

Client Rating Overview



Provide Financial Health + Impact Patient Care

Topics

- Client Management Focus
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- Client Financial Overview

Client Management Focus

The Client Management (CM) department consist of assigned client managers, at different levels depending on the book of business and complexity of the account. They act as the primary contact for their assigned clients and are responsible for reporting back to client on the status of their account. Communication to the client includes reporting on the KPIs, denial trends, process improvement opportunities, etc.

The various levels within the department are as follows:

- Client Management Coordinator
- Client Management Manager
- Client Management Sr. Manager
- Client Management Director

Scope of Responsibilities



**Client
Meetings/Liaison**



Operations



Reports/Analytics

CLIENT MANAGEMENT

Challenges



Time



**AR
Management**



Meetings

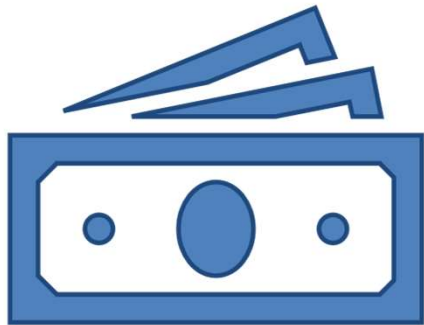


Staffing



Tasks

Rating Criteria



Revenue

- High \$\$ >125K per provider
- Low \$\$ <125K per provider



Communication/Complexity

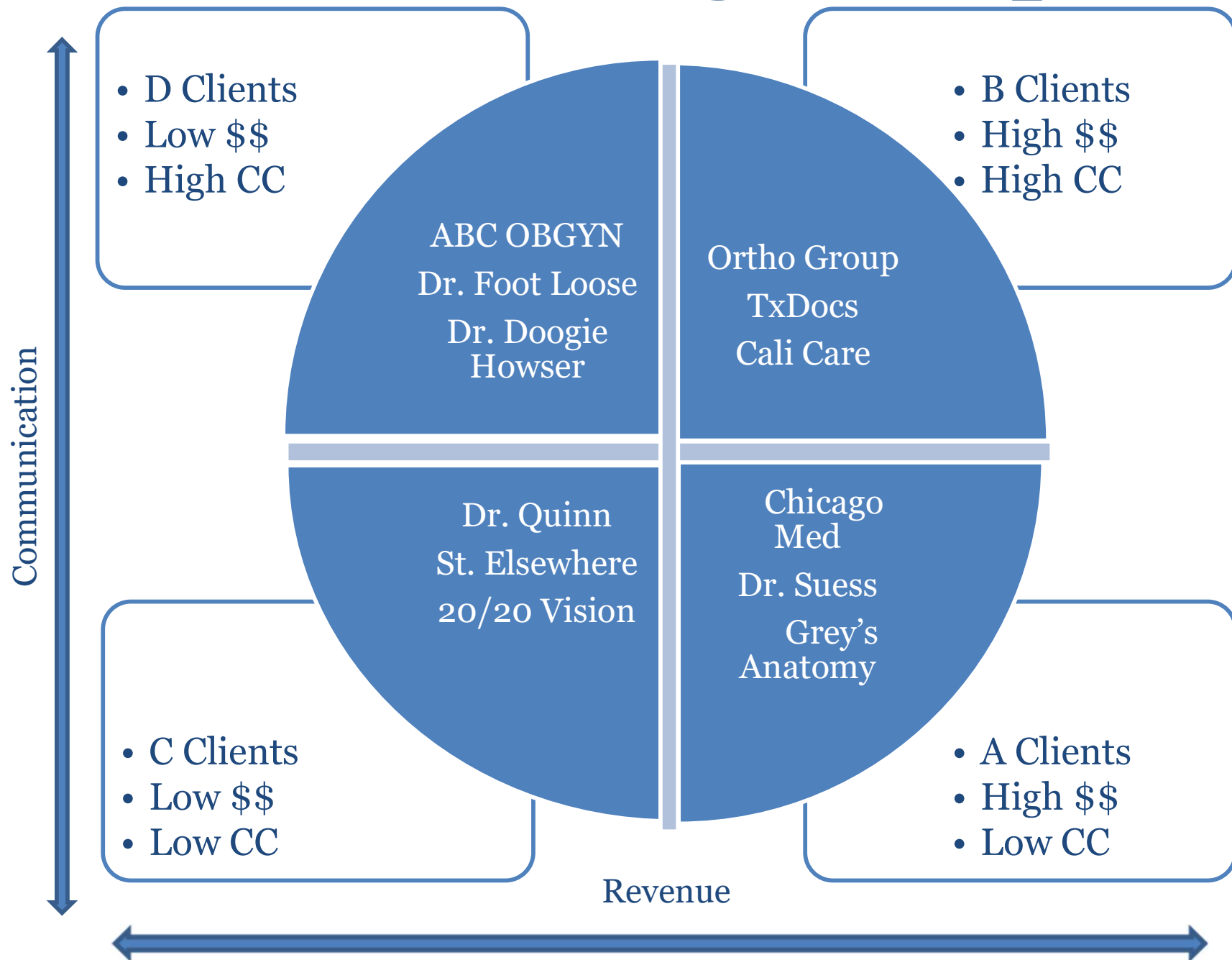
High CC

- Weekly or Bi-Weekly Meetings
- 10 or more emails per week
- 4 or more hours per week

Low CC

- Monthly Meetings
- Less than 10 emails per week
- 4 or less hours per week

Client Rating Example



Client Overview Example

Client	Number of Providers	Revenue	Revenue by Provider	Com Rate	Client Rating	Meeting Cadence	Assigned To
Chicago Med	5	\$827,990	\$165,598	5.5%	A	Monthly	Jane Smith
20/20 Vision	2	\$64,166	\$32,083	5.5%	C	Monthly	Jane Smith
Ortho Group	20	\$2,620,262	\$131,013	5.75%	B	Weekly	Jane Smith
Dr. Quinn	5	\$301,108	\$60,221	5.75%	C	Monthly	Jane Smith
St. Elsewhere	5	\$153,059	\$30,612	9.0%	C	Monthly	Jane Smith
Cali Care	4	\$500,000*	\$125,000*	5.0%	B	Weekly	John Doe
Grey's Anatomy	1	\$135,434	\$135,434	6.0%	A	Monthly	John Doe
Dr. Suess	1	\$150,322	\$150,322	7.13%	A	Monthly	John Doe
Dr. Doogie Howser	2	\$64,058	\$32,029	6.5%	D	Monthly	John Doe
TX DOCS	28	\$3,674,834	\$131,244	3.5%	B	Weekly	Joe Schmo
Dr. Foot Loose	1	\$82,933	\$82,933	4.1%	D	Weekly	Joe Schmo
ABC OBGYN	3	\$209,691	\$69,897	3.5%	D	Weekly	Joe Schmo

*Estimate based on provider specialty.

Fictitious names used for physician groups and staff

Questions

