

KPI's to Present to the Board

KPI's	How Presented	Start Providing to the board
Medicare Accounts Posted	#	November
Medicare HMO Accounts Posted	#	November
Medicaid Accounts Posted	#	November
Commercial Insurance Accounts Posted	#	November
Private Pay Accounts Posted	#	November
Charges by HCPC Codes	\$	November
Utility Adjustment due to Co-Pays	\$	November
Utility Adjustments due to Denials	\$	November
Utility Adjustments due to No Insurance	\$	November
Types of Calls Coming into the system	#	December
Ave. days from DOS to claim/invoice submission	Days	January
Ave. days from DOS to EMSA receipt and deemed billable	Days	January
Ave. days from EMSA receipt to first payment	Days	January
Ave. days from DOS to final payment/resolution	Days	January
Categorization (by reason) and number/percentage of trips sent to W&L	Days	January

Additional KPI's Maintained

<b>MONTHLY KPI's</b>	<b>DAILY KPI's</b>
Medicare Revenue	Daily Productivity by Collector
Medicare HMO Revenue	Daily Productivity by Verifier
Medicaid Revenue	Daily Productivity by Coder
Commercial Revenue	Number of Accounts Waiting to be Billed
Private Pay Reimbursement-Non Collection Agency	Number of Trips Holding and Why
Private Pay Reimbursement-Collection Agency	Cash Flow
% of Collection	Daily Expected Medicare Reimbursement
Days in AR	<b>WEEKLY KPI's</b>
Emergency Transport	Charges by Category
Non Emergency Transports	HCPC Codes by Category
Total Runs	HCPC Codes by Payor
Runs Per Day	Collections by Category
Contractual Posted	AR by Category
Adjustments Posted	AR by 0-30
Bad Debt	AR by 31-60
Refunds	AR by 61-90
Gross AR	AR by 91-120
AR in Collections	AR by 121-180
AR Not in Collections	AR > 180

Medicare AR
Medicaid AR
Commercial AR
Facility AR
MVA/Liability AR
Worker Comp AR
Private Pay AR
AR 0-30
AR 31-60
AR 61-90
AR 91-120
AR >120
AR 121-180
AR>180
Return Mail
<b>Denials</b>
Non-Emergency-CO16-Lacks Information
Non-Emergency-CO18-Duplicate
Non-Emergency CO29-Timiley Filing
Non-Emergency CO97-Service Included In Other Payments
Non- Emergency-PR96-Does Not Meet Medical Necessity
Non-Emergency PR117-Covered To Closest Facility
Non-Emergency-PR109-Services Not Covered
Total Non-Emergency Denials
Emergency CO16-Lack of Information
Emergency CO18-Duplicate
Emergency CO22-Care by Another Provider
Emergency CO29-Timley Filing
Emergency CO97-Benefits Included in Other Services
Emergency-CO140-Patient ID Does Not Match Name
Emergency PR117-Closest Faculty
Emergency-CO9-Hospice
Emergency-CO22/-Incorrect Payor
Emergency-PR131-Claim Specific Negotiated Discount
Emergency-PR96-Does Not Meet Medical Necessity
Emergency PR117-Closest Facility
Emergency PR109-Not a Covered Service
Emergency Total Denials