

Revenue Leakage at a Glance

Total Collections

\$3.13M

16,166 completed visits, 12 months

Total Revenue Leak

\$311K

Across five leaks, 12 months

Leak Share of Collections

9.9%

About \$10 of every \$100 collected

Recoverable in Year One

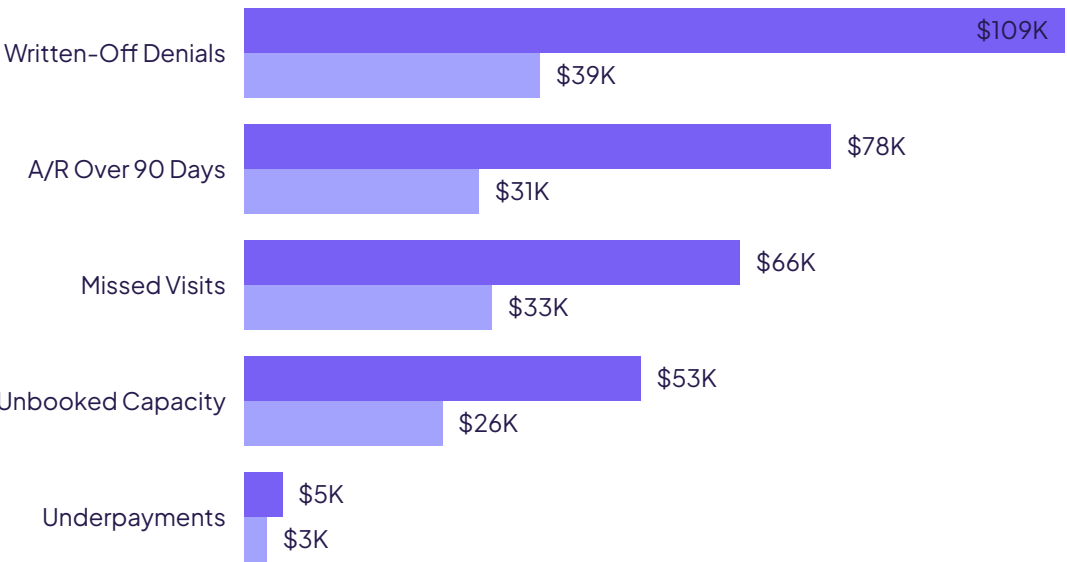
\$133K

Base case · range \$82K to \$184K

Identified vs Recoverable, by Leak

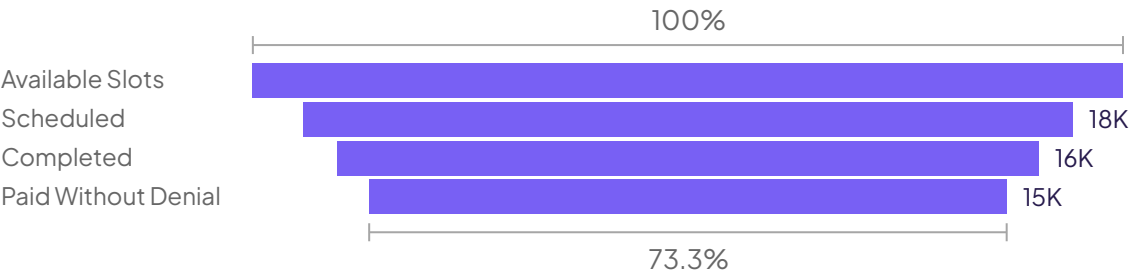
What each leak costs a year, and the base-case amount the clinic can win back in year one

● Total Revenue Leak ● Recoverable in Year One



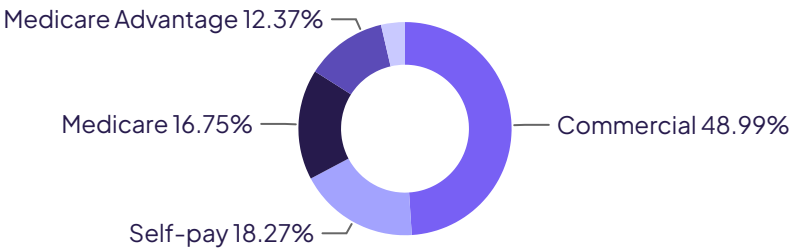
From Open Slot to Paid Claim

Each step loses patients or dollars: open slots, missed visits, then denials



Where Collections Come From

Insurance plus patient payments by payer type



Scheduling and Visits

All



Scheduled Appointments

18K

88.5% of 20,048 slots booked

Completed Visits

16K

91.1% of scheduled visits kept

No-Shows

964

5.4% of scheduled visits

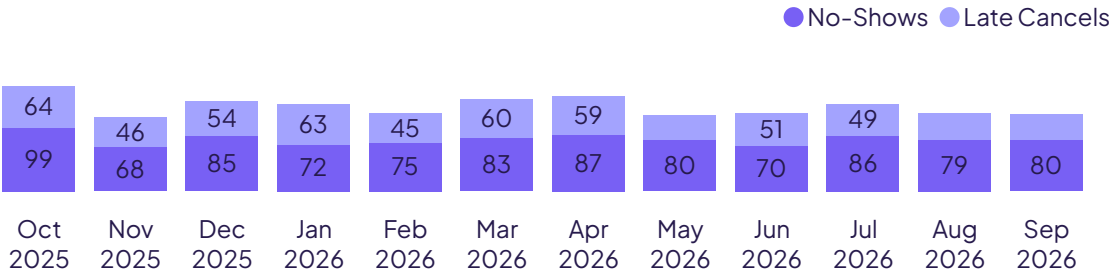
Late Cancells

609

3.4% of scheduled • 8.9% missed in total, go...

