Large cap, 34%

Growth (Year/Year)

100%

75%

Profit (Billions)

$15

$12

$9

$6

ions)

Mar, '12   Sep, '12

Cubiko

Uncover $10,000 in your practice for immediate Return on Investment

In this session we will cover:

- The key metrics that can lead to quick and tangible ROI improvements for your practice

- Overview of how these metrics can help your practice identify areas for improvement

On average practices can find an additional $10,000

1. Historical 10997 opportunities

2. Historical 93666 opportunities

3. Historical MT83-MT89 opportunities

4. Uncompleted and unbilled appointments

5. Billings on hold

6. Outstanding debt

7. Private flu vaccine opportunity **NEW**

8. After hours **NEW**

How can you do it to?

1. Identify potential missed items, accounts and uncompleted and unbilled appointments

2. Streamline your process for continuous improvement
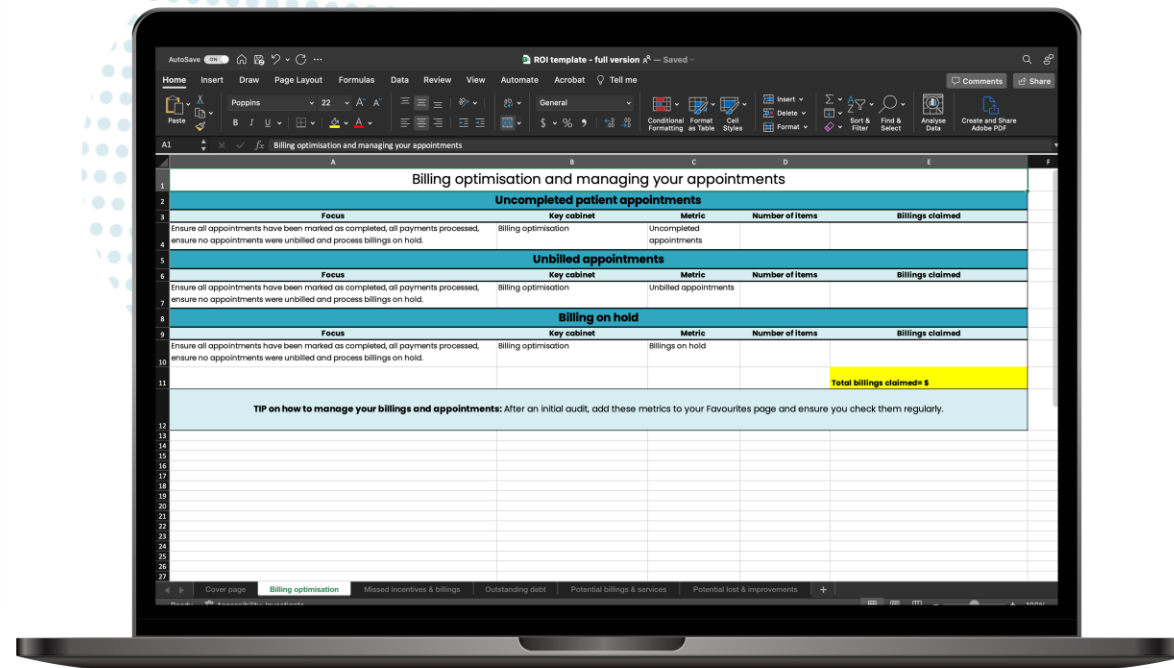
3. ROI - Record your return on investment

Return on Investment program

- The average FTE GP for the cohort was 5

- All of the practices use Best Practice Premier as their practice management software

- They all use Cubiko

- Mixture between owner-operator practices and those in larger groups and corporates

- 80% of the practices were mixed billing

Free Download

Return on Investment template

Billing optimisation and managing your appointments

Uncompleted patient appointments

Focus	Key cabinet	Metric	Number of items	Billings claimed
Ensure all appointments have been marked as completed, all payments processed, ensure no appointments were unbilled and process billings on hold.	Billing optimisation	Uncompleted appointments		

Unbilled appointments

Focus	Key cabinet	Metric	Number of items	Billings claimed
Ensure all appointments have been marked as completed, all payments processed, ensure no appointments were unbilled and process billings on hold.	Billing optimisation	Unbilled appointments		

Billing on hold

Focus	Key cabinet	Metric	Number of items	Billings claimed
Ensure all appointments have been marked as completed, all payments processed, ensure no appointments were unbilled and process billings on hold.	Billing optimisation	Billings on hold		
			Total billings claimed= $	

TIP on how to manage your billings and appointments: After an initial audit, add these metrics to your Favourites page and ensure you check them regularly.

Cover page | Billing optimisation | Missed incentives & billings | Outstanding debt | Potential billings & services | Potential lost & improvements

Billing optimisation
Insights on billing and payments

1. Historical 10997 opportunities

Clinic optimisation > Billing optimisation > Historical opportunities

- MBS Item number 10997 provides ongoing care, routine treatments, monitoring, and support for patients between the more structured reviews of their care plans by their usual GP. This assistance includes clinical progress checks, medication compliance monitoring, self-management advice, and the collection of information to support the GP's reviews of GPMPs.

Historical 10997 opportunities

Eligibility for item 10997 is based on historical billings of items 721, 723, 731, 732 and also their Telehealth, Telephone and non-VR equivalents. Patients who received five item 10997s in a calendar year are not considered eligible for further billing opportunities of item 10997s in that calendar year. Always consult the Practitioners about billing decisions and ensure the relevant service or appointment meets MBS/DVA guidelines.
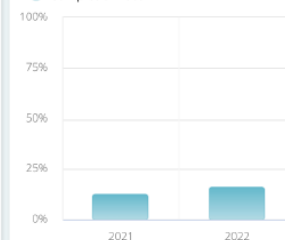
Historical potential opportunities by Nurse

