



**COREY MEDICAL  
CONSULTANTS, INC.  
PERFORMANCE REPORTING /  
BENCHMARKING**

Sample Reports

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# PHYSICIAN PRODUCTIVITY REPORT

PRACTICE:	ABC PRACTICE								
SAMPLE PHYSICIAN PRODUCTIVITY REPORT									
MONTH OF:	Gross	Contractual		Net	Fee-For-Service	P.M.P.M.	Total	Provider	Patient
JULY 2000	Charges	Adjustments	Write-Offs	Charges	Income	Income	Income	Days	Encounters
DR SMITH	\$32,562.00	\$5,644.00	\$1,250.00	\$25,668.00	\$25,620.00	\$1,253.00	\$26,873.00	15.00	342.00
DR JONES	\$29,856.00	\$5,584.00	\$1,678.00	\$22,594.00	\$22,365.00	\$823.00	\$23,188.00	15.00	287.00
DR CARLSON	\$19,562.00	\$3,250.00	\$2,530.00	\$13,782.00	\$12,560.00	\$923.00	\$13,483.00	7.00	165.00
Monthly Totals	\$81,980.00	\$14,478.00	\$5,458.00	\$62,044.00	\$60,545.00	\$2,999.00	\$63,544.00	37.00	794.00
YEAR-TO-DATE	Gross	Contractual		Net	Fee-For-Service	P.M.P.M.	Total	Provider	Patient
JULY 2000	Charges	Adjustments	Write-Offs	Charges	Income	Income	Income	Days	Encounters
DR SMITH	\$209,895.00	\$55,642.00	\$5,623.00	\$148,630.00	\$155,892.00	\$14,563.00	\$170,455.00		
DR JONES	\$198,562.00	\$46,578.00	\$4,896.00	\$147,088.00	\$142,563.00	\$8,562.00	\$151,125.00		
DR CARLSON	\$142,652.00	\$35,623.00	\$6,025.00	\$101,004.00	\$105,632.00	\$4,562.00	\$110,194.00		
Year-to-Date Totals	\$551,109.00	\$137,843.00	\$16,544.00	\$396,722.00	\$404,087.00	\$27,687.00	\$431,774.00	0.00	0.00
	Gross	Contractual		Net	Fee-For-Service	P.M.P.M.	Total	Provider	Patient
	Charges	Adjustments	Write-Offs	Charges	Income	Income	Income	Days	Encounters
Practice Totals	\$551,109.00	\$137,843.00	\$16,544.00	\$396,722.00	\$404,087.00	\$27,687.00	\$431,774.00	\$0.00	\$0.00
Productivity Measures	DR SMITH	DR JONES	DR CARLSON				PRACTICE AVG	LOCAL AVG	MGMA
YTD Gross Collection %	81.21%	76.11%	77.25%				78.19%	75.20%	74.82%
YTD Net Collection %	110.50%	99.43%	102.96%				104.30%	99.20%	98.79%
Annualized Charges	\$359,820.00	\$340,392.00	\$244,546.29						
Annualized Revenue	\$292,208.57	\$259,071.43	\$188,904.00						
Monthly Measures:									
Encounters / Day	22.80	19.13	23.57				21.83	26.70	25.00
Charges / Day	\$2,170.80	\$1,990.40	\$2,794.57				\$2,318.00	\$2,616.00	\$2,178.00
Charges / Encount.	\$95.21	\$104.03	\$118.56				\$105.93	\$98.00	
Revenue / Day	\$1,791.53	\$1,545.87	\$1,926.14				\$1,754.00	\$1,949.00	\$1,747.00
Revenue / Encount.	\$78.58	\$80.79	\$81.72				\$80.36	\$73.00	

