

A man with short brown hair, wearing a blue and white patterned short-sleeved shirt, is sitting in a wooden chair in a lush, tropical garden. The garden features a rocky waterfall cascading down the center, surrounded by various green plants and red flowers. The scene is brightly lit, suggesting a sunny day.

# Front Loading Your Revenue Cycle

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## Learning Objectives

- Discuss actual reports practices currently use to drive revenue from appointment data
- Improve your providers' productivity without having them work longer or harder
- Outline fresh ideas to measure and motivate changes in patient access throughout the practice
- Drive practice revenue by optimizing scheduling strategies

# MGMA Stat



Text EXCEL  
to 33550  
to  
participate

# What are you Doing to Cause No Shows?

## All Providers

Canceled By	Rescheduled 2 Weeks	Rescheduled 3 Weeks	Rescheduled 4 Weeks
Overall	27.8%	34.4%	40.0%
Patient	20.5%	27.1%	32.3%
Doctor	43.2%	50.1%	56.6%

## Pain Providers Only

Canceled By	Rescheduled 2 Weeks	Rescheduled 3 Weeks	Rescheduled 4 Weeks
Overall	27.8%	34.0%	39.9%
Patient	25.3%	32.1%	38.9%
Doctor	31.9%	37.2%	41.6%

## All Non-Pain Providers

Canceled By	Rescheduled 2 Weeks	Rescheduled 3 Weeks	Rescheduled 4 Weeks
Overall	27.7%	34.6%	40.1%
Patient	18.9%	25.4%	30.0%
Doctor	49.1%	56.9%	64.4%

# Appointment Scrubber

Appt Rule	Appt Start	Facility	Acct	Resource	Appt Type	Created By	Create Date
Check Insurance Verification	1/10/2022 9:15 AM		162480		Follow Up		12/8/2021
Check Insurance Verification	1/10/2022 11:00 AM		118141		Cystoscopy		1/7/2022
Patient balance over \$250	1/10/2022 11:30 AM		148653		Cystoscopy with Stent Removal		12/16/2021
Self Pay	1/10/2022 11:30 AM		121996		Mens Health - Injection		11/9/2021
Check Insurance Verification	1/10/2022 1:00 PM		163397		Cystoscopy		1/4/2022
Check Insurance Verification	1/10/2022 1:30 PM		164179		Cystoscopy		12/8/2021
Check Insurance Verification	1/10/2022 1:30 PM		134670		Follow Up		1/7/2022
Patient balance over \$250	1/10/2022 1:30 PM		134670		Follow Up		1/7/2022
Self Pay	1/10/2022 1:45 PM		108406		Follow Up		1/4/2022
No allocation set	1/10/2022 2:00 PM		106862		Follow Up - 30 Min		11/30/2021
No Referring Physician	1/10/2022 2:30 PM		164729		Urgent New Patient		1/6/2022
Patient balance over \$250	1/10/2022 2:30 PM		114324		Post OP Visit		12/13/2021
No allocation set	1/10/2022 3:45 PM		160680		Follow Up		10/11/2021
Reschedule Status	1/11/2022 8:30 AM		131086		Venipuncture		9/29/2021
Reschedule Status	1/11/2022 8:45 AM		56301		Venipuncture		9/13/2021
Check Insurance Verification	1/11/2022 9:00 AM		157434		Follow Up		1/6/2022

## Ask the Experts

What rules would you add if  
your practice had  
an appointment scrubber?

# Potential Appointment Scrubber Rules

Missing Insurance  
Verification

Missing Pre-authorization

Watch CIGNA  
Insurance with this  
provider

Appointment in  
Global Period

Patient Balance Over \$250

Reschedule Status

Missing Copay Data

Missing Test Results

Two Appointments  
on the Same Day

Wrong Provider

Appointment is Too Soon

## Try This

None of the strategies we discuss today will help if the patient cannot be seen when they arrive for their appointment.



# Upcoming Patients Without Copays

## Zero Copay Allocation Set Appointments Tomorrow

Appt Start	Patient Name	Acct Num	Pat Balance
<b>Aetna</b>			
8:15 AM			\$0.00
10:30 AM			\$0.00
11:00 AM			\$0.00
2:30 PM			\$0.00
<b>Aetna MHBP</b>			
9:30 AM			\$36.44
<b>Anthem BCBS</b>			
8:00 AM			\$105.54
8:00 AM			\$51.93
8:00 AM			\$0.00
8:00 AM			\$0.00
8:15 AM			\$82.44

