Unlock the Full Potential of Your Practice with OP's Newest Analytics Dashboards

Webinar Q&A

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Accessing Practice Analytics

Is Practice Analytics included in our OP licenses?	As a thank you for registering for this webinar, you'll receive a free trial of the Practice Analytics dashboards, which is an add-on feature. Your Account Manager will be able to help get you contracted for this feature after the trial expires on November 1.
I'm an On-Premise practice, can I still use Practcie Analytics?	Yes, the Practice Analytics module is available to all Cloud and On-Premise practices.
How do I access Practice Analytics?	Once your practice has Practice Analytics enabled (whether during the free trial or once contracted), each user who should have access will need two things: ● Permission: Tools_Reporting ● A valid email address in the Email Address 1 field in the user's Address Book contact record. Note that after assigning the permission and entering an email in the Address Book, you will need to log out and back into OP. See: Practice Analytics Overview: Security Permissions and Setup Requirements for how-to steps.
Can we restrict access to certain areas of Practice Analytics by user?	At this time, access to Practice Analytics is inclusive of all of the dashboards and reporting capabilities within the module. We're looking into enhancing this to limit access to only certain areas, like worklists for example.

Appointment Dashboards

[Appointment Analysis] Does the Appointment Analysis adjust based on providers being less than 1.0 FTE?	Appointment-based dashboards are pulled from the schedule table and based on appointments scheduled with that provider.
[Appointment Analysis] Does it calculate by half day worked and full day for each provider?	The dashboard pulls directly from how things are entered into your system.
[Appointment Analysis] Do the #'s get attributed to the Rendering Provider or the Billing Provider?	The schedule-based dashboards pull the provider the appointment is scheduled with.
[Appointment Analysis] Is any of this data available for 12 months or can you set a date range?	You can set the date ranges using the filters at the top if they are there or on the individual tiles by hovering over the tile and clicking the filter icon
[Appointment Analysis] How do we find the data behind each column? Specifically the Kept/No Charges.	You can drill down into the data by right-clicking or hovering over the tile and selecting 'show me the underlying data'. The grid tiles do not usually have a data drill down but the visuals below it will give you that information.
[Provider Schedule Analysis] How do I go about determining Provider efficiency? Provider appointment hours and total appts booked.	You can view this on the Provider Schedule Analysis Dashboard > Provider Slot Usage Tile. It is based on using slots.

General Dashboards

[CPT Analysis] For the CPT Category Detail List, what does GCR and NCR stand for?	Gross Collection Rate and Net Collection Rate
[Patient Demographics] Do the patient lists only go to age 25?	No, that is just a default filter. You can remove it using the filter icon to the right of the tile when you hover over it.
[RVU Analysis] Is the RVU calculator by rendering provider or billing provider?	Rendering Provider
[RVU Analysis] Can we summarize the RVUs by Year for a provider? instead of by month?	By default, it's grouped by month, but you can ungroup it by right-clicking and changing the date criteria to display for the

	whole year or last year.
[Vaccine Analysis] Do we need to manually add the Vac Admin option? I do not see it as an option.	Yes, if you want to view your information broken up that way. To add Vac Admin Category, navigate to Billing > Procedure (CPT) Codes, Search and select your code > Click Edit > Type Vac Admin into the category field > Click Save. Going forward it will be in the drop down as a category option.
[Vaccine Analysis] And where do we go to add "Vac Admin" to the category list?	Navigate to Billing > Procedure (CPT) Codes > Search and select your code > Click Edit > Type into the Category field and save.
[Vaccine Analysis] Does the vaccine count include the vaccines that are entered under the misc tab?	The vaccine dashboard only pulls vaccines with the Vaccine or Vac Admin category associated with them in the CPT Code library.
[Vaccine Analysis] How do we change the vaccine admin code to the proper category? Ours must be under vaccine.	Navigate to Billing > Procedure (CPT) Codes, Search and select your CPT code, Click Edit > Type into the Category field
[Vaccine Analysis] How do you differentiate between private-commercial vaccines and state vaccines?	You can filter and drill down by payer on the vaccine analysis dashboard.
[Vaccine Analysis] How do we view the vaccines?	You can view the vaccines in the Vaccine Analysis dashboard.

Key Performance Indicator (KPI) Dashboards

[Charges, Payments, Adjustments] Are these numbers based upon, DOS, Posting Date, or Daysheets?	The dashboards can be viewed by Posted Date or Claim Date; there are default date settings, but you can change these in the filters.
[Charges, Payments, Adjustments] Can you explain what "Monthly Charge Lag" is?	Charge Lag is the amount of time from when the charges were entered into the system until it was converted into a claim.
[Payer Analysis] How do we tell which payers are the ones we don't have contracts with per the chart?	Payer Analysis Dashboard > Payer Contracts tile - Click on the color indicating No Contracts and click on the "show underlying data" icon (it looks like a chart).
[Payer Analysis] Where do we load our	You can load your contracts in Billing > Contracts. See Add,

contracts?	Edit, and Copy Insurance Contracts.
[Provider Financial Analysis] How can we export data from Provider Charge and Payment Trends from provider financial analysis?	Hover over the tile > click the three dots and select export.
In my reporting section, the Reimbursement Analysis Monthly report says that it is "Under Construction" when you click on it. Do we know when that will be available?	I do not have an ETA on that but this new module is not dependent on an OP release so as soon as the report is ready it will be available to you.

Worklist Dashboards

[Denial Summary & Worklist] What does it mean if my Denial Summary is empty?	Denial Summary is based on Denial codes captured through ERA posting in OP. It looks to transactions containing a code you have defined in the HIPPA Code table with an ERA Auto-Match status of Denied. If you post denials in OP and your HIPPA code table contains codes that auto-match with denied and you still are seeing no data populate, please open a support case for us to investigate further.
[Insurance A/R Summary & Worklist] Why is my insurance AR worklist empty?	This worklist should not be empty. Please contact Support, and we can investigate this issue further.
[Insurance A/R Summary & Worklist] My buckets in the Insurance Balance by Aging Bucket dashboard do not match my A/R Summary tab in the Billing Center. What would cause that?	The dashboard takes a nightly snapshot where the billing center is based on daysheeting. That could be why you see the variation especially if it's been a few days since you daysheeted.
[Insurance A/R Summary & Worklist] Is there a way to select say 60+ days for AR in the worklist?	Yes, there is a bucket filter at the top.
[Insurance A/R Summary & Worklist] Why does it take 24 hours to show the claim note after being entered?	There is a 1-day lag for the data to flow into the new module. It's near real-time.
[Insurance A/R Summary & Worklist + Patient A/R Summary & Worklist] Can you	Anything you can do in the legacy reports can be done in the new reports. For the dashboards, we do not have something

run a side-by-side report for A/R showing Insurance AND Patient responsibility for your 0-30 days, 31 - 60 days 61 - 90 days and over 90 days like you currently can?	that shows both Insurance and Patient A/R but you can open each worklist on a separate tab to view them.
[Patient A/R Summary & Worklist] In the Patient A/R Worklist, some of the balances shown have been adjusted off previously, but they are still showing on the report. How can we get these balances removed to have a more accurate picture of the balances that need to be collected?	There is a day lag for your data to get into the new reports. It's near real-time. If you are still seeing this not updated appropriately, please open a support case for us to dig deeper into.
[Insurance A/R Summary & Worklist] When we go to the patient chart from the worklist - we lose completely where we were at in the worklist and need to start over to go back and find it.. is that going to be fixed?	This is not the intentional user experience. Please reach out to Support so that we can further investigate.