

Benchmark Indicator Analysis

How does your facility compare nationally with other facilities of your respective size?

re|solution is a hospital expert, providing superior accounts receivable management, revenue cycle analysis, training, APC and CDM reviews, interim staffing and an array of other business office services. If you are interested in knowing how the efficiency of your business office compares with demographically similar facilities, please complete the form below and return it to us by fax or email. In return, we will provide you with a benchmarking analysis. We will also make ourselves available for discussion and/or explanation of the data.

Please complete the form below and fax to (303) 648-5589 or email to analysis@ereso.com. You may also complete this information online at <http://www.ereso.com/bia.html>. Your information is confidential.

Name		
Company		
Street Address		
City	State	Zip
Phone	Ext.	Fax
E-mail Address		

1.	Bed Size	
2.	Beds in Service	
3.	Average Daily Census	
4.	Total Accounts Receivable	\$
5.	Cash Receipts per Month	\$
6.	Gross Revenue per Month	\$
7.	Accounts Receivable \$ Over 90 days	\$
8.	Monthly Cost of Admissions/Registration Staff (including benefit load)	\$
9.	Monthly Cost of Business Office Staff (including benefit load)	\$
10.	Administrative Write Off \$ Per Month (not including contractals)	\$
11.	Bad Debt Write-Off \$ per Month	\$
12.	Charity Write-Off \$ per Month	\$
13.	Number of Open Accounts	
14.	Number of FTEs in Business Office (excluding admissions)	
15.	Percentage of AR in Self Pay > 90 days	
16.	Number of Days of Cash on Hand	
17.	Amount of \$ Discharged But Not Final Billed (DNFB)	\$
18.	When was your ChargeMaster last updated? (mm/dd/yy)	
19.	Date Data Compiled (mm/dd/yy)	
20.	What is your Patient Accounting System	

Please feel free to contact us with any questions.

Benchmark Indicator Analysis (BIA)

Category Descriptions

1. **Bed Size** – The total # of licensed beds.
2. **Beds in Service** – The total # of operational beds.
3. **Average Daily Census** – The average daily inpatient census.
4. **Total Accounts Receivable** – The total dollar amount of any open patient accounts where monies are owed the organization for services provided. This does not include accounts in bad debt status.
5. **Cash Receipts Per Month** – The actual cash received by the organization as payment for services rendered on any patient accounts for the monthly reporting period.
6. **Gross Revenue Per Month** – The total amount of charges on accounts for patient services rendered for the monthly reporting period.
7. **Accounts Receivable \$ Over 90 days** – The total dollar amount of all open accounts that are older than 90 days. This does not include the accounts in bad debt status.
8. **Monthly Cost of Admissions/Registration Staff** – the total of salaries/wages including benefit load (i.e. health benefits, payroll taxes, and other non-direct payroll costs) for **ALL individuals (staff and management) that work in admissions/registration**. Admissions/registration staff and management includes but is not limited to: schedulers, insurance verifiers, financial counselors, pre-registrars, registrars, etc. and all supervisors, managers, and/or directors of this staff.
9. **Monthly Cost of Business Office Staff** – the total of salaries/wages including benefit load (i.e. health benefits, payroll taxes, and other non-direct payroll costs) for **ALL individuals (staff and management) that work in the Business Office**. Business office staff and management includes but is not limited to: cash posters, refund specialists, billers, insurance and self-pay collectors, analysts, data entry, charge master specialist (based in business office), receptionists, customer service and all supervisors, managers, and/or directors of this staff.
10. **Administrative Write Off \$ Per Month (not including contractals)** – the dollar amount of accounts that are written off to codes *other than* bad debt and charity. An example would be denied accounts that could not be overturned and will not be paid.
11. **Bad Debt Write Off \$ Per Month** – the dollar amount of accounts that are written off to bad debt.
12. **Charity Write Off \$ Per Month** – the dollar amount of accounts that have been approved and written off to charity care.
13. **Number of Open Accounts** – Number of open accounts being worked by the business office. Do not include those accounts that have been assigned to outside collection agencies or specific financial classes that are assigned to an outsource vendor for follow up.
14. **Number of FTEs in Business Office (excluding admissions)** – Active number of full time employees that are performing business office functions (i.e. management, supervisors, billers, collectors, posters, etc).
15. **Percentage of AR in Self Pay > 90 days** – Dollar amount of self pay as a percentage of accounts receivable that are greater than 90 days old. Do not include any accounts that have been referred to an outside collection agency. This can be determined by taking the total dollars in AR > 90 that are self pay and dividing it by the total dollars in AR >90.
16. **Number of Days of Cash on Hand** – This is the actual amount of cash on hand divided by average cash usage per day for hospital expenses.
17. **Amount of \$ Discharged But Not Final Billed (DNFB)** – Dollar amount of accounts on patients that have been discharged and the billing has not been sent.
18. **When was your ChargeMaster last updated?** – The last date that your ChargeMaster was completely updated using the latest available code changes and respective pricing?
19. **Date Data Compiled** – The date the information was compiled on your Information System. (i.e. These numbers are from my March Month End Data – so the date would be 3/31/12).
20. **What is your Patient Accounting System?** – This is the hospital's main Health Information System (i.e. Meditech, Dairyland, CPSI, Siemens's, HBOC, HMS, etc).