

Any Billing Company Implementation Results

HBMA December 18, 2008

	<u>Prior Year</u>	<u>Current Year</u>	<u>Annual Difference</u>
Total Client Billings	\$ 140,171,254	\$ 141,587,125	\$ 1,415,871
Total Client Receipts	\$ 79,994,863	\$ 79,202,835	\$ (792,028)
Total Billing Revenue	\$ 3,636,042	\$ 3,762,770	\$ 126,728
Total Billing Costs	\$ 3,823,760	\$ 3,483,596	\$ (340,164)
FTEs	132.5	115.4	(17.1)
Receipts/Payment Posting	25.2	17.3	(7.9)
Claims/AR Denial Mgmt	37.0	34.6	(2.4)
Demographics/Data Entry	12.8	11.5	(1.3)
Procedure Coding	31.0	28.9	(2.1)
Management/Client Service	26.5	23.1	(3.4)
Total Claim Count	265,367	262,075	(3,292)
Total Receipts Count	146,923	145,469	(1,454)
Revenue/Claim - combined	\$ 13.70	\$ 14.38	\$ 0.68
Costs/Claim	\$ 14.41	\$ 13.29	\$ (1.12)
Revenue/FTE	\$ 27,442	\$ 32,606	\$ 5,164
Costs/FTE	\$ 28,859	\$ 30,187	\$ 1,329
Claims/FTE	2,003	2,271	268
Net Revenue/Claim	\$ (0.71)	\$ 1.09	\$ 1.80
Net Revenue/FTE	\$ (1,416.74)	\$ 2,419.19	\$ 3,835.93

PROCESS CHANGES IMPLEMENTED

Lockboxing with Image Services
ERA posting for top 5 payors

CHANGES STILL-IN-PROGRESS

ERA/EFT reassociation services
Patient Statement Electronic Posting File