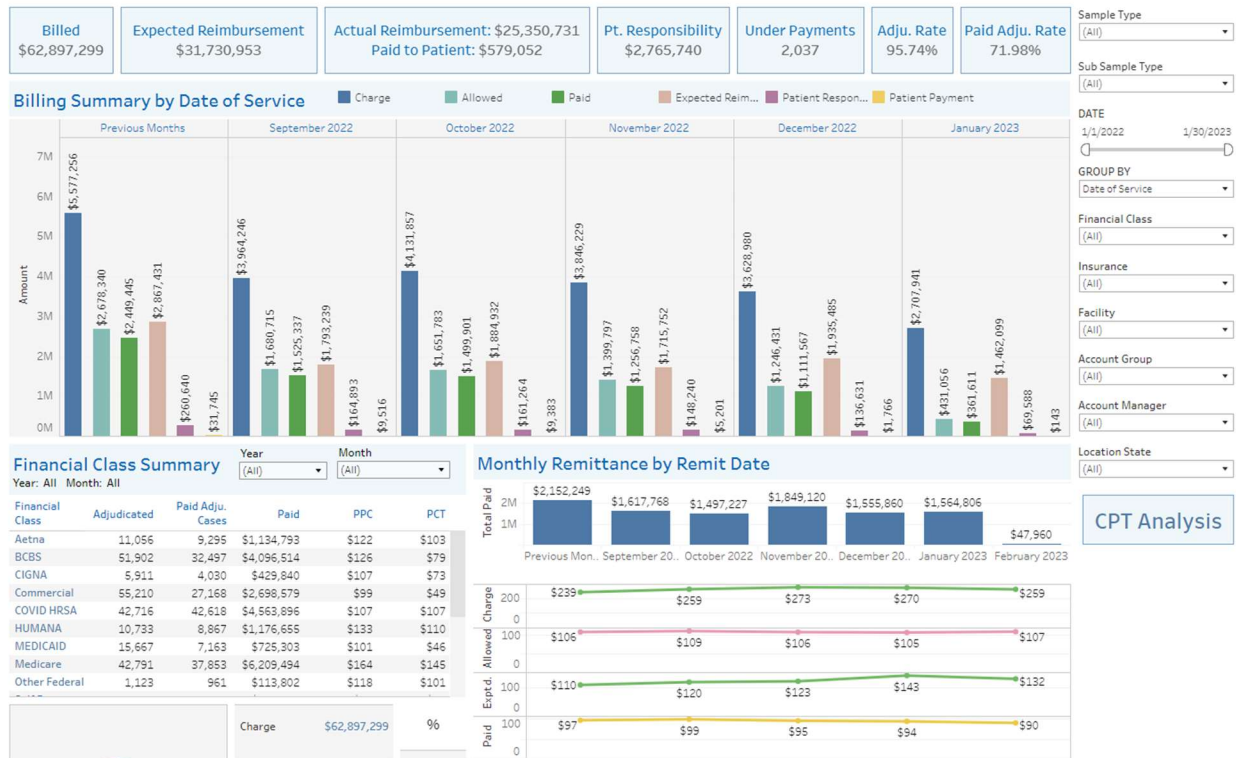


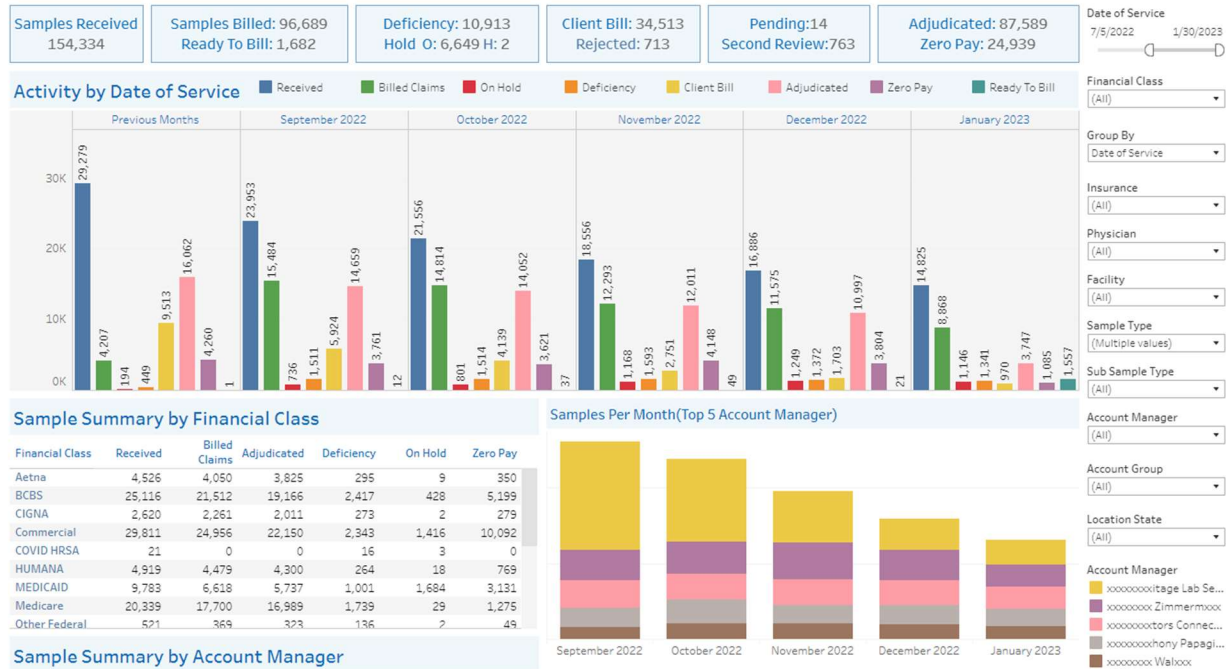
## Catalyst RCM Lab Overview

### Financial Dashboard:




- The financial dashboard tracks revenue trends month over month including actual reimbursement compared to expected reimbursement based on federal fee schedules, contract rates or overall averages for out of network payers. This allows our clients at any point in time to understand the accounts receivable that are still outstanding based on the month the service was performed.
- The financial dashboard has the ability to track profit and loss per sample type, payer, sales rep/group.
- The financial dashboard tracks both the adjudication rate and paid adjudication rate which allows us to monitor that we are receiving responses from the payer based on our expected timelines (adjudication rate) and what percentage of the adjudicated claims are reimbursing an amount (paid adjudication rate).
- The dashboard can be filtered to isolate the data based on financial class/insurance, sample type/sub-sample type, clinic state location, sales rep structure, physician referral specialty. Once the dashboard is filtered, the entire dashboard updates to isolate only the filtered data set.
- All data points displayed on the dashboard can be drilled into to review the underlying data.

## Operations Dashboard:



- The operations dashboard tracks the services performed month over month to ensure that all services performed are billed and ultimately adjudicated. The dashboard gives the ability to easily identify potential positive or negative trends related to sample volume received.
