

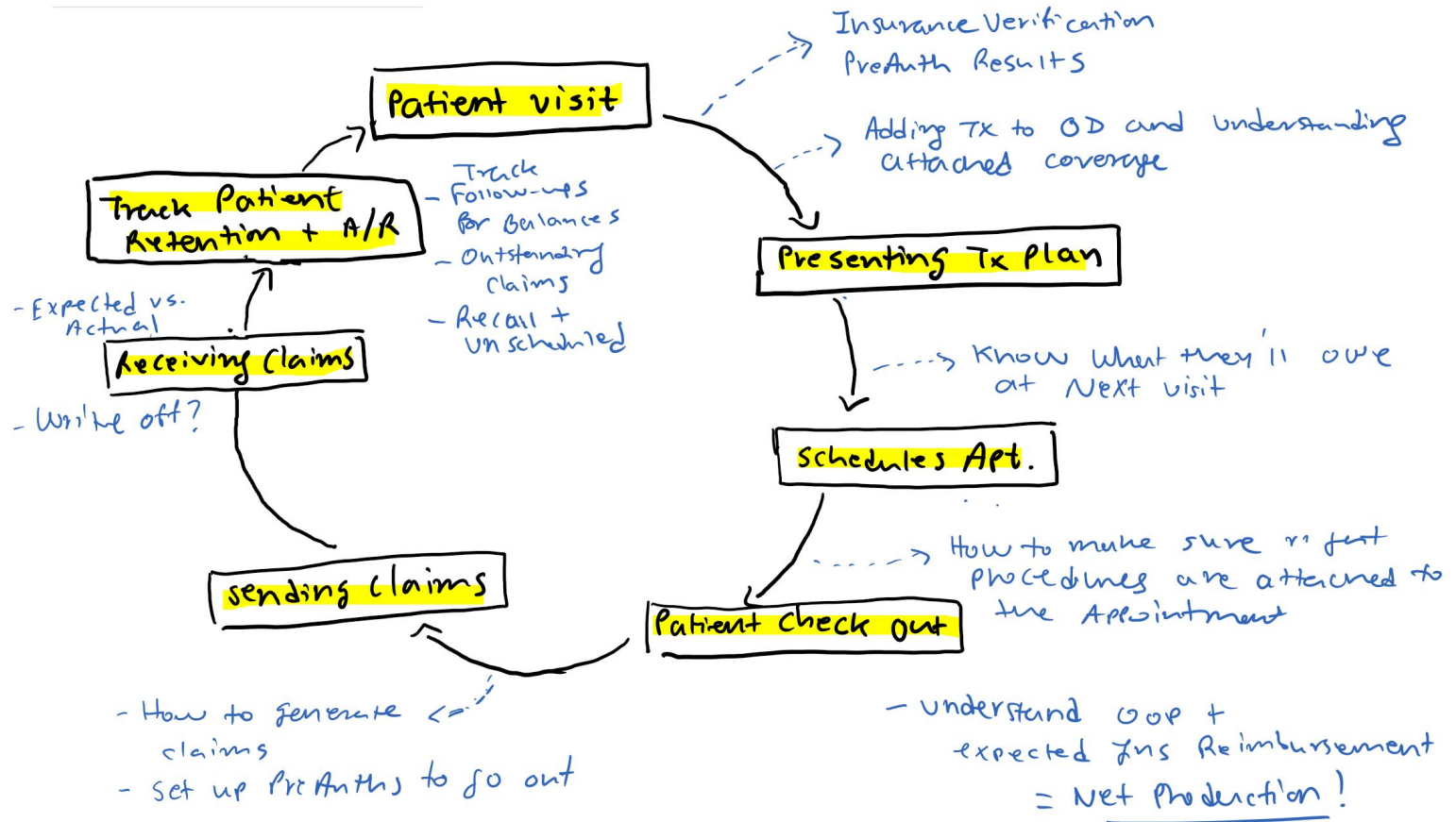
The Ins and Outs of the Financial Process in Open Dental

- What are important reports that should be run and what are some things things that I should look for to make sure everything is done properly for financial reconciliations
- Which key indicators should I be checking daily, weekly, monthly basis
- How do you assess these reports

Assumptions

1. **Your Fee Schedules are set up correctly with PPO Percentage**
2. **Insurance verification is done for every patient**
3. **The Doctor, the practice owner understands EVERY ASPECT OF the revenue cycle**