Potential 10997 opportunities
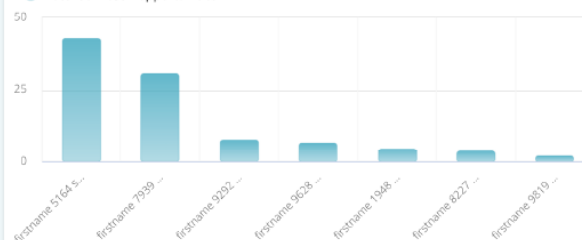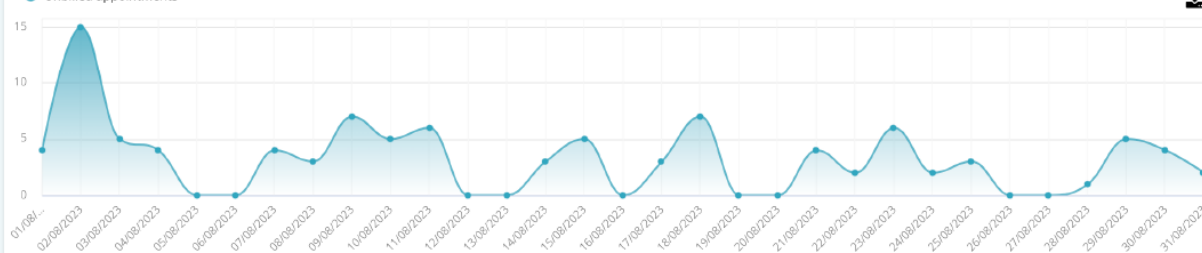
10997 completion rate

Completion rate

Historical potential 10997 opportunities

100

Trend of historical potential 10997 opportunities

Group by:

Unbilled appointments

List of historical potential 10997 opportunities

	INTERNALID	Record no.	Date	Time	Patient	Appt type	Nurse	10997s billed tha
1	137	36511	02/08/2023	11:40:00	surname 1119, firstname 5339 (68yrs - city 4941)	description 4837	firstname 7939	2
2	238	30393	18/08/2023	11:00:00	surname 1196, firstname 1211 (59yrs - city 9786)	description 4837	firstname 7939	0
3	390	8407	01/08/2023	09:20:00	surname 1196, firstname 2655 (43yrs - city 9854)	description 4837	firstname 7939	0

Have you previously audited your historical 10997 opportunities?

Please share in the chat your findings $$

ROI Program Findings

We found that on average practices who participated in the ROI program found an **additional $5,748 in historical 10997 billings** per annum.

Billing optimisation
Insights on billing and payments

Identify historical 10997 opportunities

Clinic optimisation > Billing optimisation > Historical opportunities

- Use this metric to identify the number of nurse appointments that were with patients who may have been eligible for an Item 10997, but no Item 10997 was billed with the same service date.

Historical potential 10997 opportunities
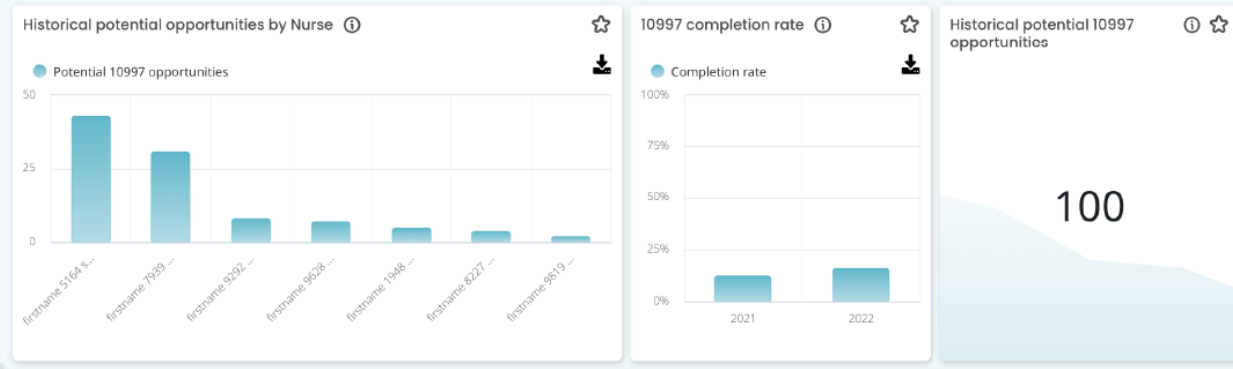
100

Billing optimisation
Insights on billing and payments

Identify historical 10997 opportunities

Clinic optimisation > Billing optimisation > Historical opportunities

- Eligibility for item 10997 is based on historical billings of 721, 723, 731, 732 & telehealth, telephone and non-VR equivalents.
- Patients who received five item 10997s in a calendar year are not considered eligible for further billing opportunities of item 10997s in that calendar year.

Historical 10997 opportunities

Eligibility for item 10997 is based on historical billings of items 721, 723, 731, 732 and also their Telehealth, Telephone and non-VR equivalents. Patients who received five item 10997s in a calendar year are not considered eligible for further billing opportunities of item 10997s in that calendar year. Always consult the Practitioners about billing decisions and ensure the relevant service or appointment meets MBS/DVA guidelines.

Historical potential opportunities by Nurse

- Potential 10997 opportunities

10997 completion rate

- Completion rate

Historical potential 10997 opportunities

100

Billing optimisation
Insights on billing and payments

Identify historical 10997 opportunities

Clinic optimisation > Billing optimisation > Historical opportunities

- See a list of patients who were potentially eligible for an item 10997, but no item 10997 was billed with the same service date.

- Find missed billings for this item by reviewing your patient files and checking for any patients who have chronic conditions and have received nursing consultations.

- We recommend set up an appointment type in your Practice Management Software as '10997' so that it's easier to conduct historical chart audits.

