

BALANCE BILLING STAFF LEVELS

How many billers do you need to reach
optimized performance?

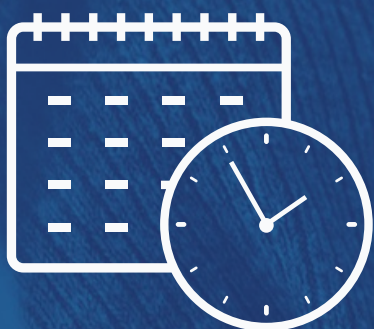
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Days in AR (DAR) is one of the most important metrics your can track. It's a great indicator of the overall health of your billing department.

DAYS IN AR (DAR) MEASURES THE AVERAGE NUMBER OF DAYS IT TAKES A CENTER TO COLLECT OR FULLY ADJUDICATE A CLAIM

DAYS IN ACCOUNTS RECEIVABLE

$$\text{TOTAL AR} \div (\text{TOTAL CHARGES} \div \text{NUMBER OF DAYS IN CHARGE PERIOD}) = \text{DAYS IN AR}$$



- 30 days is a good benchmark for DARS.
- 50 days is a red flag due to payer filing deadlines.

IS YOUR BILLING DEPARTMENT ADEQUATELY STAFFED?

If you notice issues with DAR, the next step is to see if your billing department is adequately staffed to meet claim volumes.



HBMA AND MGMA BENCHMARKS

- 20,000 visits per year for Electronic Charge Capture and Payment Posting
- 15,000 visits per year for Manual Charge Capture and Payment Posting

$$\text{TOTAL NUMBER OF VISITS} \div 20,000 \text{ (ELECTRONIC) OR } 15,000 \text{ (MANUAL)}$$

Depending on your findings you may want to hire additional staff to get claims out on time. If you have enough staff but are still seeing issues in your DAR it's time to dig deeper and see if there is a problem in productivity or processes.