Revenue Cycle



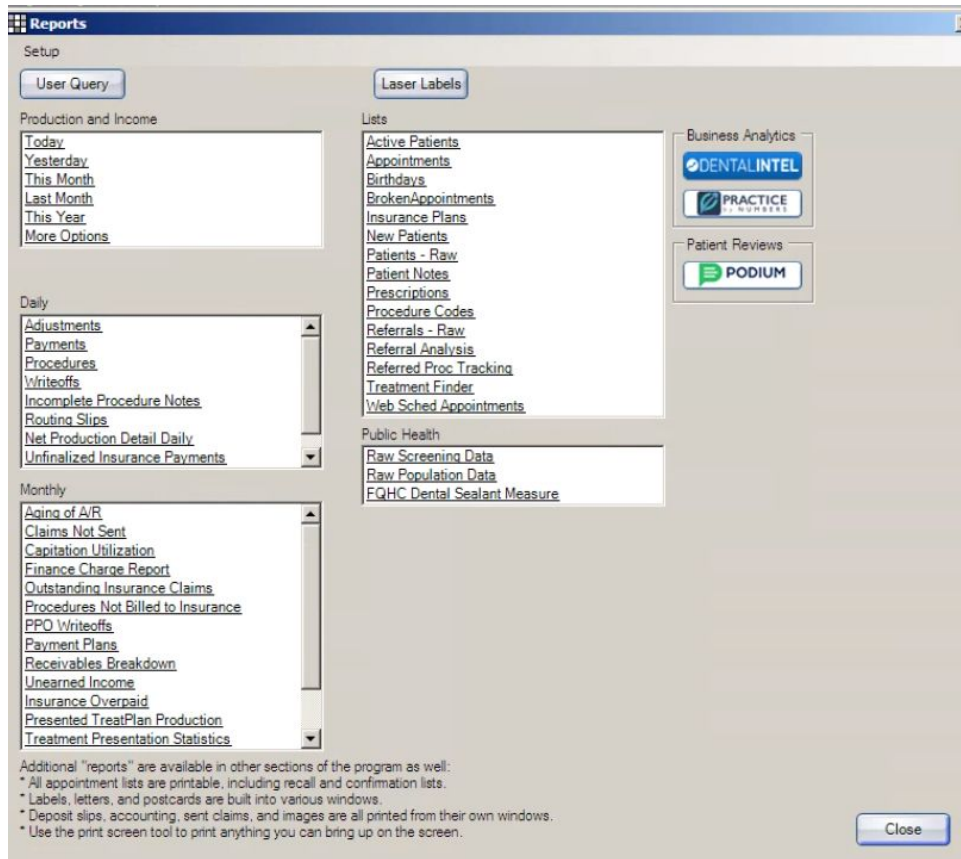
**What are important reports that should be run
and what are some things things that I should
look for to make sure everything is done properly
for financial reconciliations**

Don't get Overwhelmed by the list of all Reports

Understand what it is you're trying to achieve FIRST,

Then narrow down to the few reports that give you this information.

That's f'in great, but how do you do that?



The screenshot shows a software window titled "Reports" with a "Setup" section. It features several buttons: "User Query...", "Laser Labels", "Business Analytics" (with a "DENTALINTEL" logo), and "Patient Reviews" (with a "PODIUM" logo). The main area is divided into three columns of report categories:

- Production and Income:** Today, Yesterday, This Month, Last Month, This Year, More Options.
- Daily:** Adjustments, Payments, Procedures, Writeoffs, Incomplete Procedure Notes, Routing Slips, Net Production Detail Daily, Unfinalized Insurance Payments.
- Monthly:** Aging of A/R, Claims Not Sent, Capitation Utilization, Finance Charge Report, Outstanding Insurance Claims, Procedures Not Billed to Insurance, PPO Writeoffs, Payment Plans, Receivables Breakdown, Unearned Income, Insurance Overpaid, Presented TreatPlan Production, Treatment Presentation Statistics.
- Lists:** Active Patients, Appointments, Birthdays, BrokenAppointments, Insurance Plans, New Patients, Patients - Raw, Patient Notes, Prescriptions, Procedure Codes, Referrals - Raw, Referral Analysis, Referred Proc Tracking, Treatment Finder, Web Sched Appointments.
- Public Health:** Raw Screening Data, Raw Population Data, FQHC Dental Sealant Measure.

Additional "reports" are available in other sections of the program as well:

- * All appointment lists are printable, including recall and confirmation lists.
- * Labels, letters, and postcards are built into various windows.
- * Deposit slips, accounting, sent claims, and images are all printed from their own windows.
- * Use the print screen tool to print anything you can bring up on the screen.

A "Close" button is located in the bottom right corner.

Start with a Single Day - Today !

Things are I care about Today:

- For each appointment on schedule, does OD tx plan reflect proper patient Out-of-pocket payment?
- How much work did I do / What was my Adjusted / Net Production?
- How much did I collect: (patient & insurance checks, care credit transactions, EFTs)
 - For the Insurance checks entered, were there any payments that were LOWER than what we expected? - if so, why? And what's the next plan for the remaining balance? Do we have a system in place to track this balance?
- Were there any Adjustments (courtesy discounts, membership plan discounts, etc.)
- For all the appointments, are correct procedures attached prior to marking it completed and generating the claim?
- Are PreAuths generated and ready to be sent for the patients we need them for?
- How's the schedule for the next 3 weeks?

System for Patient Retention and following up on A/R:

| Outbound | Results |
|---|---|
| # of recall reactivation calls made | # of patients reactivated - how much \$ put back on the schedule |
| # of Unscheduled Tx calls made | # of patients scheduled from Unschedule tx follow-ups |
| Follow-ups for missed appointments | # of patients put back on schedule that missed their appointments |
| Follow-up calls for Outstanding claims and PreAuths | Claims received / closed from follow-ups |
| Follow-ups for patient balances | Payments received from follow-ups |

Daily Prod + Income report

What it's for:

End of Day report to find out How much was Produced (net), and Collected

How you get to this report:

Reports > Standard > Production & Income > More Options > Under "Show Insurance Writeoffs" - select "Procedure date"

What's on the report:

- Production from patients seen, adjustments, writeoffs, and collections for that day
- Includes patients who weren't seen that day, but payments were marked for them

Let's breakdown the details on the report...