List of historical potential 10997 opportunities ⓘ ☆

	Date	Time	Patient	Appt type	Nurse	10997s billed that ...	Items billed	Dr seen	Usual Doctor
1	02/08/2023	11:40:00	surname 1119, firstname 5339 (68yrs - city 4941)	description 4837	firstname 5652	2	23, 11707	name 8677	firstname 2241
2	18/08/2023	11:00:00	surname 1196, firstname 1211 (59yrs - city 9786)	description 4837	firstname 5652	0	36, 10990	name 7386	firstname 6116
3	01/08/2023	09:20:00	surname 1196, firstname 2655 (43yrs - city 9854)	description 4837	firstname 5652	0	23, 10990	name 5584	firstname 1316
4	14/08/2023	10:20:00	surname 1196, firstname 9515 (55yrs - city 3374)	description 4837	firstname 5652	0	23, 10990	name 4873	firstname 8893
5	23/08/2023	12:40:00	surname 1221, firstname 2527 (30yrs - city 9247)	description 3639	firstname 5851	0			firstname 7633
6	29/08/2023	10:20:00	surname 1346, firstname 3251 (66yrs - city 9854)	description 3639	firstname 5851	0	23, 10990	name 1824	firstname 6116
7	01/08/2023	12:30:00	surname 1498, firstname 3387 (89yrs - city 3382)	description 7432	firstname 5652	0	23, 10990, 11707	name 5584	firstname 2241
8	09/08/2023	09:00:00	surname 1498, firstname 3387 (89yrs - city 3382)	description 8676	firstname 9988	0			firstname 2241
9	02/08/2023	10:20:00	surname 1674, firstname 9795 (68yrs - city 6452)	description 8676	firstname 9988	1			firstname 5738
10	30/08/2023	14:20:00	surname 1899, firstname 8283 (64yrs - city 8613)	description 3639	firstname 5851	0	23, 10990	name 7423	firstname 1316
11	18/08/2023	11:00:00	surname 1957, firstname 2117 (79yrs - city 9786)	description 3639	firstname 5652	0	36, 10990	name 8335	firstname 2241
12	14/08/2023	10:30:00	surname 1992, firstname 3756 (76yrs - city 4166)	description 4837	firstname 5851	0	36, 10990	name 4873	firstname 4833
13	02/08/2023	12:50:00	surname 2124, firstname 2117 (38yrs - city 7773)	description 4837	firstname 5851	0	23	name 3924	firstname 7633
14	07/08/2023	15:00:00	surname 2246, firstname 2664 (22yrs - city 9786)	description 1656	firstname 5851	0	2717	name 5674	firstname 7633
15	03/08/2023	13:00:00	surname 2318, firstname 9221 (41yrs - city 4941)	description 4837	firstname 5652	0	93644	name 4873	firstname 8893
16	02/08/2023	11:20:00	surname 2378, firstname 9722 (71yrs - city 9854)	description 4837	firstname 5652	0	23, 10990	name 3924	firstname 8893
17	21/08/2023	14:10:00	surname 2446, firstname 7325 (58yrs - city 9247)	description 4837	firstname 5851	1	36, 10990	name 5674	firstname 1316

Today's clinic metrics
How my day is looking

Streamline your process- Possible Service opportunities today

- Streamline your process for continuous improvement
- Check your possible Item 10997 service opportunities today
- Download and print
- Add to Favourites

Possible service opportunities today

Eligibility is based on previous billings of face to face, telehealth, telephone and non-VR item numbers.

If you would like to see the full list of patients eligible for different services, please click to see our Item Optimisation cabinet.

Always provide these lists to Practitioners to make billing decisions.

| Summary | GPMPs, TCAs and reviews | Nurse items | Health Assessments | MHTP and reviews | MMRs | DVA CVC program | Vaccines |

Item 10997

	Appt date	Appt time	Appt with	Appt type	Patient	10997s remaini...	Last 721, 723 or 732	Days since...	Last 10997	Days since...	Last doctor	Usual doctor
1	18/09/2023	13:40	firstname 5738 surname	Long appt.	surname 2412, firstname	4	11/10/2022	342	05/01/2023	256	name 5584	firstname 6116
2	18/09/2023	14:30	firstname 2241 surname	Telehealth - Recall	surname 7716, firstname	5	17/08/2023	32			name 7386	firstname 6116
3	18/09/2023	16:00	firstname 5715 surname	N2 GPMP r/v & TCA	surname 4226, firstname	5	12/07/2023	68			name 8335	firstname 1164
4	18/09/2023	16:00	firstname 5738 surname	Recall	surname 9965, firstname	5	24/05/2023	117			name 7423	firstname 7633

Continuous improvement - Continue to monitor historical 10997 opportunities regularly

Historical 10997 opportunities ⓘ ⭐

100

Missed incentive billings and missed billing opportunities audit

Claim back any missed 93666 items				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Identify any possible missed incentive 93666 items to claim back any of the items below missed.	Item optimisation	Possible item 93666		
Claim back any missed MT83–MT89 items				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Identify any possible missed incentive MT83–MT89 items to claim back any of the items below missed.	Item optimisation	Possible item MT83 – MT89		
Claim back any missed historical 10997 opportunities				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Identify any possible missed incentive items and historical 10997 opportunities to claim back any of the items below missed.	Billing optimisation	Potential 10997 opportunities		
Total billings claimed= $				$1,200.00
TIP on how to manage your incentive billings				
After an initial audit, add these metrics to your Favourites page and ensure you check them regularly.				
TIP on how to manage your potential 10997 opportunities				
Use the metric Possible service opportunities today > 10997 to formulate a daily list of patients coming in for an appointment today for item 10997 for your nursing team to proactively see patients and bill this item number.				

Record your ROI and continuous improvement

Use the template to record your Return on investment

Continue to record your findings and the improvement

Billing optimisation
Insights on billing and payments

Historical 93666 opportunities

Clinic optimisation > Billing optimisation > Historical opportunities

- See a list of patients who may have received a COVID-19 Booster vaccine but wasn't billed an Item 93666.

- Please note that this item number has ended (as of 1 February 2023), and we are coming up to cut off date in December 2023. We recommend reviewing this metric and actioning any missed historical opportunities before it's too late.

Historical 93666 opportunities

5

ROI Program Findings

We found that on average practices who participated in the ROI program found **$106 in billings in appointments** where a patient had received a third COVID-19 vaccine, but Item 93666 had not been billed to Medicare.

Billing optimisation
Insights on billing and payments

Identifying Historical 93666 opportunities

Clinic optimisation > Billing optimisation > Historical opportunities

- This item could be billed in conjunction with COVID-19 Vaccine Suitability Assessment Service MBS items (93644, 93645, 93646, 93647, 93653, 93654, 93655 and 93656) when a patient received a third dose or booster dose of a COVID-19 vaccine.

- See a list of services that were billed a Vaccine Suitability Assessment Service during their COVID-19 booster appointment but were not billed the COVID-19 Vaccine Booster Incentive.

