

# Where Am I Losing Money?!

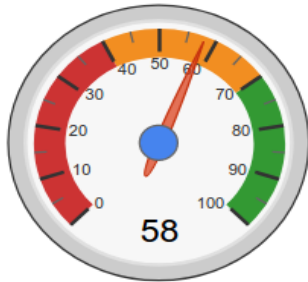
Chip Hart  
PCC UC 2017



# How About The Awesome Dashboard?!

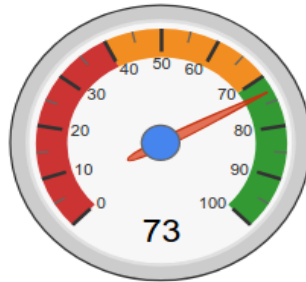
## My Practice Status

### Financial Pulse



58 

### Clinical Pulse



73 

## My Dashboard Priorities

### Top Priorities

Score	Measure
-------	---------







- |    |  |
|----|--|
| 1  | <a href="#">Developmental Screening Rate - Adolescents</a> |
| 12 | <a href="#">Missed Appointment Rate</a>                    |
| 57 | <a href="#">E&amp;M Coding Distribution</a>                |

### Next Priorities

Score	Measure
-------	---------

- |    |   |
|----|---|
| 63 | <a href="#">Well Visit Rates - Patients 12-21 Years</a> |
| 67 | <a href="#">Immunization Rates - Influenza</a>          |
| 67 | <a href="#">Pricing</a>                                 |



Financial Pulse Categories	Category Weight	X	Your Category Scores	=	Your Weighted Scores
 Revenue-per-Visit *	40%		99		39.60
 Accounts Receivable *	15%		66.4		9.96
 E&M Coding Distribution	15%		71		10.65
 Pricing	10%		95		9.50
 RVUs-per-Visit	10%		79		7.90
 Coding Expertise	10%		100		10.00
<b>Your Financial Pulse:</b>					<b>88</b>



Dashboard Measures	Your Revenue-per-Visit	Your Score x	Measure Weight =	Your Weighted Measure Score
<a href="#">Revenue-per-Visit (Location-Adjusted)</a>	\$175.00	100	20%	20.0
<a href="#">Revenue-per-Visit (Without Imms, Location-Adjusted)</a>	\$135.20	96	80%	76.8
Medicaid Visit Percentage		22%	Additional Bonus	2.2
<b>Your Revenue-per-Visit Weighted Category Score: 99</b>				

Dashboard Measures	Your Result	Your Score x	Measure Weight =	Your Weighted Measure Score
<a href="#">A/R Days</a>	16 Days	94	30%	28.2
<a href="#">A/R Over 60 Days Old</a>	12%	97	30%	29.1
<a href="#">A/R 60-90 Days Old</a>	3%	99	40%	39.6
<b>Your Accounts Receivable Weighted Category Score: 96.9</b>				

Dashboard Measure	Your Pricing	Your Score
<a href="#">Pricing</a>	176% of current year Medicare values	61
<b>Your Pricing Category Score: 61</b>		



Dashboard Measure	Your # RVUs-per-Visit	Your Score
<a href="#">RVUs-per-Visit (Location-Adjusted)</a>	3.19 RVUs-per-Visit	77
Your RVUs-per-Visit Category Score: 77		

Dashboard Measure	Your Coding Expertise	Your Score
<a href="#">Coding Expertise</a>	0.05 RVUs-per-Visit	16
Your Coding Expertise Category Score: 16		

