

The Medical Practice Revenue Health Check

15 quick checks that reveal where your practice is leaking revenue — and the benchmarks a well-run billing operation hits.

Tick every box you can honestly say **yes** to. The ones you can't are usually where money is slipping away. Benchmarks in teal are what strong practices (and Synergy's clients) target.

1 • Front desk & eligibility

- ☐ Insurance eligibility and benefits are verified **before** every visit.
Skipped eligibility checks are a leading, fully preventable denial cause.
- ☐ Patient demographics and insurance are re-confirmed at each visit.
One transposed member-ID digit = an instant rejection.
- ☐ Prior authorizations are tracked to approval before the service is rendered.

2 • Coding & charge capture

- ☐ Claims are coder-reviewed before submission.
Target: a 98%+ clean-claim rate.
- ☐ Charges are entered within 24 hours of the encounter.
- ☐ Every billable service is captured — injections, screenings, chronic-care, after-hours.
Under-coding is silent lost revenue.

3 • Claims & submission

- ☐ Clean claims are submitted within 24 hours.
Faster submission protects timely-filing and shortens your payment cycle.
- ☐ Claims are scrubbed against payer rules before they leave.

4 • Denials & accounts receivable

- ☐ Denials are worked and appealed within 48 hours.
Denials age badly — quick rework recovers revenue that's otherwise written off.
- ☐ A/R over 120 days is under 10% of total A/R.
A healthy practice keeps the 120+ bucket in the single digits.
- ☐ Days in A/R are under ~40 (the low-30s is strong).

5 • Patient billing & collections

- ☐ Patient statements go out promptly with clear, understandable balances.
With high-deductible plans, patient balances are a growing share of revenue.
- ☐ Aged patient balances have a consistent follow-up and collections process.

6 · Reporting & oversight

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You receive monthly reports: clean-claim rate, A/R days, collections, denials.
If you can't see it, you can't fix it.

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Payments are posted accurately (~99%) and reconciled.

How did you score?

13–15: Strong — protect it with a monthly review. **8–12:** Real leakage — a focused fix could lift collections meaningfully. **0–7:** Significant revenue at risk — worth a free audit now.

See exactly where your revenue is leaking — free.

Get a no-obligation practice audit. We'll benchmark your clean-claim rate, A/R days and denials, and show you what you're leaving on the table — no long-term contract, ever.

Call (630) 708-0271 · info@synergyb.com · www.synergyb.com/contact-us