# Track Appt Duration

Appt Weekday	(All)	▼		
Years	(All)	▼		
Patient Was Late	(All)	▼		
Outlier	N	▼		
<b>Row Labels</b>	▼	<b>Average of Time to Room</b>	<b>Average of Room to Complete</b>	<b>Average of Total Duration</b>
[-] <b>Provider</b>		<b>8.4</b>	<b>60.8</b>	<b>68.5</b>
+ Location 1		<b>7.8</b>	<b>61.6</b>	<b>68.7</b>
[-] Location 2		<b>13.7</b>	<b>53.0</b>	<b>66.4</b>
Jan		21.3	59.6	80.9
Feb		6.1	63.3	69.4
Apr		3.0	46.5	49.5
Jun		33.3	21.5	54.8
Jul		9.0	56.1	65.1
Aug		20.0	57.0	77.0
Sep		7.4	51.4	57.9
Oct		18.6	50.9	68.5
Dec		25.2	38.8	64.0

# Office Days Worked

	Last Week	2 Weeks Ago	3 Weeks Ago	4 Weeks Ago
<b>Overall Summary</b>				
Work Days in Week	4	4	5	5
Average Days Worked	0.9	1.6	2.6	2.6
Total Appointments	579	1,071	1,615	1,638
Avg Appts/Work Day	667.1	656.2	622.5	620.1
<b>(AM)</b>				
Days Worked	1	2	3	1
Total Appointments	16	20	31	12
Avg Appts/Work Day	16.0	10.0	10.3	12.0
<b>(PM)</b>				
Days Worked	0	1	3	2
Total Appointments	0	13	28	26
Avg Appts/Work Day	0.0	13.0	9.3	13.0
<b>(AM)</b>				
Days Worked	1	0	2	2
Total Appointments	14	0	35	28
Avg Appts/Work Day	14.0	0.0	17.5	14.0
<b>(PM)</b>				
Days Worked	3	0	2	4
Total Appointments	28	0	18	43
Avg Appts/Work Day	9.3	0.0	9.0	10.8



# Medicaid Appointments Early in the Month

## Medicaid HIP Scheduled Early in Month as of 3/14/2022

DOS	Acct Num	Patient	Provider	Facility	Primary Insurance	Appt Scheduled By	Appt Created Date
4/6/2022				Surg Sched	HIP MDWise Excel Network 17993 MCD		2/16/2022

# Financials and Patient Visits

	Last Month	YTD	Same Month Last Year	PYTD	Month +/-	Year +/-
Gross Charges	\$683,975	\$6,516,559	\$421,795	\$5,423,102	62.2%	20.2%
Payments	\$170,497	\$2,028,271	\$134,562	\$1,691,320	26.7%	19.9%
Adjustments	\$445,126	\$4,422,651	\$305,085	\$3,781,100	45.9%	17.0%
Refunds	\$4,861	\$11,591	\$2,682	\$28,214	81.2%	-58.9%
Work RVU	1,848	20,671	1,456	17,963	26.9%	15.1%
Gross Collection %	24.9%	31.1%	31.9%	31.2%	-21.9%	-0.2%
Adjusted Collection %	71.4%	96.9%	115.3%	103.0%	-38.1%	-6.0%
<b>Patient Visits</b>						
New Patients	171	1,486	126	1,489	35.7%	-0.2%
New Patients	20	345	20	461	0.0%	-25.2%
Established Patients	287	3,331	318	3,025	-9.7%	10.1%
Est Patients	78	1,012	82	983	-4.9%	3.0%

