

Advanced Financial Reporting Workshop

Tim Proctor - Product Owner
Jim Leahy - Application Specialist

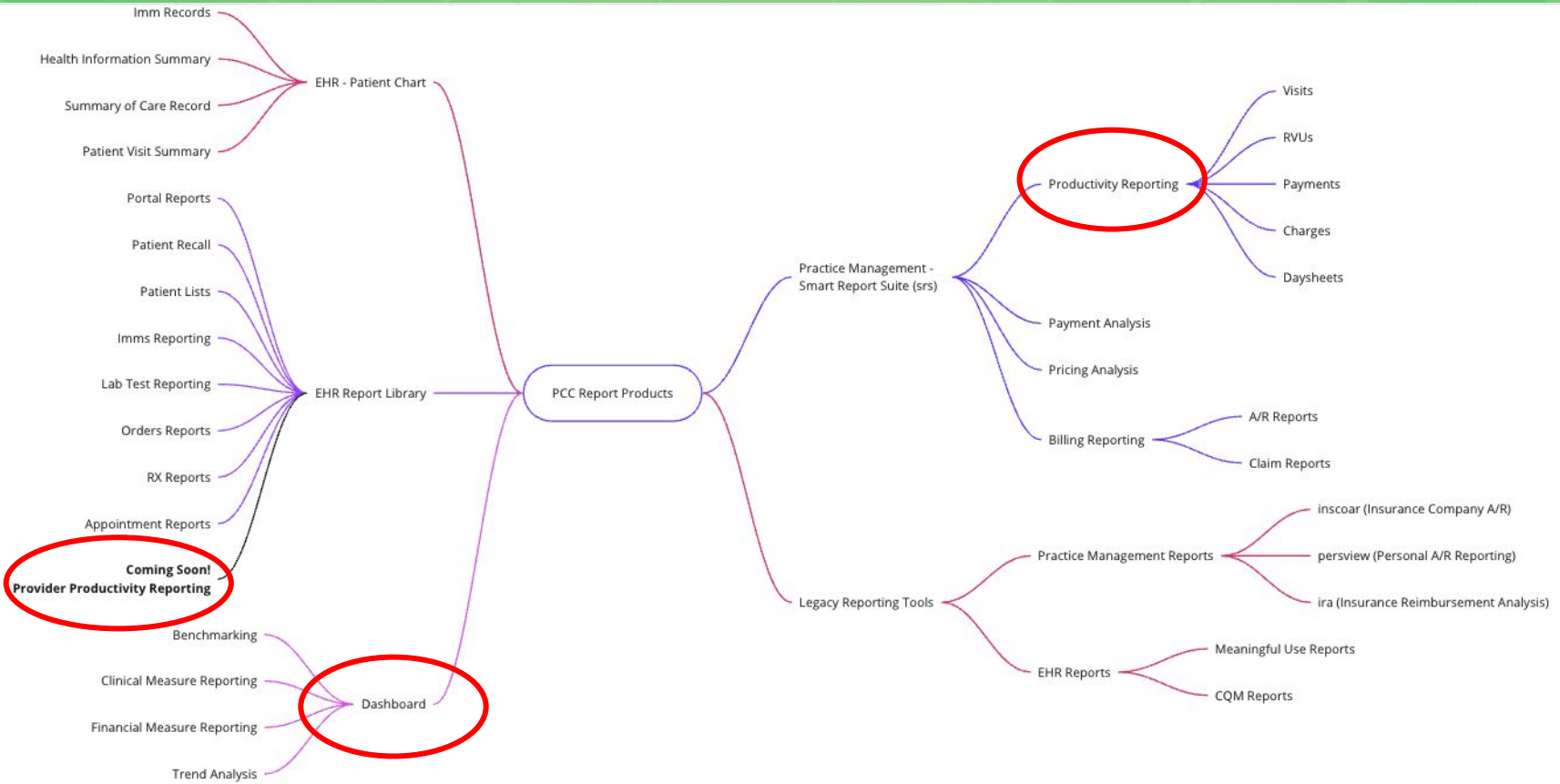
UC
2024

Agenda

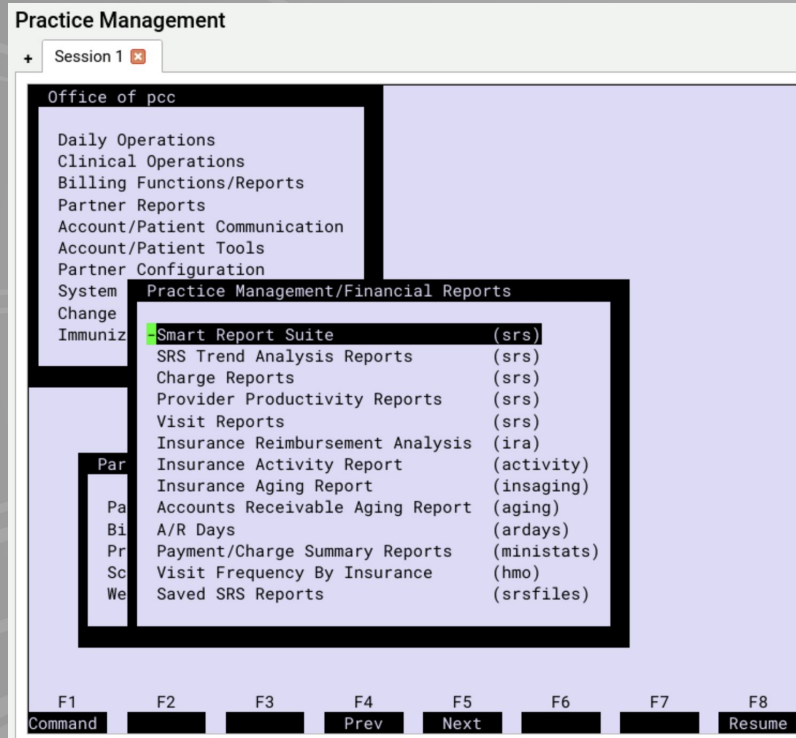
1. 8:45 - 9:45 - Presentation on reporting tools: Smart Report Suite (srs) and Dashboard
2. 9:45 - 10:15 - Financial Reporting Workshop

Session Goals

1. Understanding of reporting tools within PCC PM and the Dashboard and how they can be used to meet your financial and clinical reporting needs
2. Experience using these tools to build and customize reports relevant to your practice



Smart Report Suite



- Versatile and stable Practice Mgt reporting tool
- Use srs for reporting on productivity data (visits, charges, payments, RVUs)
- It can be a lot of trial and error when creating reports. Support can help!

Five Common Productivity Report Data Sources in srs

1. Daysheet-based reports
2. Charge-based reports
3. Payment-based reports
4. Visit-based reports
5. RVU-based reports

Daysheet-based reports

Report Generation - Step 1

Identify the kind of report to create.

Please select the kind of report that should be generated.

- Charge report with collection information (all valid charges)
- Payment report
- Daysheet report
- Deposit report with payment details and no charge information
- Appointment report
- Per-visit charge report with collection information
- Aging report
- Charge report with billing/submission info (only charges with balances)
- Patient insurance policy report
- Procedure Table Listing
- Insurance Table Listing
- Patient demographic information
- RVU report
