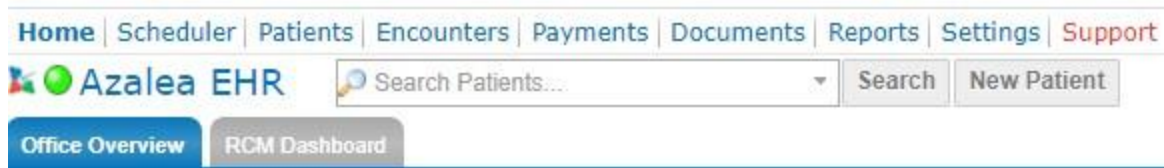


BENCHMARK LESS THAN **2%**

CALCULATION

In the client's Azalea account, click **Home**, then **RCM Dashboard**



Enter the dates of the Quarter in **From** and **To**

RCM Dashboard

General From 04/01/2020 To 06/30/2020

Add up the totals in the **Enc Qty** column. Add up the totals in the **Hold Credits** column.

General	From	04/01/2020	To	06/30/2020	Select...	Export
Search...						
Extract Date ↓	Days in AR	Pmt Ratio	Pmt/Enc	Enc Qty	Hold Credits	
07/01/2020	57.54	62.16%	\$107.23	1213	2	

Divide the number of **Hold Credits** by the number of **Encounters**, then multiply by 100 to get the percentage.

NO CONSIDERATIONS

- **NO CONSIDERATION FOR THIS STAT**
- Set a calendar reminder for the last day of the Quarter to review all accounts.
- Make sure **HOLD** status encounters are reviewed before Month's end/end of the Quarter.

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%)