



Crowe healthcare revenue cycle monthly benchmarking scorecard

Metrics that matter

June 2023

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

KPI	February 2023	March 2023	Month-over-month percentage change	Year-over-year percentage change
True accounts receivable (AR) days	55.3	53.2	3.8%	4.1%
% AR > 90 days (managed care/commercial)	33.9%	34.2%	0.8%	0.9%
% AR > 90 days (Medicaid)	33.0%	32.8%	0.5%	5.2%
% AR > 90 days (Medicare)	22.1%	22.1%	0.0%	16.8%
Initial denial rate	12.0%	11.9%	1.6%	5.3%
Initial denial rate (authorization/precertification)	1.5%	1.6%	1.4%	7.0%
Point-of-service (POS) cash collections (% of total patient payments)	22.5%	20.6%	8.8%	3.2%
Six-month lagged cash to net revenue	97.3%	95.0%	2.4%	3.9%

Insight of the month

POS cash collections as a percentage of total patient payments in March 2023 decreased 8.8% compared with the prior month and 3.2% compared with March 2022, indicating lower collection success across the market.

Tip of the month

As the year progresses, POS cash collections tend to drop. To combat this trend, it is important for revenue cycle leaders to prioritize effective patient financial counseling and education programs. In addition, they should use technology solutions to streamline the payment process and improve collections while patients are still paying down on their deductibles early in the year.

Note: 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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