONS AND DISCUSSION

- What is your practice doing to assess, evaluate, and trend your key performance indicators?
- Which KPIs are you monitoring?
- What area of your revenue cycle are you most concerned about?
- What additional metrics would you like to monitor?
- How can you make improvements to impact the financial health of your organization?
- How integrated are the key functions of your revenue cycle?



NEXT STEPS

NEXT WEBINAR/PEER GROUP DATES:

- March 24 Pain Points Peer Group
- April 21 Fundamentals for Successful Revenue Management

Technical Assistance Coaching

- Practices can request 1:1 coaching with HMA consultants.
- Technical assistance sessions will focus on individual areas identified by the practices.
- Support can vary with several 1:1 coaching sessions with members of the practice leadership, providers or revenue cycle team members.

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