- Diagnosis Table Listing
- Billing History Statistics
- Deleted Charges
- Claim Adjustment Reason Code (CARC)

Daysheet-based reports

- Based on daily transaction logs of charges, payments, adjustments, and refunds.
- Unique in that it reports overall charges, payments, adjustments, and refunds on one report, by provider if desired.
- Very limited detail (no detail on CPT code/name, payment types, etc)

Daysheet-based reports

- Can be useful for reconciling to bank account deposits
- Limitations:
 - No CPT code detail: Can't show "Dollars charged for everything excluding vaccines" for example
 - Cannot show totals by place of service

Transaction vs Posting Dates

Transaction Date

- For charges, this is the date of service
- For payments, this is the date attributed to the payment.
 - For insurance payments, this is typically the date of the check
 - For other payments, it's the date entered by the user

Posting Date

- For charges and payments, this is the system-generated date of physical posting into the system. A PCC user cannot change a posting date.

Transaction vs Posting Dates

Situation: It's the end of the month, and I'm trying to reconcile payments deposited into my bank account for a given month with payments entered into PCC for that month.

Should I report on payments in PCC by:

- a) Posting date only
- b) Transaction date only
- c) Both posting date and transaction date

Transaction vs Posting Dates

Situation: It's the end of the month, and I'm trying to reconcile payments deposited into my bank account for a given month with payments entered into PCC for that month.