Daily Prod + Income report

| Date | Patient Name | Description | Prov | Production | Adjust | Writeoff | Pt Income | Ins Income |
|----------|-----------------|--|------|------------|--------|----------|-----------|------------|
| 12/04/20 | Dinah | periodic oral evaluation - establish | Shah | 98.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 12/04/20 | Dinah | intraoral - periapical first radiograp | Shah | 40.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 12/04/20 | Dinah | PerEx Delta Dental of New Jersey | Shah | 0.00 | 0.00 | -60.00 | 0.00 | 0.00 |
| 12/04/20 | Dinah | PA+ Delta Dental of New Jersey | Shah | 0.00 | 0.00 | -21.00 | 0.00 | 0.00 |
| 12/04/20 | Dinah | PA Delta Dental of New Jersey | Shah | 0.00 | 0.00 | -21.00 | 0.00 | 0.00 |
| 12/04/20 | Dinah | PA Delta Dental of New Jersey | Shah | 0.00 | 0.00 | -24.00 | 0.00 | 0.00 |
| 12/04/20 | Marcos | Cigna PPO | Shah | 0.00 | 0.00 | 0.00 | 0.00 | 175.00 |
| 12/04/20 | en, Barbara | Post Op | Shah | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 12/04/20 | en, Bruce | SRP Delta Dental of New jersey | Shah | 0.00 | 0.00 | -92.00 | 0.00 | 0.00 |
| 12/04/20 | en, Bruce | periodontal scaling and root planin | Shah | 232.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 12/04/20 | en, Bruce | Credit Card | Shah | 0.00 | 0.00 | 0.00 | 84.00 | 0.00 |
| 12/04/20 | en, Bruce | periodontal scaling and root planin | Shah | 232.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 12/04/20 | en, Bruce | SRP Delta Dental of New jersey | Shah | 0.00 | 0.00 | -92.00 | 0.00 | 0.00 |
| 12/04/20 | Ralph | Post Op | Shah | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 12/04/20 | o, Kathryn A | | | | | | 0.00 | 459.20 |
| 12/04/20 | Prema | | | | | | 0.00 | 0.00 |
| 12/04/20 | Prema | | | | | | 0.00 | 0.00 |
| 12/04/20 | Prema | | | | | | 0.00 | 0.00 |
| 12/04/20 | Prema | | | | | | 0.00 | 0.00 |
| 12/04/20 | Prema | | | | | | 26.00 | 0.00 |
| 12/04/20 | Courtney | Guardian PPO | Shah | 0.00 | 0.00 | 0.00 | 0.00 | 249.60 |
| 12/04/20 | Jonell | intraoral - periapical first radiograp | Shah | 40.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 12/04/20 | Jonell | prophylaxis - adult | Shah | 103.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 12/04/20 | Jonell | PA Delta Dental of New jersey | Shah | 0.00 | 0.00 | -24.00 | 0.00 | 0.00 |
| 12/04/20 | Jonell | PerEx Delta Dental of New jersey | Shah | 0.00 | 0.00 | -60.00 | 0.00 | 0.00 |
| 12/04/20 | Jonell | PA+ Delta Dental of New jersey | Shah | 0.00 | 0.00 | -21.00 | 0.00 | 0.00 |
| 12/04/20 | Jonell | Pro Delta Dental of New jersey | Shah | 0.00 | 0.00 | -28.00 | 0.00 | 0.00 |
| 12/04/20 | Jonell | PA+ Delta Dental of New jersey | Shah | 0.00 | 0.00 | -21.00 | 0.00 | 0.00 |
| 12/04/20 | Jonell | 4BW Delta Dental of New jersey | Shah | 0.00 | 0.00 | -29.00 | 0.00 | 0.00 |
| 12/04/20 | Jonell | bitewings - four radiographic imag | Shah | 70.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 12/04/20 | Jonell | periodic oral evaluation - establish | Shah | 98.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 12/04/20 | Jonell | intraoral - periapical each addition | Shah | 32.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 12/04/20 | Jonell | intraoral - periapical each addition | Shah | 32.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 12/04/20 | Spiran, Vincent | resin-based composite - two surfa | Shah | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

Office Fee

for Insurance

Production - Write off = Net Adjusted Fee = Insurance allowable fee for that procedure

Daily Prod + Income report

| | | | | | | | | |
|------------|----------------|----------------------|------|-----------------|-------------|------------------|---------------|-----------------|
| 12/04/2020 | wigoff, Lauren | UCCGuard Aetna PPO | Shan | 0.00 | 0.00 | -248.00 | 0.00 | 0.00 |
| 12/04/2020 | Wigoff, Lauren | Occlusal Mouth Guard | Shah | 573.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 12/04/2020 | Wigoff, Lauren | Credit Card | Shah | 0.00 | 0.00 | 0.00 | 162.50 | 0.00 |
| | | | | 5,321.00 | 0.00 | -2,509.00 | 680.50 | 1,976.00 |

Total Production (Production + Adjustments - Writeoffs) \$2,812.00
 Total Income (Pt Income + Ins Income): \$2,656.50



**Total
Collection**

Other reports under “Production and Income” ?

Ensuring Proper Set-up on Open Dental

If the Total Production on the Daily Income + Production report doesn't match to your manual calculations - **there's something not set up correctly!**

Most common reasons:

- Patients with Dual insurances - COB rule not set up correctly
- Making sure Patients have proper Insurance fee schedules attached, and correct Plan Types (PPO Percentage) attached!