List of services for item 93666 ⓘ

INTERNALID	Record no.	Service date	Last seen doctor	Patient	First booster vaccine date	At practice	Se

Missed incentive billings and missed billing opportunities audit

Claim back any missed 93666 items				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Identify any possible missed incentive 93666 items to claim back any of the items below missed.	Item optimisation	Possible item 93666		

Claim back any missed MT83-MT89 items				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Identify any possible missed incentive MT83-MT89 items to claim back any of the items below missed.	Item optimisation	Possible item MT83 – MT89		

Claim back any missed historical 10997 opportunities				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Identify any possible missed incentive items and historical 10997 opportunities to claim back any of the items below missed.	Billing optimisation	Potential 10997 opportunities		
Total billings claimed= $				$1,200.00

TIP on how to manage your incentive billings
After an initial audit, add these metrics to your Favourites page and ensure you check them regularly.

TIP on how to manage your potential 10997 opportunities
Use the metric Possible service opportunities today > 10997 to formulate a daily list of patients coming in for an appointment today for item 10997 for your nursing team to proactively see patients and bill this item number.

Record your ROI

Use the template to record your Return on investment

Billing optimisation
Insights on billing and payments

Historical MT83-MT89 opportunities

Clinic optimisation > Billing optimisation > Historical opportunities

- GPs can receive the Veterans' Access Payment (VAP) for providing services to eligible veterans and their dependents, based on the Modified Monash Model (MMM) classification since 1 Jan 2022.

- DVA has introduced telehealth-specific VAP incentives, which can be claimed using the appropriate item numbers when providing services to eligible veterans.

Historical MT83 - MT89 opportunities

In January 2022, DVA have announced new VAP items MT83, MT84, MT85, MT86, MT87, MT88 and MT89, these items can be claimed for telephone and telehealth services. Based on the practice's classification under the Modified Monash Model, one of these VAP items can be billed for each bulk billed telehealth service. Click here to see the update from the DVA.

Possible item MT83 - MT89 by Practitioner ⓘ ☆

invoices

firstname 464...	
firstname 1422 ...	
firstname 4294 ...	
firstname 9619 ...	
firstname 2871 ...	
firstname 3685 ...	
firstname 9826 ...	
firstname 5689 ...	
firstname 2882 ...	
firstname 7834 ...	
firstname 5783 ...	
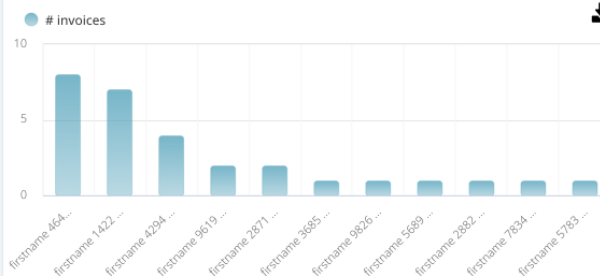
Possible item MT83 - MT89 billings ⓘ ☆

$225

Item MT89 fee: $7.75 (as of Aug 2023)

Possible patients item MT83 - MT89 ⓘ ☆

29

ROI Program Findings

We found that on average practices who participated in the ROI program found **$245 in billings for historical appointments** where services were provided to eligible patients but did not bill an MT83-89.

Currently, GPs providing telehealth services to DVA clients can claim the VAP using the DVA-only item numbers MT88 or MT89. From 1 January 2022, DVA will introduce additional items to reflect the new rural VAP face-to-face items.

DVA's new items and their MBS equivalent are detailed in the following table:

VAP face-to-face item	VAP DVA Telehealth Item	MMM region	DVA Fee as at 1 January 2022
10990	**MT89**	1	$7.65
10991	**MT88**	2	$11.60
10992	**MT87**	2-7 (afterhours)	$11.60
75855	**MT86**	3 or 4	$12.30
75856	**MT85**	5	$13.10
75857	**MT84**	6	$13.85
75858	**MT83**	7	$14.65

Find your MT number for your practices Monash level.

https://www.dva.gov.au/providers/provider-news/change-how-general-practitioners-claim-veterans-access-payment-vap

Identifying Historical MT83-MT89 opportunities

Clinic optimisation > Billing optimisation > Historical opportunities

- Use this metric to get an overview of potential missed MT83-89 items by practitioner, the potential billings and a list of details for the invoices that may be eligible to have an item MT83-89 billed.

- Eligibility is based on invoices that were billed to DVA and include telehealth or telephone services but do not already have a bulk-billing incentive already attached.

Billing optimisation
Insights on billing and payments

List of patients for possible item MT83 - MT89 ⓘ

	Service date	Invoice ID	Practitioner	Patient	Items billed
1	14/04/2020	268712	firstname 1316	surname 4947, firstname 2682 (79yrs -	91809
2	20/04/2020	269593	firstname 2241	surname 9844, firstname 6176 (9yrs - city	91809
3	08/05/2020	272152	firstname 2241	surname 3924, firstname 1427 (83yrs -	91809
4	08/05/2020	272316	firstname 3236	surname 8323, firstname 6232 (47yrs -	91809
5	27/05/2020	274720	firstname 2241	surname 5959, firstname 3537 (38yrs -	91809
6	29/05/2020	275028	firstname 8131	surname 9844, firstname 6176 (9yrs - city	91809
7	09/06/2020	276653	firstname 1316	surname 4947, firstname 2682 (79yrs -	91809
8	07/07/2020	280195	firstname 1316	surname 4947, firstname 2682 (79yrs -	91809
9	09/07/2020	280509	firstname 5738	surname 3924, firstname 1427 (83yrs -	91810
10	13/08/2020	285126	firstname 5738	surname 3924, firstname 1427 (83yrs -	91809
11	02/07/2021	328504	firstname 6116	surname 7866, firstname 2988 (98yrs -	91891
12	16/07/2021	330326	firstname 3664	surname 8323, firstname 6232 (47yrs -	91891
13	16/07/2021	330408	firstname 1316	surname 4947, firstname 2682 (79yrs -	91891
14	16/07/2021	330412	firstname 2241	surname 7866, firstname 2988 (98yrs -	91891
15	04/08/2021	333398	firstname 2241	surname 5959, firstname 3537 (38yrs -	91891
16	04/08/2021	333516	firstname 2241	surname 7866, firstname 2988 (98yrs -	91891
17	13/08/2021	334899	firstname 1316	surname 4947, firstname 2682 (79yrs -	91891
18	23/08/2021	336346	firstname 3664	surname 3249, firstname 1991 (68yrs -	91890
19	08/03/2022	364493	firstname 1316	surname 4947, firstname 2682 (79yrs -	91891
20	09/03/2022	364632	firstname 2241	surname 3924, firstname 1427 (83yrs -	91891
21	11/03/2022	365058	firstname 1316	surname 4947, firstname 2682 (79yrs -	91891
22	06/04/2022	367839	firstname 9179	surname 8323, firstname 6232 (47yrs -	91891
23	08/04/2022	368203	firstname 5738	surname 8323, firstname 6232 (47yrs -	91891
24	13/04/2022	368808	firstname 8912	surname 7866, firstname 2988 (98yrs -	91891

