

BENCHMARK

0 - 60 DAYS = Greater Than or Equal To 80%

REPORTS TO GENERATE

Primary and Secondary Insurance Aging Reports (no Date Range)

Report Filters

Please ensure that you have access to the necessary providers (including disabled providers) before run

Report Name: Primary Insurance Aging

From Date: Month To Date Year-to-Date

To Date: Today

Billing Provider: Select...

Provider: All Providers

Location: All Locations

Place of Service: All Places of Service

Insurance Class: All Insurance Classes

Select Bucket: ALL

CALCULATION

1. Add the number of Encounters in the **0 to 30** and **31 to 60** buckets together
2. Divide the sum by the **Encounter Total**
3. Multiply by 100 to get the Percentage

PRIMARY INSURANCE AGING

PRACTICE INFORMATION			REPORT INFORMATION					
			FROM DATE: TO DATE: PROVIDER: All Providers BILLING PROVIDER: All Billing Providers					
NAME	PID	DOB						TOTALS
0 to 30	31 to 60	61 to 90	91 to 120	121 to 150	151 to 180	181+	Total	
EMENT MEDICARE REPLACEMENT \$34689.06	\$10708.78	\$3452.44	\$1286.00	\$1637.00	\$546.00	\$250.00	\$52569.28	
MMERCIAL \$33828.09	\$11756.54	\$6247.52	\$1195.24	\$263.00	\$1013.04	\$6394.11	\$60697.54	
CAID \$18471.52	\$1069.00	\$3912.08	\$1227.82	\$195.00	\$395.00	\$0.00	\$26270.42	
MEDICAID CMO \$14963.32	\$1883.11	\$1359.87	\$1095.82	\$402.82	\$253.00	\$1911.05	\$23868.99	
\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$253.00	\$253.00	
MEDICAID CMO \$0.00	\$170.00	\$253.00	\$50.00	\$220.00	\$170.00	\$0.00	\$863.00	
CARE \$576.05	\$190.04	\$185.04	\$15.00	\$0.00	\$0.00	\$0.00	\$1166.13	
681	169	136	52	22	10	40	1110	
\$129094.79 63.60%	\$33369.70 16.44%	\$17398.02 8.57%	\$5907.70 2.91%	\$3398.68 1.67%	\$2630.08 1.30%	\$11169.22 5.50%	\$202968.19 100%	

EXAMPLE

STEPS		Calculation from Example
1	Add the two bucket totals together	$681 + 169 = 850$
2	Divide the sum of the buckets by the total number of encounters	$850 \div 1110 = 0.765765766$
3	Multiply the answer by 100 to get the percentage, then round to the second decimal	$0.765765766 \times 100 = 76.58\%$

BONUS STATS WORKSHEET

1. Enter the totals from the **0 to 30** and **31 to 60** buckets into the corresponding cells
2. Enter the **Encounter Total** into the corresponding cell
3. The percentage will automatically calculate and turn **RED** if *under* the Benchmark (80%)

PRIMARY INSURANCE AGING	
0 - 30 Encounter Total	681
31 - 60 Encounter Total	169
Encounter Total	1110
Primary Aging Percentage:	76.58%
SECONDARY INSURANCE AGING	
0 - 30 Encounter Total	107
31 - 60 Encounter Total	46
Encounter Total	201
Secondary Aging Percentage:	76.12%

MONITORING

ROLLING ENCOUNTERS (BAD BUCKETS)

1. Go to [60 Days Before Today](#)
2. Enter that date into both of the **Initial Billed Date** From and To fields
3. These are the encounters that will be 61+ days old, falling into your 61 - 90 day bucket and bringing your aging stats down

