

Metric Definitions

Smiles:

Number of Patients that signed a contract for treatment

Production:

Treatment Cost + Total Additional Expense - Selected Discount - Total Courtesies

Kept NPE:

Number of New Patients who Kept their New Patient Exam

Same Day Smiles:

The number of Patients that signed their contract the day of their exam divided by the number of smiles

Same Day Cash:

Down Payment + Pay In Full divided by Patient Responsibility

Patient Responsibility:

Production - Insurance

TRC:

The number of patients who started treatment when treatment was recommended divided by the number of patients who were recommended treatment

45 Day TRC:

Patients who were recommended treatment 45 days ago or less and started within that time frame

90 Day TRC:

Patients who were recommended treatment 90 days ago or less and started within that time frame

180 Day TRC:

Patients who were recommended treatment 180 days ago or less and started within that time frame

365 Day TRC:

Patients who were recommended treatment 365 days ago or less and started within that time frame

% Kept NPE:

The number of patients who kept their new patient exam divided by the number of patients who scheduled a new patient exam

Eligibility Checks:

Number of Eligibility Checks

% Urgent:

The number of Urgent Checks requested divided by the total number of eligibility checks

Urgent Checks:

Checks requested within 2 business hours of the exam

% UTV:

The number of eligibility checks that come back as Unable to Verify (UTV) divided by the total number of eligibility checks

Claims Submissions:

The number of initial claims submitted

Avg Days to Payment:

Days from when the claim was initially submitted to the first payment date

Insurance Accounts Receivable:

Current (less than 30 days aged) insurance AR divided by total insurance AR

\$ Past Due:

Insurance payments that were expected 30+ days ago

Accounts:

Total number of accounts

Patient AR:

Current (less than 30 days aged) patient AR divided by total patient AR

\$ Past Due:

Patient payments that were due 30+ days ago

Accounts:

Total number of accounts

Net Collection Rate:

The dollar amount of contracts that were written off due to dismissal minus interest collected divided by production