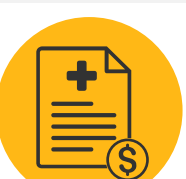



THE HIGHEST PRODUCTIVITY IN THE DME WORLD

DME – Productivity Estimation

Productivity (daily)

	Eligibility Verification – online	120 – 137 Patients
	Eligibility Verification – online (with same/similar check)	95 – 110 Patients
	Eligibility Verification – calling (with same/similar check)	40 – 45 Patients
	Eligibility Verification – calling (with same/similar check) BCBS	20 to 25 patients
	Prior Authorization	25 New Request
	Prior Authorization (with dr.'s office follow/up) / Re-authorization	20 – 22 New Request
	Dr.'s office follow-up	32 – 48 Accounts
	Order entry (patient, provider, insurance, item etc.)	55 – 60 Patients
	Order Confirmation	85 – 90 Orders
	Rejection management	125 – 150 claims
	Payment Posting – auto (without audit)	800+ lines
	Payment Posting – auto (with audit)	500+ lines
	Payment Posting – manual	180 – 220 lines
	Accounts Receivables follow-up	70 Claims
	Accounts Receivables & Denial Management	40 – 50 Claims
	CPAP Compliance (with patient counseling calls)	30 – 32 Calls
	Patient collections	55 – 60 Contacts
	Re-supply order calls (to patient to confirm requirement)	65 – 70 Contacts
	Hold (eligibility, authorization, insurance change, manual hold etc.)	45 – 50 Accounts