Should I report on payments in PCC by:

- a) Posting date only
- b) Transaction date only (when running an srs payment-based report)**
- c) Both posting date and transaction date (when running an srs daysheet report)**

Example: EOM Payment Reconciliation

Let's use the "Daysheet Totals by Posting Month" report in srs Proving Out Reports category to see **payments attributed to the month of May 2024.**

Posting Month

Some May payments were posted into PCC in June

Daysheet Totals by Posting Month (Wide Style)							
Month	Non Service Charges	Service Charges	Adj	Cash	Check	Credit Card	Refund
2024/05	\$25,128.29	\$892,645.05	\$460,853.93	\$1,142.45	\$406,688.44	\$61,759.41	\$-1,869.18
2024/06	\$60.00	\$47,027.05	\$55,947.45	\$0.00	\$39,768.22	\$210.14	\$0.00
	\$25,188.29	\$939,672.10	\$516,801.38	\$1,142.45	\$446,456.66	\$61,969.55	\$-1,869.18

Criteria for this report run.
Posting Date Range: 05/01/24 - 06/21/24

Includes Relinked Payments and Adjustments

Transaction Date selection.
Range is between 05/01/24 and 05/31/24.

The payments could be posted into PCC anytime since 5/1/24 (go through today's date)...

... but I only want to see payments dated or attributed to May



Charge Based Reports

Report Generation - Step 1

Identify the kind of report to create.

Please select the kind of report that should be generated.

- Charge report with collection information (all valid charges)
- Payment report
- Daysheet report
- Deposit report with payment details and no charge information
- Appointment report
- Per-visit charge report with collection information
- Aging report
- Charge report with billing/submission info (only charges with balances)
- Patient insurance policy report
- Procedure Table Listing
- Insurance Table Listing
- Patient demographic information
- RVU report
- Diagnosis Table Listing
- Billing History Statistics
- Deleted Charges
- Claim Adjustment Reason Code (CARC)

Charge Based Reports

- Show charges either transacted during a time period (transaction date) or physically posted into the system during a time period (posting date)
- Extensive subtotalling capabilities (provider, place of service, procedure code/group, etc)
- Also show payments made on the charges being reported
- Refunds are reflected as charges

Example: Charges by Provider

Let's create a custom srs report showing charge totals by provider and procedure group. Output should look like this:

HASH(0x2fc6418)							
Service Provider Name: Beverly Crusher, MD							
Service Provider Name	Procedure Group Name	Units	Charge Amount	Amount Deposited (all pmts)	Amount Due	Amount Collected (all pmts + all adjs)	Percent Collected (all pmts + all adjs)
Beverly Crusher, MD	Imms Administration	15	\$504.00	\$11.50	\$400.00	\$104.00	20.63%
Beverly Crusher, MD	Immunizations	12	\$963.02	\$0.00	\$963.02	\$0.00	0.00%
Beverly Crusher, MD	Injections	4	\$190.00	\$12.42	\$1.02	\$188.98	99.46%
Beverly Crusher, MD	Laboratory Procedures	19	\$319.00	\$36.00	\$266.00	\$53.00	16.61%
Beverly Crusher, MD	Medical Procedures	2	\$33.00	\$0.00	\$33.00	\$0.00	0.00%
Beverly Crusher, MD	Medical Tests	8	\$122.00	\$5.00	\$85.29	\$36.71	30.09%
Beverly Crusher, MD	Office Visits, Est Patients	17	\$2,481.00	\$437.74	\$1,292.68	\$1,188.32	47.90%
Beverly Crusher, MD	Physical Exams, Est Patients	5	\$891.00	\$0.00	\$824.96	\$66.04	7.41%
Beverly Crusher, MD	Unclassified	1	\$175.00	\$0.00	\$175.00	\$0.00	0.00%
Beverly Crusher, MD		83	\$5,678.02	\$502.66	\$4,040.97	\$1,637.05	28.83%

Example: Charges by Provider

- Start with “Charge and Reimbursement Comparison by Provider”
- Amount deposited represents payments **on the charges being reported.**
 - Payments on charge reports cannot be compared to payments on payment-based or daysheet reports

Payment Based Reports

Report Generation - Step 1

Identify the kind of report to create.

Please select the kind of report that should be generated.

