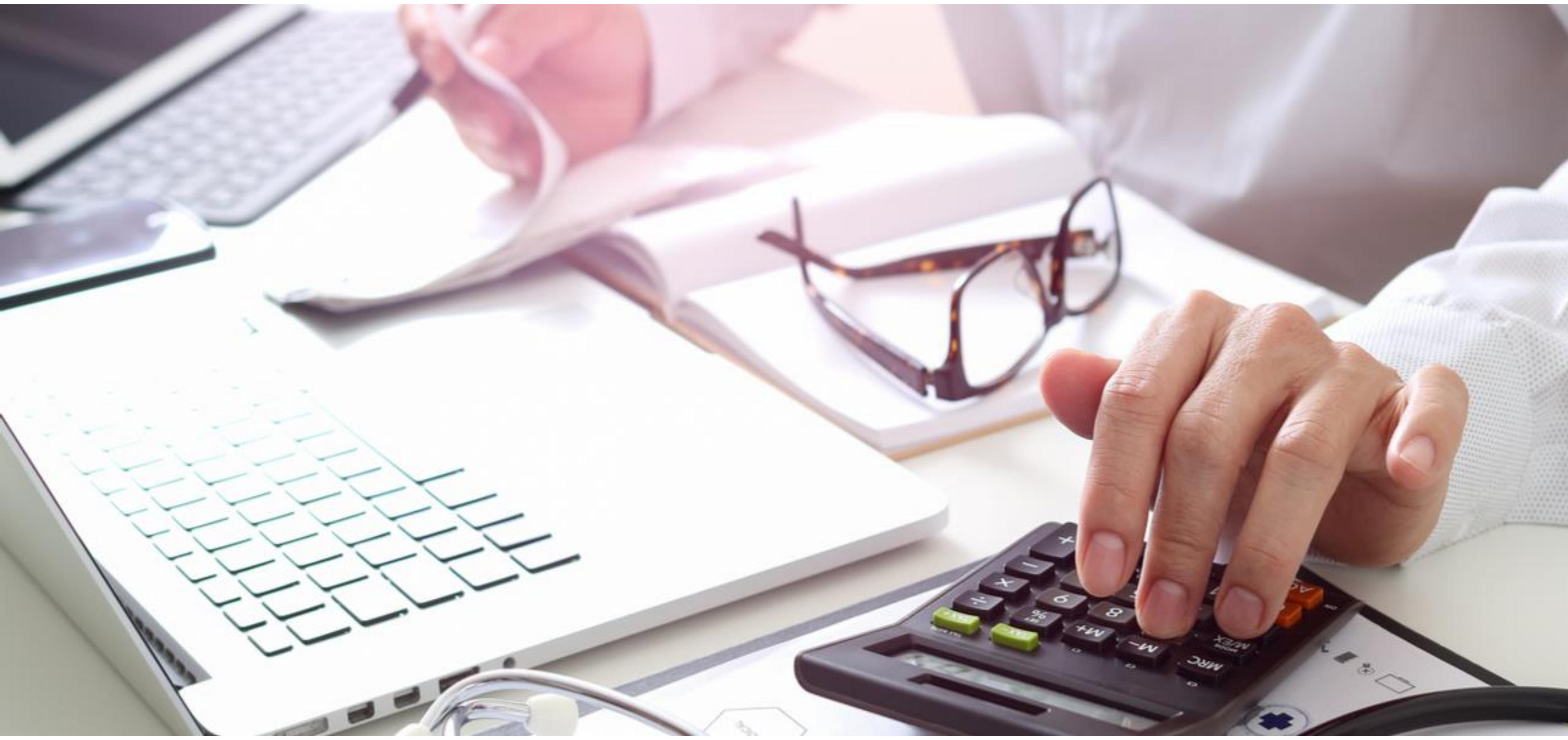

Home Care Providers

Supercharge Your Revenue Cycle with Prochant Analytics

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Introduction

Home care providers, like home medical equipment (HME) and pharmacies, are struggling to survive as rising labor rates, increased employee attrition, and reimbursement cuts impact the industry. These issues often leave providers understaffed and under pressure to grow headcount and revenues. In turn, team morale, patient care, and bottom lines suffer.

For 20 years, Prochant has helped hundreds of healthcare providers by offering superior billing and process outsourcing services backed by our team of highly skilled specialists.

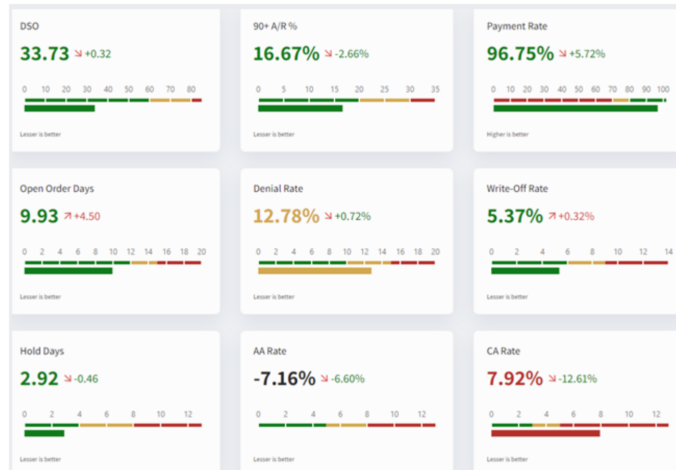
We are excited to announce that we have furthered our ability to drive superior performance, using advanced technology. Prochant Analytics is guaranteed to supercharge your payment velocity!

