

**YOUR CLINIC  
LOGO**

## **QUARTERLY PRACTICE SNAPSHOT**

### **EXAMPLE OF A PRACTICE ANALYSIS**

**WHAT YOU CAN EXPECT AS AN IN TOUCH BILLING CLIENT**

**PREPARED BY**



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# PRACTICE GROWTH



## Increase in revenue

The average monthly collection has increased from \$78,090 in 2018 to \$85,488 in 2019 for the period from September 2019 to February 2020.

# IMPROVEMENTS IN BILLING > HIGHER PAYMENTS



## Increased revenue as a direct result of our streamlined collection protocols

Compared to 2019, there is an increase of \$7,398 per month in 2020 even though the average number of patient visit has decreased from 822 in 2019 to 814 in 2020 for the period from September 2020 to December 2020.



## Fewer denials attributed to Neighborhood Plan (NHP)

In 2019, approximately 98 claims were denied because 'Coverage/program guidelines were not met or were exceeded'. We provided personalized recommendations and helped resolve the issue.



## Decrease in AR

Currently, your unpaid claims in the above 90 days AR category represent 6.2% of the total AR. Looking back to September 2020, this ratio was 13.48% of your total AR.



## Reactivation of past patients

Every month we have been sending you a list of past patients who have stopped scheduling appointments/ been discharged. An effective outreach program with these old patients will help the clinic to reactivate past patients.

# RECOMMENDATIONS

## 1. Increasing patient visits

Approximately 85% of your cash flow comes from the following 7 payers:

1. Medicare Part B
2. Allways Health Partners
3. Blue Cross Blue Shield
4. United Healthcare
5. VA Fee Basis Programs/Triwest/VAPCCC
6. Boston Medical Center
7. Harvard Pilgrim Health Care

An increase in the patient volume for these 7 payers will further increase revenue.

## 2. Minimize patient appointment cancellations

Patient visits have decreased in 2020 compared to 2019. Upon further investigation, it appears that a lot of patient appointments were cancelled by providers. Streamlining the patient scheduling process will help increase the number of patient visits.

## 3. Faster spreadsheet collaboration

If your practice can provide us with the requested information on the google spreadsheet in a timely manner, we will be able to work on the unpaid claims much faster.

**QUESTIONS?**

**SCHEDULE A CALL AT [WWW.INTOUCHBILLING.COM/CLIENT](http://WWW.INTOUCHBILLING.COM/CLIENT)**