Adjustments Report: Reports > Standard > Daily > Adjustments

What it's for:

End of Day Daily report to find out what adjustments were created in Open Dental

Adjustments made to any accounts which include:

- membership discounts (depending on how it's set up)
- Broken appointment adjustments (if set up)
- Courtesy discounts
- manual adjustments made to write off balance (when insurance payment is lower than expected, and write-off wasn't created at time entering the claim payment)

Daily Adjustments

Mint Dental

11/02/2020 - 12/05/2020

All Providers

Date: 12/05/2020

| Date | Patient Name | Prov | AdjustmentType | Note | Amount |
|----------|---------------|------|-----------------------|------------------------------|---------|
| 11/02/20 | Rich, | Shah | Discount | | -368.75 |
| 11/02/20 | Rich, | Shah | Discount | | -114.75 |
| 11/02/20 | ida, | Shah | BROKEN Appt - No Show | | 0.00 |
| 11/02/20 | Julie, | Shah | BROKEN Appt - No Show | | 0.00 |
| 11/02/20 | Caitlin, | Shah | Discount | | -65.00 |
| 11/02/20 | Caitlin, | Shah | Discount | | -46.50 |
| 11/04/20 | amses, | Shah | BROKEN Appt - No Show | | 0.00 |
| 11/06/20 | awrence, | Shah | BROKEN Appt - No Show | | 0.00 |
| 11/06/20 | a, Lisa, | Shah | Misc Pos Adjustment | Ins Payment Adjustment (NGS) | 624.00 |
| 11/06/20 | , George, | Shah | Misc Neg Adjustment | Ins writeoff (NGS) | -21.00 |
| 11/07/20 | Bessie, | Shah | Misc Neg Adjustment | Ins Writeoff (NGS) | -282.00 |
| 11/07/20 | z, Miray, | Shah | Misc Neg Adjustment | Ins Writeoff (NGS) | -116.80 |
| 11/09/20 | opez, Rachel, | Shah | BROKEN Appt - No Show | | 0.00 |
| 11/09/20 | , Julia, | Shah | BROKEN Appt - No Show | | 0.00 |
| 11/11/20 | arel, | Shah | Discount | | -43.50 |
| 11/11/20 | arel, | Shah | Discount | | -43.50 |
| 11/11/20 | arel, | Shah | Discount | | -43.50 |
| 11/11/20 | Christian, | Shah | Discount | | -65.00 |
| 11/11/20 | Christian, | Shah | Discount | | -65.00 |
| 11/11/20 | ichael, | Shah | BROKEN Appt - No Show | | 0.00 |
| 11/16/20 | Michael Anth | Shah | Discount | | -65.00 |
| 11/18/20 | Christian, | Shah | Discount | | -65.00 |
| 11/20/20 | abia, | Shah | BROKEN Appt - No Show | | 0.00 |
| 11/20/20 | sabeta, | Shah | Misc Neg Adjustment | Ins Writeoff (NGS) | -92.00 |
| 11/20/20 | in Chen, | Shah | Discount | | -368.75 |
| 11/20/20 | in Chen, | Shah | Discount | | -114.75 |
| 11/23/20 | Caitlin, | Shah | BROKEN Appt - No Show | | 0.00 |

Payments Report: Reports > Standard > Daily > Payments

Select Group by "Check", select "All insurance payment types", "All patient payment types", "All Payment Groups"

Mint Dental
All Providers

What it's for:

End of Day Daily report to show ALL PAYMENTS entered into payment for money received.

Insurance Payments

Check

| Date | Carrier | Patient Name | Provider | Check# | Amount |
|------------|--------------------------|-------------------|----------|------------|-----------------|
| 12/04/2020 | Delta Dental of New York | [REDACTED] | Shah | 0024285115 | 208.00 |
| 12/04/2020 | Delta Dental of Missouri | [REDACTED] | Shah | 02369921 | 221.60 |
| 12/04/2020 | Aetna PPO | [REDACTED] | Shah | | 140.00 |
| 12/04/2020 | Cigna PPO | [REDACTED] | Shah | 9182009 | 544.00 |
| 12/04/2020 | Guardian PPO | [REDACTED] A | Shah | 170067999 | 459.20 |
| 12/04/2020 | Guardian PPO | Forster, Courtney | Shah | 170095214 | 249.60 |
| | | | | | 1,822.40 |

EFT

| Date | Carrier | Patient Name | Provider | Check# | Amount |
|------------|--------------------------|----------------------------|----------|--------|---------------|
| 12/04/2020 | Delta Dental of New Jers | G [REDACTED], [REDACTED] J | Shah | 999210 | 153.60 |
| | | | | | 153.60 |

Total Insurance Payments: \$1,976.00

Patient Payments

Credit Card

| Date | Paying Patient | Provider | Check# | Amount |
|------------|----------------|----------|--------|---------------|
| 12/04/2020 | [REDACTED] | Shah | | 84.00 |
| 12/04/2020 | [REDACTED] | Shah | | 26.00 |
| 12/04/2020 | [REDACTED] | Shah | | 109.00 |
| 12/04/2020 | [REDACTED] ula | Shah | | 299.00 |
| 12/04/2020 | Wigov, Lauren | Shah | | 162.50 |
| | | | | 680.50 |