# PRACTICE MONTH-TO-MONTH ACTIVITY

MONTH-TO-MONTH ANALYSIS	JUNE 2000	JULY 2000	AUG 2000	SEPT 2000	OCT 2000	NOV 2000	DEC 2000	JAN 2001	FEB 2001	MAR 2001	APRIL 2001	MAY 2001	YTD AVG
<b>I. PRODUCTION / PRODUCTIVITY</b>													
Total Gross Charges	\$70,637.03	\$78,051.77	\$65,735.30	\$62,928.32	\$84,393.72	\$64,663.00	\$65,355.35	\$82,035.26	\$57,116.93	\$81,431.21	\$85,154.78	\$85,818.98	\$73,610.14
Contractual Adjustments	\$17,380.68	\$16,877.06	\$17,837.45	\$13,827.94	\$8,470.85	\$17,452.26	\$12,770.32	\$19,166.13	\$15,752.24	\$16,526.12	\$20,770.88	\$22,113.40	\$16,578.78
Write-Offs	\$3,194.02	\$5,170.92	\$36,721.56	\$20,229.35	\$4,873.05	\$14,011.72	\$2,815.03	\$940.00	\$888.45	\$1,506.90	\$19,896.11	\$427.57	\$9,222.89
Net Charges	\$50,062.33	\$56,003.79	\$11,176.29	\$28,871.03	\$71,049.82	\$33,199.02	\$49,770.00	\$61,929.13	\$40,476.24	\$63,398.19	\$44,487.79	\$63,278.01	\$47,808.47
Provider Days	44.00	43.00	40.00	40.00	47.00	36.00	42.00	45.00	35.00	47.00	45.00	48.00	42.67
# of FTE Providers (@4 Days / Week)	2.75	2.69	2.50	2.50	2.94	2.25	2.63	2.81	2.19	2.94	2.81	3.00	2.64
Gross Charges / FTE Providers	\$25,686.19	\$29,042.52	\$26,294.12	\$25,171.33	\$28,729.78	\$28,739.11	\$24,897.28	\$29,168.09	\$26,110.60	\$27,721.26	\$30,277.26	\$28,606.33	\$27,921.09
Patient Visits	758.00	774.00	724.00	716.00	917.00	695.00	828.00	957.00	659.00	843.00	903.00	888.00	805.17
Incr / Decr Patient Visits		16.00	(50.00)	(8.00)	201.00	(222.00)	133.00	129.00	(298.00)	184.00	60.00	(15.00)	
Avg. Patient Encounters / Day	17.23	18.00	18.10	17.90	19.51	19.31	19.71	21.27	18.83	17.94	20.07	18.50	18.87
Avg Gross Charge / Visit	\$93.19	\$100.84	\$90.79	\$87.89	\$92.03	\$93.04	\$78.93	\$85.72	\$86.67	\$96.60	\$94.30	\$96.64	\$91.42
Production Incr / Decr over prior Mth	N/A	\$7,414.74	(\$12,316.47)	(\$2,806.98)	\$21,465.40	(\$19,730.72)	\$692.35	\$16,679.91	(\$24,918.33)	\$24,314.28	\$3,723.57	\$664.20	
% Increase / Decrease	N/A	10.50%	-15.78%	-4.27%	34.11%	-23.38%	1.07%	25.52%	-30.38%	42.57%	4.57%	0.78%	
<b>2. REVENUE</b>													
Total Mthly Revenue	\$60,066.59	\$59,057.69	\$62,445.93	\$52,581.07	\$76,836.76	\$57,746.59	\$43,792.48	\$59,673.96	\$55,780.73	\$58,133.00	\$68,008.21	\$71,838.43	\$60,496.79
Mthly Gross Collection %	85.04%	75.66%	95.00%	83.56%	91.05%	89.30%	67.01%	72.74%	97.66%	71.39%	79.86%	83.71%	82.19%
Avg Revenue / Visit	\$79.24	\$76.30	\$86.25	\$73.44	\$83.79	\$83.09	\$52.89	\$62.36	\$84.64	\$68.96	\$75.31	\$80.90	\$75.14
F.F.S. Income %	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%
P.M.P.M. Income %	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Revenue Incr / Decr over prior Mth		(\$1,008.90)	\$3,388.24	(\$9,864.86)	\$24,255.69	(\$19,090.17)	(\$13,954.11)	\$15,881.48	(\$3,893.23)	\$2,352.27	\$9,875.21	\$3,830.22	
% Increase / Decrease		-1.68%	5.74%	-15.80%	46.13%	-24.85%	-24.16%	36.27%	-6.52%	4.22%	16.99%	5.63%	
<b>3. ACCOUNTS RECEIVABLE</b>													
<b>Self Pay Balances</b>													