Record your ROI

Use the template to record your Return on investment

Missed incentive billings and missed billing opportunities audit

Claim back any missed 93666 items				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Identify any possible missed incentive 93666 items to claim back any of the items below missed.	Item optimisation	Possible item 93666		
Claim back any missed MT83-MT89 items				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Identify any possible missed incentive MT83-MT89 items to claim back any of the items below missed.	Item optimisation	Possible item MT83 – MT89		
Claim back any missed historical 10997 opportunities				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Identify any possible missed incentive items and historical 10997 opportunities to claim back any of the items below missed.	Billing optimisation	Potential 10997 opportunities		
Total billings claimed= $				$1,200.00
TIP on how to manage your incentive billings				
After an initial audit, add these metrics to your Favourites page and ensure you check them regularly.				
TIP on how to manage your potential 10997 opportunities				
Use the metric Possible service opportunities today > 10997 to formulate a daily list of patients coming in for an appointment today for item 10997 for your nursing team to proactively see patients and bill this item number.				

Uncompleted and unbilled appointments

Clinic optimisation > Billing optimisation > Operational

- Uncompleted and unbilled appointments are a common source of missed billings and are common across practices for a number of reasons:

- Technology or bad process inhibits the billing, for instance just as a GP goes to process a billing your practice management system crashes

- Forgot to bill – to be honest, sometimes the most common reason, that it's difficult to juggle many tasks during the day.

- With some item numbers such as a Team Care Arrangement (item 723), the appointment may need to be put on hold but instead sits uncompleted.

- The appointment did not occur, as it may be a Did Not Attend (DNA), but not marked as such.

- The appointment went longer, and the billing came through at a different time, outside the appointment book. For instance, if a GP has a telephone consult at 7 p.m. when the appointment book only goes to 6 p.m.

Uncompleted patient appointments ⓘ ☆

! 32

14 last 90 days

Unbilled appointments ⓘ ☆

50

ROI Program Findings

We found that on average practices who participated in the ROI program found **$1,944 per annum** from using Cubiko to help process uncompleted and unbilled appointments.

Billing optimisation
Insights on billing and payments

Identifying Uncompleted patient appointments

Clinic optimisation > Billing optimisation > Operational

- Use this metric to show the number of patient appointments that are not marked as 'complete'.

- We recommend reviewing these metrics to ensure all appointments are finalised and marked accordingly.

- It is best practice to ensure you are also marking nurse appointments that happened as complete here aswell to ensure your utilisation and appointment count metrics are accurate!

Uncompleted appointments

Patient uncompleted appointments ⓘ

	INTERNALID	Record no.	Appointment Date	Appointm...	Practitioner	Patient	Appt Status	App...
1	928	13206	31/08/2023	14:20:00	name 3411	surname 1731, firstname 2664 (75yrs - city 3374)	Booked	descr
2	1658	25021	30/08/2023	09:20:00	name 9929	surname 2336, firstname 3387 (33yrs - city 3374)	Waiting	descr
3	217	00010257	30/08/2023	11:20:00	name 4528	surname 4339, firstname 5722 (79yrs - city 7429)	Booked	descr
4	1637	24234	30/08/2023	15:00:00	name 9235	surname 1313, firstname 4949 (50yrs - city 3374)	Booked	descr
5	2	016650	28/08/2023	08:00:00	name 6543	surname 4275, firstname 5423 (79yrs - city 2927)	Booked	descr
6	1116	00015004	28/08/2023	10:10:00	name 6543	surname 9915, firstname 2117 (63yrs - city 3374)	Booked	descr
7	2008	27863	25/08/2023	13:20:00	name 7816	surname 7948, firstname 1991 (63yrs - city 3374)	Booked	descr
8	1170	4224	24/08/2023	09:10:00	name 5177	surname 1196, firstname 2655 (66yrs - city 3327)	Booked	descr
9	1170	4224	24/08/2023	10:00:00	name 4187	surname 1196, firstname 2655 (66yrs - city 3327)	Booked	descr
10	478	194787	24/08/2023	15:30:00	name 2513			descr
11	3080	35441	24/08/2023	15:40:00	name 4187			descr
12	302	27953	23/08/2023	08:00:00	name 5177			descr
13	565	196679	23/08/2023	08:30:00	name 5257			descr
14	64	031267	23/08/2023	11:20:00	name 9929			descr
15	3512	36808	23/08/2023	16:00:00	name 1228			descr
16	10916	24791	22/08/2023	10:00:00	name 9235			descr
17	4232	23952	14/08/2023	11:50:00	name 6543			descr
18	4285		11/08/2023	11:20:00	name 9235			descr
19	299		10/08/2023	09:40:00	name 9235			descr
20	1440	195170	09/08/2023	08:20:00	name 3765			descr
21	587	014231	09/08/2023	09:00:00	name 3765			descr

Select appt status: 🚫

Appt status...

✓ Select None   Select All   Invert

At Billing

Booked

Completed

DNA

Invoiced

Paid

Status unknown

Uncompleted and unbilled appointments

Streamline your process

1. How do you want your appointment book to look at the end of the day, ensure a daily check is done to complete all appointments

2. Check each morning any uncompleted and unbilled appointments for the day before to process regularly

3. Record your progress

Billing optimisation and managing your appointments

Uncompleted patient appointments				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Ensure all appointments have been marked as completed, all payments processed, ensure no appointments were unbilled and process billings on hold.	Billing optimisation	Uncompleted appointments		
Unbilled appointments				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Ensure all appointments have been marked as completed, all payments processed, ensure no appointments were unbilled and process billings on hold.	Billing optimisation	Unbilled appointments		
Billing on hold				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Ensure all appointments have been marked as completed, all payments processed, ensure no appointments were unbilled and process billings on hold.	Billing optimisation	Billings on hold		
Unbatched Invoices				
Ensure all appointments have been marked as completed, all payments processed, ensure no appointments were unbilled and process billings on hold.	Todays clinic metrics	Unbatched invoices		
Oustanding rejections				
Ensure all appointments have been marked as completed, all payments processed, ensure no appointments were unbilled and process billings on hold.	Todays clinic metrics	Outstanding rejections		
Total billings claimed= $				$900.00

TIP on how to manage your billings and appointments: After an initial audit, add these metrics to your Favourites page and ensure you check them regularly.