KPIs

Your financial health makes your patients' health possible. To ensure that you are heading in the right direction, you may refer to familiar, quantifiable measures, such as allowable billing and accounts receivable (A/R) balances, to assess how effectively and efficiently you are meeting your goals. Yet, with nearly one-hundred metrics related to healthcare revenue cycle management (RCM) available, it is easy to lose sight of the metrics that matter.

Common metrics can lead to common problems. We understand that providers want to study as many aspects of their performance in A/R and staff productivity as possible, where relying on dozens of metrics gives too broad a view of progress. At the same time, you can place blinders on your business by focusing too tightly on one or two metrics. As a result, you might miss information integral to your company's financial success.

This is where key performance indicators (KPIs) come in. Instead of tracking too few or too many metrics, the industry-standard KPIs below allow you to measure and track what is most relevant to your goals. Apply them to your decision-making process to gain a deeper understanding of your business.



Read on for an overview of the KPIs we believe to be crucial to your revenue cycle success.

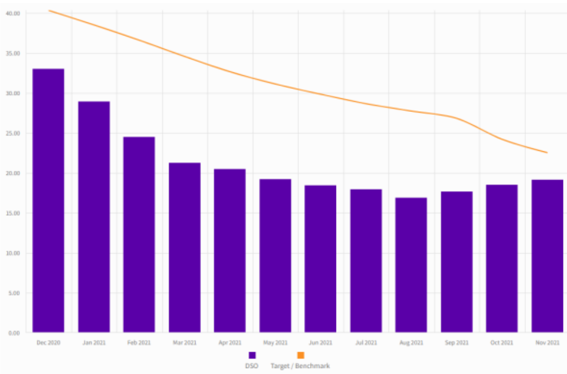
DSO

DSO is a financial ratio that indicates how well your A/R balances are being managed. It is the average amount of time between your date of service and date of payment.

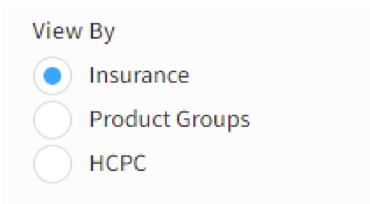
Example: If your company has a DSO of 60, it takes 60 days on average to collect after providing a product or service to your patient.

A high DSO might suggest you are experiencing delays in receiving payments, which can lead to cash flow problems and dependence on loans/lines of credit. A low DSO indicates you receive payments quickly, which means that money can be put back into your business for growth.

Prochant Analytics allows you to quickly assess progress by offering the ability to drill down into monthly trends for any KPI:

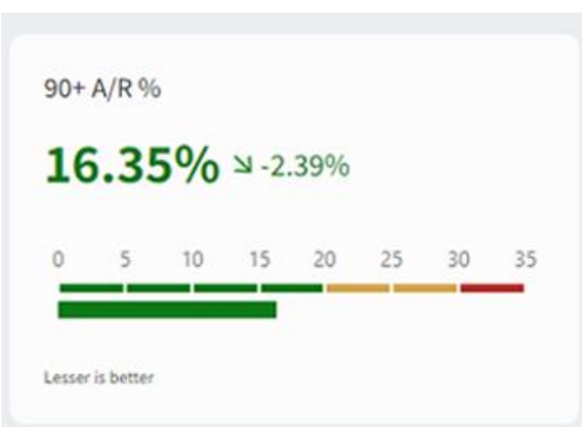


The platform also lets you examine trends by Insurance, Product Groups, and HCPC:



90+ A/R Percentage

The 90+ A/R metric represents the portion of A/R that is aged beyond 90 days from the invoice date. Since the majority of A/R should be collected prior to the first 90 days, this metric indicates “trouble” A/R. Drilling down by payer and product will reveal where your team can apply pressure to get results. Often, a high balance suggests a lack of processes internally to manage adjustments and write-offs.

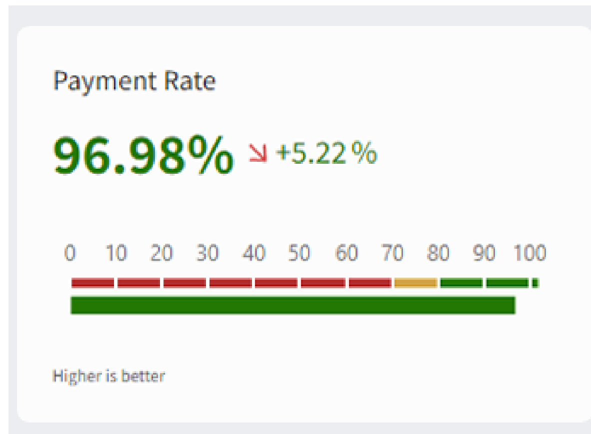


Ideally, less than 20% of your AR would fall into this bucket.

