



DATA DRIVEN DOCTOR

Northgate Health Partners

Monthly review · December, year 2

8 providers · 3 sites · 6 payers · every encounter, 24 months

Four decisions for this month

Ranked by dollars at stake

01 Reopen the Ironwood Select and Cascade HMO contracts

Paying 11.7% and 7.1% under their own contracted rate across 4,107 claims.

\$59k this year

02 Check prior authorisation at booking

195 claims denied for missing prior auth in twelve months, most of them from the same two plans.

195 denials

03 Move Friday afternoon sessions to Tuesday morning

Friday afternoon slots run 31–55% full. Tuesday and Thursday mornings are at capacity.

Same hours, more visits

04 Review the two paediatric panels

Both sit under the practice median for margin per encounter. That is case mix, not performance.

No action on people

The month at a glance

December against November

NET COLLECTED

\$222k

-\$4k vs November

MARGIN / ENCOUNTER

\$76

+\$2 vs November

ENCOUNTERS

1,479

-55 vs November

DENIAL RATE

3.1%

+0.2 pp vs November

DAYS TO PAY

32.4

+0.2 d vs November

NO-SHOW RATE

6.6%

-0.7 pp vs November

Contribution margin per encounter

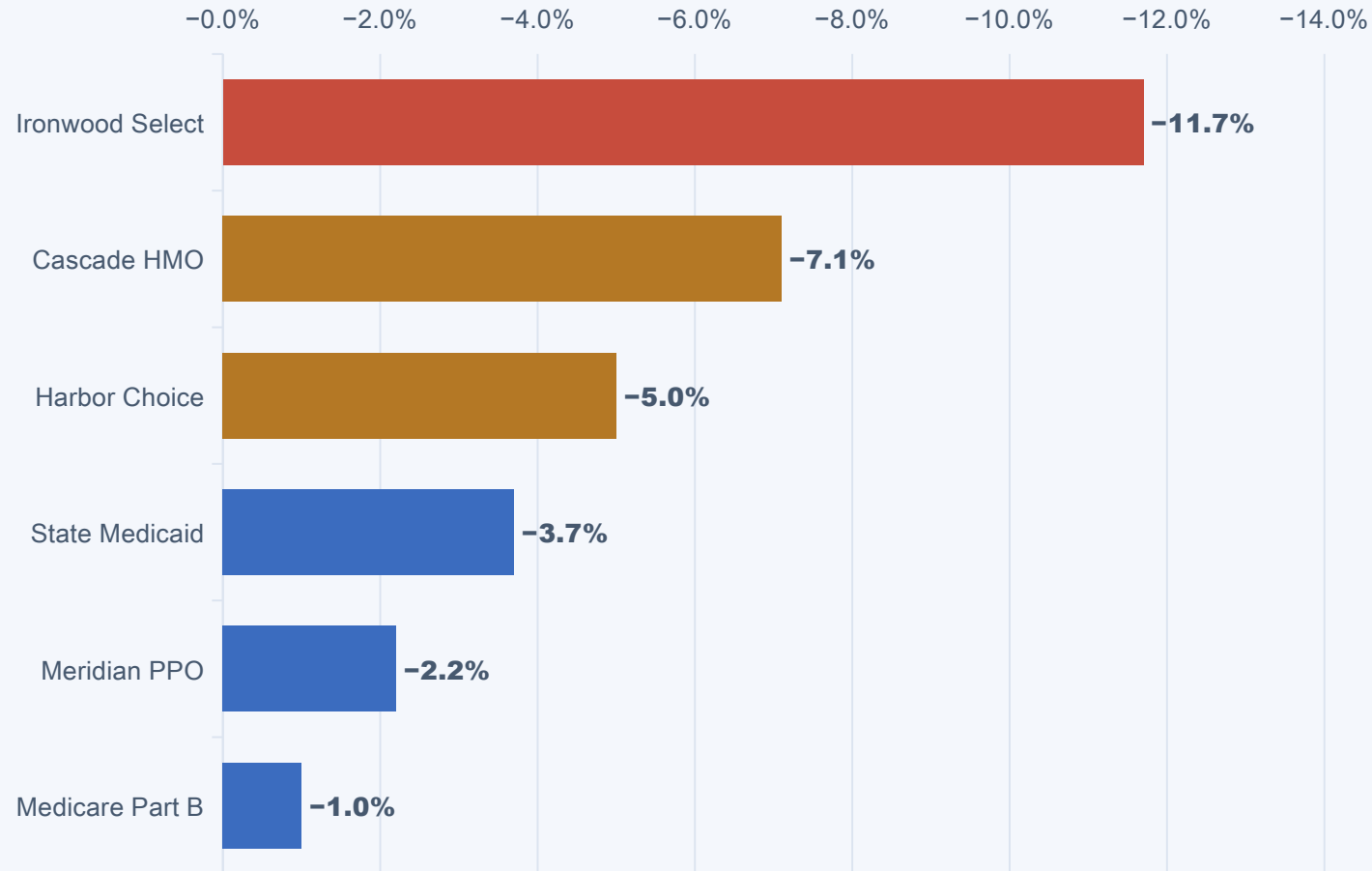
Monthly mean, 24 months



\$38 in month one, \$76 now. Coding review at month 15; Cascade renegotiated at month 22.