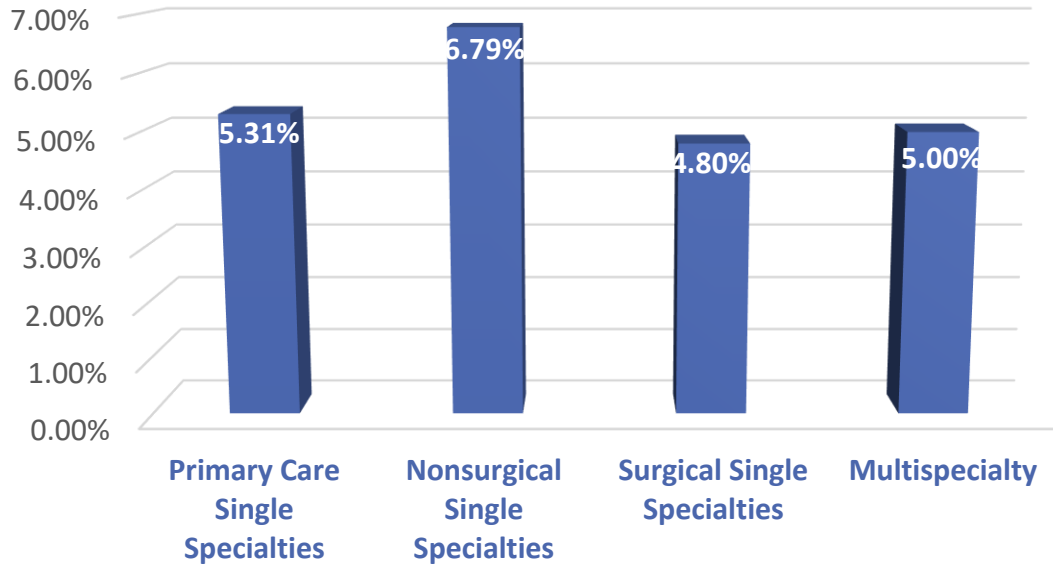
# Few Appointments Tomorrow

## Few Appointments Tomorrow as of 1/14/2022

Resource	Facility	AM	PM
Providers Listed Here	SW	8	5
	SW	2	
	North	7	6
	SW		6
	SW	3	0
	North	9	10
	Clinton	5	4
	SW	9	12
	North	5	
	Clinton		7
	North		3

# No Show Rates

## Median No Show Rates



## Ask the Experts

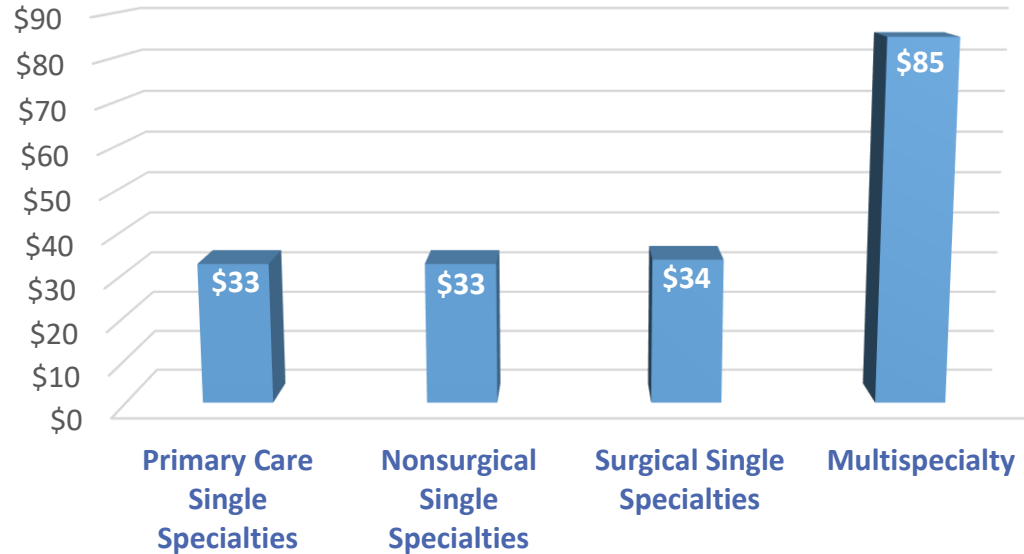
