

Weekly Billing and Collections Oversight Checklist

1

Total Charges vs. Payments Posted

- Review charges and payments by date of service to assess true revenue performance.
- Review payments by posting date to identify processing or internal posting delays.
- Compare both views to identify:
 - Slowdowns in reimbursement
 - CPT/modifier combos triggering denials
 - Gaps between rendered services and posted payments

2

Deposit and Posting Variance

- Run daily deposit vs. posting reconciliation reports.
- Verify:
 - All EFTs, checks, and in-office payments are recorded.
 - Daily postings match total deposits.
 - No gaps or missed entries exist.
- Investigate any discrepancies promptly.

3

Adjustment Activity Review

- Pull a weekly adjustment report, ensuring:
 - Adjustments are categorized beyond just "Insurance Adjustment."
 - Specific, non-contractual reason codes are used (e.g., timely filing, medical necessity).
- Monitor for:
 - Recurring avoidable adjustments.
 - Unusual volume from specific staff, providers, or payers.
- Ensure accuracy and auditability of all adjustment entries.

4

A/R Movement and Variance

- Track A/R trends:
 - By payer
 - By aging bucket
 - By provider
- Flag increases in:
 - Aging >90 days
 - Balances with no follow-up
 - Unjustified write-offs
- Avoid reactionary write-offs to manipulate reported A/R.

5

Front Desk Collections and Performance

- Monitor daily/weekly point-of-service collections:
 - Copays
 - Deductibles
 - Outstanding balances
- Validate that demographic and insurance data entry is accurate.
- Compare across:
 - Days of the week
 - Locations
 - Individual team members
- Identify any:
 - Missed collections opportunities
 - Denials due to data input errors
 - Training or policy reinforcement needs

TOP TIPS

- 💡 Use consistent timeframes and definitions for all reports.
- 💡 Tie findings to root causes, not just numbers.
- 💡 Schedule a brief weekly RCM huddle with key stakeholders to review findings and assign follow-up actions.

Have any questions? Reach out at info@drsmgmt.com