Total Patient Payments: \$680.50

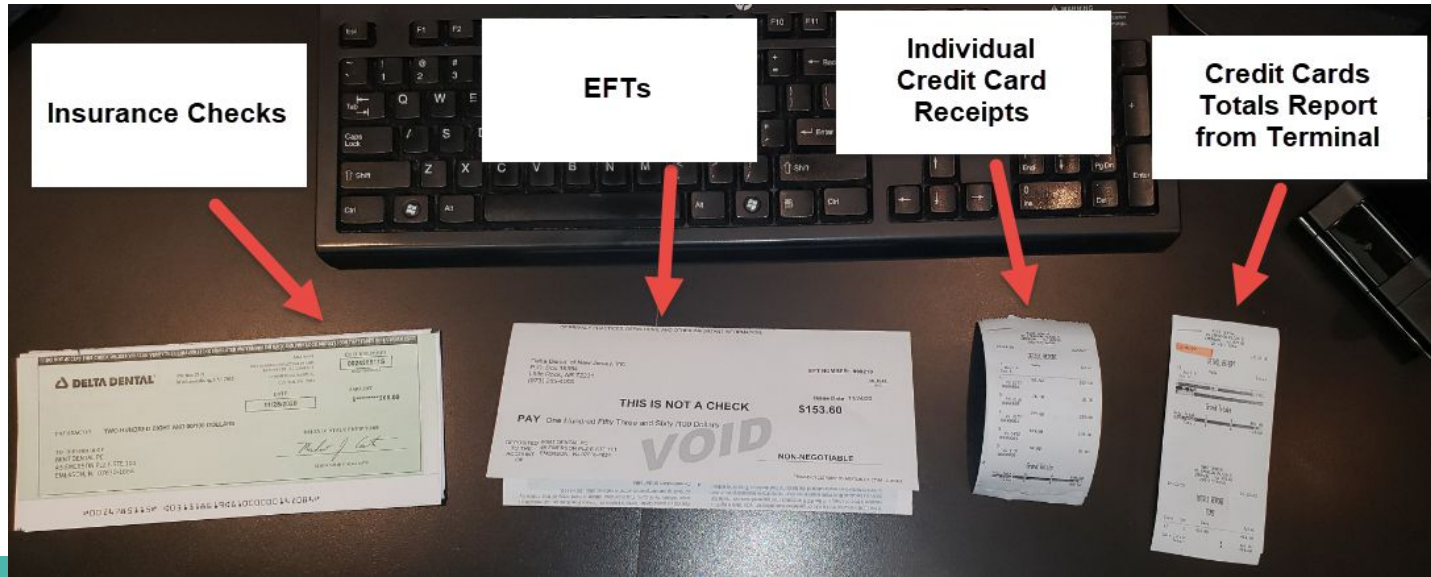
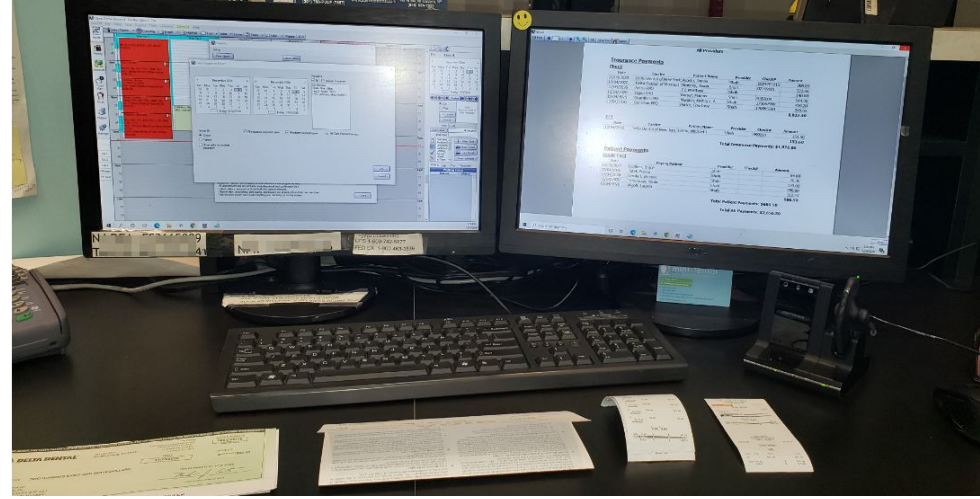
Total All Payments: \$2,656.50

End of Day - Reconciling

Match up every single one of the payments shown in the below picture to the payment report pulled up on the screen in front of you!

Do this for each day you're in the office - *make it a ROUTINE!*

Time required: 5 minutes!



Not shown:

Patient Checks
- didn't have any patient checks at the time of the picture

Daily Routines

| Responsible Party | Task |
|----------------------------|---|
| admin | <ul style="list-style-type: none"><li data-bbox="436 252 1837 314">❑ Patient check-in: Ensure correct oop(Out-of-pocket) attached to OD Tx plan. (Expected/Estimated Ins reimbursement + oop) = Net Adjusted production for the appointment |
| Provider (doc / hygienist) | <ul style="list-style-type: none"><li data-bbox="436 401 1456 430">❑ In-appointment (operator): Proper procedures need to be attached to appointment |
| admin | <ul style="list-style-type: none"><li data-bbox="436 517 1348 546">❑ Patient check-out: Generate claim for procedures attached to appointment |
| admin | <ul style="list-style-type: none"><li data-bbox="436 633 838 661">❑ Patient check-out: collect oop |
| Provider / admin | <ul style="list-style-type: none"><li data-bbox="436 749 1006 777">❑ Set up PreAuths to be sent out Electronically |
| admin | <ul style="list-style-type: none"><li data-bbox="436 864 1157 893">❑ Check for kicked-back / rejected claims on DentalXChange |
| admin | <ul style="list-style-type: none"><li data-bbox="436 980 1286 1009">❑ Submit requested Attachments electronically through DentalXchange |