Do you charge for no shows?

If so, when do you charge?  
(After first no show, second no show, etc.)



# No Show Charges

## Mean No Show Charges



Median no-show charges are \$35 and \$100

## Ask the Experts

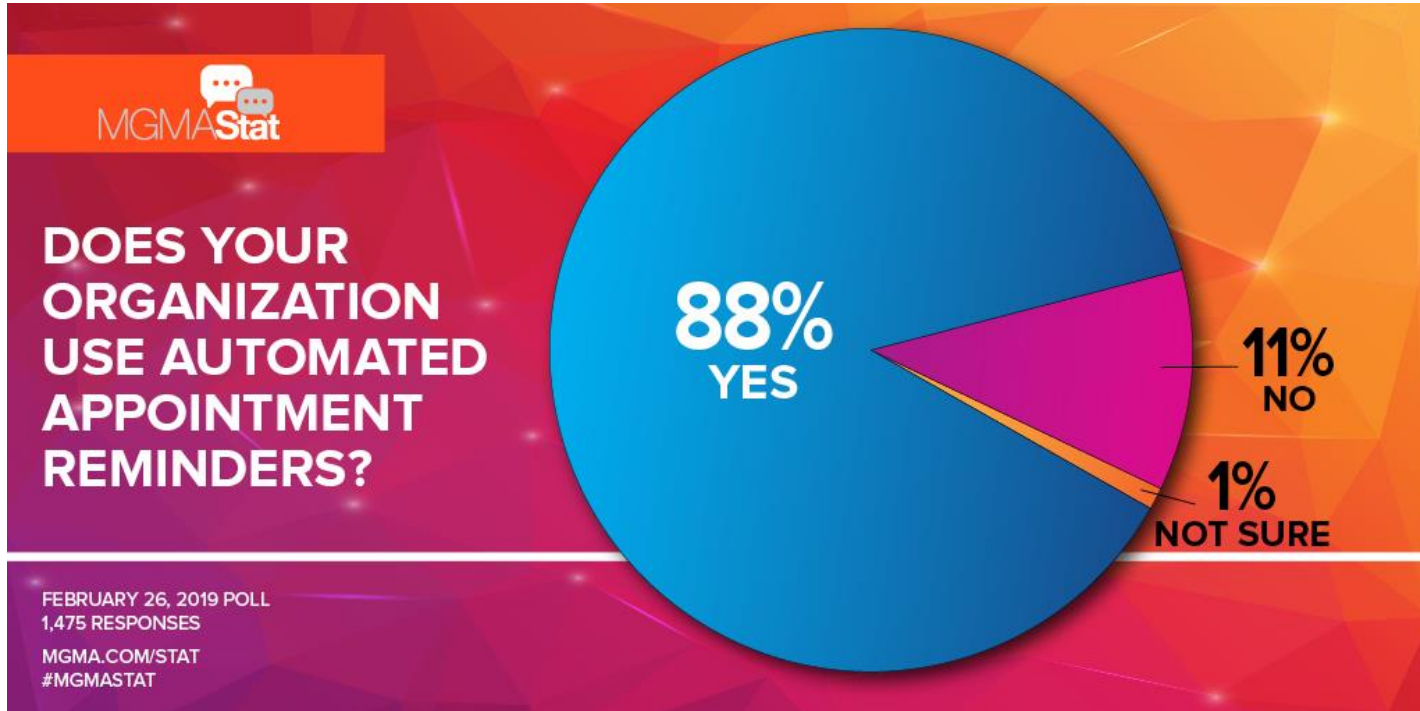
Do you collect that no show charge?