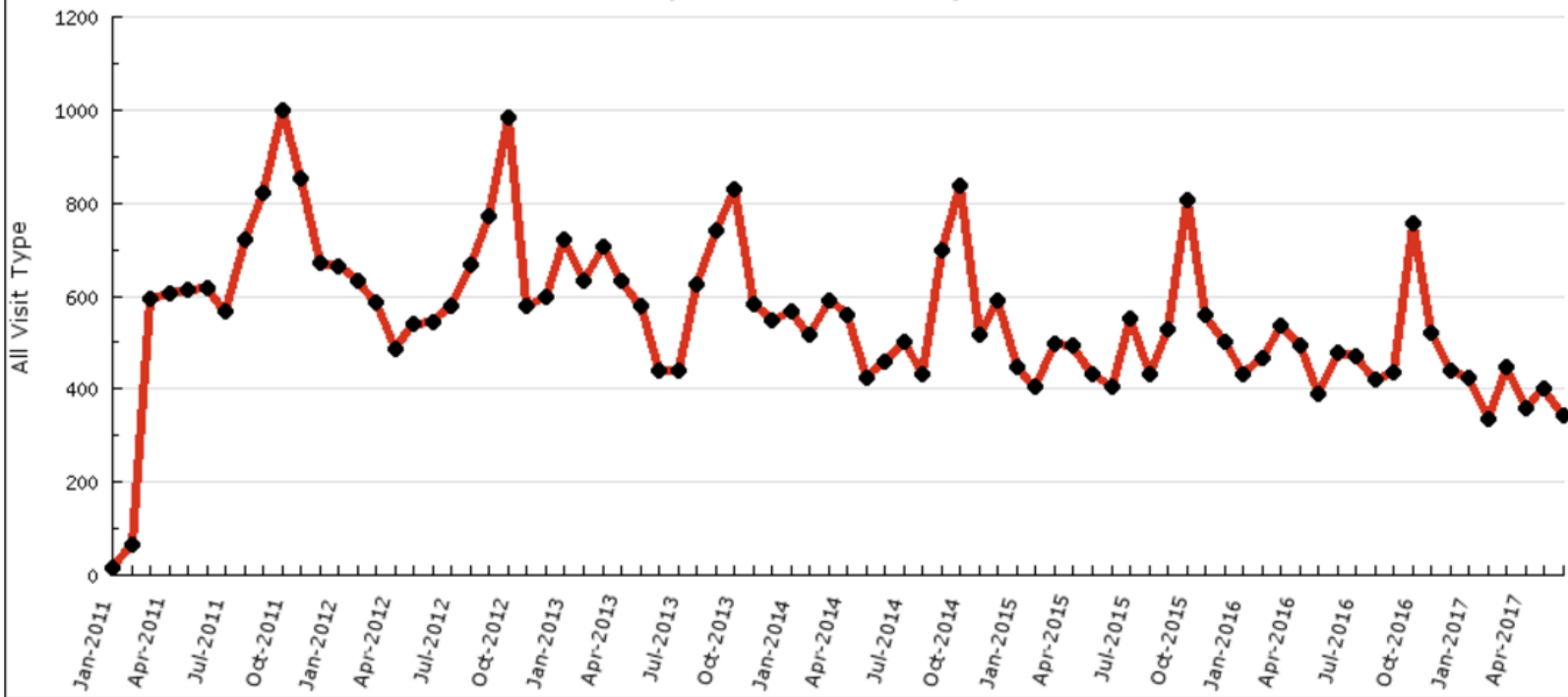
Dashboard Measure	Your Sick-to-Well Visit Ratio	Your Score
<a href="#">Sick-to-Well Visit Ratio</a>	1.11	94
Your Sick-to-Well Visit Ratio Category Score: 94		

**But that's not all...**



# All Visit Type Trends

All Providers - All Locations  
(Jan 2011 - June 2017)



Measure	Total Appointments	Missed Appointments	% Missed	% Change (3 mo.)
<a href="#">Missed Appointment Rate</a>	8,625	416	4.8%	0.6% ↑

Measure	Qualifying Patients	Up-to-Date Patients	% Up-to-Date	% Change (3 mo.)
<a href="#">Developmental Screening Rates - Adolescents</a>	644	569	88%	1.7% ↑
<a href="#">Developmental Screening Rates - Infants</a>	116	20	17%	16.1% ↑
<a href="#">Fluoride Varnish Rate</a>	511	0	0%	Insufficient Data
<a href="#">Well Visit Rates - Under 15 Months</a>	183	181	99%	-1.0% ↓
<a href="#">Well Visit Rates - 15-36 Months</a>	194	166	86%	-1.0% ↓
<a href="#">Well Visit Rates - 3-6 Years</a>	423	382	90%	-3.0% ↓
<a href="#">Well Visit Rates - 7-11 Years</a>	455	401	88%	0.0% ↑
<a href="#">Well Visit Rates - 12-21 Years</a>	934	635	68%	1.0% ↑