Daily Routines: End of Day Review (15 minutes)

| Responsible Party | Task |
|-------------------------|--|
| Admin | <input type="checkbox"/> Group / Separate all payments received today into Patient checks, insurance checks, Credit Card receipts - AND order them by what's listed on Payments Report |
| Owner/ Manager & Admin | <input type="checkbox"/> Reconcile / match up all payments on the Payment Report |
| Owner/ Manager & Admin | <input type="checkbox"/> Check Adjustments either through the Production & Income report or from the Adjustments report |
| Owner/ Manager & Admin | <input type="checkbox"/> Pull up Production & Income report for today using Procedure Date Writeoffs and Review |
| Admin | <input type="checkbox"/> Send all Claims & PreAuths waiting to be sent |
| Owner / Manager & Admin | <input type="checkbox"/> Review schedule for next 3 weeks |

Daily Routines: End of Day Review - 15 minutes (continued)

| Responsible Party | Task |
|------------------------|--|
| Owner/ Manager & Admin | Go over # of recall reactivation calls made and review # of patients reactivated - how much \$ put back on the schedule |
| Owner/ Manager & Admin | Go over # of Unscheduled Tx calls made and review # of patients scheduled from Unschedule tx follow-ups |
| Owner/ Manager & Admin | Go over Follow-ups for missed appointments and review # of patients put back on schedule that missed their appointments |
| Owner/ Manager & Admin | Go over Received PreAuthorizations and set up calls to get those patients in to schedule if not scheduled already! |
| Aging of A / R | |
| Owner/ Manager & Admin | Go over Follow-up calls for Outstanding claims and PreAuths |
| Owner/ Manager & Admin | Go over Follow-ups for patient balances and review payments received from follow-ups |

Tracking Recall / Unscheduled Tx Campaigns

| J | K | L | M | N | O | P | Q | R |
|--------------|------------|-------------------|------------|------------|----------------------------|-----------------------|------------------------|---|
| | | | | | Daily Goal = 8calls | | | |
| elessPhone | Birthdate | RecallStatus | DateDue | Scheduled? | 1st attempt status | 2nd attempt (3 weeks) | 3 rd attempt (3 weeks) | |
| 1-724-8728 | 07/11/1996 | Patient Will Call | 01/29/2018 | no | lvm | lvm | texted | |
| 1-724-8728 | 08/07/2001 | Patient Will Call | 01/29/2018 | no | lvm | lvm | texted | |
| 1-248-6877 | 04/13/1997 | Patient Will Call | 03/21/2018 | yes | lvm | texted | Scheduled | |
| 1-406-3824 | 10/14/1977 | | 04/29/2018 | no | lvm | texted | dialed | |
| 3)558-2599 | 08/30/1972 | Patient Will Call | 06/28/2018 | no | lvm | | dialed | |
| 1-452-6445 | 01/11/1990 | Patient Will Call | 01/27/2018 | no | lvm | texted | lvm | |
| 1-795-5226 | 09/29/1999 | Patient Will Call | 06/05/2018 | no | lvm | lvm | texted | |
| 1)410-2703 | 01/06/1965 | Patient Will Call | 06/30/2018 | no | pt will call us back | lvm | texted | |
| 1)286-4936 | 10/12/1995 | Wait. See notes. | 02/22/2018 | no | lvm | dialed | lvm | |
| 1)410-2703 | 04/18/1998 | Patient Will Call | 01/13/2018 | no | pt will call us back | dialed | lvm | |
| 1-301-5706 | 07/05/1947 | Patient Will Call | 06/14/2018 | | lvm | dialed | Scheduled | |
| 1)638-1211 n | 05/24/1999 | Patient Will Call | 03/09/2018 | no | pt not ready | dialed | lvm | |
| 1)982-1516 | 11/30/1977 | Patient Will Call | 01/23/2018 | no | lvm | texted | lvm | |
| 1-566-1268 | 07/20/1998 | Patient Will Call | 02/03/2018 | no | lvm | lvm | lvm | |
| 1)390-1837 | 06/30/1943 | | 02/01/2018 | no | pt not ready | lvm | lvm | |
| 1)485-1412 | 12/12/1961 | Wait. See notes. | 06/19/2018 | yes | Scheduled | | | |
| 1-310-3699 | 04/08/2007 | Wait. See notes. | 06/14/2018 | yes | Scheduled | | | |
| | 10/11/1932 | Patient Will Call | 04/26/2018 | yes | Scheduled | | | |
| *-922-3195 | 03/13/1974 | Patient Will Call | 02/10/2018 | no | not home call again | lvm | lvm | |
| 1206-6433 | 03/05/1983 | Patient Will Call | 05/30/2018 | no | not home call again | lvm | lvm | |
| 6-462-8947 | 10/12/1991 | Patient Will Call | 02/05/2018 | no | Discont phone | - | - | |
| *-816-1806 | 03/21/1966 | Wait. See notes. | 01/06/2018 | no | lvm | lvm | | |
| 1)673-0349 | 12/18/1996 | Patient Will Call | 02/09/2018 | no | lvm | texted | lvm | |
| 8)316-1885 | 05/06/1977 | | 04/26/2018 | no | lvm | lvm | Scheduled | |
| 1-580-1405 | 08/13/1995 | Patient Will Call | 01/11/2018 | yes | Scheduled | | | |
| 1-925-5860-N | 04/25/2002 | Patient Will Call | 02/15/2018 | yes | Scheduled | | | |
| 1-898-3494 | 09/22/1964 | Wait. See notes. | 06/07/2018 | no | lvm | texted | dialed | |
| *-495-2291 | 04/20/1983 | Patient Will Call | 03/19/2018 | yes | Scheduled | | | |
| 1-760-6903 | 12/23/1984 | Patient Will Call | 06/14/2018 | yes | Scheduled | | | |
| 1-383-0503 | 08/05/1992 | Wait. See notes. | 01/19/2018 | | | | | |