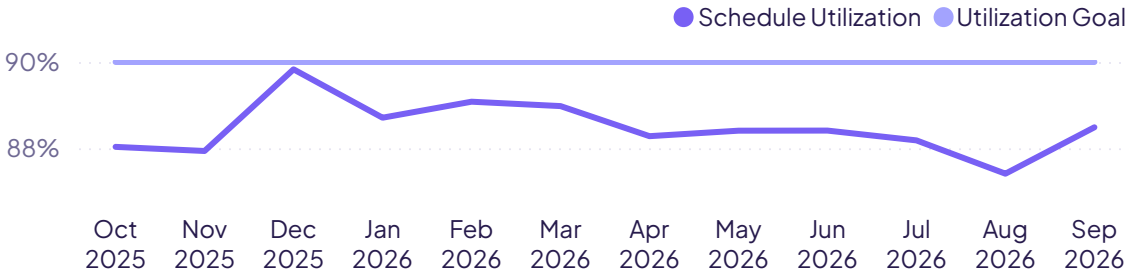
Missed Appointments by Month

No-shows and cancellations inside 24 hours



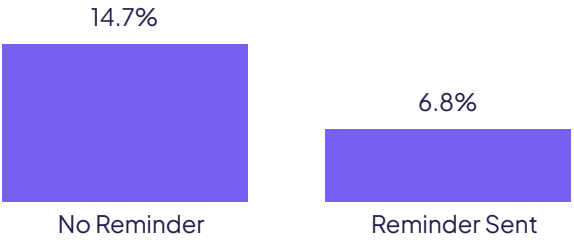
Schedule Utilization by Month

Booked appointments vs available slots, 90% goal



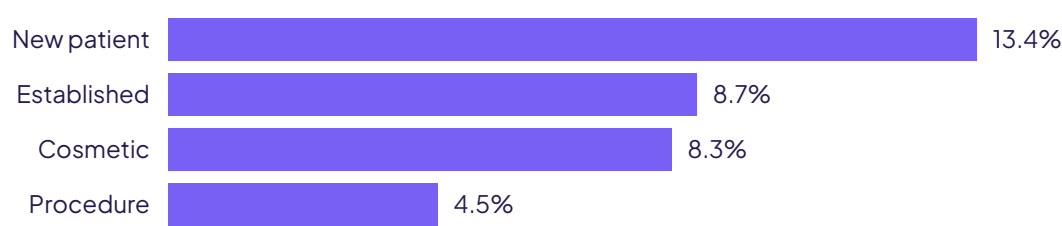
Reminders Cut Missed Visits

Missed visit rate with and without a text reminder



New Patients Miss Most

Missed visit rate by visit type



Claims and Collections

All

Net Collection Rate

92.2%

▲ Off Target · Goal 96%

Denial Rate

9.9%

▲ Off Target · Goal under 6%

A/R Over 90 Share

18.8%

▲ Off Target · Goal under 10%

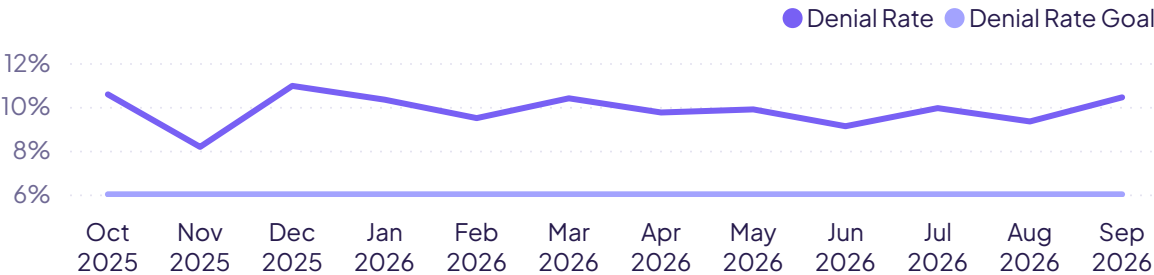
Written-Off Denials

\$109K

1,478 claims denied, 12 months

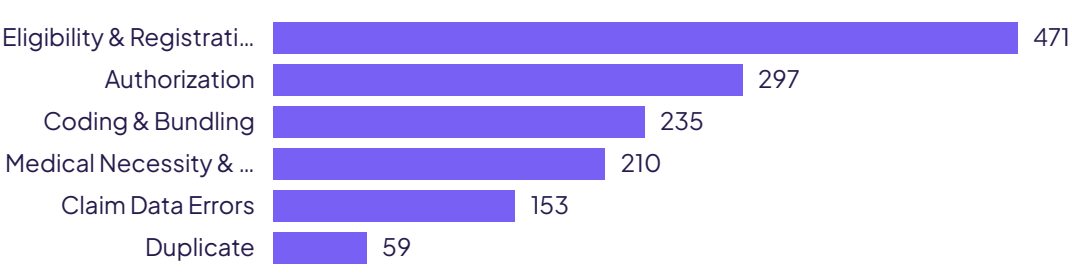
Denial Rate by Month

Insurance claims denied at least once, vs the 6% goal



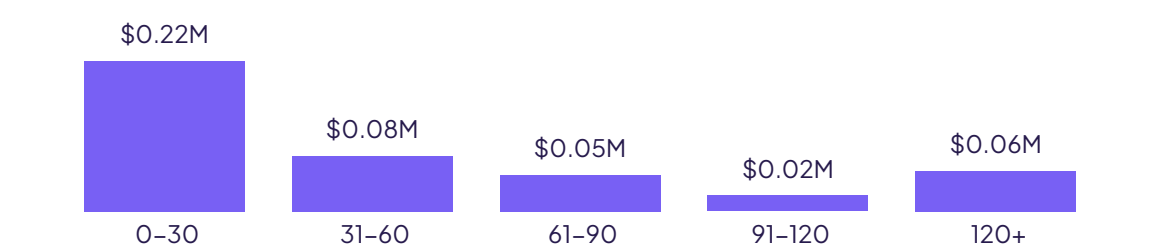
Why Claims Are Denied