- For services performed that have yet to be billed (deficiency and hold claims), the dashboard has the ability to drill down into the underlying data to see the exact reason why the claim has yet to be billed.
- The dashboard can be filtered to isolate the date based on financial class/insurance, sample type/sub-sample type, clinic state location, sales rep structure, physician referral specialty. Once the dashboard is filtered, the entire dashboard updates to isolate only the filtered data set.
- All data points displayed on the dashboard can be drilled into to review the underlying data.

## KPI Dashboard:

	Facility Name (All)	Sample Type (Multiple values)	Sub Sample Type (All)	Financial Class (All)	Insurance (All)	Account Manager (All)	Location State (All)
	AVP (All)	Regional Director (All)	Physician Name (All)	Speciality (All)			

Summary : Sample Type									
Sample Type	Samples Received	Samples Recd. Yesterday	Samples Recd. MTD	Claims Paid Current Week	Paid Current Week \$	Paid Per Sample Current Week(Inc. Zero Pay)	Claims Paid MTD	Paid MTD \$	Paid Per MTD(\$)
Covid	16,228	0	9	1,642	\$178,656	\$37	1,044	\$114,600	
Derm-O	4,094	0	0	238	\$129,617	\$149	139	\$78,457	
Gastro-O	3,775	0	0	210	\$40,768	\$50	120	\$21,930	
NAIL	3,462	0	0	222	\$122,270	\$149	146	\$79,560	
Path	31,488	0	0	3,034	\$243,655	\$26	2,372	\$193,042	
PGX	733	0	0	30	\$9,031	\$61	26	\$6,231	