0-30 Days	\$5,263.07	\$7,275.77	\$5,702.11	\$4,900.61	\$4,860.90	\$7,502.74	\$4,869.87	\$6,394.78	\$4,044.78	\$4,211.91	\$2,905.41	\$4,084.58	\$5,168.04
31-60 Days	\$3,999.09	\$2,876.82	\$4,171.16	\$3,139.02	\$2,450.33	\$3,463.05	\$5,493.80	\$3,083.54	\$3,110.06	\$1,868.51	\$2,167.08	\$1,578.36	\$3,116.74
61-90 Days	\$3,244.35	\$3,049.33	\$1,909.82	\$2,766.01	\$2,315.26	\$1,540.37	\$1,697.90	\$4,501.08	\$2,228.63	\$2,600.89	\$1,267.93	\$1,012.41	\$2,344.50
91-120 Days	\$5,827.33	\$2,599.41	\$2,142.04	\$1,312.29	\$2,101.06	\$1,463.05	\$742.20	\$1,513.00	\$3,089.26	\$1,363.37	\$1,949.62	\$794.07	\$2,074.73
120 + Days	\$26,739.38	\$29,963.24	\$28,891.99	\$28,801.77	\$28,553.37	\$28,917.23	\$28,931.72	\$28,345.85	\$28,188.55	\$28,392.69	\$27,712.09	\$27,700.33	\$28,428.18
Total Self Pay Balances	\$45,073.22	\$45,764.57	\$42,817.12	\$40,919.70	\$40,280.92	\$42,886.44	\$41,735.49	\$43,838.25	\$40,661.28	\$38,437.37	\$36,002.13	\$35,169.75	\$41,132.19
<b>Insurance Balances</b>													
0-30 Days	\$33,400.63	\$43,695.78	\$31,086.81	\$33,573.78	\$34,815.59	\$30,563.69	\$38,667.10	\$41,427.97	\$30,340.84	\$39,979.83	\$39,594.94	\$32,789.22	\$35,827.18
31-60 Days	\$38,120.56	\$11,652.17	\$9,390.28	\$4,533.04	\$7,314.26	\$4,449.76	\$6,008.08	\$4,836.92	\$5,546.40	\$4,251.79	\$5,152.59	\$4,369.04	\$8,802.07
61-90 Days	\$46,541.79	\$25,479.47	\$4,265.17	\$2,180.67	\$1,823.58	\$4,499.38	\$669.97	\$2,404.94	\$1,239.15	\$3,149.57	\$2,327.42	\$1,570.80	\$8,012.66
91-120 Days	\$44,281.45	\$42,535.42	\$17,350.20	\$5,112.51	\$4,195.38	\$1,115.67	\$1,875.88	\$630.00	\$1,699.94	\$629.81	\$657.07	\$410.41	\$1,041.15
120 + Days	\$21,128.28	\$58,460.73	\$71,819.42	\$67,358.94	\$58,629.54	\$41,059.09	\$39,754.56	\$38,600.25	\$37,542.01	\$36,003.21	\$15,257.35	\$15,947.73	\$41,796.76
Total Insurance Balances	\$183,472.71	\$181,823.57	\$133,911.88	\$112,758.94	\$106,778.35	\$81,687.59	\$86,965.59	\$87,900.08	\$76,368.34	\$84,014.21	\$62,989.37	\$55,087.20	\$104,479.82
Total Unapplied Credits	\$10,160.85	\$13,851.87	\$14,262.37	\$14,922.05									
Total A/R Balances	\$218,385.08	\$213,736.27	\$162,466.63	\$138,756.59	\$147,059.27	\$124,574.03	\$128,701.08	\$131,738.33	\$117,029.62	\$122,451.58	\$98,991.50	\$90,256.95	\$145,612.01
Increase / Decrease over prior Mth		(\$4,648.81)	(\$51,269.64)	(\$23,710.04)	\$8,302.68	(\$22,485.24)	\$4,127.05	\$3,037.25	(\$14,708.71)	\$5,421.96	(\$23,460.08)	(\$8,734.55)	
% Increase / Decrease over prior		-2.13%	-23.99%	-14.59%	5.98%	-15.29%	3.31%	2.36%	-11.17%	4.63%	-19.16%	-8.82%	
A/R Ratio	3.09	2.74	2.47	2.20	1.74	1.93	1.97	1.61	2.05	1.50	1.16	1.05	1.98
Days in A/R	92.75	82.15	74.15	66.15	52.28	57.80	59.08	48.18	61.47	45.11	34.87	31.55	59.34
Balances sent to Collection	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	
Write-Offs	\$3,194.02	\$5,170.92	\$36,721.56	\$20,229.35	\$4,873.05	\$14,011.72	\$2,815.03	\$940.00	\$888.45	\$1,506.90	\$19,896.11	\$427.57	
Insurance Claims > 90 Days	\$65,409.73	\$100,996.15	\$89,169.62	\$72,471.45	\$62,824.92	\$42,174.76	\$41,630.44	\$39,230.25	\$39,241.95	\$36,633.02	\$15,914.42	\$16,358.14	

