### MGMA ANALYTICS OPERATIONS

#### FINANCIAL OPERATIONS
- Charge per Visit
- Net Patient Revenue per Visit
- Work RVU per Visit
- Net Patient Revenue per WRVU
- Provider Salary & Benefit per Visit
- Staffing per Provider by Location
- Work RVU Summary
- Net Income or Loss per Physician
- Revenue and Expenses
- RVU Summary per Physician
- Collections per Physician
- Location, Provider, Specialty- 360 Staffing per Visit

#### REFERRALS & ORDERS
- Provider Orders
- Inbound Referrals Analysis by Source
- Outbound Referrals
- Open Orders (Gaps in Care)
- Patient External Orders (Leakage)
- Referring Physician Analysis

#### SCHEDULE MANAGEMENT
- New Patient Visit Rate
- No-Show Rate
- Reschedule Rate
- Cancellation Rate
- 48-Hour Appointment Rate
- Same-Day Appointment Rate
- New vs Established Encounter Comparison
- Available/ Booked Slots
- Percent of Appointments Rescheduled
- Cancellations and Reasons
- Kept/No-Show Appointment Comparison
- Visit Trends by Practice, Provider, Specialty, etc.
- Telehealth vs. In-person Encounters
- Appointments by Visit Reason
- Confirmed Appointments
- Visits Detail
- Revenue Loss from Missed Appointments
- Revenue Loss from Unfilled Slots

#### CYCLE AND LEAD TIME
- Throughput
- Third Next Available Appointment
- New Patient-Third Next Available Appointment
- Booked Appointment Percent
- Lead Time
- Non-Optimal Appointment Durations
- Visits by Duration
- Third Next Available Appointment (Wait List)
- Patient Cycle Time
- Booked time
- Cycle Time for Check-in/Check-out
- Schedule Lag
- Actual vs Scheduled Appointment Duration

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<th>Kept Appt Count</th>
<th>No Show Appt</th>
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<th>Count</th>
<th>Amount Billed</th>
<th>Count</th>
<th>Billed Amount</th>
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<td>Dec</td>
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<table>
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<th>Denials Values and Volume</th>
<th>Count</th>
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<tr>
<td>2020</td>
<td>2021</td>
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<tr>
<td>Jul</td>
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<table>
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<tr>
<th>MGMA Benchmark</th>
<th>Median Value</th>
<th>% Billed Count</th>
<th>% Billed Amount</th>
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MGMA ANALYTICS FINANCIALS

BILLING VOLUME
- Charge Lag
- Claim Lag
- Daily Encounters and Charges Created
- Daily Encounters and Charges Created by Date of Service
- Daily Billed Encounters
- Charge and Claim Lag
- Unbilled Charge Amounts
- Unbilled Charge Amounts (Monthly Trending)
- Work RVU Summary
- Charges Summary

PAYMENTS
- Adjusted FFS Collection %
- Gross FFS Collection %
- Charges/Payments/Adjustments/Refunds Summary
- Procedure Codes (CPT) Volume by Specialty
- Payment Percent
- Payment Lag
- Payment Waterfall
- Payment Realized
- Charge Resolution by Date of Service

A/R
- Days in A/R
- A/R 0-30 Days
- A/R 31-60 Days
- A/R 61-90 Days
- A/R 91-120 Days
- A/R 120+ Days
- Rolling A/R by Aging Buckets
- Rolling A/R
- Days in A/R
- A/R by Insurance and Patient
- A/R by Insurance and Patient (Monthly Trending)
- Receivable Analysis
- Rolling A/R Daily

DENIALS
- Denial Count
- Denial Value
- Percent of Claims Denied on First Submission
  - Denials Value and Volume
  - Gross Denials Value and Volume
  - Gross Remittance Value
  - Gross Remittance Volume
  - Adjudication Rate
  - Denial Recovery Volume Percent
  - Denial Recovery Volume
  - Denial Recovery Value
  - Denial Recovery Value Percent

WRITE-OFFS
- Bad Debt Per FTE Physician
  - Write-Offs
  - Write-Offs by Code
  - Percentage of Resolved Claims

PAYER ANALYSIS
- Bills Submitted to Payer
- Collections by Payer per Physician
- E/M New
- E/M Established
- E/M New Percent
- E/M Established Percent
- Billed Visits by Insurance Payer

PATIENT RESPONSIBILITY
- % Copay Collection
- % of Patient Balances Collected
- Patient Responsibility by Post Date
- Patient Responsibility by Date of Service
- Copay Collections
- Patient Collections vs Balance
- A/R by Patient
- A/R by Insurance and Patient (Monthly Trending)

TELEHEALTH
- Telehealth – Charges/Payments/Adjustments/Refund
- Summary
- Telehealth – Total Encounters with Charges
- Telehealth – Procedure Codes (CPT) Volume by Specialty
- Telehealth – Denial Value & Volume
- Telehealth – Scheduled by TeleVisits

TASKS
- Tasks Greater than 30 Days
- Tasks Aged by Create Date
- RCM Tasks Trending
- Client Tasks Trending
- Total Tasks Trending