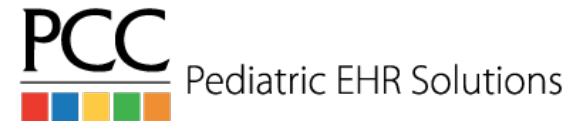
# 3 Quick PCC Reports

Ins Group at Time of Service	Number of Visits	Charges Per Visit	Avg Charge Per Visit	Avg Deposited Per Visit	Number of Procedures	Charge Amount	Amount Deposited (all pmts)
Personal/No Insurance	962	2.47	\$818.73	\$743.51	2379	\$787,616.97	\$715,260.93
Amerigroup	36	2.67	\$266.61	\$155.26	96	\$9,598.00	\$5,589.27
BCBS	692	3.04	\$230.72	\$77.59	2104	\$159,657.01	\$53,695.27
Arnie Healthcare	7408	2.99	\$282.62	\$166.43	22181	\$2,093,668.60	\$1,232,910.53
Other	861	2.97	\$280.43	\$155.77	2557	\$241,452.25	\$134,119.24
UHC Medicaid	2038	2.64	\$199.14	\$83.06	5373	\$405,849.75	\$169,281.07
UHC Cap	49	1.00	\$21,674.06	\$21,674.06	49	\$1,062,029.00	\$1,062,029.00
United Health Plans	1632	2.99	\$230.67	\$86.91	4884	\$376,447.09	\$141,839.39
	72327	2.97	\$271.06	\$134.16	214982	\$19,604,651.06	\$9,703,644.32

Srs →

Visit Reports →

Per-Visit Analysis by Payor ('activity' style)





# 3 Quick PCC Reports

Primary Visit Category	Secondary Visit Category	Number of Visits	Units/Visit	Avg Charge Per Visit	Avg Deposited Per Visit	Number of Units	Charge Amount	Amount Deposited (all pmts)
Well Visit	99381 Visit	289	3.80	\$320.34	\$169.60	1099	\$92,579.68	\$49,014.80
Well Visit	99382 Visit	242	8.15	\$460.84	\$224.29	1972	\$111,523.91	\$54,278.75
Well Visit	99391 Visit	6953	8.43	\$566.24	\$326.30	58629	\$3,937,045.13	\$2,268,796.31
Well Visit	99392 Visit	6756	7.17	\$451.77	\$256.93	48440	\$3,052,155.34	\$1,735,791.31
Well Visit	99393 Visit	4104	4.05	\$333.37	\$196.98	16618	\$1,368,131.56	\$808,419.13
Well Visit	99394 Visit	2093	3.61	\$348.77	\$219.62	7565	\$729,981.17	\$459,660.63
		21054	6.50	\$450.97	\$260.49	136752	\$9,494,709.62	\$5,484,380.15

Primary Visit Category:  
Sick Visit

Primary Visit Category	Secondary Visit Category	Number of Visits	Units/Visit	Avg Charge Per Visit	Avg Deposited Per Visit	Number of Units	Charge Amount	Amount Deposited (all pmts)
Sick Visit	99212 Visit	100	1.73	\$145.14	\$76.66	173	\$14,514.26	\$7,665.59
Sick Visit	99213 Visit	12559	1.49	\$149.37	\$80.48	18707	\$1,875,900.42	\$1,010,762.38
Sick Visit	99214 Visit	17376	1.69	\$195.34	\$108.77	29304	\$3,394,153.74	\$1,889,996.23
Sick Visit	99215 Visit	1107	1.95	\$270.53	\$149.87	2160	\$299,471.54	\$165,904.48
		32287	1.62	\$180.31	\$99.55	52306	\$5,821,611.05	\$3,214,050.08

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Visit Reports →

Per-Visit Analysis (Grouped by Visit Type)



