# MGMA DataDiscovery **Operations Analytics**

## 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

## Patient Access Team Ops

- Eligibility Verification
- Scheduling Staff Productivity
- Follow-up Scheduled at Check-out
- Percent of Patients with Active Eligibility
- Prior Authorization Count
- Front Office Denial Avoidance Opportunities
- Missed Appointments due to not Obtaining Prior
- Authorization in Time
- Time Spent to get Prior Authorization

## 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

# MGMA DataDiscovery **Financials Analytics**

## 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

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

## 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