

Revenue Cycle Awareness Scale

Use the following scale to assess your awareness of how or if you get paid.

- 0 Do not know.
- 1 Know the concept of the process, but do not know the details/results.
- 2 Yes, know the process, details and statistics/results.



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Do you know?

- _____ How long (# of days) does it take your staff/current billing company to bill out your charges to the insurance companies?
- _____ If your staff/current billing company does regular reviews of your charges before submitting them to the insurance companies?
- _____ If your staff/current billing company knows the appropriate payer order to bill out your charges?
- _____ If the appropriate contractual adjustments are being accurately applied to payments?
- _____ What percent of your claims are paid/not paid after the first submission?
- _____ How old is the bulk of your account receivables?
- _____ If your staff/current billing company abides by the payment policies set by your practice and the insurance payers?
- _____ If your staff/billing company is collecting all the monies that can be collected?
- _____ If refunds are audited for accuracy and sent to patients in a timely manner?

_____ Total

- 18-16 Well educated and well informed of your revenue cycle management.
- 17-13 Understanding of the revenue cycle is present, but need to be more informed of actionable results. Lack of knowledge and inattention may be costing you revenue.
- 9-12 Education and assistance for revenue enhancement is needed.
- 0-9