As with the DSO scorecard, the 90+ A/R scorecard also offers drill down into monthly trends and provides details by Insurance, Product Groups, and HCPC/Procedure.

Payment Rate

Payment rate is percentage of allowable billing that you collect on average each month. If your payment rate is at 80%, then you collect, on average, $0.80 on every $1.00 in allowable billing. When a provider proclaims a 95%+ collection rate, they are referring to a payment rate with net revenues in the denominator rather than allowable billing.



With Prochant Analytics, you can assess your actual payment rate, drill through to find problem areas, and use the following supporting metrics to diagnose and address root causes.

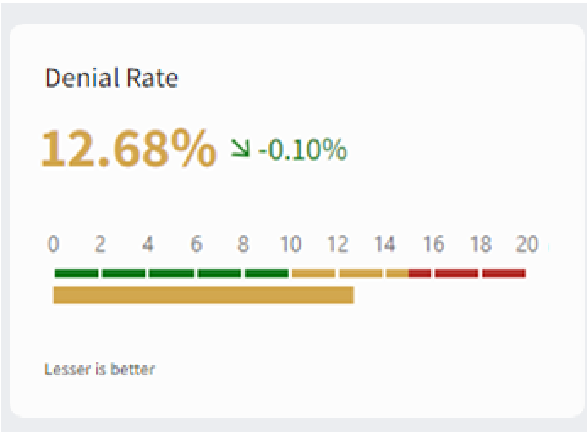
CA (Credit Adjustment Rate) – Erroneous Billing

AA (Adjust Allowable Rate) – Loose or inaccurate price tables

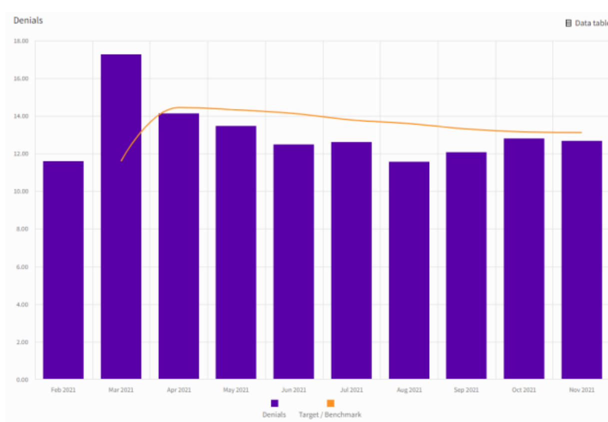
WO (Write Off Rate) – Bad debt

Denial Rate

Denial rate is the number of denials received divided by the number of claim lines billed for the month. For example, a 10% denial rate indicates that the payer rejects 1-in-10 claim lines billed. To prevent future denials, providers should proactively monitor trends by payer, product, and reason.



Prochant Analytics provides drill down and allows you to address monthly trends:



Our platform also provides a further opportunity to analyze denials by reason, payer, or product:

Group by Type

Search...

Reasons	Trending	Preventable	Total	Nov 2021
96-Non-covered charge		No	$61,228.37	$701.89
No Reason		No	$58,410.51	$79.45
197-Precert/auth absent		No	$54,278.77	$504.00
18-Duplicate claim/service		No	$47,313.43	$1,034.15
133-Pending further review		No	$36,258.31	$1,319.69
16-Lacks adjudication info		No	$27,079.54	$548.96
97-Pmt incld for another service		No	$24,966.47	$1,587.35
204-Not covered under plan		No	$20,008.79	$60.21
109-Claim not covered by payer		No	$19,896.32	$127.91
151-Frequency not supported		No	$18,658.50	$369.40

Open Order Days

Open order days refers to the number of days' worth of orders that are being tied up in your open, or unconfirmed, orders. You may struggle with front-office process management if this KPI is high.

Possible reasons for this include order confirmation backlogs and "stuck orders" piled high on desks and in the warehouse.

We strongly recommend mobile delivery to avoid these common bottlenecks and black holes

Enhance your results with technology.

Technological tools help your team to manage metrics more effectively. You might rely on spreadsheets for tracking your metrics. Despite being useful and affordable, spreadsheets present limitations, including lack of control, potential for human error, and threats to security.

Instead, we suggest turning to business intelligence tools, like Prochant Analytics. These tools provide robust dashboards to track your processes and resources in real time at individual, supervisor, and leadership levels. Software robots, which work from your database to perform key tasks, are also efficient options.

Conclusion

Prochant is committed to helping healthcare providers become more profitable. Our technology team and our billing experts are ready to evaluate the health of your processes and work together to elevate your company's financial performance.

For more information on Prochant, please visit prochant.com or email marketing@prochant.com.