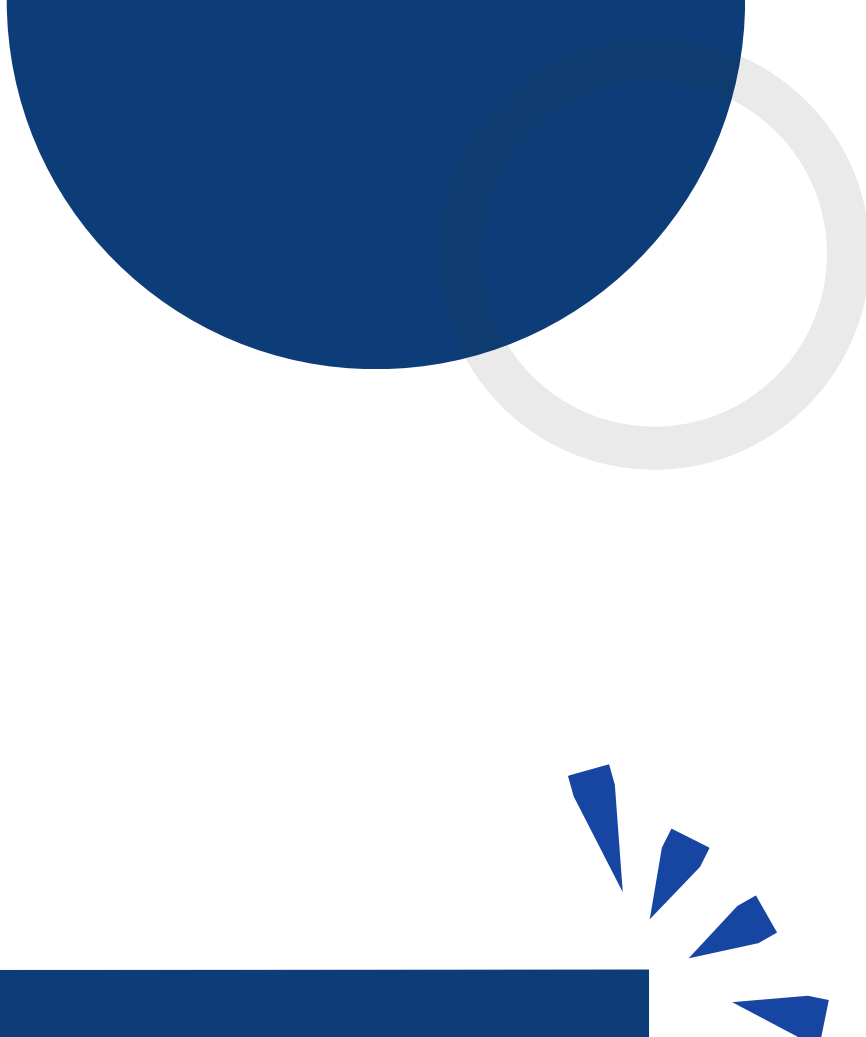




SUCCESS STORIES

**HISTORICAL AR OF
THREE DENTAL CLINICS**



Pediatric Dental Clinic A									
AR Date	Total	00 days	%	30 days	%	60 days	%	90 days	%
May-16	\$ 164,075.75	\$ 115,229.70	70%	\$ 28,479.10	17%	\$ 8,230.75	5%	\$ 12,136.20	7%
Jun-16	\$ 148,139.00	\$ 100,413.30	68%	\$ 34,302.70	23%	\$ 5,955.80	4%	\$ 7,467.20	5%
Aug-16	\$ 186,851.96	\$ 130,147.96	70%	\$ 38,829.00	21%	\$ 9,482.00	5%	\$ 8,393.00	4%
Sep-16	\$ 150,978.46	\$ 101,885.70	67%	\$ 21,685.53	14%	\$ 16,255.00	11%	\$ 11,152.23	7%
Oct-16	\$ 176,407.78	\$ 136,487.38	77%	\$ 21,815.25	12%	\$ 10,569.50	6%	\$ 7,535.65	4%
Nov-16	\$ 148,286.00	\$ 117,481.00	79%	\$ 14,833.40	10%	\$ 7,755.60	5%	\$ 8,216.00	6%
Dec-16	\$ 125,996.91	\$ 105,458.49	84%	\$ 10,082.90	8%	\$ 4,260.76	3%	\$ 6,194.76	5%
Jan-17	\$ 119,763.28	\$ 102,882.77	86%	\$ 9,198.00	8%	\$ 3,104.90	3%	\$ 4,577.61	4%
Feb-17	\$ 132,726.48	\$ 111,232.39	84%	\$ 10,992.21	8%	\$ 6,715.88	5%	\$ 3,786.00	3%
Mar-17	\$ 122,949.96	\$ 103,781.45	84%	\$ 10,186.00	8%	\$ 4,104.90	3%	\$ 4,877.61	4%
Apr-17	\$ 137,095.81	\$ 115,566.50	84%	\$ 11,291.90	8%	\$ 5,152.65	4%	\$ 5,084.76	4%
May-17	\$ 142,505.28	\$ 121,132.28	85%	\$ 10,871.12	8%	\$ 6,715.88	5%	\$ 3,786.00	3%
Jun-17	\$ 167,451.71	\$ 146,588.48	88%	\$ 11,815.25	7%	\$ 6,034.98	4%	\$ 3,013.00	2%
Jul-17	\$ 179,196.81	\$ 156,965.96	88%	\$ 12,312.87	7%	\$ 6,904.98	4%	\$ 3,013.00	2%
Aug-17	\$ 159,164.00	\$ 136,532.00	86%	\$ 13,533.40	9%	\$ 6,755.60	4%	\$ 2,343.00	1%
Sep-17	\$ 142,802.13	\$ 126,559.47	89%	\$ 10,082.90	7%	\$ 4,260.76	3%	\$ 1,899.00	1%
Oct-17	\$ 125,979.47	\$ 112,783.67	90%	\$ 9,198.00	7%	\$ 3,097.80	2%	\$ 900.00	1%
Nov-17	\$ 131,204.79	\$ 116,248.87	89%	\$ 10,018.92	8%	\$ 3,433.00	3%	\$ 1,504.00	1%

	Before	After
Providers	3	3
Verification Staff	2; 1 Denti-Cal, 1 Commercial	3; 1.5 Denti-Cal, 1.5 Commercial
