

# HCPP

Health Care  
Practice Partners



## Practice Overview

Patient Experience and Administrative Interaction		Score 1-5 (1=Great-wouldn't change a thing, 3=Okay-could be better, 5=Needs attention-high priority)	Don't Know
		Score 1-5	
Scheduling (Ease for Patient, Minimizing Cancellations, No shows)			
Check in: (ease, updating patient info, wait time)	System?		
Revenue Awareness (eligibility, capturing copays, outstanding balances)			
Post visits communication (reminders, billing, patient satisfaction)			
Disease Management/Best practices - Auto Scheduling Policies			
Information access for current and future patients.	Website?		
The Reimbursement Process		Score 1-5	Don't Know
DOCUMENTING AND BILLING for ALL services you provide including pt education			
Electronic Health Record (meaningful use and ICD-10 readiness)	System?		
Claims accepted on the first submission (Denial Rates)			
Contract Management/Credentialling	Who?		
Electronically file claims	Who?		
	System?		
A/R Balance (% over 30 and sixty days)			
Business Key Performance Indicators		Score 1-5	Don't Know
Access to key financial business metrics (Dashboard)	Who?		
Quality indicator measurements (PQRS)			
Financial performance indicators with other similar practices			
Fee schedules with payers (re-negotiate, current)	Last done?		
Satisfaction with overall revenue			
Items with a 4 or 5		Score	Priority