# OPERATING MARGIN (Family Practice)

OPERATING MARGIN ANALYSIS	REGION: NORTHEAST	"THE PRACTICE"
	2003	2003
	Percent(%)	Percent(%)
<b>Receipts:</b>	<b>100</b>	<b>100</b>
<b>Expenses:</b>		
Lay Salaries	25.6	27.6
Paraprofessional	3.0	3.2
Staff Fringe Benefits	1.9	4.6
Staff Retirement	0.5	2.2
Supplies	6.8	6.7
Occupancy(Rent, Utilities, Building Interest)	6.9	6.8
Telephone	1.5	0.6
Advertising	0.3	0.2
Malpractice	1.7	1.7
Business Insurance	0.8	0.3
Equipment(Depreciation, rental, maint., interest)	2.0	2.2
Dues and Education	0.9	0.7
Professional Promotion	0.1	0.2
Auto	0.6	0.3
Business Professional Fees	3.0	4.3
Taxes(Payroll and Other)	4.2	4.5
Other Misc. Expenses	1.1	1.2
<b>Total Overhead/Operating Margin</b>	<b>60.9</b>	<b>67.3</b>
<b>Profit Before Shareholders' Compensation</b>	<b>39.10</b>	<b>32.70</b>

# CARRIER AGING BY DATE OF SERVICE

## CARRIER AGING BY DATE OF SERVICE

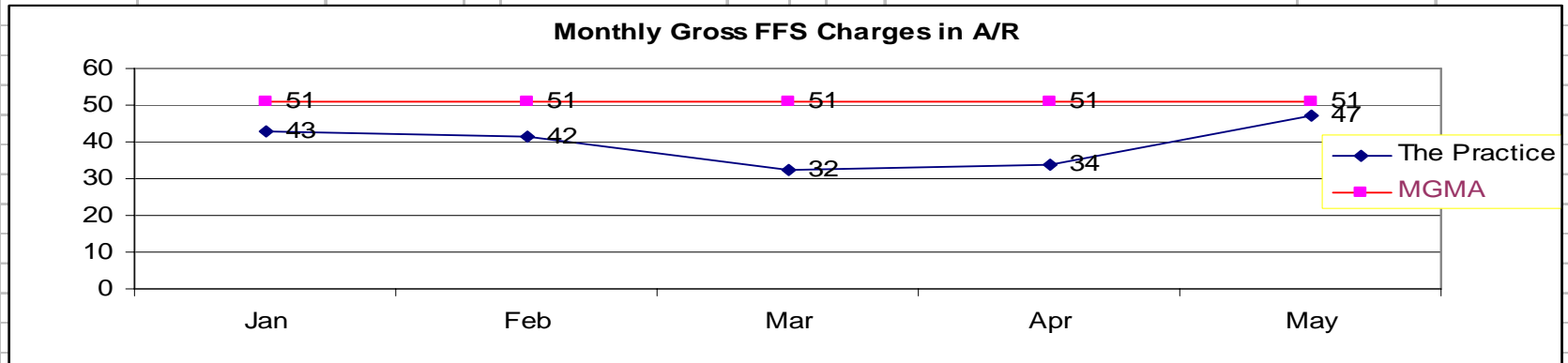
CARRIER NAME	Balance <sup>1</sup>	%	Current - DOS1	%	31 - 60 - DOS1	%	61 - 90 - DOS1	%	91 - 120 - DOS1	%	120+ - DOS1	%
<b>ALL CARRIERS</b>	<b>\$66,512.98</b>	<b>100%</b>	<b>\$41,914.02</b>	<b>63%</b>	<b>\$9,529.71</b>	<b>14%</b>	<b>\$4,357.66</b>	<b>7%</b>	<b>\$3,117.46</b>	<b>5%</b>	<b>\$7,594.13</b>	<b>11%</b>
Empty	\$1,310.00	100%	\$255.00	19%	\$210.00	16%	\$0.00	0%	\$245.00	19%	\$600.00	46%
BLUE CHIP	\$9,838.01	100%	\$6,715.00	68%	\$947.70	10%	\$550.00	6%	\$533.37	5%	\$1,091.94	11%
COMMERCIAL	\$7,863.54	100%	\$2,147.68	27%	\$1,716.97	22%	\$1,272.87	16%	\$546.50	7%	\$2,179.52	28%
EDS	\$1,253.82	100%	\$481.87	38%	\$330.56	26%	\$166.39	13%	\$120.00	10%	\$155.00	12%
HEALTHCARE VALUE MANAGE	\$1,673.67	100%	\$650.00	39%	\$485.00	29%	\$150.00	9%	\$56.17	3%	\$332.50	20%
MASS BLUE CROSS	\$1,103.21	100%	\$81.87	7%	\$443.35	40%	\$129.86	12%	\$46.90	4%	\$401.23	36%
MEDICARE	\$14,100.38	100%	\$11,787.23	84%	\$1,227.52	9%	\$304.13	2%	\$595.51	4%	\$185.99	1%
NEIGHBORHOOD HEALTH PLAN	\$3,557.20	100%	\$1,860.00	52%	\$655.00	18%	\$575.00	16%	\$115.00	3%	\$352.20	10%
RI BLUE CROSS	\$18,226.14	100%	\$14,815.00	81%	\$1,808.46	10%	\$410.37	2%	\$379.68	2%	\$812.63	4%
RI BLUE SHIELD	\$5,513.14	100%	\$2,333.14	42%	\$1,002.05	18%	\$726.47	13%	\$462.94	8%	\$988.54	18%
SUPPLEMENTAL	\$679.80	100%	\$0.00	0%	\$452.65	67%	\$52.57	8%	\$0.00	0%	\$174.58	26%
TUFTS	\$972.23	100%	\$637.23	66%	\$130.00	13%	\$20.00	2%	\$0.00	0%	\$185.00	19%
UNITED HEALTH PLANS OF NE	\$285.00	100%	\$150.00	53%	\$0.00	0%	\$0.00	0%	\$0.00	0%	\$135.00	47%
UNITED HEALTHCARE	\$136.84	100%	\$0.00	0%	\$120.45	88%	\$0.00	0%	\$16.39	12%	\$0.00	0%