Billing Staff	1	1
Collections Staff	1	1
Payments & Correspondence staff	0.5	0.5

- ✓ First pass collection ratios went from 83% to 92%
- ✓ All of the >90 days claims are kept at 1% to 2%. The goal is 0%.

Pediatric Dental Clinic B									
AR Date	Total	00 days	%	30 days	%	60 days	%	90 days	%
May-16	\$ 260,327.09	\$ 151,475.70	58%	\$ 51,036.20	20%	\$ 28,556.10	11%	\$ 29,259.09	11%
Jun-16	\$ 223,307.74	\$ 131,533.60	59%	\$ 47,628.50	21%	\$ 13,416.00	6%	\$ 30,729.64	14%
Aug-16	\$ 255,156.51	\$ 177,101.39	69%	\$ 38,340.75	15%	\$ 20,831.55	8%	\$ 18,882.82	7%
Sep-16	\$ 262,598.62	\$ 196,026.00	75%	\$ 34,797.50	13%	\$ 12,489.80	5%	\$ 19,285.32	7%
Oct-16	\$ 190,960.80	\$ 145,890.70	76%	\$ 22,638.85	12%	\$ 7,597.00	4%	\$ 14,834.25	8%
Nov-16	\$ 198,946.77	\$ 152,580.85	77%	\$ 25,147.85	13%	\$ 8,133.00	4%	\$ 13,085.07	7%
Dec-16	\$ 177,870.69	\$ 132,897.77	75%	\$ 23,134.67	13%	\$ 9,673.00	5%	\$ 12,165.25	7%
Jan-17	\$ 164,772.04	\$ 122,699.32	74%	\$ 23,273.72	14%	\$ 7,565.00	5%	\$ 11,234.00	7%
Feb-17	\$ 156,730.65	\$ 116,934.73	75%	\$ 23,147.85	15%	\$ 6,563.00	4%	\$ 10,085.07	6%
Mar-17	\$ 171,858.77	\$ 134,845.62	78%	\$ 22,007.28	13%	\$ 5,128.00	3%	\$ 9,877.87	6%
Apr-17	\$ 179,300.04	\$ 149,482.59	83%	\$ 18,496.38	10%	\$ 4,236.00	2%	\$ 7,085.07	4%
May-17	\$ 163,637.09	\$ 138,250.60	84%	\$ 14,865.49	9%	\$ 5,198.00	3%	\$ 5,323.00	3%
Jun-17	\$ 159,085.40	\$ 132,455.20	83%	\$ 12,701.00	8%	\$ 7,153.00	4%	\$ 6,776.20	4%
Jul-17	\$ 182,536.20	\$ 155,785.40	85%	\$ 13,089.00	7%	\$ 8,578.00	5%	\$ 5,083.80	3%
Aug-17	\$ 197,596.00	\$ 171,397.00	87%	\$ 15,561.00	8%	\$ 6,531.00	3%	\$ 4,107.00	2%
Sep-17	\$ 156,366.00	\$ 135,907.00	87%	\$ 13,387.00	9%	\$ 5,051.00	3%	\$ 2,021.00	1%
Oct-17	\$ 155,284.00	\$ 137,734.00	89%	\$ 12,929.00	8%	\$ 2,553.00	2%	\$ 2,068.00	1%
Nov-17	\$ 168,730.05	\$ 150,074.05	89%	\$ 12,967.00	8%	\$ 3,985.00	2%	\$ 1,704.00	1%

