

**Percent of scheduled patients vs. available visit/surgery/procedure appointment times**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Percent of scheduled preregistered patients vs. total scheduled patients**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Percent of insurance eligibility verifications vs. total scheduled patients**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Percent of insurance preauthorizations vs. total required for services rendered**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Percent of point-of-service collections vs. scheduled patient-responsible balances**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Average number of missing charges vs. services rendered**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Average days between service date and charge entered**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Average days between charge entry and claim submission**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Percent of presubmission claim errors by category for total claims processed**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Percent of postsubmission claim errors returned from carriers**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Percent of denied/rejected claims appealed successfully vs. total denial/rejections**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Average days between entry of patient-responsible balance and statement processed**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Percent of undeliverable patient statements for total statements processed**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Average days between receipt of payment and payment posted**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Number of noncontractual adjustments taken per claim remittance advice posted**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Average number of unpaid claims resolved by day per collector**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Average number of unpaid patient balances resolved by day per collector**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_

**Average days in A/R**

Prior Year \_\_\_\_\_

Current YTD \_\_\_\_\_