



# Crowe healthcare revenue cycle monthly benchmarking scorecard

## Metrics that matter

August 2023

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

KPI	April 2023	May 2023	Month-over-month percentage change	Year-over-year percentage change
True accounts receivable (AR) days	55.1	54.1	1.9%	0.4%
% AR > 90 days (managed care/commercial)	34.1%	35.3%	3.3%	0.5%
% AR > 90 days (Medicaid)	32.1%	32.8%	2.0%	4.2%
% AR > 90 days (Medicare)	21.3%	22.7%	6.6%	15.1%
Initial denial rate	12.2%	11.6%	5.2%	11.9%
Initial denial rate (prior authorization/precertification)	1.6%	1.6%	0.1%	4.0%
Point-of-service (POS) cash collections (% of total patient payments)	19.6%	19.8%	1.2%	0.6%
Six-month lagged cash to net revenue	96.6%	97.6%	1.1%	0.0%

### Insight of the month

The percentage of Medicare claims that took Medicare longer than 90 days to pay rose 15.1% in May compared with May of 2022 and is up 6.6% from April, erasing some of the performance improvements over the previous months.

### Tip of the month

Providers should ensure that their revenue cycle processes are efficient and proficient – especially the front-end process of accurately registering patients to help reduce the percentage of aging accounts receivable. Providers also can introduce technology to quickly resolve non-value-added accounts to free up more time to resolve value-added accounts receivable before they become aged.

Note: Crowe calculates month-over-month and year-over-year percentage changes using 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. A black arrow indicates no change.

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