# No Show Rates

Company	(All)	▼
Referral Source	(All)	▼
Years	(All)	▼
Months	(All)	▼
Weekday	(All)	▼
Probable Primary Insurance Group	(All)	▼
Appt Start Hour	(All)	▼
Days	(All)	▼
Doctor	(All)	▼
Facility	(All)	▼
Appt Type	(All)	▼
Days Since Appt Scheduled	(All)	▼

Count of No Show	Column ▼		
	2020	2021	2022
Row Labels	No Show	No Show	No Show
Established			
Monday	3.86%	4.00%	3.89%
Tuesday	3.90%	4.19%	3.89%
Wednesday	3.17%	3.57%	3.44%
Thursday	2.98%	3.41%	3.14%
Friday	2.67%	2.78%	2.90%
New			
Monday	3.79%	3.94%	3.78%
Tuesday	3.92%	3.95%	4.75%
Wednesday	3.51%	3.80%	3.82%
Thursday	3.40%	3.50%	3.98%
Friday	3.11%	3.12%	3.59%
<b>Grand Total</b>	<b>3.44%</b>	<b>3.67%</b>	<b>3.67%</b>

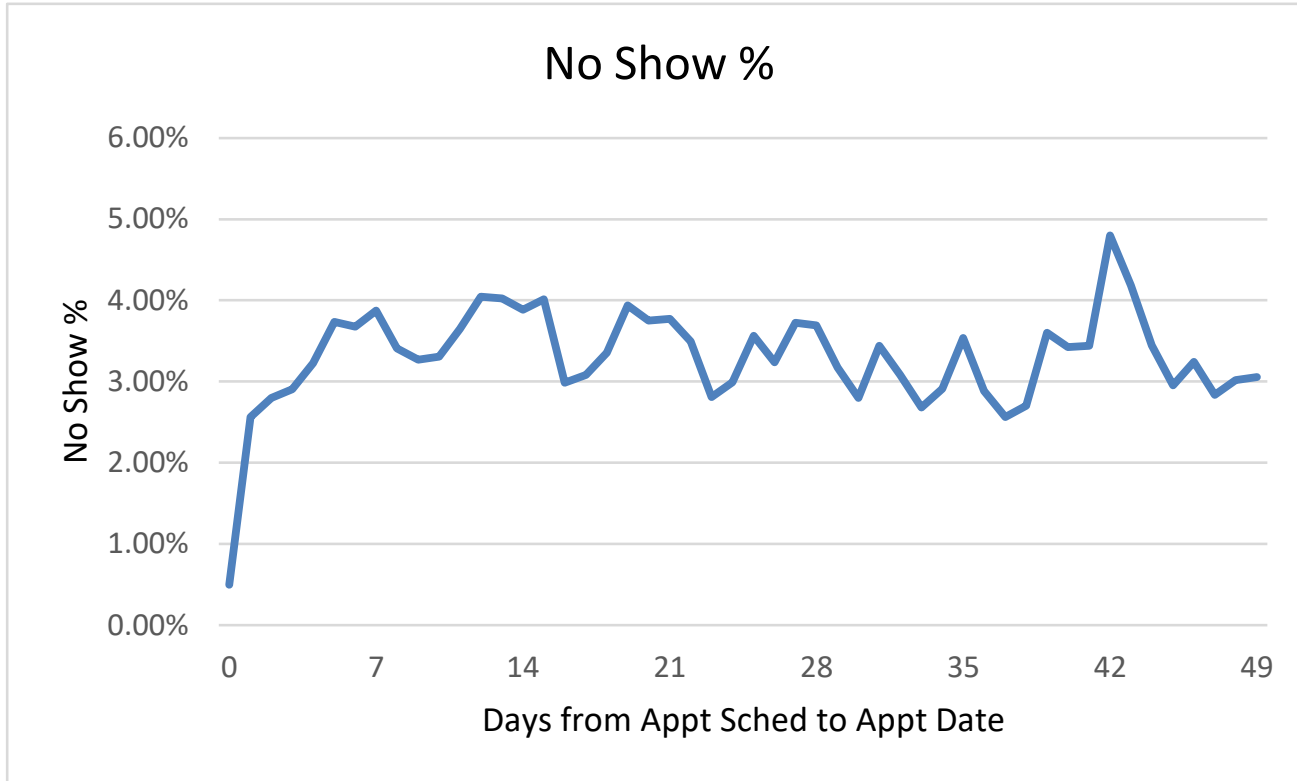
# MGMA Stat



## Ask the Experts

Do you double book some patient slots to compensate for potential no shows?

# No Shows by Days from Sched Date to Appt Date



# No Shows by Days to Schedule

Provider	Days to Schedule	No Show %
Roman, MD	14.20	16.7%
Hale, MD	5.29	15.0%
Valentine, MD	24.21	12.8%
Small, MD	24.71	12.1%
Mercado, MD	3.58	10.3%
Figueroa, MD	23.21	10.4%
Medina, MD	33.55	8.8%
Stuart, MD	16.48	8.2%
Salinas, MD	31.13	8.0%
Morse, MD	15.27	8.0%
Mack, MD	37.03	8.0%
Forbes, MD	48.71	7.9%
Werner, MD	45.74	7.6%
Mejia, MD	28.50	7.6%
Larson, MD	20.48	7.4%
Klein, MD	25.78	7.3%
Harding, MD	18.58	7.1%
Harvey, MD	26.79	7.0%
Cordova, MD	56.66	6.9%
Crawford, MD	24.86	6.8%
Khan, MD	27.55	6.6%
Roth, MD	18.58	6.4%
Mora, MD	22.65	6.2%
Benjamin, MD	24.49	4.9%
Duran, MD	48.95	4.0%
Guerrero, MD	32.17	3.6%
Sweeney, MD	52.74	2.3%

# Surgery Appt Cancelled but Post Op Appt is Not

## Post Op Appointment Needs Cancelled as of 3/13/2021

Account Number	Post Op Resource	Post Op Appt Date	Surgery Facility
		4/13/2021	
		4/14/2021	

