



Crowe healthcare revenue cycle monthly benchmarking scorecard

Metrics that matter

March 2023

Compare your revenue cycle KPIs with the latest monthly KPIs from your peers nationally

KPI	December 2022	January 2023	Month over month percentage change	Year over year percentage change
True accounts receivable (AR) days	57.4	57.6	0.4%	1.7%
% AR > 90 days (managed care/commercial)	34.6%	35.6%	2.9%	6.3%
% AR > 90 days (Medicaid)	33.2%	33.0%	0.6%	3.2%
% AR > 90 days (Medicare)	23.0%	22.2%	3.5%	22.7%
Initial denial rate	11.3%	11.6%	2.7%	0.9%
Initial denial rate (authorization/precertification)	1.5%	1.8%	20.0%	5.9%
Point-of-service (POS) cash collections (% of total patient payments)	20.6%	24.4%	18.5%	8.9%
Six-month lagged cash to net revenue	91.0%	93.4%	2.6%	4.3%

Insight of the month

POS cash collections as a percentage of total patient payments in January 2023 outpaced January 2022 performance by nearly 9%, indicating improved collection success across the market.

Tip of the month

As preauthorization and precertification denials continue to create complex and time-consuming denials resolution workflows, the revenue cycle team must focus on doing the simple things well. Prioritize less complex denials resolutions to drive cash and reduce the impact of open denials on AR.

Crowe derives its monthly national revenue cycle KPIs from revenue cycle performance data from more than 1,700 hospitals that use the Crowe Revenue Cycle Analytics (RCA) reporting platform.

Derek Bang of Crowe invented the Crowe Revenue Cycle Analytics (Crowe RCA) solution. The Crowe RCA solution is covered by U.S. Patent number 8,301,519.



For more revenue cycle performance insights and tips, please contact:

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