

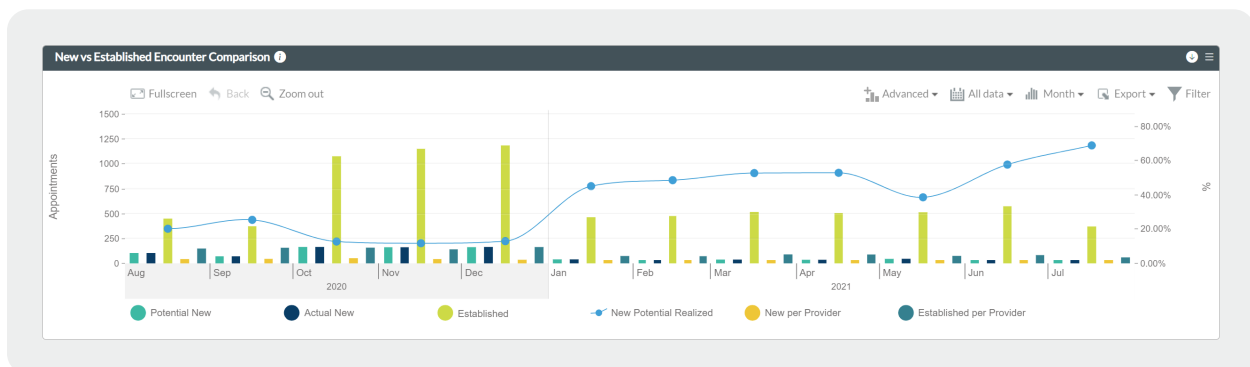
## Operations Module

### Answer operational questions with high quality data and actionable insights to keep your practice efficient

Operational data is the bedrock of practice performance. To keep abreast of operations – from marketing and scheduling all the way through patient visits and satisfaction scores – you need visibility to key performance indicators. If you have ever built KPI dashboards in Excel, you know it's time-consuming and this lack of timely, actionable information has hard dollar costs. MGMA Analytics can virtually eliminate the need for manual reporting, adding countless hours back to your workforce. Without a clear understanding of which operational workstreams are under performing, it's not possible to course correct. Potential fraud, abuse, and compliance issues may also go unnoticed, putting your practice at even greater risk. Fresh, actionable data is essential for your practice to operate efficiently and thrive.

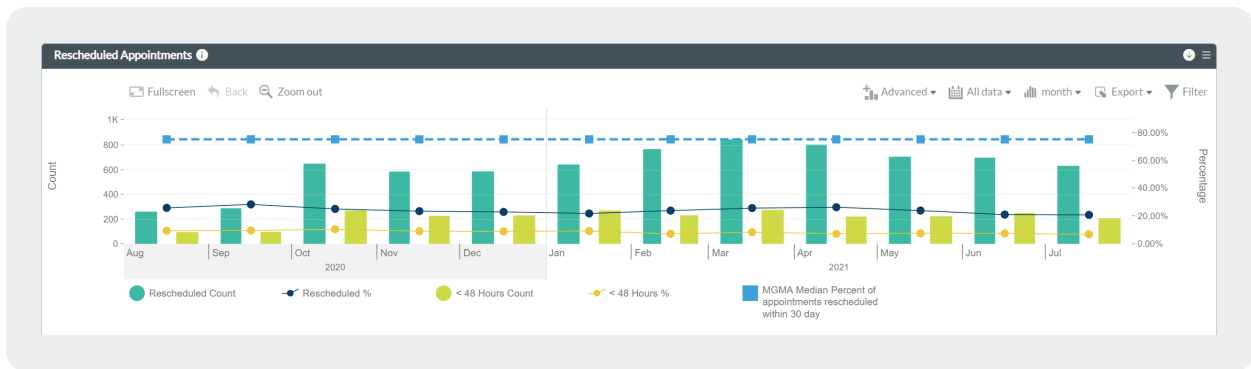
### Leverage your data with a powerful analytics platform

Operational Analytics is a module of the MGMA Analytics Practice Analytics platform that is accessible via desktop web browser or via Android and iOS apps. Monitor up to date KPIs from anywhere there is internet access so you can quickly understand performance, and drill down from high level trends to root cause analysis.