- Charge report with collection information (all valid charges)
- Payment report
- Daysheet report
- Deposit report with payment details and no charge information
- Appointment report
- Per-visit charge report with collection information
- Aging report
- Charge report with billing/submission info (only charges with balances)
- Patient insurance policy report
- Procedure Table Listing
- Insurance Table Listing
- Patient demographic information
- RVU report
- Diagnosis Table Listing
- Billing History Statistics
- Deleted Charges
- Claim Adjustment Reason Code (CARC)

Payment Based Reports

- Useful for getting more detailed subtotals of payments (i.e., payments by check number)
- Always recommended to run by transaction date
 - For insurance payments, this is typically the date of the check
 - For other payments, it's the date entered by the user

Why Run by Transaction Date?

- Because payment relinking happens all the time
- **When a payment is relinked, the posting date for that payment changes**
- When reporting monthly payment productivity, you don't want to count a payment in a given month if it was already counted for a prior month

Example: Payments by Provider and Procedure

Let's create a custom report showing payment totals by provider and procedure group. Output should look like this:

HASH(0x34f7ae8) 						
Service Provider Name: Beverly Crusher, MD						
Service Provider Name	Group Name	Personal Pmt	Ins Pmt	Personal Adj	Ins Adj	Amount Collected (all pmts + all adjs)
Beverly Crusher, MD	Imms Administration	\$0.00	\$49.20	\$0.00	\$114.80	\$164.00
Beverly Crusher, MD	Immunizations	\$0.00	\$19.93	\$0.00	\$15.07	\$35.00
Beverly Crusher, MD	Injections	\$0.00	\$12.42	\$0.00	\$176.56	\$188.98
Beverly Crusher, MD	Laboratory Procedures	\$0.00	\$27.58	\$0.00	\$80.42	\$108.00
Beverly Crusher, MD	Medical Procedures	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Beverly Crusher, MD	Medical Tests	\$0.00	\$7.98	\$0.00	\$61.22	\$69.20
Beverly Crusher, MD	Office Visits, Est Patients	\$20.00	\$407.74	\$0.00	\$763.30	\$1,191.04
Beverly Crusher, MD	Physical Exams, Est Patients	\$0.00	\$168.20	\$0.00	\$237.84	\$406.04
Beverly Crusher, MD	Unclassified	\$35.00	\$0.00	\$0.00	\$0.00	\$35.00
		\$55.00	\$693.05	\$0.00	\$1,449.21	\$2,197.26

Example: Payments by Provider and Procedure

- Start with “Payment Breakdown by Provider”
- Always run by transaction date
- Insurance payment and personal payments are reported separately
 - Combine these to get total payments

Coming Soon: Easier Productivity Reports!

Report Library

Customize Report - Preview

Total Charges and Payments by Provider, Month, and Procedure Group

Aggregate charges and payments by provider for provider productivity assessments.

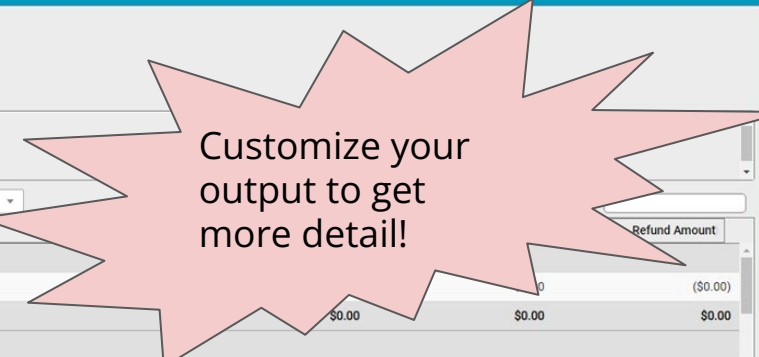
Transaction Date: From 06/01/2024 to 06/30/2024
Include by Procedure: All
Exclude by Procedure: None
Provider: All

Columns: All 6 Displayed Group By: Provider

Provider	Transaction Month	Procedure Group	Charges	Payments	Refund Amount
Alfred Woodward, M.D. (1)					
Alfred Woodward, M.D.	2024-06	Office Visits			(\$0.00)
			\$0.00	\$0.00	\$0.00
Beverly Crusher, MD (1)					
Beverly Crusher, MD	2024-06	Office Visits	\$90.00	\$40.00	(\$0.00)
			\$90.00	\$40.00	\$0.00
Elizabeth Mary Casey, MD (19)					
Elizabeth Mary Casey, MD	2024-06	Supplies	\$41.00	\$46.05	(\$0.00)
Elizabeth Mary Casey, MD	2024-06	Medications	\$0.00	\$0.00	(\$0.00)
Elizabeth Mary Casey, MD	2024-06	Office Visits	\$5,092.90	\$4,117.70	(\$0.00)
Elizabeth Mary Casey, MD	2024-06	Medical Procedures	\$706.00	\$242.04	(\$0.00)
Elizabeth Mary Casey, MD	2024-06	E/M - Newborn Care	\$390.00	\$0.00	(\$0.00)
Elizabeth Mary Casey, MD	2024-06	Well Child Care	\$1,296.00	\$946.81	(\$0.00)
Elizabeth Mary Casey, MD	2024-06	E/M - Hospital Care	\$0.00	\$112.58	(\$0.00)
			\$80,483.76	\$52,353.11	\$0.00

