

# Only 31% of billed revenue is currently collected

This is a shortfall of \$377, 826 over 12 months

Insight	Impact	Action
69% of payments have not been collected	Structural revenue leakage	Offer payment plans to debtors
Low insurance payments across treatments	Patients are having to self-pay	Pre-authorisation for treatment Increase number of insurance payments
Weak billing controls and no evident follow up	Above average bills are often unpaid	Introduce KPIs and staff training to manage billing and collections

## Suggested Objectives

- Focus on revenue collection rather than price increases
- Increase debt payment rate by 20% over the next 12 months
- Target 60% insurance paid treatment for new patients
- Optimal target payment rate of 65% after 12 months
- Monthly KPI management to track billing
- Track missed appointments and cancellations to understand root causes and implement clear policy

**Increasing the insurance payment rate to 60% - collected revenue would be \$330,749**