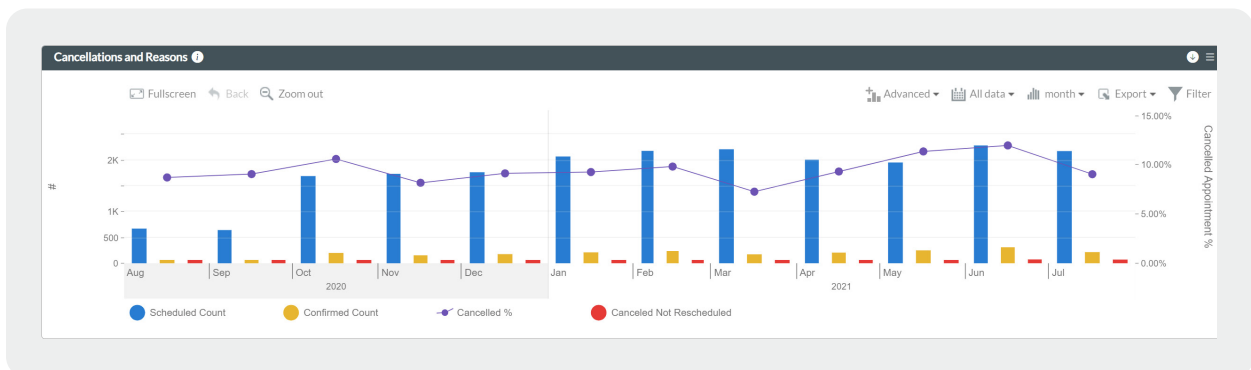
Role-based security keeps users focused, and each person can configure their home screen views in a way that is meaningful to them. Because the operations module is organized into five unique tabs, schedule management, cycle and lead time, patient access, referrals and orders, and financial operations, it's easy to pinpoint specific operational areas that affect your practice's performance. Operational insights can be used to educate staff, negotiate with payers, and gain visibility into performance of various locations, specialties, and providers.

## Appointments



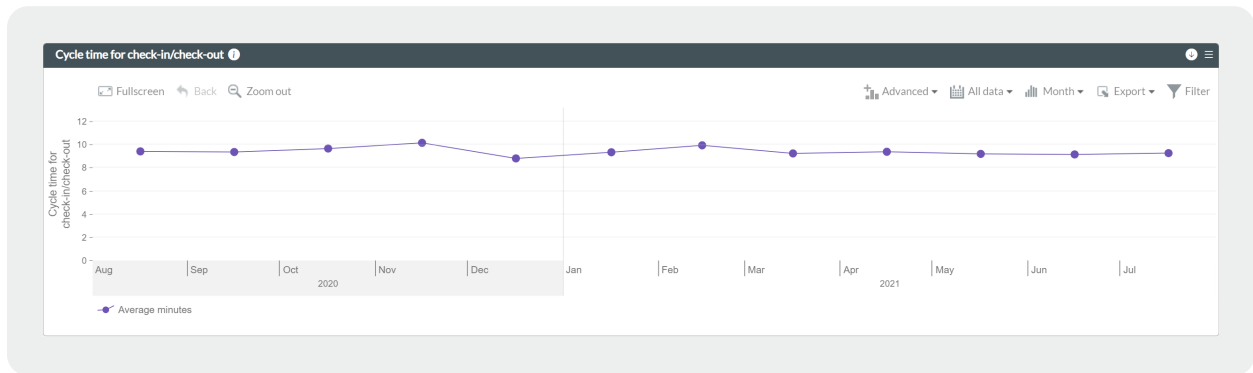
Patient scheduling is the lifeblood of practices, and the MGMA Analytics operations module provides fresh insights into all aspects of these workflows. When you know what percentage of your patient base is new versus established, it's easy to determine how many new patients will be needed next year to retain your current volumes. Average re-schedule rates help you better estimate cancellations so you can deploy strategies to keep your schedule full. Are you having to schedule appointments farther out? Is that having an impact on re-schedules and no-show rates? Dynamic menus quickly adjust your view, allowing for segmentation by facility, specialty, and provider. They also allow you to sort by virtually any date range with a few taps. The appointments tab creates transparency into your practice's booked time, so you can optimize your schedule – and your bottom line.

