

- ❑ [Primary & Secondary Aging](#)
- ❑ [Days in A/R](#)
- ❑ [Average Days to File](#)
- ❑ [Hold Credits](#)
- ❑ [EDI Rejection Rate](#)

### HELPFUL LINKS

[Bonus Calculations Worksheet Template](#)

[Azalea RCM Bonus Calculations Worksheet Template](#)

[60 Days Before Today](#)

[20 Days Before Today](#)

[Percentage Calculator](#)

### IMPORTANT

- There are **six** different benchmarks that should pass at the end of every Quarter
- If any **single** benchmark fails **two quarters in a row**, the entire account will fail
- If **two or more** benchmarks fail in a **single quarter**, the entire account will fail

# QUICK REFERENCE

## REPORTS TO GENERATE

1	Primary Insurance Aging	No Date Range
2	Secondary Insurance Aging	No Date Range
3	Practice Analysis	By <b>CLOSED PERIOD</b> for previous 3 months (ex Q1 - Dec/Jan/Feb)
4	Encounter Summary	By <b>INITIAL BILLED</b> Date Type (Beginning of Quarter - End of Quarter)
5	Combined Aging by Service Date	By <b>SERVICE DATE</b> (01/01/2000 - end of quarter) <ul style="list-style-type: none"> <li>Select <b>Show Credit Balances</b> on report</li> </ul>
6	<a href="#">Gateway Transaction Summary</a>	Beginning of Quarter - End of Quarter

	STAT	BENCHMARK
1	Primary Insurance Aging	0 - 60 DAYS = Greater than <b>80%</b>
2	Secondary Insurance Aging	0 - 60 DAYS = Greater than <b>80%</b>
3	Days in A/R	Less than <b>40 Days</b>
4	Average Days to File	Less than <b>5 Days</b>
5	Hold Credits	Less than <b>2%</b>
6	EDI Rejection Rate	Less than <b>3%</b>

QTR	DATE RANGE	# OF DAYS
Q1	1 January – 31 March	<b>90</b> (91 in Leap Years)
Q2	1 April – 30 June	<b>91</b>
Q3	1 July – 30 September	<b>92</b>
Q4	1 October – 31 December	<b>92</b>

## **BONUS STATS WORKSHEET**

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### **Worksheet Instructions:**

1. A day or two before the end of the quarter, generate your reports. All reports will still be uploaded to the appropriate Box folder.
2. Save a copy of the [Bonus Calculations worksheet](#) to your Drive.
3. Enter the data into the worksheet and let it calculate your benchmarks for you. Any stat not passing the benchmark will highlight in red.
4. For an account for which you will be submitting considerations, enter your considerations directly into the worksheet.
5. Save an Excel version of the worksheet to Box with your corresponding reports.
6. Send Sarah Cherry an email just listing out which accounts will have considerations. She'll go into Box and review your worksheet's considerations and respond back to your email.

## BONUS STATS EMAIL

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Email the Operations Manager the accounts for which you will be requesting considerations.

**ONE EMAIL:** list out the accounts and what stat

All Considerations are due **within 3 days of the end of the quarter**, but all reports must be run before the end of the quarter. For example, run reports on March 30 or 31 to use reports that must be turned in between 3/30 at the earliest and 4/3/20 before 5:00 pm at the latest.

Save all backup reports and worksheet (if considerations are needed) in Box in the following folders/format: Client > Billing Reports > Bonus Reports - "2016 Q2"

Do not send backup reports for considerations in email. All considerations require backup and numbers to prove the consideration is valid. If you cannot think of an easy way to prove your numbers, contact the Operations Manager for assistance. All backups **must** have formulas and must not be hand-calculated.

### EMAIL STRUCTURE

- Do not submit **anything** in the email EXCEPT considerations.
- If you are wanting Sarah to review a stat that is not passing to show improvement, notate in the email.
- Example: Phycinity- Days in AR- not passing but showing improvement from last quarter.

We understand that you may want to explain why the stats are failing in the email, but the consideration email is not the place to list that. Create your own internal doc to notate that info because we will talk about it in the future, but it is hard for us to navigate through the emails of what is passing and what is not. If you DO want to list it, put them all in the bottom of the email under a separate section notating so that Sarah does not have to go look at them.

### EMAIL EXAMPLE:

#### Louisville:

Primary Aging consideration  
Days in AR consideration

#### Carroll Ave Imaging:

Avg Days to File consideration

#### Irwin General Surgery:

Primary Aging consideration