



## Crowe healthcare revenue cycle monthly benchmarking scorecard

# Metrics that matter

July 2023

Compare your revenue cycle key performance indicators (KPIs) with the latest monthly KPIs from your peers nationally

KPI	March 2023	April 2023	Month-over-month percentage change	Year-over-year percentage change
True accounts receivable (AR) days	53.3	55.0	3.1% ↑	0.3% ↓
% AR > 90 days (managed care/commercial)	34.1%	34.0%	0.4% ↓	0.6% ↓
% AR > 90 days (Medicaid)	32.7%	31.6%	3.4% ↓	7.8% ↓
% AR > 90 days (Medicare)	22.0%	20.8%	5.3% ↓	7.8% ↑
Initial denial rate	11.8%	12.4%	5.3% ↑	11.5% ↑
Initial denial rate (prior authorization/precertification)	1.6%	1.7%	6.2% ↑	7.7% ↑
Point-of-service (POS) cash collections (% of total patient payments)	20.7%	19.5%	6.0% ↓	4.3% ↓
Six-month lagged cash to net revenue	95.1%	96.5%	1.5% ↑	1.5% ↓

### Insight of the month

The initial denial rate in April rose 5.3% compared with the previous month and 11.5% compared with April 2022. Largely driven by initial denials for inpatient care, this activity is negatively affecting overall denials.

### Tip of the month

In order to limit denial activity, focus on collaboration between clinical and revenue cycle teams on inpatient claims that are at high risk of denial.

Note: Month-over-month and year-over-year percentage changes are calculated based on the full numbers in the raw data. The direction of the arrow indicates whether a number or percentage went up or down; the color of the arrow indicates whether the change is good news (green) or bad news (red) for providers.

Crowe derives its monthly national revenue cycle KPIs from revenue cycle performance data from more than 1,800 hospitals that use the Crowe RCA solution. 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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