CONSIDERATIONS

Encounters affected should be classed	<div>Enc. Class</div> <div>Taxonomy Issue</div> <div>Taxonomy Issue</div>															
Only an Encounter with a Initial Billed Date that falls within the 0 - 60 day range is eligible	<table><tr><td></td><td>Last Day</td><td>60 Days Before</td></tr><tr><td>Q1</td><td>03/31/xx</td><td>01/31/xx</td></tr><tr><td>Q2</td><td>06/30/xx</td><td>05/01/xx</td></tr><tr><td>Q3</td><td>09/30/xx</td><td>08/01/xx</td></tr><tr><td>Q4</td><td>12/31/xx</td><td>11/01/xx</td></tr></table>		Last Day	60 Days Before	Q1	03/31/xx	01/31/xx	Q2	06/30/xx	05/01/xx	Q3	09/30/xx	08/01/xx	Q4	12/31/xx	11/01/xx
	Last Day	60 Days Before														
Q1	03/31/xx	01/31/xx														
Q2	06/30/xx	05/01/xx														
Q3	09/30/xx	08/01/xx														
Q4	12/31/xx	11/01/xx														
<div>1. Select the Encounter Class</div> <div>2. Enter the applicable dates</div> <div>3. Export the list</div>	<div><div><div><div><div>⏪</div><div>↺</div><div>Export</div><div>Show All</div><div>Reset Filters</div></div><div><div>All Claim Types</div><div>All Providers</div><div>All Billing Providers</div></div><div><div>Taxonomy Issue</div><div>All Patient Classes</div><div>All Primary Ins. C</div></div><div><div>DOS From: 08/01/2020</div><div>To: 09/30/2020</div><div>Initial Bille</div></div><div><div><div>🔍</div>Diagnosis</div><div><div>🔍</div>Procedure</div></div><div><div>Go</div><div>Reset</div><div>Filter:</div><div>Save As</div></div></div><div><div><input type="checkbox"/> Encounter</div><div>Patient</div><div>DOS ↓</div><div>Provid</div></div></div></div>															

Common Considerations

- Credentialing issues preventing or delaying reimbursement on billed claims
- Delays in payment posting due to too many paper EOBs
- Delays in payment posting due to “missing payments”

Submitting Considerations

Use Encounter List Exports. Using the Aging Report is difficult to do and hard to follow. Remember, you can get the ones over 60+ days by using Initial BILLED dates (Q2 was before 5/1/20) - Also remember to only remove claims OVER 60+ Days

60 Days Before Today

ENCOUNTERS affected are:	<ul style="list-style-type: none">• Labeled with an Encounter Class and a COUNT formula entered to show total # of encounters• Then exported to Excel and given a title reflecting stat and issue<ul style="list-style-type: none">◦ (ex. <i>Smith Clinic Primary Aging Credentialing Issue Q3 2019</i>)		
Multiple issues can be saved on multiple tabs in one spreadsheet. Upload Worksheet , Primary Aging summary page , and Encounter List export(s) .			
MAKE SURE to show:	Before Formula (0-60 Day Bucket ÷ Total Count)	VS	Updated Count Total (0-60 Day Bucket ÷ Updated Total with Removed Encounters)
ON YOUR WORKSHEET:	<ul style="list-style-type: none">• Provide a detailed statement of what the issue is: (ex. <i>Provider Jones is currently not credentialed with BCBS. Application was submitted on 9/1/19 and the practice has requested that we bill all of the claims to keep them timely.</i>)• Note what is being done to address this issue, why the solution hasn't worked, etc.		

Use the Aging spreadsheet to remove consideration issues:

1. Generate primary insurance aging, open spreadsheet, and name tab Raw Data
2. Copy tab and name new tab “Corrected Calculations”
3. Create a new tab, named Consideration Data, copy the header from the other tab and paste to the new tab
4. Sort by encounter # and remove rows without encounter #s
5. Remove duplicate encounter # rows by highlighting entire sheet, clicking the Data tab, click Remove Duplicates, click Unselect All, check/select Encounter #, and click OK
6. Use the replace function to remove zeros from the bucket columns.
 - a. Select the bucket columns > click Home tab > Find & Select > Replace > Options > type 0 in the “find what” field > select “match entire cell contents” > click replace all
7. At the bottom of the 0-30 bucket type **=counta(** and drag the entire column. For example, =counta(S2:S350)
8. Drag the formula across the row to the end of the TOTAL column. This should give you a count of encounters for each bucket.
9. Use Excel formula to calculate the percentage of encounters in the 0-60 buckets. For example, =(S351+T351)/Z351
10. Highlight the encounter #s that you would like to be part of your considerations.
11. Sort the entire sheet by encounter #s (sort by color).
12. Cut the rows that you would like to be part of your considerations and paste them into the Consideration Data spreadsheet. The benchmark formula should update automatically as you cut rows.

RCM **Bonus Stats** Guide | **PRIMARY & SECONDARY AGING**

Secondary Aging - this is harder to use encounter exports to show the buckets, but if it's only a few claims, super easy to do. Otherwise use the aging report.

- **Also, remember to only remove claims OVER 60+ Days**