	Before	After
Providers	4	4
Verification Staff	2; 1 Denti-Cal, 1 Commercial	3; 1.5 Denti-Cal, 1.5 Commercial
Billing Staff	1	2
Collections Staff	1	1
Payments & Correspondence staff	0.5	0.5

- ✓ First pass collection ratios went from 80% to 92%
- ✓ All of the >90 days claims are kept at 1% to 2%. The goal is 0%.

Pediatric Dental Clinic B									
AR Date	Total	00 days	%	30 days	%	60 days	%	90 days	%
Dec-16	\$ 280,476.54	\$ 217,031.84	77%	\$ 39,671.64	14%	\$ 13,455.66	5%	\$ 10,317.40	4%
Jan-17	\$ 277,661.16	\$ 219,678.68	79%	\$ 28,786.23	10%	\$ 21,432.90	8%	\$ 7,763.35	3%
Feb-17	\$ 366,463.82	\$ 323,356.12	88%	\$ 24,659.35	7%	\$ 11,597.64	3%	\$ 6,850.71	2%
Mar-17	\$ 405,631.17	\$ 366,195.61	90%	\$ 26,460.81	7%	\$ 6,716.00	2%	\$ 6,258.75	2%
Apr-17	\$ 342,406.90	\$ 306,335.81	89%	\$ 25,990.34	8%	\$ 5,822.00	2%	\$ 4,258.75	1%
May-17	\$ 341,637.09	\$ 308,250.60	90%	\$ 22,865.49	7%	\$ 5,198.00	2%	\$ 5,323.00	2%
Jun-17	\$ 395,397.09	\$ 355,766.89	90%	\$ 25,701.00	7%	\$ 7,153.00	2%	\$ 6,776.20	2%
Jul-17	\$ 380,482.28	\$ 338,873.48	89%	\$ 27,947.00	7%	\$ 8,578.00	2%	\$ 5,083.80	1%
Aug-17	\$ 400,299.80	\$ 357,673.89	89%	\$ 26,795.91	7%	\$ 9,183.00	2%	\$ 6,647.00	2%
Sep-17	\$ 347,349.45	\$ 314,147.64	90%	\$ 19,858.95	6%	\$ 7,998.26	2%	\$ 5,344.60	2%
Oct-17	\$ 329,746.04	\$ 301,214.54	91%	\$ 18,945.40	6%	\$ 5,879.50	2%	\$ 3,706.60	1%
Nov-17	\$ 283,135.26	\$ 257,857.88	91%	\$ 18,965.88	7%	\$ 3,290.00	1%	\$ 3,021.50	1%

	Before	After
Providers	5	5
Verification Staff	4; 2 Denti-Cal, 2 Commercial	5; 2.5 Denti-Cal, 2.5 Commercial
Billing Staff	3	3.5
Collections Staff	1	2
Payments & Correspondence staff	1	1

- ✓ First pass collection ratios went from 83% to 93%
- ✓ All of the >90 days claims are kept at 1% to 2%. The goal is 0%.