# 3 Quick PCC Reports

Procedure Code Set A	RVU Status Code	Units	Number of Valid RVU Units	Charge Amount	Total Number of RVUs	Avg RVU Per Unit	Avg Charge Amount	Avg Deposited	RVU Practice FACF \$61.84	RVU Medicare FACF	Avg Deposited as Percent of MCare FACF	RVU Medicare FAF at 140%	RVU 140% Charge Difference	Underbilled Amount	Amount Deposited (all pmnts)
X		124	0	\$15,087.94	0	N/A	\$121.68	\$120.74	\$0.00	\$0.00	0.00%	\$0.00	\$0.00	\$0.00	\$14,971.76
99395	N	39	39	\$7,605.00	129	3	\$195.00	\$77.86	\$203.98	\$118.38	65.77%	\$165.73	\$1,141.53	\$0.00	\$3,036.40
99394	N	475	475	\$92,481.24	1534	3	\$194.70	\$66.02	\$199.70	\$115.90	56.97%	\$162.26	\$15,407.74	-\$58.28	\$31,361.45
99393	N	1982	1982	\$386,490.00	5825	3	\$195.00	\$69.69	\$181.78	\$105.49	66.06%	\$147.69	\$93,768.42	\$0.00	\$138,122.74
99392	N	1152	1152	\$224,445.00	3997	3	\$194.83	\$64.52	\$182.37	\$105.84	60.96%	\$148.17	\$53,753.16	-\$148.17	\$74,321.91
99391	N	2116	2116	\$412,570.00	5836	3	\$194.98	\$71.24	\$170.55	\$98.98	71.98%	\$138.57	\$119,355.88	\$0.00	\$150,748.68
99215	A	54	54	\$11,610.00	219	4	\$215.00	\$106.54	\$250.48	\$145.36	73.30%	\$203.51	\$620.46	\$0.00	\$5,753.26
99214	A	10880	10880	\$1,740,566.60	32640	3	\$159.98	\$74.24	\$185.56	\$107.69	68.93%	\$150.77	\$100,189.00	-\$205.71	\$807,682.73
99213-25	A	6440	6440	\$708,290.00	13125	2	\$109.98	\$61.42	\$126.07	\$73.16	83.95%	\$102.43	\$48,640.80	-\$102.43	\$395,524.08
99213	A	16087	16087	\$1,768,524.92	32785	2	\$109.94	\$54.12	\$126.07	\$73.16	73.97%	\$102.43	\$120,733.51	-\$961.81	\$870,610.70
99212	A	277	277	\$21,680.00	336	1	\$78.27	\$40.13	\$74.96	\$43.50	92.25%	\$60.90	\$4,810.70	-\$365.40	\$11,115.19
99211	A	38	38	\$1,577.84	21	1	\$41.52	\$28.81	\$34.42	\$19.97	144.25%	\$27.96	\$515.36	-\$167.76	\$1,094.64
99204-25	A	268	268	\$67,000.00	1237	5	\$250.00	\$112.56	\$285.51	\$165.69	67.93%	\$231.97	\$4,832.04	\$0.00	\$30,166.22
99058-59	B	17	0	\$1,139.00	0	N/A	\$67.00	\$4.42	\$0.00	\$0.00	0.00%	\$0.00	\$0.00	\$0.00	\$75.20
99051-59	B	1854	0	\$133,488.00	0	N/A	\$72.00	\$6.35	\$0.00	\$0.00	0.00%	\$0.00	\$0.00	\$0.00	\$11,779.12
99000	B	3495	0	\$62,874.00	0	N/A	\$17.99	\$0.11	\$0.00	\$0.00	0.00%	\$0.00	\$0.00	\$0.00	\$384.16
96160	A	134	134	\$2,680.00	17	0	\$20.00	\$2.56	\$7.68	\$4.46	57.46%	\$6.24	\$1,843.84	\$0.00	\$343.38
96127-59	A	1008	1008	\$29,232.00	157	0	\$29.00	\$2.84	\$9.69	\$5.62	50.55%	\$7.87	\$21,299.04	\$0.00	\$2,863.86
96110-59	N	1554	1554	\$45,066.00	406	0	\$29.00	\$7.00	\$16.19	\$9.40	74.47%	\$13.16	\$24,615.36	\$0.00	\$10,878.57
90472	A	644	644	\$25,760.00	228	0	\$40.00	\$10.55	\$21.92	\$12.72	82.94%	\$17.81	\$14,290.36	\$0.00	\$6,793.99
90471	A	2951	2951	\$118,040.00	2063	1	\$40.00	\$20.89	\$43.26	\$25.10	83.23%	\$35.15	\$14,312.35	\$0.00	\$61,646.11
90461	A	14804	14804	\$592,160.00	5241	0	\$40.00	\$12.08	\$21.92	\$12.72	94.97%	\$17.81	\$328,500.76	\$0.00	\$178,834.94
90460	A	33383	33383	\$1,335,354.02	23335	1	\$40.00	\$14.44	\$43.26	\$25.10	57.54%	\$35.15	\$161,941.57	-\$35.15	\$482,128.48
		258237	153879	\$20,133,748.16	221908	1	\$77.97	\$38.59	\$0.00	\$0.00	0.00%	\$0.00	\$2,576,683.49	-\$6,618.83	\$9,965,215.15