Denied claims by root cause



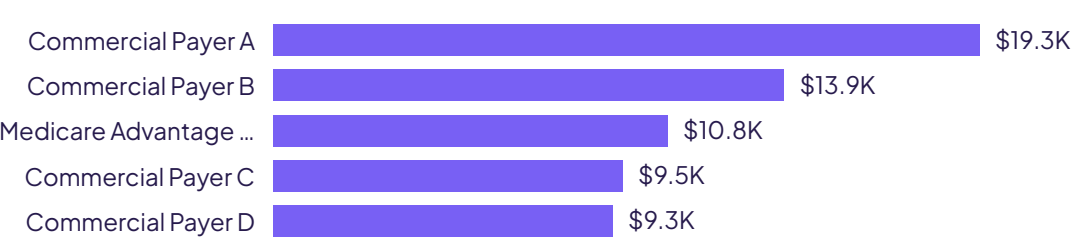
How Old the Open Balance Is

Open A/R by days since service



Who Owes the Aged Balance

A/R over 90 days by payer



Payer Scorecard

All



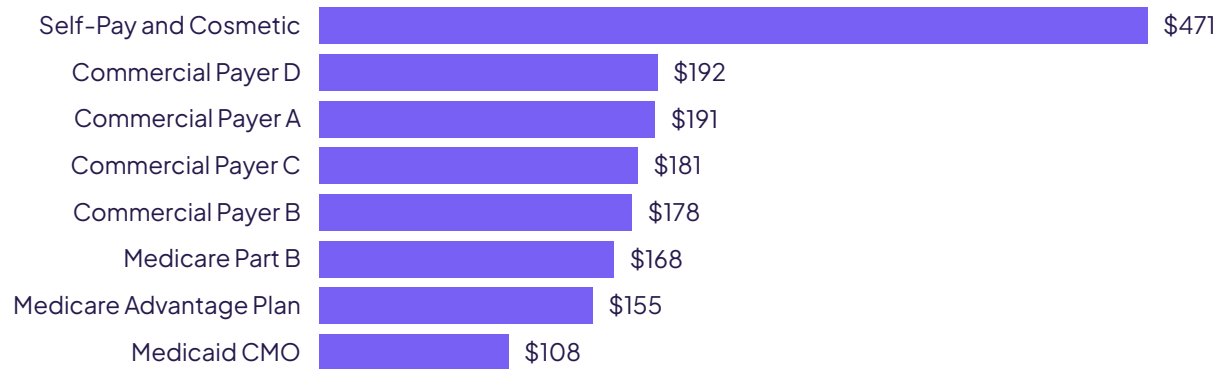
Payer Scorecard

Commercial payers anonymized; payer behavior is modeled

Payer	Visits	Paid per Visit	Denial Rate	A/R Over 90 Days
Medicare Part B	3,133	\$168	6.9%	\$7,691
Commercial Payer A	3,042	\$191	6.3%	\$19,282
Medicare Advantage Plan	2,493	\$155	12.1%	\$10,764
Commercial Payer B	2,327	\$178	10.7%	\$13,948
Commercial Payer C	1,540	\$181	12.3%	\$9,538
Commercial Payer D	1,360	\$192	11.6%	\$9,263
Self-Pay and Cosmetic	1,216	\$471		\$8,976
Medicaid CMO	1,055	\$108	16.0%	\$2,858
Total	16,166	\$194	9.9%	\$82,318

Paid per Visit by Payer

Insurance plus patient payments per visit



Denial Rate by Payer

Share of insurance claims denied at least once