**Old way
Of
Tracking
Through
Excel**

Weekly Routines:

Reports > Monthly >
Outstanding Insurance Claims

Monday Mornings:

Run Outstanding Insurance Claims report for > 30 days old

Outstanding Insurance Claims

Filters: Days Old | Date Range | Include Preauths | Treat Provs | Last Custom Tracking Status | Carrier | Last Error Definition

Days Old (min) 30 (leave both blank to show all) (max) | Date Range Applies To: | Date Sent | For User | Mine

| Carrier | Phone | Type | User | PatName | DateService | DateSent | DateSentOrig | TrackStat | DateStat | Error | Amount |
|-------------------------------------|----------------|------|------|---------|-------------|------------|--------------|-----------|------------|-------|--------|
| Delta Dental of New jersey | 1-800-452-9310 | Pri | | Meagan | 11/04/2020 | 11/04/2020 | 11/04/2020 | - | 01/01/0001 | - | 487.00 |
| ocal 15 Welfare Fund | (21 | Pri | | atore J | 11/06/2020 | 11/06/2020 | 11/06/2020 | - | 01/01/0001 | - | 375.00 |
| ocal 15 Welfare Fund | (21 | Pri | | cent | 11/06/2020 | 11/06/2020 | 11/06/2020 | - | 01/01/0001 | - | 375.00 |
| he Welfare Fund of the IUOE DCAL 15 | (21 | Pri | | | 10/26/2020 | 10/26/2020 | 10/26/2020 | - | 01/01/0001 | - | 139.00 |
| he Welfare Fund of the IUOE DCAL 15 | (21 | Pri | | | 10/26/2020 | 10/26/2020 | 10/26/2020 | - | 01/01/0001 | - | 201.00 |

Office Fees - (NOT Adjusted fees)

Carrier: Delta Dental of New jersey
Carrier Phone: 1-800-452-9310
Sup Number: 07144-00001

Patient/Subscriber Info
Patient DOB: 08/28/1973
Subscriber Name: [REDACTED]
Subscriber DOB: 08/28/1973

Custom Tracking
Clicking Update will change the status of all of the claims in the grid.
Update Custom Tracking
5 claims
Total \$1,577.00

Windows Taskbar: Start, 8:08 AM 12/6/2020

Weekly Routines:

Reports > Monthly > Aging of A/R

Monday Mornings:

Run Aging of A/R report

- Leave "As of Date" as today's date (default)
- Select "Any Balance"
- Group by "Family"
- Providers: all

- Remember the rule to keep this report as short as possible
- Review it weekly so you're on top of balances that are owed
- Either track on excel, or add to "pop-ups" why certain balances exist:

AGING OF ACCOUNTS RECEIVABLE

Mint Dental
As of 12/06/2020
Any Balance
All Billing Types
All Providers

Date 12/06/2020

| GUARANTOR | 0-30 DAYS | 31-60 DAYS | 61-90 DAYS | > 90 DAYS | TOTAL | -W/O EST | -INS EST | =PATIENT |
|------------------|-----------|------------|------------|-----------|----------|----------|----------|----------|
| A [REDACTED] | 148.20 | 0.00 | 0.00 | 0.00 | 148.20 | 98.00 | 103.00 | -52.80 |
| A [REDACTED] | 0.00 | 0.00 | 0.00 | 3.64 | 3.64 | 0.00 | 0.00 | 3.64 |
| A [REDACTED] Hew | 0.00 | 0.00 | 0.00 | 11.40 | 11.40 | 0.00 | 52.00 | -40.60 |
| E [REDACTED] n | 0.00 | 0.00 | 0.00 | 0.20 | 0.20 | 0.00 | 0.00 | 0.20 |
| E [REDACTED] | 0.00 | 0.00 | 0.00 | 184.40 | 184.40 | 0.00 | 0.00 | 184.40 |
| E [REDACTED] | 0.00 | 0.00 | 12.00 | 0.00 | 12.00 | 0.00 | 0.00 | 12.00 |
| E [REDACTED] | 0.00 | 0.00 | 0.00 | 50.00 | 50.00 | 0.00 | 0.00 | 50.00 |
| E [REDACTED] a | 26.00 | 0.00 | 0.00 | 0.00 | 26.00 | 0.00 | 0.00 | 26.00 |
| E [REDACTED] | 0.00 | 0.00 | 0.00 | 29.00 | 29.00 | 0.00 | 0.00 | 29.00 |
| E [REDACTED] | 0.00 | 0.00 | 0.00 | 15.00 | 15.00 | 0.00 | 0.00 | 15.00 |
| E [REDACTED] | 0.00 | 0.00 | 0.00 | 1.00 | 1.00 | 0.00 | 0.00 | 1.00 |
| E [REDACTED] | 1,123.70 | 0.00 | 0.00 | 0.00 | 1,123.70 | 742.00 | 381.70 | 0.00 |
| E [REDACTED] a | 0.00 | 5.00 | 0.00 | 0.00 | 5.00 | 0.00 | 0.00 | 5.00 |
| E [REDACTED] | 0.00 | 19.40 | 0.00 | 0.00 | 19.40 | 0.00 | 0.00 | 19.40 |
| E [REDACTED] | 0.00 | 0.00 | 9.40 | 0.00 | 9.40 | 0.00 | 0.00 | 9.40 |
| E [REDACTED] | 0.00 | 0.00 | 0.00 | 50.00 | 50.00 | 0.00 | 0.00 | 50.00 |
| C [REDACTED] | 0.00 | 0.00 | 0.00 | 4.80 | 4.80 | 0.00 | 0.00 | 4.80 |
| C [REDACTED] n M | 1,374.80 | 0.00 | 0.00 | 0.00 | 1,374.80 | 783.00 | 591.80 | 0.00 |
| C [REDACTED] | 0.00 | 0.00 | 0.00 | 2.00 | 2.00 | 0.00 | 0.00 | 2.00 |
| C [REDACTED] | 0.00 | 0.00 | 0.00 | 124.40 | 124.40 | 0.00 | 0.00 | 124.40 |
| C [REDACTED] | 0.00 | 0.00 | 0.00 | 10.00 | 10.00 | 0.00 | 0.00 | 10.00 |