FINANCIALS	CLINIC A BEFORE SYNAPSE							
MONTH	NOV	DEC	JAN	FEB	MAR	APR	TOTAL	AVERAGE
Charges	\$14,864.10	\$11,868.80	\$27,440.90	\$34,821.00	\$60,983.04	\$43,385.74	\$193,363.58	\$32,227.26
Payments	\$4,888.20	\$9,002.10	\$14,006.90	\$25,721.60	\$42,252.58	\$36,424.09	\$132,295.47	\$37,798.71
Payments to Charges Ratio	32.89%	75.85%	51.04%	73.87%	69.29%	83.95%	68.42%	

FINANCIALS	CLINIC A WITH SYNAPSE							
MONTH	MAY	JUN	AUG	SEP	OCT	DEC	TOTAL	AVERAGE
Charges	\$61,319.28	\$59,092.31	\$59,443.04	\$60,226.92	\$50,021.73	\$50,841.24	\$340,944.52	\$56,824.09
Payments	\$43,250.60	\$55,734.33	\$56,976.09	\$57,953.10	\$52,473.40	\$47,002.35	\$313,389.87	\$52,231.65
Payments to Charges Ratio	70.53%	94.32%	95.85%	96.22%	104.90%	92.45%	91.92%	

CLINIC A	CHARGES	PAYMENTS	NET COLLECTION %	NO. OF PROVIDER
Synapse Billing	\$56,824.09	\$52,231.65	92%	9
Previous Billing	\$32,227.26	\$37,798.71	68%	8
Average Increase	\$24,596.82	\$14,432.94		
% Increase	76%	38%		

Average monthly payments increased by 38% and insurance collections ratio increased by 24%

FINANCIALS	CLINIC B BEFORE SYNAPSE							
MONTH	SEP	OCT	NOV	DEC	JAN	FEB	TOTAL	AVERAGE
Charges	\$68,396.80	\$52,323.70	\$53,180.80	\$58,284.10	\$89,341.10	\$86,944.65	\$408,471.15	\$68,078.53
Payments	\$31,519.60	\$33,706.70	\$35,009.50	\$39,301.20	\$54,997.10	\$66,715.05	\$261,249.15	\$74,642.61
Payments to Charges Ratio	46.08%	64.42%	65.83%	67.43%	61.56%	76.73%	63.96%	

FINANCIALS	CLINIC B WITH SYNAPSE							
MONTH	MAR	APR	MAY	JUN	JULY	AUG	TOTAL	AVERAGE
Charges	\$119,589.75	\$97,888.50	\$94,886.60	\$108,688.80	\$106,328.50	\$132,951.45	\$660,333.60	\$110,055.60
Payments	\$100,035.59	\$92,856.20	\$97,879.35	\$116,192.27	\$98,911.65	\$127,395.17	\$633,270.23	\$105,545.04
Payments to Charges Ratio	83.65%	94.86%	103.15%	106.90%	93.02%	95.82%	95.90%	

CLINIC B	CHARGES	PAYMENTS	NET COLLECTION %	NO. OF PROVIDER
Synapse Billing	\$110,055.60	\$105,545.04	96%	7
Previous Billing	\$68,078.53	\$74,642.61	64%	4
Average Increase	\$41,977.08	\$30,902.42		
% Increase	62%	41%		

Average monthly payments increased by 41% and insurance collections ratio increased by 32%

FINANCIALS	CLINIC C BEFORE SYNAPSE							
MONTH	MAY	JUNE	AUG	SEP	OCT	NOV	TOTAL	AVERAGE
Charges	\$233,120.25	\$258,949.59	\$248,989.00	\$226,273.10	\$259,773.56	\$222,811.89	\$1,449,917.39	\$241,652.90
Payments	\$179,124.26	\$200,067.36	\$182,234.21	\$183,823.99	\$200,037.17	\$161,278.02	\$1,106,565.01	\$184,427.50
Payments to Charges Ratio	76.84%	77.26%	73.19%	81.24%	77.00%	72.38%	76.32%	

FINANCIALS	CLINIC C WITH SYNAPSE							
MONTH	DEC	JAN	FEB	MARCH	APR	MAY	TOTAL	AVERAGE
Charges	\$203,128.20	\$212,876.95	\$235,663.75	\$201,339.61	\$197,242.03	\$198,287.72	\$1,248,538.26	\$208,089.71
Payments	\$185,203.71	\$210,520.12	\$239,585.63	\$196,969.96	\$190,892.23	\$190,873.49	\$1,214,045.14	\$202,340.86
Payments to Charges Ratio	91.18%	98.89%	101.66%	97.83%	96.78%	96.26%	97.24%	

CLINIC C	CHARGES	PAYMENTS	NET COLLECTION %	NO. OF PROVIDER
Synapse Billing	\$241,652.90	\$202,340.86	97%	9
Previous Billing	\$208,089.71	\$184,427.50	76%	12
Average Increase	\$33,563.19	\$17,913.36		
% Increase	16%	10%		

Average monthly payments increased by 10% and insurance collections ratio increased by 21%