# AGING BY DATE OF SERVICE

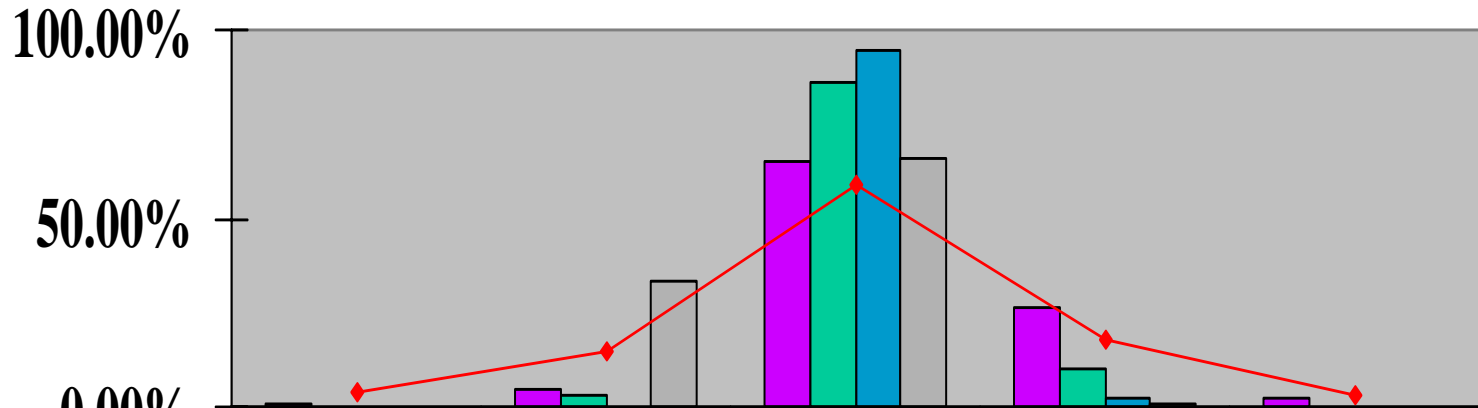
	MAR.	APR.	MAY	JUN	JUL	AUG	SEPT
<b>AR 60 - 90</b>							
PATIENT	\$ 6,116	\$ 3,587	\$ 5,775	\$ 4,971	\$ 5,129	\$ 8,981	<b>\$ 6,692</b>
MA B/C	\$ 536	\$ 1,766	\$ 7,350	\$ 342	\$ 818	\$ 4,682	\$ 4,806
HMO BLUE	\$ 1,009	\$ 2,340	\$ 2,169	\$ 758	\$ 355	\$ 13,062	\$ 6,608
MA WELF	\$ 4,808	\$ 8,436	\$ 3,806	\$ 9,941	\$ 4,771	\$ 5,702	\$ 5,536
BMCH							
NHP	\$ 3,060	\$ 3,445	\$ 378	\$ 1,371	\$ -	\$ 2,684	\$ 852
COMMECIAL	\$ 8,347	\$ 5,134	\$ 784	\$ 651	\$ 537	\$ 5,417	\$ 5,187
PILGRIM	\$ 450	\$ 125	\$ 430	\$ 1,140	\$ 996	\$ 301	\$ 495
MA MEDI	\$ 275	\$ 361	\$ 167	\$ 1,390	\$ 4,320	\$ 414	\$ 2,539
RIB/C	\$ 8,249	\$ 3,708	\$ 3,125	\$ 1,973	\$ 1,498	\$ 4,880	\$ 4,010
TUFTS					\$ 374	\$ 902	<b>\$ 712</b>
HEALTHCARE	\$ 1,377	\$ 2,282	\$ 15,286	\$ 15,646	\$ 3,111	\$ 2,810	\$ 8,460
UNITED HEALTH	\$ 1,618	\$ 10,965	\$ 956	\$ 600	\$ 996		\$ 218
TOTAL With Other	\$ 38,010	\$ 43,540	\$ 41,405	\$ 43,419	\$ 24,015	\$ 58,078	\$ 46,358
			b				
<b>AR 91 - 120</b>							
PATIENT	\$ 3,208	\$ 3,625	\$ 2,619	\$ 4,907	\$ 4,544	\$ 3,887	\$ 6,512
MA B/C	\$ 110	\$ -	\$ 110	\$ 97	\$ 231	\$ 387	\$ 2,589
HMO BLUE	\$ 2,553	\$ 829	\$ -	\$ 1,379	\$ -	\$ 562	\$ 6,970
MA WELF	\$ 3,058	\$ 4,893	\$ 530	\$ 586	\$ 6,320	\$ 3,684	\$ 2,779
BMCH							