Record your ROI

Use the template to record your Return on investment

Billing optimisation
Insights on billing and payments

Billings on hold

Clinic optimisation > Billing optimisation > Operational

- A billing on hold is when an invoice has been created but not yet processed completely.

Billings on hold ⓘ ☆

58

20 days old on average

ROI Program Findings

We found that on average practices who participated in the ROI program generated **$1,399 annually** in additional billings.

Billing optimisation
Insights on billing and payments

Identifying Billings on hold

Clinic optimisation > Billing optimisation > Operational

- You can use this metric to view a list of the billings on hold.

- You can get insights into the invoice date, aged and invoice ID.

- Jump into your Practice Management Software to process billings for these billings.

Billings on hold

List of billings on hold ⓘ

	Invoice date	Age (days)	Invoice ID	Patient	Practitioner	MBS Item
1	Totals:					
2	05/06/2023	94	421625	surname 3585, firstname 8283 (64yrs -	firstname 4294	Item 30071, Item
3	21/06/2023	78	424232	surname 9469, firstname 2117 (69yrs -	firstname 2882	Item 10990, Item
4	28/06/2023	71	425082	surname 6488, firstname 7844 (59yrs -	firstname 2985	Item 31361
5	10/07/2023	59	426470	surname 5495, firstname 7668 (0yrs - city	firstname 2882	Item 36
6	11/07/2023	58	426552	surname 2677, firstname 4884 (75yrs -	firstname 5783	Item 10990, Item
7	11/07/2023	58	426634	surname 2791, firstname 4949 (0yrs - city	firstname 5783	Item 23
8	12/07/2023	57	426749	surname 1622, firstname 2655 (65yrs -	firstname 2882	Item 723
9	24/07/2023	45	428885	surname 5495, firstname 7668 (0yrs - city	firstname 5638	Item 44
10	31/07/2023	38	430024	surname 2791, firstname 4949 (0yrs - city	firstname 5783	Item 23
11	31/07/2023	38	430014	surname 7453, firstname 8283 (0yrs - city	firstname 2882	Item 23
12	01/08/2023	37	430134	surname 1346, firstname 1211 (0yrs - city	firstname 5689	Item 23
13	07/08/2023	31	431048	surname 1622, firstname 9722 (0yrs - city	firstname 5689	Item 36
14	10/08/2023	28	431528	surname 3897, firstname 1991 (45yrs -	firstname 5638	Item 36
15	10/08/2023	28	431502	surname 9145, firstname 5339 (74yrs -	firstname 4294	Item 723, Item 72
16	11/08/2023	27	431705	surname 3897, firstname 1991 (45yrs -	firstname 5638	Item 23
17	11/08/2023	27	431634	surname 4412, firstname 6232 (0yrs - city	firstname 2882	Item 23
18	11/08/2023	27	431702	surname 7634, firstname 9221 (0yrs - city	firstname 9594	Item 23
19	14/08/2023	24	431804	surname 7453, firstname 8283 (0yrs - city	firstname 2882	Item 23
20	15/08/2023	23	432093	surname 3897, firstname 1991 (45yrs -	firstname 9594	Item 23
21	17/08/2023	21	432222	surname 3347, firstname 5722 (36yrs -	firstname 3685	Item 723, Item 10

Billings on hold ⓘ

58

20 days old on average

Billings on hold

Streamline your process

1. Check each morning your billings on hold and process regularly

2. Do you have a lot of billings on hold due to doing a lot of skin excisions? Use our skin excision workflow to setup and manage billings raised and held awaiting results

3. Record your progress

Record your ROI

Use the template to record your
Return on investment

Billing optimisation and managing your appointments

Uncompleted patient appointments				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Ensure all appointments have been marked as completed, all payments processed, ensure no appointments were unbilled and process billings on hold.	Billing optimisation	Uncompleted appointments		

Unbilled appointments				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Ensure all appointments have been marked as completed, all payments processed, ensure no appointments were unbilled and process billings on hold.	Billing optimisation	Unbilled appointments		

Billing on hold				
Focus	**Key cabinet**	**Metric**	**Number of items**	**Billings claimed**
Ensure all appointments have been marked as completed, all payments processed, ensure no appointments were unbilled and process billings on hold.	Billing optimisation	Billings on hold		

Unbatched Invoices				
Ensure all appointments have been marked as completed, all payments processed, ensure no appointments were unbilled and process billings on hold.	Todays clinic metrics	Unbatched invoices		

Oustanding rejections				
Ensure all appointments have been marked as completed, all payments processed, ensure no appointments were unbilled and process billings on hold.	Todays clinic metrics	Outstanding rejections		
Total billings claimed= $				$900.00

TIP on how to manage your billings and appointments: After an initial audit, add these metrics to your Favourites page and ensure you check them regularly.

Today's clinic metrics
How my day is looking

Outstanding debt

- Use this metric to find billings that may be owed but not yet recovered.
- Cash is key to the continued operation of the practice, so chasing up and processing these accounts can help sustain your cash flow.

Outstanding debt ⓘ

$24,327

432 debtors
494 invoices owed

ROI Program Findings

We found that on average practices who participated in the ROI program were able to recoup **$4225 in outstanding debt** over a two-week period.

