



Is Outsourcing Right for Your ASC?

How do you know if outsourcing is right for your ASC? Complete the following questionnaire. The more “yes” boxes you check, the more likely it is that your ASC would benefit from outsourcing. To help you complete the questionnaire, we have organized questions by category.



Key Performance Indicators and Benchmarks

Is your days to bill/charge lag two days (48 hours) or more and/or increasing?	Yes	No
Is your days to pay increasing? ¹	Yes	No
Is the volume of a higher paying specialty lower than projected?	Yes	No
Is the volume of a higher reimbursing payer lower than projected?	Yes	No
Is your total accounts receivable (AR) percentage over 90 days above 15% of AR and/or increasing?	Yes	No
Is your days in AR increasing? ²	Yes	No
Is your days to dictate greater than one day and/or increasing?	Yes	No
Is your denial rate above 2% and/or increasing?	Yes	No
Is your number of denials increasing?	Yes	No
Is your clean claim percentage below 98% and/or decreasing?	Yes	No
Is your percentage of collections for cases greater than 90 days below 25% and/or decreasing?	Yes	No
Is your year-over-year performance declining?	Yes	No
Is your timely write-off percentage above zero?	Yes	No

Is your revenue per case declining?	Yes	No
Are you consistently resolving patient balances every month?	Yes	No
Are you consistently monitoring and refunding payer overpayments?	Yes	No
Are you consistently completing collection agency referrals?	Yes	No
Is your net collections under 97%?	Yes	No
Do your supply costs exceed reimbursement and/or is the difference between supply cost and reimbursement not as wide as expected?	Yes	No
Are your cases in AR increasing?	Yes	No
Are your patient balances increasing?	Yes	No

¹Days to pay varies by payer, so target benchmarks will vary by ASC. A "sweet spot" is 45 days overall, 18 days for Medicare, and up to 55 days for workers' compensation. Consider figures higher than these signs of potential trouble.

²The industry standard for days in AR is 35 days. This figure is center-specific as it is dependent upon factors including payer mix, percentage of out-of-network claims, outstanding litigation cases, and billing/collections staff performance. Consider a figure higher than this a sign of potential trouble.



Other Financial Performance Matters

Is your revenue flat or declining?	Yes	No
Are distributions flat or declining?	Yes	No
Is the addition of new procedures and/or specialties not having their expected financial effects?	Yes	No
Are you concerned about your ASC's short- and long-term financial viability?	Yes	No
Are you struggling to negotiate your managed care contracts?	Yes	No
Are your contracts outdated or not regularly updated?	Yes	No



Business Office Staffing

Are you spending more than budgeted/desired on staffing expenses (e.g., salary, benefits, training, supplies, technology, bonuses, raises)?	Yes	No
Are you struggling with recruitment?	Yes	No

Are you struggling to train and keep staffing current on rules and requirements?	Yes	No
Are staff not performing up to expectations?	Yes	No
Are you experiencing an increase in turnover?	Yes	No
Is competition for staffing increasing in your market?	Yes	No
Are you regularly short-staffed?	Yes	No
Are you spending more on overtime and/or as-needed (i.e., pro re nata) staff?	Yes	No



Growth Plans

Are you planning growth that will require expansion of business office staff?	Yes	No
Are you planning growth that will require you to reallocate physical space?	Yes	No
Are you planning to add new specialties that will require training and education of business office staff?	Yes	No



Miscellaneous

Do you lack access to and/or infrequently review revenue cycle performance reports?	Yes	No
Is your business office having a negative effect on physician and/or patient satisfaction?	Yes	No

About Surgical Notes

Surgical Notes is dedicated to providing best-in-class revenue cycle solutions for the ambulatory surgery center industry. By integrating Surgical Notes' suite of products and services, ASCs have access to an enterprise revenue cycle solution designed to maximize profitability, physician distributions, and business office efficiency.

Contact us for a complimentary revenue cycle assessment.



(800) 459-5616



sales@surgicalnotes.com



www.surgicalnotes.com