NHP	\$ -	\$ -	\$ 180	\$ -	\$ 160	\$ -	<b>\$ -</b>
COMMECIAL	\$ 1,196	\$ 4,482	\$ 4,727	\$ 447	\$ 152	\$ 181	<b>\$ 5,166</b>
PILGRIM	\$ 90	\$ 302	\$ -	\$ 190	\$ 525	\$ 80	<b>\$ -</b>
MA MEDI	\$ 35	\$ 69	\$ 260	\$ -	\$ 80	\$ 4,150	\$ 553
RIB/C	\$ 4,297	\$ 4,577	\$ 3,502	\$ 390	\$ 491	\$ 5	\$ -
TUFTS					\$ 1,640	\$ 652	\$ 11,287
HEALTHCARE	\$ 90	\$ 808	\$ 815	\$ 1,765	\$ 512	\$ 422	<b>\$ 165</b>
UNITED HEALTH	\$ 269	\$ 1,024	\$ 1,911	\$ 231	\$ 410		\$ 3,401
TOTAL With Other	\$ 15,610	\$ 22,439	\$ 14,655	\$ 10,716	\$ 16,178	\$ 15,369	\$ 39,670
<b>AR 120+</b>							
PATIENT	\$ 44,739	\$ 41,807	\$ 40,978	\$ 40,310	\$ 37,905	\$ 34,477	\$ 24,415
MA B/C	\$ 3,086	\$ 2,010	\$ 290	\$ 280	\$ 370	\$ 220	\$ 604
HMO BLUE	\$ 591	\$ 157	\$ 179	\$ 179	\$ 609	\$ 609	<b>\$ 1,079</b>
MA WELF	\$ 6,666	\$ 4,722	\$ 4,459	\$ 1,074	\$ 1,733	\$ 6,333	<b>\$ 7,801</b>
BMCH							
NHP	\$ 5,630	\$ 5,630	\$ 5,630	\$ 5,630	\$ 5,630	\$ 6,125	\$ -
COMMECIAL	\$ 8,651	\$ 7,750	\$ 9,529	\$ 13,473	\$ 10,718	\$ 6,845	\$ 6,630
PILGRIM	\$ 492	\$ 210	\$ 318	\$ 288	\$ 300	\$ 560	<b>\$ 640</b>
MA MEDI	\$ 3,227	\$ 3,100	\$ 3,297	\$ 3,341	\$ 530	\$ 450	\$ 4,450
RIB/C	\$ 3,430	\$ 6,579	\$ 6,650	\$ 1,822	\$ 890	\$ 925	\$ 535
TUFTS					\$ 275	\$ 1,915	<b>\$ 1,997</b>
HEALTHCARE	\$ 2,051	\$ 1,402	\$ 1,645	\$ 1,289	\$ 2,434	\$ 2,071	\$ 2,162