83 results

Back Cancel Save Save As



UC
2024

Visit Based Reports

Report Generation - Step 1

Identify the kind of report to create.

Please select the kind of report that should be generated.

- Charge report with collection information (all valid charges)
- Payment report
- Daysheet report
- Deposit report with payment details and no charge information
- Appointment report
- Per-visit charge report with collection information
- Aging report
- Charge report with billing/submission info (only charges with balances)
- Patient insurance policy report
- Procedure Table Listing
- Insurance Table Listing
- Patient demographic information
- RVU report
- Diagnosis Table Listing
- Billing History Statistics
- Deleted Charges
- Claim Adjustment Reason Code (CARC)

Visit Based Reports

- Based on PCC's charge database
- Based on transaction (service) date of visit
- Useful for counting and categorizing visits (sick, well, vaccine-only, telemed, hospital, etc)
- Also shows payments made on the visits being reported
- Extensive subtotaling capabilities (provider, location, etc)

Visit Categories

- Categories defined for sick, well, consult, hospital, counseling, vaccine only, telephone, portal/email, telemedicine, and misc
- Based on CPT codes within the visit
- Well and sick codes on same day? This is categorized as a well visit

Example: Per-Visit Analysis by Provider

srs Provider Productivity Reports → Per Visit Analysis By Provider (Grouped by Visit Code)

```
Total Visits by Provider and Month
Description of Restriction Criteria
Press the F6 key to add to, or edit, the restriction listing below.

Transaction Date Range: 06/01/16 - 06/30/16
Include Only Revenue selection.
All Providers Selected.
```

- Non-Revenue Services such as no-show or form fees can inflate total visits. Restrict the report to include only revenue services
- Add restriction criteria of "VISIT Include Only Revenue Charges." This will report accurate visit totals

Why so many Misc Visits?

- If a visit has CPT codes that do not match a defined category (sick, well, vaccine-only, etc), it gets classified as “Misc”
- Did you add the “Include only Revenue charges” criteria?
- Example for later: Create a custom visit-based report to identify individual visits that were classified as “misc”

RVU Based Reports

Report Generation - Step 1

Identify the kind of report to create.

Please select the kind of report that should be generated.

- Charge report with collection information (all valid charges)
- Payment report
- Daysheet report
- Deposit report with payment details and no charge information
- Appointment report
- Per-visit charge report with collection information
- Aging report
- Charge report with billing/submission info (only charges with balances)
- Patient insurance policy report
- Procedure Table Listing
- Insurance Table Listing
- Patient demographic information
- RVU report
- Diagnosis Table Listing
- Billing History Statistics
- Deleted Charges
- Claim Adjustment Reason Code (CARC)

RVU Based Reports

- Based on PCC's charge database
- Based on transaction (service) date of visit
- Most CPT codes have Relative Value Units (RVUs) which are updated annually and vary by geographic region
- RVU reports can be useful for determining adequate pricing or for provider productivity
- Extensive subtotalling capabilities (provider, location, etc)

Srs Tips and Tricks

- Avoid lots of subtotals for custom reports you will use in a spreadsheet
- Use F4 “Save as Default” to save criteria (this is a per-user setting)

Reporting Workshop

- Experience using srs to build and customize reports relevant to your practice
- Refer to exercises or build a report specific to your practice needs

Session Takeaways

1. An understanding of underlying data sources within PCC PM
2. Experience and confidence with creating custom reports on your own

References and Related Sessions

- Financial Oversight Reporting - Thu 7/17, 10:00-12:00
- Clinical Oversight Reporting - Fri 7/18, 9:50-12:00
- Reports Drop-In - Fri 7/18, 1:15-2:15
- Customizing Smart Report Suite (srs) Reports

What Questions Do You Have?