Summary : Cash Collections					
	November	December	January	Week 1 Feb	Week 2 Feb
Cash Collections	\$2,298,557	\$8,301,490	\$8,178,854	\$1,535,388	\$33,359

Summary : Samples Received				
	November	December	January	Week 1 Feb
Billed Claims	34,722	33,986	27,871	0
Deficient Samples Received	10,600	13,966	11,276	1
Deficiency Rate	26.83%	35.30%	31.54%	1.52%
Deficiency/Second	1,119	2,091	3,222	1
Current Deficient Rate	2.83%	5.28%	9.01%	1.52%

- The KPI dashboard provides a snapshot by sample type of the samples received, billed, paid overall, and paid per claim, and missing information during the current week and current month.
- The KPI dashboard tracks/trends cash collections, samples received, samples billed, deficient samples (missing information), week over week in the current month to compare to the trailing 3-month period. This allows for trend analysis to determine if the current month metrics are trending in-line with expectations and historical averages.
- The KPI dashboard can be filtered by sample type/sub-sample type, financial class/insurance, clinic location/specialty and sales structure.

## Sales Dashboard:

Account Group	Samples Received	Deficiency	Deficiency%	Initial Deficiency %	Billed Claims	Adjudicated	Zero Pay	Zero Pay Rate	Adju. Rate	Paid Adju. Rate	Total Collected	COGs	Profit/Loss
Null	800	112	14.00%	70.25%	103	51	22	43.14%	92.73%	47.06%	\$2,605	\$1,785	\$820
Andrewxxxxx	24,906	1,327	5.33%	13.68%	19,879	18,768	4,471	23.82%	97.14%	67.98%	\$2,505,125	\$656,880	\$1,848,245
Anthonyxxxxx	40,873	1,752	4.29%	21.67%	34,981	33,743	2,644	7.84%	96.77%	88.42%	\$3,350,738	\$1,181,005	\$2,169,733
Brandxxxxx	25,963	1,037	3.99%	15.06%	22,775	21,818	5,636	25.83%	98.75%	70.77%	\$1,464,375	\$763,630	\$700,745
Brxxxxx	789	35	4.44%	9.38%	75	59	20	33.90%	79.73%	42.37%	\$4,965	\$2,065	\$2,900
Coxxxxx	920	29	3.15%	15.22%	171	151	54	35.76%	96.82%	61.18%	\$18,016	\$5,285	\$12,731
Dan Bxxxxx	26,569	974	3.67%	12.99%	23,507	23,080	2,263	9.81%	98.80%	88.03%	\$2,566,683	\$807,800	\$1,758,883
Ethxxxxx	4,186	553	13.21%	26.45%	1,705	1,432	912	63.69%	87.42%	33.24%	\$73,843	\$50,120	\$23,723
Fxxxxx	13	0	0.00%	53.85%	12	12	5	41.67%	100.00%	58.33%	\$837	\$420	\$417
Heritage Lxxxxx	184,625	10,548	5.71%	20.79%	108,911	100,667	25,898	25.73%	94.21%	68.63%	\$9,884,272	\$3,523,345	\$6,360,927
Jessicaxxxxx	4,250	359	8.45%	20.64%	3,573	3,425	1,702	49.69%	97.33%	31.55%	\$164,920	\$119,875	\$45,045
Lxxxxx	1	0	0.00%	0.00%	1	1	0	0.00%	100.00%	0.00%	-\$1	\$35	-\$36
Lynxxxxx	220	15	6.82%	22.27%	191	173	79	45.66%	91.05%	19.65%	\$8,339	\$6,055	\$2,284
Michaelxxxxx	3,926	168	4.28%	14.80%	3,593	3,440	1,042	30.29%	98.80%	65.57%	\$269,840	\$120,400	\$149,440
Nickxxxxx	25	6	24.00%	56.00%	17	14	10	71.43%	82.35%	7.14%	\$128	\$490	-\$362
Paxxxxx	23	15	65.22%	100.00%	6	0	0	0.00%	0.00%	0.00%	\$0	\$0	\$0
Robxxxxx	195	23	11.79%	20.00%	133	125	41	32.80%	93.98%	47.20%	\$13,388	\$4,375	\$9,013

