

Collection Ratio	> 90 Days	DRO	Thumbnail Assessment
LOW	LOW	LOW	Not a collection problem. This is a reimbursement problem. Large write-offs, disalloweds, etc. Check reimbursement levels for each third party payor.
LOW	LOW	HIGH	Probably waiting too long to follow up on receivables. Possible heavy (slow-pay) insurance involvement. Also check reimbursement levels on third party payors. Write-offs too high.
LOW	HIGH	LOW	Administrative write-offs never done. Probable heavy percentage of receivables are in oldest aging bucket. Reimbursement levels are also low. Adjustments are proportionately too high.
LOW	HIGH	HIGH	Worst possible combination! Serious and probably multiple problems exist in this practice. Begin a serious campaign of collection follow-up!
HIGH	LOW	LOW	PERFECT COMBINATION. Congratulations! Give the Office Manager a raise!
HIGH	LOW	HIGH	Heavy insurance load? Probably paying in the 60-90 day window. Check to see that insurance is being submitted in a timely fashion.
HIGH	HIGH	LOW	No serious problem. Things that should be written off apparently never are. Check the oldest receivable bucket to see if it is disproportionately large. If it is, check your policy on write-offs. You're carrying deadwood accounts too long.
HIGH	HIGH	HIGH	Taking too long to collect. Cash flow is tight. Begin following up on both patients and third party payors sooner than you have been. You are carrying the debt too long.