*What is your practice doing to cause no shows?*



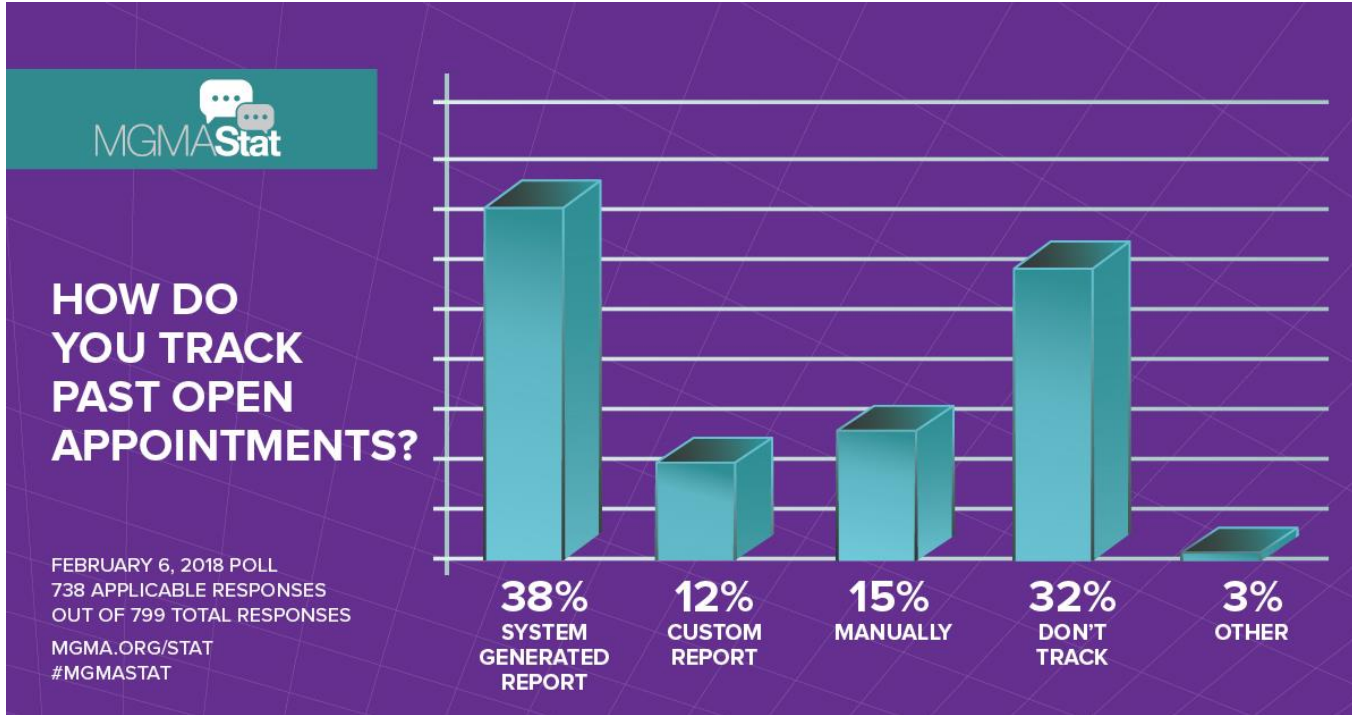
## Ask the Experts

What have you done to reduce no shows in your practice?

A picture is worth a thousand words...



# Track Unsold Appointments



# Unsold Appointments

Search

- (All)
- Cancel less than 24hrs
- Canceled
- No Show
- Reschedule/Less than 24 hours

Years	2021					
Type	(Multiple Items)					
CancelReason	(Multiple Items)					
Facility	(Multiple Items)					
Weekday	(All)					
Months	(All)					
Column Labels						
Providers	Unsold Count	%	Sold Count	%	Total Count	
	302	14.3%	1,807	85.7%	2,109	
	399	22.3%	1,394	77.7%	1,793	
	36	17.6%	168	82.4%	204	
	173	7.5%	2,148	92.5%	2,321	
	76	2.8%	2,674	97.2%	2,750	
	314	11.4%	2,445	88.6%	2,759	
	428	24.7%	1,304	75.3%	1,732	
	148	6.4%	2,176	93.6%	2,324	
	505	24.3%	1,571	75.7%	2,076	
	201	8.3%	2,232	91.7%	2,433	
	168	7.2%	2,163	92.8%	2,331	
	248	10.3%	2,158	89.7%	2,406	
<b>Grand Total</b>	<b>2,998</b>	<b>11.9%</b>	<b>22,240</b>	<b>88.1%</b>	<b>25,238</b>	



# Unsold Appointment Minutes

Provider	(All)	▼	
Years	(All)	▼	
Months	(All)	▼	
StartTime	(All)	▼	
Count of Template Start		Column Labels	▼
Row Labels	▼	Y	N
		3.76%	96.24%
		100.00%	0.00%
		57.49%	42.51%
		48.16%	51.84%
		41.94%	58.06%
		17.71%	82.29%
		40.49%	59.51%
		100.00%	0.00%
		61.01%	38.99%
		100.00%	0.00%
		100.00%	0.00%
		35.63%	64.37%
		58.83%	41.17%
		61.95%	38.05%
		54.59%	45.41%
		66.22%	33.78%
		100.00%	0.00%

If your PM system does not track appointment slots, track unused appointment minutes



# Yesterday Unfilled Appointment Slots

## Yesterday Unfilled Appointment Slots as of 7/8/2022

Appt Start	Appt Type	Facility	Slot Status	Days Before Appt Canceled	Appt Cancel Date	Appt Canceled By
8:00 AM	Preop Antibiotics (IV/Injection)		Unfilled			
4:00 PM	Consultation		Canceled	2	7/5/2022	tsalach
8:30 AM	New PT -VideoVisit- (Telehealth)	Telehealth	Canceled	0	7/7/2022	gstirgus
9:15 AM	VideoVisit-15 (Telehealth)	Telehealth	Canceled	2	7/5/2022	nquinones
10:00 AM	VideoVisit-15 (Telehealth)	Telehealth	Canceled	0	7/7/2022	gstirgus
10:30 AM	New PT -VideoVisit- (Telehealth)	Telehealth	Canceled	0	7/7/2022	gstirgus
11:15 AM	VideoVisit-15 (Telehealth)	Telehealth	Blocked			
11:30 AM	VideoVisit-15 (Telehealth)	Telehealth	Blocked			
10:00 AM	New PT		Canceled	0	7/7/2022	gstirgus
10:45 AM	Follow Up		Blocked			
2:15 PM	Follow Up		Blocked			
2:30 PM	Follow Up		Unfilled			



# Unsold Appointments

ApptStart	(All) ▾								
New Est Test	(All) ▾								
Provider Category	(All) ▾								
Facility	(All) ▾								