Outstanding debt

Streamline your process

1. Have your administration team check with metric regularly to identify patients with upcoming appointments that have outstanding accounts

Patient	Practitio...	MBS Item	Amount owi...	Next appt date	Time	Appt with	▼
			$24,327.41				
surname 3985, firstname 1576 (27yrs -	firstname	Item 36	$75.05	No bookings	No bookings	Doctor unknown to	
surname 7885, firstname 6467 (27yrs -	firstname	Item 14206,	$106.25	No bookings	No bookings	Doctor unknown to	
surname 8871, firstname 5857 (50yrs -	firstname	description	$385.00	No bookings	No bookings	Doctor unknown to	
surname 5158, firstname 6232 (67yrs -	firstname	Item 5020	$126.00	No bookings	No bookings	Doctor unknown to	
surname 5158, firstname 6232 (67yrs -	firstname	Item 5020	$124.00	No bookings	No bookings	Doctor unknown to	
surname 8114, firstname 1883 (11yrs -	firstname	Item 36	$75.75	No bookings	No bookings	Doctor unknown to	
surname 3543, firstname 8947 (16yrs -	firstname	Item 73806,	$40.15	No bookings	No bookings	Doctor unknown to	

Outstanding debt

Streamline your process

2. Keep track of the booked date and booked by to ensure your patients are being advised of any outstanding accounts prior to booking this next appointment if the patient already had an outstanding account when this appointment was being made.

Patient	Practitio...	MBS Item	Amount owi...	Next appt date	Time	Appt with	Booked by	Booked date
			$24,327.41					
surname 3985, firstname 1576 (27yrs -	firstname	Item 36	$75.05	No bookings	No bookings	Doctor unknown to	No bookings	No bookings
surname 7885, firstname 6467 (27yrs -	firstname	Item 14206,	$106.25	No bookings	No bookings	Doctor unknown to	No bookings	No bookings
surname 8871, firstname 5857 (50yrs -	firstname	description	$385.00	No bookings	No bookings	Doctor unknown to	No bookings	No bookings
surname 5158, firstname 6232 (67yrs -	firstname	Item 5020	$126.00	No bookings	No bookings	Doctor unknown to	No bookings	No bookings
surname 5158, firstname 6232 (67yrs -	firstname	Item 5020	$124.00	No bookings	No bookings	Doctor unknown to	No bookings	No bookings
surname 8114, firstname 1883 (11yrs -	firstname	Item 36	$75.75	No bookings	No bookings	Doctor unknown to	No bookings	No bookings
surname 3543, firstname 8947 (16yrs -	firstname	Item 73806,	$40.15	No bookings	No bookings	Doctor unknown to	No bookings	No bookings

Review and reduce outstanding debt

Outstanding debt				
Focus	**Key cabinet**	**Metric**	**Total $**	**Debt recovered**
Review and reduce outstanding debt	Today clinics metrics	Oustanding debt		
Total billings claimed= $				$800.00

TIP: Your reception team can use this metric daily to help reduce debtors and process debtors when patients are in the practice!

Use the filters on the page to filter the debtor list by Payer. Selecting Patient Account will show you a list of all outstanding patient accounts to be followed up. You can then sort the list under the column Next appt date to view patients with upcoming appointments with outstanding debt first. This gives your team the opportunity to flag this with the patient prior to attending their appointment OR flag it on the appointment so all accounts are finalised on the day to reduce debtors and follow-up tasks.

Record your ROI

Use the template to record your Return on investment

Historical Flu vaccine opportunities

Clinic optimisation > Billing optimisation > Historical opportunities

- The page is comprised of two tabs, which highlight immunization records **with** and **without** a corresponding invoice with a service date for the day that the immunisation was given.

Billing optimisation
Insights on billing and payments

Historical flu vaccine opportunities
New

1,591

Customer Findings

We had a customer recently conduct an audit of their data. They found that they had **115 missed bulk billing consultations** over the last two years, which totaled **$2,176.65** (excluding bulk billing incentives)**.**

They also found **45 missed private flu vaccines**. Based on a charge of $23.00 per vaccine that's a finding of an additional **$1,035**. **

** The private flu vaccine did become free, however this practice was recording the Number of private vaccine supplied with a $0.00 invoice for the government for Reimbursement and these 45 were missed as there was no billing at all.

Billing optimisation
Insights on billing and payments

Identifying Historical Flu vaccine opportunities

Clinic optimisation > Billing optimisation > Historical opportunities

- Use the list in the first tab to find a list of patients who have received a flu vaccine in their immunisation history but have no corresponding invoice for that date. Give this list to your nursing team to action, which they can complete a chart audit and discuss with the relevant GP to bill appopriately.

Historical flu vaccine opportunities

The first tab shows a list with vaccine immunisation records that have a visitid linked to a visit at your practice location, these immunisations do not have a corresponding invoice with a service date for the day that the immunisation was given. On the second tab you can review all vaccinations that have an invoice at your practice location for any other irregularities.

Flu vaccines without an invoice	Flu vaccines with an invoice

Flu vaccines without an invoice ⓘ

	Patient	Date given	Immunisation reco...	Practitioner	Vaccine name	Fluvax governmen...
1	surname 8643, firstname 6232	08/09/2023	56467	name 7423	Vaxigrip Tetra	Not eligible Govt-
2	surname 7131, firstname 4724	19/07/2023	55969	name 8335	Vaxigrip Tetra	Aged >= 6mths with
3	surname 3364, firstname 8555	14/07/2023	56482	name 7386	Vaxigrip Tetra	Aged >= 6mths with
4	surname 1728, firstname 2527	30/05/2023	55227	name 5584	Vaxigrip Tetra	Non-Indigenous adult
5	surname 1196, firstname 8283	30/05/2023	55224	name 5584	Vaxigrip Tetra	Child aged >= 6mths
6	surname 2427, firstname 6232	30/05/2023	55220	name 8669	Fluad Quad	Non-Indigenous adult
7	surname 1131, firstname 4949	29/05/2023	55217	name 5674	Fluad Quad	Non-Indigenous adult
8	surname 1671, firstname 6249	29/05/2023	55211	name 7386	Vaxigrip Tetra	Not eligible Govt-
9	surname 5439, firstname 4724	29/05/2023	55203	name 1824	FluQuadri	Non-Indigenous adult
10	surname 4922, firstname 1991	29/05/2023	55216	name 7386	Fluad Quad	Non-Indigenous adult
11	surname 2419, firstname 5339	29/05/2023	55205	name 3924	Vaxigrip Tetra	Not eligible Govt-
12	surname 2516, firstname 3739	29/05/2023	55209	name 5674	Vaxigrip Tetra	Child aged >= 6mths
13	surname 7984, firstname 9515	29/05/2023	55212	name 5674	Vaxigrip Tetra	Not eligible Govt-
14	surname 1622, firstname 8283	29/05/2023	55218	name 4873	FluQuadri	Not eligible Govt-
15	surname 4472, firstname 5327	29/05/2023	55207	name 5674	Vaxigrip Tetra	Child aged >= 6mths
16	surname 6273, firstname 6232	29/05/2023	55200	name 4581	Fluad Quad	Non-Indigenous adult
17	surname 7638, firstname 2322	26/05/2023	55195	name 6757	Vaxigrip Tetra	Not eligible Govt-
18	surname 8658, firstname 7325	26/05/2023	55172	name 8986	Fluad Quad	Non-Indigenous adult
19	surname 3922, firstname 2117	26/05/2023	55180	name 8335	Vaxigrip Tetra	Not eligible Govt-

