












Revenue Cycle KPIs You Should Know

KPI	Definition	Goal
 A/R >90	The percentage of unpaid invoices or accounts receivable (A/R) that have been unpaid for 90 days or more.	<10%
 Average days in A/R	The average number of days it takes to get reimbursement from the date of service (DOS). A/R = accounts receivable.	35 days
 Bad debt rate	The amount of non-contractual charges that the business or practice writes off.	<5%* <small>*Ideally, insurance should be 0%; however, patient bad debt can be <5%</small>
 Cash collection	The percentage of patient service revenue that a business converts to cash. Cash collection = Total cash collected/average monthly net revenue.	>90%
 Charge lag	The number of days from date of service (DOS) to the date the practice or business enters charges.	Organization-specific
 Clean claims rate or first acceptance rate	The number of claims the payer accepts divided by the total number of claims submitted in a time frame.	>95%
 Days to submit	The number of days from the charge entry to the date you submit the claim.	<48 hours (business days)
 Denial rate	The percentage of claims that payers deny.	<8%
 Rejection rate	The percentage of claims that payers reject.	<10%