i.e \$184, \$124 - pt is between implant work,
\$50 - uncollected Missed appointment Fees

Monthly Routine:

Total Days Worked: 12

All Providers

| Date | Weekday | Production | Sched | Adj | Writeoff | Tot Prod | Pt Income | Ins Income | Tot Income |
|------------|-----------|------------------|-------------|------------------|-------------------|------------------|------------------|------------------|------------------|
| 11/01/2020 | Sunday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/02/2020 | Monday | 6,339.00 | 0.00 | -595.00 | -1,981.00 | 3,763.00 | 2,593.95 | 3,435.80 | 6,029.75 |
| 11/03/2020 | Tuesday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/04/2020 | Wednesday | 7,097.00 | 0.00 | 0.00 | -1,536.00 | 5,561.00 | 1,366.00 | 1,505.60 | 2,871.60 |
| 11/05/2020 | Thursday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/06/2020 | Friday | 4,145.00 | 0.00 | 603.00 | -1,659.00 | 3,089.00 | 663.20 | 3,442.20 | 4,105.40 |
| 11/07/2020 | Saturday | 0.00 | 0.00 | -398.80 | 0.00 | -398.80 | 0.00 | 480.60 | 480.60 |
| 11/08/2020 | Sunday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/09/2020 | Monday | 4,696.00 | 0.00 | 0.00 | -2,450.00 | 2,246.00 | 1,185.60 | 2,994.60 | 4,180.20 |
| 11/10/2020 | Tuesday | 5,242.00 | 0.00 | 0.00 | -2,309.00 | 2,933.00 | 1,752.05 | 1,250.20 | 3,002.25 |
| 11/11/2020 | Wednesday | 7,179.00 | 0.00 | -260.50 | -2,900.60 | 4,017.90 | 2,672.50 | 0.00 | 2,672.50 |
| 11/12/2020 | Thursday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/13/2020 | Friday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/14/2020 | Saturday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/15/2020 | Sunday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/16/2020 | Monday | 4,356.00 | 0.00 | -65.00 | -1,923.00 | 2,368.00 | 1,271.40 | 1,524.90 | 2,796.30 |
| 11/17/2020 | Tuesday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/18/2020 | Wednesday | 5,638.00 | 0.00 | -65.00 | -2,619.00 | 2,954.00 | 1,491.09 | 2,922.00 | 4,413.09 |
| 11/19/2020 | Thursday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/20/2020 | Friday | 5,691.00 | 0.00 | -575.50 | -1,454.00 | 3,661.50 | 2,401.90 | 1,400.00 | 3,801.90 |
| 11/21/2020 | Saturday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/22/2020 | Sunday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/23/2020 | Monday | 3,673.00 | 0.00 | 0.00 | -1,426.00 | 2,247.00 | 813.00 | 540.00 | 1,353.00 |
| 11/24/2020 | Tuesday | 9,570.00 | 0.00 | -433.75 | -1,313.00 | 7,823.25 | 1,500.05 | 2,358.70 | 3,858.75 |
| 11/25/2020 | Wednesday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/26/2020 | Thursday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/27/2020 | Friday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/28/2020 | Saturday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/29/2020 | Sunday | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |
| 11/30/2020 | Monday | 8,097.00 | 0.00 | 0.00 | -3,093.00 | 5,004.00 | 2,930.95 | 411.20 | 3,342.15 |
| | | 71,723.00 | 0.00 | -1,790.55 | -24,663.60 | 45,268.85 | 20,641.69 | 22,265.80 | 42,907.49 |

Net Production

Total Production (Production + Scheduled + Adjustments - Writeoffs): \$45,268.85

Total Collection

Total Income (Pt Income + Ins Income): \$42,907.49

1st Of the Month:

Run Net Production & Income Report for Previous Month:

Show Insurance Writeoffs using Procedure Date!

Monthly Routine:

- Not many monthly routines!
- Daily Routines take care of 90% of the work!!
- Weekly Routines take care of the rest
- Monthly Routines - Looking at Daily & weekly reports cumulatively!

Know your Overhead

- **you should know your ~ overhead off the top of your head.**
- 35-38% overhead for me: This way I know how much to keep in the account, and will write a check to myself for take home (setting aside approximate amount for taxes)

Take Aways:

- Errors or steps skipped from daily routines add up to weekly errors, which then add onto monthly errors → Yearly errors → **LONGER A/R reports**
- **A Proactive Approach is a MUST for consistency**
- **Leaner Practice w/ Controlled Overhead**