Billing optimisation
Insights on billing and payments

Identifying Historical Flu vaccine opportunities

Clinic optimisation > Billing optimisation > Historical opportunities

- The second tab looks at a list of all immunisation appointments over the last two years that have an invoice at your practice location. You can review this list to see if there are any other irregularities with your immunisation workflow.

Historical flu vaccine opportunities

The first tab shows a list with vaccine immunisation records that have a visitid linked to a visit at your practice location, these immunisations do not have a corresponding invoice with a service date for the day that the immunisation was given. On the second tab you can review all vaccinations that have an invoice at your practice location for any other irregularities.

| Flu vaccines without an invoice | **Flu vaccines with an invoice** |

Flu vaccines with an invoice ⓘ

	Patient	Date given	Immunisation...	Vaccine name	Practitioner	Item list	Fluvax governmen..
1	surname 4194,	14/09/2023	56526	Vaxigrip Tetra	name 8669	10990, 3	Child aged >= 6mths
2	surname 3257,	14/09/2023	56530	Vaxigrip Tetra	name 8586	10990, 36	Child aged >= 6mths
3	surname 7834,	13/09/2023	56517	Vaxigrip Tetra	name 6757	10990, 36	Child aged >= 6mths
4	surname 9988,	05/09/2023	56449	Vaxigrip Tetra	name 7386	36, 93644	Not eligible Govt-
5	surname 8233,	04/09/2023	56443	Vaxigrip Tetra	name 5674		
6	surname 9276,	04/09/2023	56444	Vaxigrip Tetra	name 3924		
7	surname 6522,	04/09/2023	56446	Vaxigrip Tetra	name 1824		
8	surname 9174,	31/08/2023	56417	Afluria Quad (Non NIP)	name 7386		
9	surname 1381,	30/08/2023	56407	Afluria Quad (NIP)	name 6757		
10	surname 5291,	29/08/2023	56382	Vaxigrip Tetra	name 5584		
11	surname 9585,	24/08/2023	56369	Vaxigrip Tetra	name 7386		
12	surname 3616,	21/08/2023	56335	Vaxigrip Tetra	name 7386		
13	surname 8914,	21/08/2023	56339	Vaxigrip Tetra	name 4873		
14	surname 2859,	18/08/2023	56314	Afluria Quad (NIP)	name 3924		
15	surname 4152,	17/08/2023	56308	Afluria Quad (NIP)	name 4873		
16	surname 5731,	17/08/2023	56307	Vaxigrip Tetra	name 4873		
17	surname 4775,	15/08/2023	56285	Vaxigrip Tetra	name 7386		
18	surname 7873,	15/08/2023	56293	Vaxigrip Tetra	name 4581		
19	surname 3732,	15/08/2023	56302	Vaxigrip Tetra	name 7386		
20	surname 3885,	15/08/2023	56298	Vaxigrip Tetra	name 4581		
21	surname 1977,	15/08/2023	56289	Vaxigrip Tetra	name 4581		

Select vaccine name:

Vaccine ...

Filter patients eligble for govt. fluvax

Eligibility ...

✓ Select None   Select All   Invert

Aged >= 6mths with medical risk factor

Child aged >= 6mths and < 5yrs

Indigenous person aged >= 6mths

Non-Indigenous adult aged 65+

Not eligible Govt-funded flu vax

Billing optimisation
Insights on billing and payments

**NEW sneak peak:
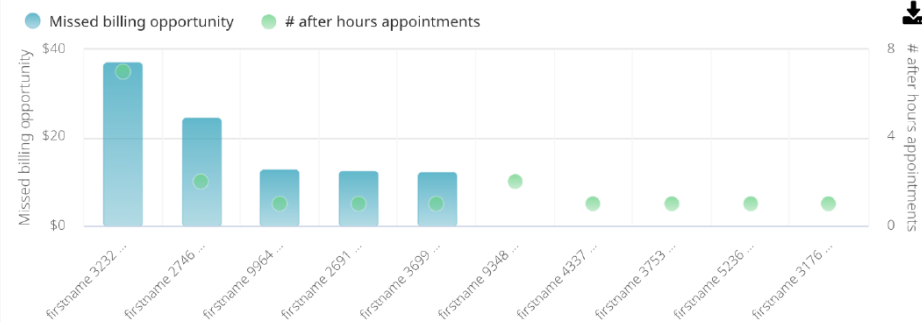Review after hours billings**

Review after hours billings

The MBS defines an after hours consult as one that is provided:
- on a public holiday,
- on a Sunday,
- before 8am, or after 1pm on a Saturday, or
- before 8am, or after 8pm on any day other than a Saturday, Sunday or public holiday

To view the details of the MBS items to be used for after hours attendances, click here

After hours appointments by Practitioner ⓘ

● Missed billing opportunity   ● # after hours appointments

firstname 3232 ...
firstname 2746 ...
firstname 9964 ...
firstname 2691 ...
firstname 3699 ...
firstname 9348 ...
firstname 4337 ...
firstname 3753 ...
firstname 5236 ...
firstname 3176 ...

After hours appointments ⓘ ☆

$99

18 after hours appointments

Billing optimisation
Insights on billing and payments

Review after hours billings

Clinic optimisation > Billing optimisation

- Here you will be able to view some key information such as:

* the potential missed billing opportunity for appointments that were after hours but billed regular standard consult item numbers and the number of after hours appointments.

*A full list of after hour appointments

*Unbatched invoices that may have been billed incorrectly and can be amended prior to being submitted to Medicare

After hours appointments

ⓘ ☆

$99

18 after hours appointments

Include unbatched invoices only

ⓘ 🟠 ⦰ ☐

Q&A