

# New KPI Reports for SurroundLab™ AR



**Key Performance Indicators** are used to quantitatively measure the performance of the revenue cycle and identify areas of opportunity where improvements are necessary. SurroundLab AR offers multiple tools, such as Dashboards and Reports, to help you identify and manage trends to develop best practices to increase cash flow, reduce denials, and identify problem areas. Good or bad, the first step to knowing where improvements can be made is to quantify the performance of your revenue cycle and create a plan to achieve your goals.

With that in mind, Seacoast is pleased to announce the following new reports:

- 🌱 **Payer Mix Report**
- 🌱 **Cash to Net % Trend Report**
- 🌱 **Average Open Claim Days Report**

Understanding the **Payer Mix** for your organization is important because the viability of accounts receivables is dependent on whether the revenue stream is related to Medicare, Medicaid, Commercial (par/non-par), Client, and Patient billed claims. Knowing the shifts in your payer mix can help you forecast the potential shifts in cash collected on receivables.

The Payer Mix Report allows you to view Gross Revenue, Contractual Adjustments, Payments, Net (Gross-CADJ) AR, and Gross Payer Mix for the selected fiscal month(s).



Reviewing the Cash collected against the Net Charges (Gross less Contractual Adjustments) provides a clearer picture of how effective your organization's collection efforts are. Other adjustments (write-offs) which are not contractual are not included in the calculation of cash to net. Non-contractual write-offs decrease the cash to net percentage because they typically represent cash which could have been collected.

The **Cash to Net Charges % Trend Report** was created with trending in mind. This report allows you to view the Cash to Net % for last 12 closed billing periods and, then, the variance percentage between closed the months so you can track the upward/downward shifts. The current month is not available on this report.



The **Average Open Claim Days Report** provides a real-time breakdown of how many days on average it takes a claim to be closed, regardless of whether the claim was closed by payment, adjustment, or transfer to another payer. This report provides the average number of open days for all claims in a Financial Class or Payer, plus the total average for all.

It is important to note that this KPI is different than Days in AR/DSO as this information is not reliant on AR totals and payments for a calculation but, instead, is actually the average number of days it took for each invoice in a Payer or Financial Class to be closed, e.g. zero balance.