Srs →

Visit Reports →

Pricing Analysis (RVU Report per Procedure)



# Per-Visit Analysis by Payor ('activity' style)

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Personal/No Insurance	962	2.47	\$818.73	\$743.51	2379	\$787,616.97	\$715,260.93
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Arnie Healthcare	7408	2.99	\$282.62	\$166.43	22181	\$2,093,668.60	\$1,232,910.53
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United Health Plans	1632	2.99	\$230.67	\$86.91	4884	\$376,447.09	\$141,839.39
	72327	2.97	\$271.06	\$134.16	214982	\$19,604,651.06	\$9,703,644.32



# Per-Visit Analysis (Grouped by Visit Type)

Primary Visit Category	Secondary Visit Category	Number of Visits	Units/Visit	Avg Charge Per Visit	Avg Deposited Per Visit	Number of Units	Charge Amount	Amount Deposited (all pmts)
Well Visit	99381 Visit	289	3.80	\$320.34	\$169.60	1099	\$92,579.68	\$49,014.80
Well Visit	99382 Visit	242	8.15	\$460.84	\$224.29	1972	\$111,523.91	\$54,278.75
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Well Visit	99392 Visit	6756	7.17	\$451.77	\$256.93	48440	\$3,052,155.34	\$1,735,791.31
Well Visit	99393 Visit	4104	4.05	\$333.37	\$196.98	16618	\$1,368,131.56	\$808,419.13
Well Visit	99394 Visit	2093	3.61	\$348.77	\$219.62	7565	\$729,981.17	\$459,660.63
		21054	6.50	\$450.97	\$260.49	136752	\$9,494,709.62	\$5,484,380.15

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Sick Visit	99213 Visit	12559	1.49	\$149.37	\$80.48	18707	\$1,875,900.42	\$1,010,762.38
Sick Visit	99214 Visit	17376	1.69	\$195.34	\$108.77	29304	\$3,394,153.74	\$1,889,996.23
Sick Visit	99215 Visit	1107	1.95	\$270.53	\$149.87	2160	\$299,471.54	\$165,904.48
		32287	1.62	\$180.31	\$99.55	52306	\$5,821,611.05	\$3,214,050.08