Payer yield

Paid against contracted rate, last 12 months



AT STAKE

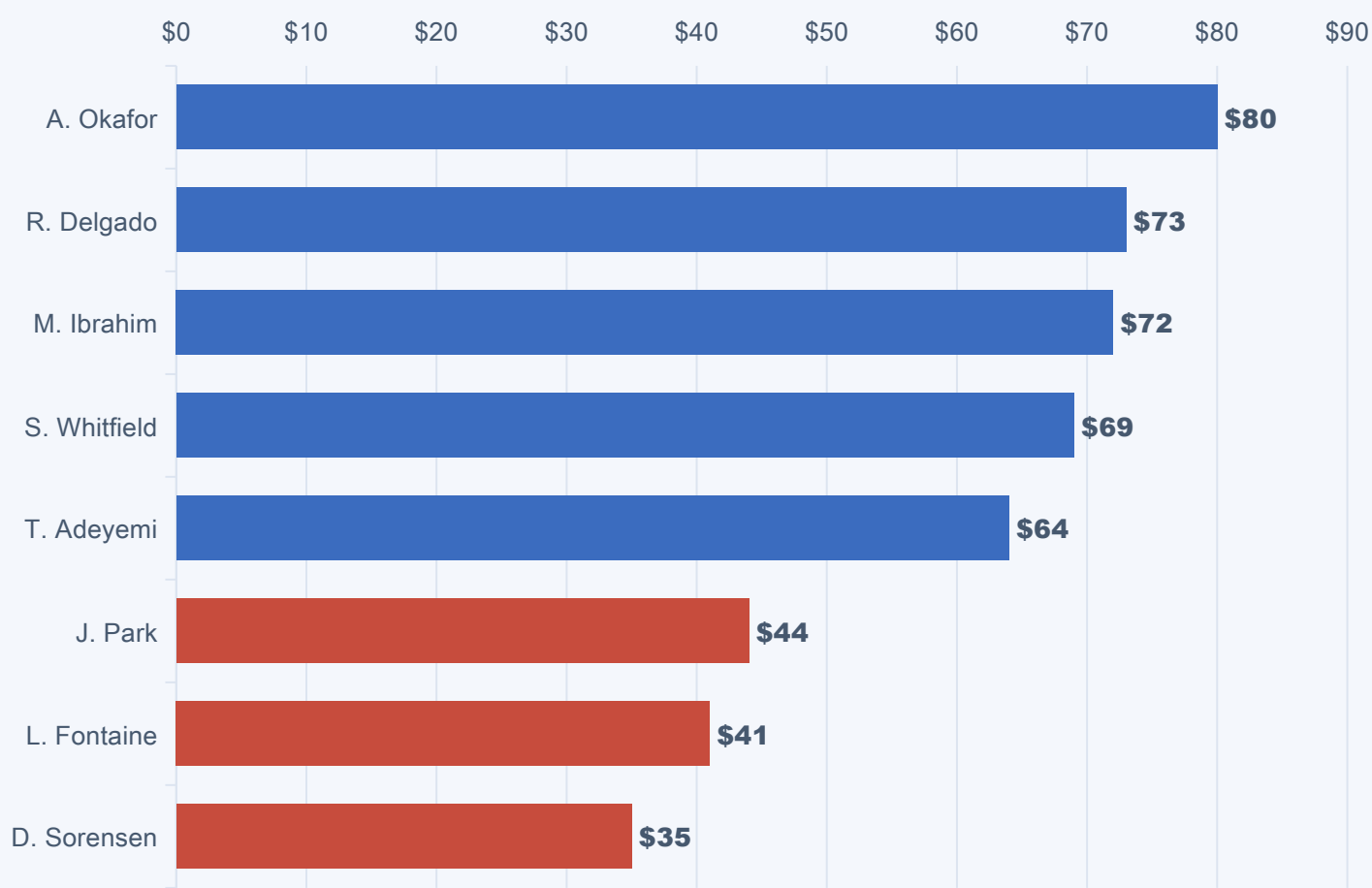
\$59k

Short against contract from Ironwood Select and Cascade HMO in twelve months. Anything under -8% is a contract conversation, not a billing one.

Median days to pay: Ironwood 46, Cascade 39, Medicare 15.

Margin per encounter, by provider

Median of every encounter, last 12 months · practice median \$59



Provider	Site	Enc.	No-show
A. Okafor	Northgate	2,597	4.4%
R. Delgado	Northgate	2,444	5.8%
M. Ibrahim	Riverside	2,244	6.6%
S. Whitfield	Northgate	2,087	7.4%
T. Adeyemi	Lakeview	2,003	6.6%
J. Park	Riverside	2,566	9.0%
L. Fontaine	Riverside	2,394	10.0%
D. Sorensen	Lakeview	1,637	11.6%

Six of eight sit at or above the median. The two below run paediatric panels, which is what a paediatric panel looks like.

