



Revenue Cycle Account Coordinator

Attendance	3
<i>Average KSAOs Rating</i>	3.33

Level at which employee is performing critical incidents (specific tasks)

<i>CIs</i>	<i>Rating</i>
Oversees and coordinates all aspects of the Revenue Cycle	3
Applies coding, billing, and compliance regulations when appropriate and on initiative	3
Reviews clinical, billing, and financial documentation as needed regarding provider compliance with coding and documentation guidelines	3
Displays professionalism and courtesy with regards to patient and client relations	3
Effectively troubleshoots and problem solves issues regarding all aspects of the revenue cycle	4
<i>Average CIs Rating</i>	3.20

Areas of Strength

Andy has been assigned 10 RHC Accounts, Andy has really thrown himself into learning the RHC Speciality, and has taken the initiative to seek the RH-CBS certification for RHCs. 2020 was an extremely challenging year for Azalea and it's employees due to the COVID-19 pandemic, Andy has adapted well to working from home and is able to work independently. Andy has expressed an interest in moving to the Quality Assurance team, and we will be working together in 2021 to help in working towards this goal. Andy asks a lot of questions, and always has a great sense of humor, recently winning the Master of Memes Award Employee Superlative at our yearly department meeting. Andy is always willing to pitch in and help his fellow Account Coordinators, filling in while an AC is on vacation, and contributing answers to questions in the AC Group Chat. Andy accepts direction and constructive criticism very well, and is always very cheerful and with a positive attitude.

KPIs -

Days in AR: Andy is often recognized in the monthly Sub 30 Club as having the lowest Days in AR in RCM and has an average Days in AR across all accounts of 33.

Aging: Andy has an average current aging of 86% across all accounts for Primary and 78% for secondary.

Average Days to File: Andy has an Average Days to File of 3.06 across all accounts.

Rejection Rate: Andy has an average Rejection Rate of 1.72 across all accounts.





Revenue Cycle Account Coordinator

Name of Employee:	Andrew Bruce	Date of Hire:	2/11/2020
Job Title:	Revenue Cycle Account Coordinator	Date of Appraisal:	2/12/2021
Department:	Revenue Cycle Management/Medical Billing	Date of Last Appraisal:	5/12/2020
Supervisor:	Danielle Rocha		

Rating Scale	Average Rating Interpretation
5 → Significantly exceeds expectations	4.00 - 4.99 → Excellent
4 → Exceeds expectations	3.00 - 3.99 → Good
3 → Meets expectations	2.00 - 2.99 → Fair
2 → Falls short of expectations	1.00 - 1.99 → Poor
1 → Falls significantly short of expectations	

Extent to which employee exhibits knowledge, skills, abilities, and other characteristics

KSAOs	Rating
ICD-10, CPT, and HCPCS coding knowledge & skills	4
Computer and internet knowledge & skills	4
Written & oral communication skills	3
Customer service/client relations skills	3
Interpretation of all medical billing documentation	3
Exercise of good judgment	3
Attention to detail	3
Attention to company policies and procedures	3
Responsiveness to changing work environment	4
Taking initiative to achieve goals and complete assignments	3
Involvement/participation in team effort	4

