

Provider Metrics & Compensation Guide

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■ Core Metrics to Track Monthly

Metric Category	What to Measure	Why It Matters
Productivity	<ul style="list-style-type: none">• Total sessions• Billable hours• Sessions per day	Volume = Revenue
Revenue	<ul style="list-style-type: none">• Total generated• Per session average• Month-over-month growth	Direct P&L impact
Efficiency	<ul style="list-style-type: none">• SimplePractice vs Portal %• Claim completion rate• Days to submission	Lower admin costs
Quality	<ul style="list-style-type: none">• Claim acceptance rate• Client retention rate• Documentation speed	Fewer rejections = faster payment

■ Recommended Compensation Structure

Component	Structure	Example
Base Salary	Guaranteed minimum	\$50,000/year
Per-Session Bonus	\$X per completed session	\$15/session × 100 = \$1,500/mo
Quality Bonus	<ul style="list-style-type: none">• >95% claim acceptance• >80% client retention• <24hr documentation	\$500-\$1,000/quarter
Efficiency Bonus	>70% SimplePractice usage	\$250/month
Revenue Share	% above monthly threshold	5% of revenue >\$8,000

■ Raise Decision Criteria

Merit a Raise:

- ✓ Top 25% in session volume
- ✓ Claim acceptance rate >95%
- ✓ Client retention >80%
- ✓ Consistent YoY revenue growth >15%
- ✓ Full caseload utilization

Red Flags:

- X Documentation delays (high "in progress" rate)
- X Claim rejection rate >10%
- X Client retention <60%
- X Declining session volume trend

■ Data Quality Issue Found

DUPLICATE ENTRIES DETECTED: Your CSV contains duplicate rows for Alex Johnson and Diana Patel. Before calculating metrics, you must:

1. Determine if these are true duplicates or separate same-day sessions
2. Implement deduplication logic
3. Run data validation before monthly reports

■ Immediate Action Items

Priority	Action	Timeline
HIGH	Clean CSV duplicates	This week
HIGH	Set up automated metric dashboard	2 weeks
MEDIUM	Define billing rates per insurance	2 weeks
MEDIUM	Create provider scorecard template	1 month
LOW	Document compensation policy	1 month

■ Additional Recommendations

1. Automate Where Possible

Prioritize SimplePractice for billing to reduce manual portal entries and speed up payment cycles.

2. Monthly Provider Reviews

Schedule 15-minute check-ins with each provider to review metrics, address bottlenecks, and align on goals.

3. Track Insurance Performance

Monitor which payers pay fastest and have highest acceptance rates. Adjust panel accordingly.

4. Create Benchmarks

After 3 months of data, establish baseline metrics for "good," "excellent," and "needs improvement."

5. Implement Quarterly Reviews

Use data-driven scorecards for fair, objective compensation discussions rather than gut feelings.

This guide provides framework recommendations. Adjust based on your practice's specific needs, local market rates, and state regulations.