Slot fill, weekday × hour

Share of capacity used, last 12 months

	8a	9a	10a	11a	12p	1p	2p	3p	4p	5p
Mon	52%	79%	88%	89%	33%	69%	85%	88%	71%	46%
Tue	60%	80%	97%	89%	35%	67%	82%	94%	75%	53%
Wed	45%	83%	90%	85%	38%	67%	74%	79%	66%	50%
Thu	49%	79%	86%	86%	36%	72%	80%	82%	67%	52%
Fri	29%	54%	58%	52%	18%	38%	53%	55%	39%	31%
Sat	8%	8%	13%	11%	5%	9%	12%	11%	10%	8%

Friday afternoon runs 31–55% full while Tuesday and Thursday mornings are at capacity. Two Friday sessions moved to Tuesday is the same clinical hours and more visits.

Denials, payer × reason

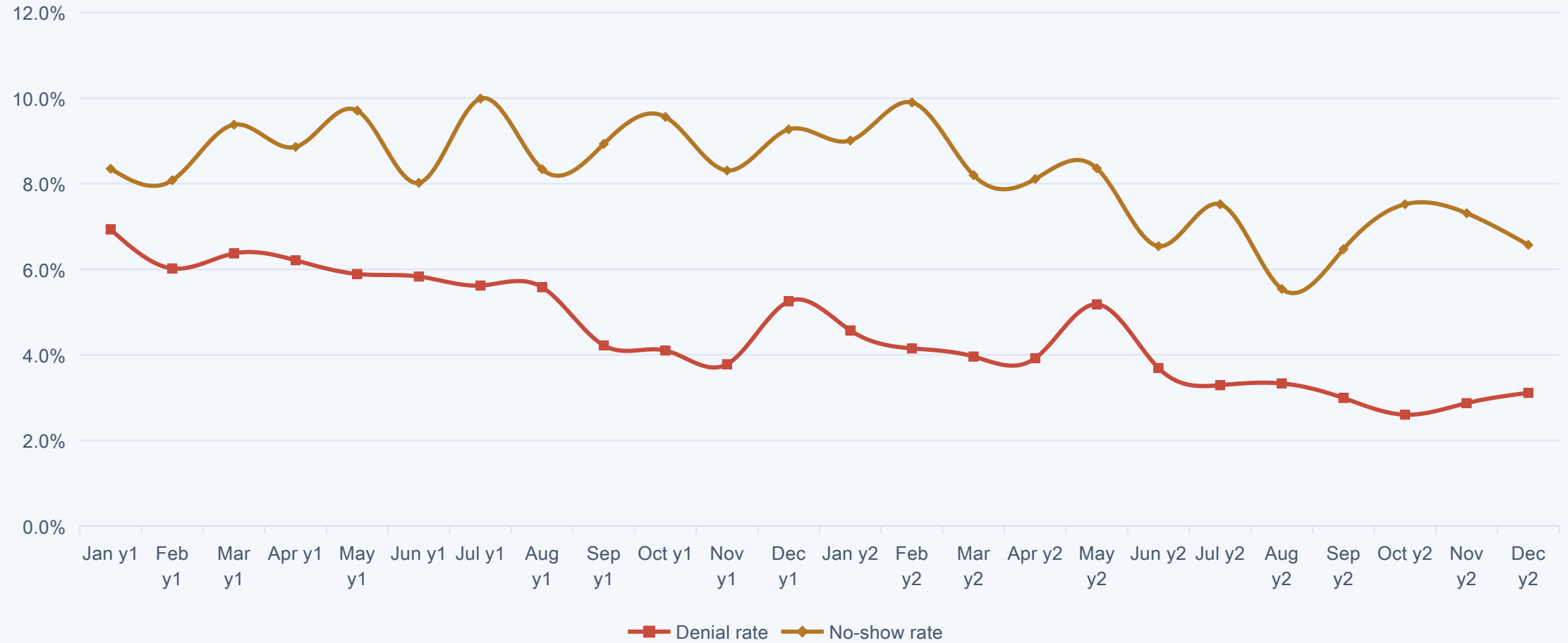
Claim count, last 12 months

	Prior auth missing	Coverage terminated	Coding/modifier	Timely filing	Duplicate claim	Medical necessity	Patient information
Meridian PPO	39	36	33	11	13	16	7
Cascade HMO	63	23	13	11	8	9	7
Medicare Part B	13	16	32	20	11	14	11
State Medicaid	31	48	16	8	15	7	14
Ironwood Select	42	12	10	3	3	6	4
Harbor Choice	7	6	6	2	3	1	1

Prior authorisation dominates for Ironwood Select and Cascade HMO. Medicare denials are coding, not eligibility. Both are fixable before a claim exists.

Denial rate and no-show rate

24 months, percent



Denials 6.9% → 3.1%. No-shows step down after the voice agent went live in month 18.

Talk to us

Fifteen minutes about your practice and the systems you run.

hello@datadrivendoctor.com · cal.com/abhinavsrivastava/15-minutes

DATA DRIVEN DOCTOR