## Check-in



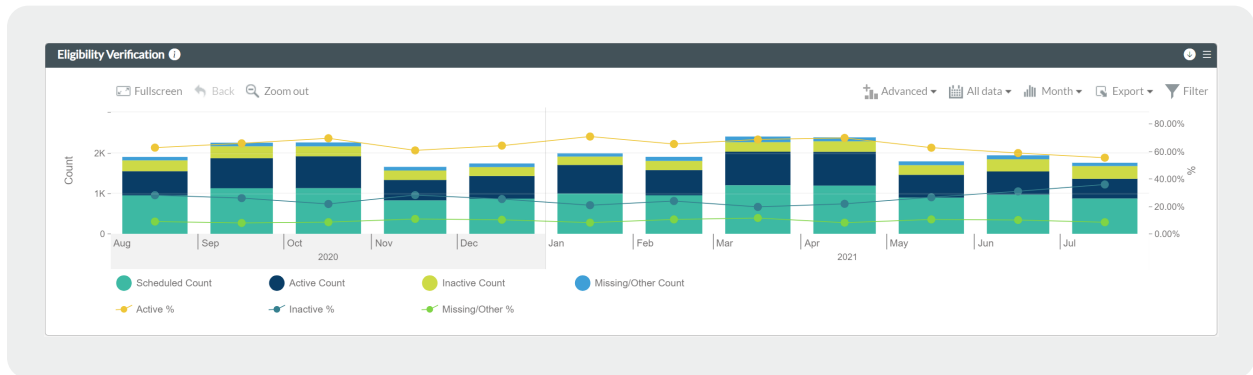
When patients arrive at your practice, the check-in process is paramount to keeping your practice flowing smoothly. Track your encounters and no-shows. Identify trends between different providers, specialties, and facilities. If certain segments are high performing, dig deeper to find out why, and adjust operations in lower performing areas to improve their performance.

## Clinical time



The heart of healthcare is the time that providers spend with patients. Dig into appointment encounter details, and investigate variations by facility, specialty, provider, and time frame. Keep a pulse on your practice's cycle time for check-in and check-out to keep things humming.

## Check-out



The authorized ordering of high-cost prescriptions drugs and durable medical equipment is essential for reducing payment delays and denials. The operations module helps you keep track of medical necessity – checking across facilities, specialties, and providers to keep all areas of your practice compliant. You can also gain deep insight into provider orders for specific medications and procedure volumes. These insights help you maintain tight management of patient populations, which translates into savings for your payers and creates more favorable contract positioning.

## Receive alerts when performance falls outside of KPIs

To ensure you never miss something important, automatic alerts can be set up when metrics fall outside of established key performance indicators (KPIs). With a few clicks, you can easily set up alert thresholds to match your practice requirements. When alerts do fire (via email or SMS), you can immediately investigate the root cause, and make rapid adjustments that return your practice to optimal performance.

## Rapid implementation

Getting your new analytics solution up and running is key to achieving value. MGMA Analytics's experts work closely with you to manage all phases of the implementation. In a matter of weeks, the team will access your data; configure the platform; and activate your instance. And, since IT resources are thin at most practices, it's nice to know there are no ongoing IT investments or hardware upgrades.

## Almost no learning curve

Because the operations module is so intuitive, the time and expense of end user training is virtually eliminated. Most end users can familiarize themselves with the interface by tapping around on their phones or clicking in their browsers. A quick reference guide is embedded in the main menu for additional clarity.

## Make Well Informed Decisions

Answer your practice's operational questions with MGMA Analytics's Operational Analytics module. Daily data refreshes and dynamic displays provide the practice performance information you need to make timely decisions with confidence.