Count of Facility	Columns								
Row Labels	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Grand Total
	35	26	33	22	37	58	19	19	249
	24	26	21	60	71	71	42	21	336
	76	73	61	76	163	118	51	61	679
	25	26	14	38	28	15	17	10	173
	11	16	16	10	9	16	17	13	108
	44	42	45	39	88	62	42	31	393
	65	9	116	34	23	105	67	56	475
	56	60	63	40	72	44	15	23	373
	12	12	18	18	17	13	19	12	121
	40	39	48	40	64	46	38	40	355
	21	17	15	16	29	14	14	15	141
	13	11	17	11	30	16	12	12	122
	25	23	31	30	36	30	27	18	220
	42	42	48	39	66	61	36	33	367
	21	16	42	19	42	36	18	15	209

# Unsold Procedures

## Open Procedure Appointments as of 5/4/2022

Provider	Appt Date	Appt Time	Location
	5/4/2022	3:30 PM	
	5/4/2022	4:00 PM	
	5/5/2022	10:30 AM	
	5/5/2022	1:00 PM	
	5/5/2022	1:30 PM	
	5/5/2022	2:00 PM	
	5/5/2022	2:30 PM	
	5/5/2022	3:00 PM	
	5/6/2022	10:00 AM	
	5/9/2022	10:00 AM	
	5/9/2022	10:30 AM	
	5/9/2022	3:00 PM	
	5/9/2022	4:00 PM	
	5/10/2022	8:30 AM	
	5/10/2022	9:30 AM	
	5/10/2022	11:00 AM	
	5/10/2022	11:30 AM	
	5/10/2022	4:00 PM	
	5/11/2022	8:00 AM	
	5/11/2022	2:30 PM	
	5/12/2022	8:00 AM	

# Procedure No Shows and Cancellations

## MOHS No Shows and Cancels Without Future Appt as of 6/6/2022

Appt	Acct Num	Provider
<b>No Show</b>		
6/3/2022	3062967	
<b>Cancel</b>		
5/10/2022	2334476	
5/10/2022	10227	
5/13/2022	3099925	
5/16/2022	3178823	
5/16/2022	2346318	
5/19/2022	3061869	
5/23/2022	3023675	
5/23/2022	3170159	
5/25/2022	2345716	
5/31/2022	3179505	

# Open Appointment Slots

## Open Appointment Slots Today and Tomorrow as of 3/21/2022

Appt Start	Facility	Category	Type
<b>Providers Here</b>			
3/21/2022 8:30 AM			New Patient - 15
3/21/2022 10:30 AM			Established Patient - 15
3/21/2022 3:00 PM			Established Patient - 15
3/21/2022 9:00 AM			New Patient - 30
3/21/2022 9:15 AM			Established Patient - 15
3/21/2022 3:45 PM			Procedure
3/22/2022 8:45 AM			Established Patient - 15
3/22/2022 1:30 PM			New Patient - 15
3/22/2022 11:30 AM			Procedure

# Open Appointments with Wait List

## Open Appointments with Wait List as of 03/19/2022 11:46 AM

Appt Start	Type	Facility
3/21/2022 3:00:00 PM	New Patient 15	Clinton
3/22/2022 10:15:00 AM	New Patient or Recheck 15	North
3/24/2022 1:45:00 PM	New Patient or Recheck 15	Clinton
3/28/2022 1:30:00 PM	Recheck 15	North
3/29/2022 1:15:00 PM	Recheck 15	North
3/29/2022 3:15:00 PM	Recheck 15	North
4/1/2022 9:00:00 AM	New Patient 15	North
4/1/2022 9:15:00 AM	New Patient 15	North
4/1/2022 11:15:00 AM	Recheck 15	North
4/1/2022 12:45:00 PM	Recheck 15	North
4/1/2022 12:45:00 PM	Recheck 15	North
4/1/2022 1:15:00 PM	New Patient or Recheck 15	North
4/1/2022 1:15:00 PM	Recheck 15	North
4/1/2022 1:30:00 PM	New Patient or Recheck 15	North

### Wait List Details

Provider	Patient	Acct Num	Facility	Appt Type	Future Appt Date	Order
			Clinton	New Patient 15		1
			Clinton	Recheck 15	3/24/2022 3:45:00 PM	2
			North	Recheck 15	4/15/2022 2:30:00 PM	3
			North	Recheck 15	3/28/2022 2:30:00 PM	4

# Cancelled Appointments

## Yesterday's Cancelled Appointments as of 3/21/2022

Appt Start	Facility	Appt Type
<b>Providers Here</b>		
3/25/2022 2:30 PM		Established Patient - 15
4/1/2022 11:30 AM		New Patient - 30
4/7/2022 1:00 PM		Procedure - 20
4/6/2022 9:00 AM		Established Patient - 20
4/6/2022 11:15 AM		Established Patient - 20
4/15/2022 8:45 AM		Procedure
3/29/2022 9:30 AM		Established Patient - 15
3/30/2022 3:30 PM		New Patient - 30
3/24/2022 8:30 AM		Procedure

## Ask the Experts

Do you open appointment types on your template to allow any appointment to be scheduled as the appointment date gets closer?