# DAYS IN ACCOUNTS RECEIVABLES

THE PRACTICE							
FY 2004		DAYS IN ACCOUNTS RECEIVABLE					
Months	The Practice Actual	MGMA Best Practices	Total A/R	(/)	Monthly Gross Charges	(=)	A/R Ratio
Jan	43	51	\$ 647,735		\$ 455,428		1.4
Feb	42	51	\$ 642,217		\$ 462,604		1.4
Mar	32	51	\$ 719,309		\$ 665,874		1.1
Apr	34	51	\$ 683,627		\$ 603,993		1.1
May	47	51	\$ 705,071		\$ 448,622		1.6
<b>Total</b>			\$ 3,397,959		\$ 2,636,521	<b>Total</b>	<b>1.3</b>
<b>The Practice (Current Ratio)</b>							<b>1.3</b>
<b>MGMA(B. P. Ratio)</b>							<b>1.7</b>



# PHYSICIAN E&M CODING (COMPARISON)



	99211	99212	99213	99214	99215
<b>Local Avg.</b>	<b>0.63%</b>	<b>5.02%</b>	<b>65.09%</b>	<b>26.62%</b>	<b>2.65%</b>
<b>DR A.</b>	<b>0.16%</b>	<b>3.40%</b>	<b>85.85%</b>	<b>10.46%</b>	<b>0.02%</b>
<b>DR B.</b>	<b>0.10%</b>	<b>0.25%</b>	<b>94.78%</b>	<b>2.40%</b>	<b>0.00%</b>
<b>DR C.</b>	<b>0.00%</b>	<b>33.00%</b>	<b>65.90%</b>	<b>0.90%</b>	<b>0.00%</b>

# Other Services Included:

- **Develop budgets and proformas**
- **Review fee schedules**
- **Provide insurance “Denial Analysis”**
- **Implement co-pay collection process**
- **Evaluation of “Work Flow” processes**
- **Develop a “Plan of Action” – Short & Long Term Goals**
- **Development of collateral materials**
- **Assist with insurance company contracting**
- **Staff recruitment and pre-screening**
- **Create job descriptions with customized performance evaluations**
- **Provide MGMA Benchmarking in areas of finance, coding, staffing levels, compensation/benefits, etc.**