# Pricing Analysis (RVU Report per Procedure)

Procedure Code	Units	Number of Valid RVU Units	Charge Amount	Avg RVU Per Unit	Avg Charge Amount	Avg Deposited	RVU Medicare FACF	Avg Deposited as Percent of MCare FACF	RVU Medicare FACF at 140%	RVU 140% Charge Difference	Underbilled Amount
X	124	0	\$15,087.94	N/A	\$121.68	\$120.74	\$0.00	0.00%	\$0.00	\$0.00	\$0.00
99395	39	39	\$7,605.00	3.30	\$195.00	\$77.86	\$118.38	65.77%	\$165.73	\$1,141.53	\$0.00
99394	475	475	\$92,481.24	3.23	\$194.70	\$66.02	\$115.90	56.97%	\$162.26	\$15,407.74	-\$58.28
99393	1982	1982	\$386,490.00	2.94	\$195.00	\$69.69	\$105.49	66.06%	\$147.69	\$93,768.42	\$0.00
99392	1152	1152	\$224,445.00	2.95	\$194.83	\$64.52	\$105.84	60.96%	\$148.17	\$53,753.16	-\$148.17
99391	2116	2116	\$412,570.00	2.76	\$194.98	\$71.24	\$98.98	71.98%	\$138.57	\$119,355.88	\$0.00
99215	54	54	\$11,610.00	4.05	\$215.00	\$106.54	\$145.36	73.30%	\$203.51	\$620.46	\$0.00
99214	10880	10880	\$1,740,566.60	3.00	\$159.98	\$74.24	\$107.69	68.93%	\$150.77	\$100,189.00	-\$205.71
99213-25	6440	6440	\$708,290.00	2.04	\$109.98	\$61.42	\$73.16	83.95%	\$102.43	\$48,640.80	-\$102.43
99213	16087	16087	\$1,768,524.92	2.04	\$109.94	\$54.12	\$73.16	73.97%	\$102.43	\$120,733.51	-\$961.81
99212	277	277	\$21,680.00	1.21	\$78.27	\$40.13	\$43.50	92.25%	\$60.90	\$4,810.70	-\$365.40
99211	38	38	\$1,577.84	0.56	\$41.52	\$28.81	\$19.97	144.25%	\$27.96	\$515.36	-\$167.76
99204-25	268	268	\$67,000.00	4.62	\$250.00	\$112.56	\$165.69	67.93%	\$231.97	\$4,832.04	\$0.00
99058-59	17	0	\$1,139.00	N/A	\$67.00	\$4.42	\$0.00	0.00%	\$0.00	\$0.00	\$0.00
99051-59	1854	0	\$133,488.00	N/A	\$72.00	\$6.35	\$0.00	0.00%	\$0.00	\$0.00	\$0.00
99000	3495	0	\$62,874.00	N/A	\$17.99	\$0.11	\$0.00	0.00%	\$0.00	\$0.00	\$0.00
96160	134	134	\$2,680.00	0.12	\$20.00	\$2.56	\$4.46	57.46%	\$6.24	\$1,843.84	\$0.00
96127-59	1008	1008	\$29,232.00	0.16	\$29.00	\$2.84	\$5.62	50.55%	\$7.87	\$21,299.04	\$0.00
96110-59	1554	1554	\$45,066.00	0.26	\$29.00	\$7.00	\$9.40	74.47%	\$13.16	\$24,615.36	\$0.00
90472	644	644	\$25,760.00	0.35	\$40.00	\$10.55	\$12.72	82.94%	\$17.81	\$14,290.36	\$0.00
90471	2951	2951	\$118,040.00	0.70	\$40.00	\$20.89	\$25.10	83.23%	\$35.15	\$14,312.35	\$0.00
90461	14804	14804	\$592,160.00	0.35	\$40.00	\$12.08	\$12.72	94.97%	\$17.81	\$328,500.76	\$0.00
90460	33383	33383	\$1,335,354.02	0.70	\$40.00	\$14.44	\$25.10	57.54%	\$35.15	\$161,941.57	-\$35.15
	258237	153879	\$20,133,748.16	1.44	\$77.97	\$38.59	\$0.00	0.00%	\$0.00	\$2,576,683.49	-\$6,618.83



Oh yeah...

Secondary Visit Category	Number of Visits	Number of Visits Percent
99212 Visit	111	0.36%
99213 Visit	14833	48.41%
99214 Visit	14745	48.12%
99215 Visit	950	3.10%
	30639	100.00%



Service Provider Group Name	Number of Visits	Units Per Visit	Avg Charge Per Visit	Avg Deposited Per Visit	Number of Units	Charge Amount	Amount Deposited (all pmts)
Dr. Simmons	3192	2.45	\$181.41	\$80.68	7826	\$579,052.40	\$257,520.61
Dr. Frehley	3436	3.47	\$222.47	\$100.92	11919	\$764,393.82	\$346,771.55
Dr. Criss	4330	3.45	\$215.15	\$99.37	14949	\$931,601.66	\$430,275.47
Dr. Stanley	2873	3.11	\$206.31	\$95.13	8927	\$592,720.94	\$273,312.57
	27197	3.08	\$231.46	\$123.16	83806	\$6,294,962.33	\$3,349,710.93

One more...



# So, how are you losing money?

- You're not paying attention to your financial data
- You're not using the *awesome, free* tools available to you
- You're not maximizing well visit volume and, worse, not coding for all your work when you do
- You don't understand coding, so you have a bad E&M distribution and miss many legitimate opportunities for other procedures
- You pricing involves rolling dice and a voodoo doll
- You overpay your clinicians and haven't bothered to figure out what you should pay them
- Your PCC system is mis-configured and makes you look better/worse than you really are