# Available Cancelled Appointments

## Available Cancelled Appointments as of 4/4/2022

Open Appointment	Loc	Appt Category	Prior Acct	Prior Patient	Last Change Date
Providers Here					
4/4/2022 10:00 AM	WW	Procedure/Filler	3063187		3/31/2022
4/5/2022 8:00 AM	LV	Established	2340552		3/1/1938
4/8/2022 3:30 PM	BH	Established	3128928		3/29/2022
4/19/2022 8:00 AM	BH	MOHS Surgery	211286		3/30/2022
4/6/2022 1:45 PM	WW	Established	3157078		3/23/2022
4/4/2022 10:15 AM	LV	Established	5199		3/30/2022
4/5/2022 1:30 PM	WW	Established	3064967		3/31/2022
4/5/2022 2:00 PM	WW	Procedure	3174319		3/28/2022
4/5/2022 4:15 PM	WW	Established	3162258		4/1/2022
4/7/2022 9:15 AM	LV	MOHS Surgery	3067201		3/31/2022



# Blocked Appointments

Provider	Appt Start	Appt Stop	Minutes	Description	Block Type	Action
<b>Provider Name Here</b>						
	6/1/2022 12:00 AM	6/1/2022 11:59 PM	1,439	Per Doctor	Block	Addition
<b>Provider Name Here</b>						
	5/27/2022 12:00 PM	5/27/2022 5:00 PM	300		Block	Addition
	6/1/2022 12:00 AM	6/1/2022 11:59 PM	1,439		Block	Addition
<b>Provider Name Here</b>						
	6/1/2022 12:00 AM	6/1/2022 11:59 PM	1,439		Block	Change

# Benefits of Offering Urgent Care

*Patient was first seen at [redacted] had surgery within the following year, and the surgery was in the past 3 months.*


Surgeon	Patient Count	Surgery Revenues	Avg Days to Surgery
	11	\$12,813	70.5
	10	\$9,870	30.4
	10	\$6,546	123.4
	10	\$5,244	133.2
	7	\$5,018	137.9
	4	\$4,828	137.3
	3	\$4,712	85.0
	8	\$3,963	59.0
	2	\$3,934	165.0

# Urgent Care Volumes

	Unique Pts	Total Appts	Last Year Total Appts	Change	After 5pm	Unsold Appts	Total Available Appts
Dec 2021	372	736	556	32.4%	113	847	1,583
Nov 2021	365	659	599	10.0%	124	848	1,507
Oct 2021	410	741	680	9.0%	116	788	1,529
Sep 2021	506	839	718	16.9%	158	776	1,615
Aug 2021	521	863	708	21.9%	133	959	1,822
Jul 2021	509	864	691	25.0%	161	604	1,468
Jun 2021	571	953	638	49.4%	180	658	1,611
May 2021	435	762	342	122.8%	152	771	1,533
Apr 2021	472	804	145	454.5%	162	855	1,659
Mar 2021	421	734	442	66.1%	129	1,177	1,911
Feb 2021	290	518	546	-5.1%	85	1,157	1,675
Jan 2021	294	536	643	-16.6%	87	1,162	1,698

# Urgent Care Wait Times

	Less than 30 Min Wait		Long Wait		Total	Total
	Avg Duration	Patient Count	Avg Duration	Patient Count	Avg Duration	Patient Count
Oct 2021	15.3	379	52.2	85	22.0	464
Nov 2021	14.5	409	43.4	46	17.4	455
Dec 2021	13.1	416	42.3	34	15.3	450
Jan 2022	14.3	219	42.0	21	16.7	240
<b>Total</b>	<b>14.3</b>	<b>1,423</b>	<b>47.0</b>	<b>186</b>	<b>18.1</b>	<b>1,609</b>
Oct 2021	15.4	168	52.2	55	24.5	223
Nov 2021	15.9	154	50.5	26	20.9	180
Dec 2021	16.0	138	45.7	23	20.2	161
Jan 2022	13.8	58	41.6	11	18.2	69
<b>Total</b>	<b>15.5</b>	<b>518</b>	<b>49.5</b>	<b>115</b>	<b>21.7</b>	<b>633</b>

A sunset over the ocean with a yellow and orange sky and dark clouds. The sun is low on the horizon, and the water is dark with some whitecaps.

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**Weekly podcasts at [mooresolutionsinc.com](https://mooresolutionsinc.com)**