### Sample Type

Account: All

Sample Type	Samples Received	Deficiency	Deficiency%	Initial Deficiency %	Billed Claims	Adjudicated	Zero Pay	Zero Pay Rate	Adju. Rate	Paid Adju. Rate	Total Collected	COGs	Profit/Loss
Allergy	16	1	6.25%	18.75%	12	10	9	90.00%	100.00%	0.00%	\$0	\$350	-\$350
Blood	25,295	3,286	12.99%	28.01%	15,809	14,829	4,654	31.38%	97.64%	56.97%	\$350,874	\$519,015	-\$168,141
Covid	203,815	7,193	3.53%	18.99%	141,531	136,538	6,685	4.90%	97.28%	92.88%	\$13,587,060	\$4,778,830	\$8,808,230
Genetics	93	21	22.58%	24.73%	63	61	23	37.70%	96.83%	47.54%	\$29,633	\$2,135	\$27,498
Infectious Diseases	23,423	2,149	9.17%	18.31%	18,421	17,075	5,848	34.25%	96.37%	56.13%	\$3,340,494	\$597,625	\$2,742,869
Microbiology	609	16	2.63%	27.26%	528	496	152	30.65%	93.41%	49.40%	\$8,689	\$17,360	-\$8,671
MissingCaseType	2	1	50.00%	50.00%	0	0	0	0.00%	0.00%	0.00%	\$0	\$0	\$0
OTC	68	11	16.18%	32.35%	52	45	12	26.67%	96.15%	66.00%	\$2,708	\$1,575	\$1,133

### Account Manager

Account: All

Account Manager	Samples Received	Deficiency	Deficiency%	Initial Deficiency %	Billed Claims	Adjudicated	Zero Pay	Zero Pay Rate	Adju. Rate	Paid Adju. Rate	Total Collected	COGs	Profit/Loss
Un-Defined	800	112	14.00%	70.25%	103	51	22	43.14%	92.73%	47.06%	\$2,605	\$1,785	\$820
xxxxxxxx Bxxxx	11,760	78	0.66%	9.52%	10,828	10,689	314	2.94%	98.52%	95.64%	\$1,063,300	\$374,115	\$689,185
xxxxxxxx Bxxxx	736	18	2.45%	16.98%	703	693	17	2.45%	98.86%	93.36%	\$67,760	\$24,255	\$43,505

- The sales dashboard provides a high level overview of the labs sales department from vice president/regional director level down to the individual sales representatives.
- The sales dashboard provides the ability for executives to determine which sales accounts are receiving missing information, have high denial rates (zero pay %), amounts collected and overall profitability.
- The sales dashboard can be filtered by the management sales level (if applicable) to isolate the sales representatives that report under that manager/territory. The sales managers can filters this dashboard to analyze the sales representatives that report to them.

Clinic Dashboard:

Practice	Account Group	Account Manager	Samples Received	Deficiency	Deficiency%	Initial Deficiency %	Billed Claims	Adjudicated	Zero Pay	Zero Pay Rate	Adju. Rate	Paid Adju. Rate	COGS
Academy of Health Sciences	Heritage Lab	Heritage Lab Services	4	0	0.00%	0.00%	0	0	0				
Action Recovery	Heritage Lab	xxxxxxxitors Connect	289	15	5.19%	8.65%	262	238	152	63.87%	98.76%	34.45%	
Adaptive Behavioral Services	Brand	xxxxxxxes Steigerw	175	4	2.29%	16.57%	170	161	150	93.17%	94.71%	0.62%	
Adena Fayette Medical Center	Heritage Lab	xxxxxxxitage Lab Services	559	0	0.00%	0.00%	66	66	0	0.00%	100.00%	100.00%	
Advanced Family Health	Andrew	xxxxxxxrabeth My	1,263	127	10.06%	23.75%	966	943	189	20.04%	97.62%	71.90%	\$1
Advanced Rural Health Clinic	Andrew	xxxxxxxrew Press	244	22	9.02%	18.85%	112	64	32	50.00%	96.97%	37.50%	
Advanced Urology - Richmond	Dan Ba	xxxxxxxelsa Ridd	2,486	113	4.55%	11.99%	2,226	2,082	896	43.04%	98.77%	52.93%	\$3
Advantage Home Health Services	Heritage Lab	xxxxxxxitage Lab Services	26	0	0.00%	69.23%	24	24	1	4.17%	100.00%	95.83%	

Sample Type		Practice: All											
Sample Type	Samples Received	Deficiency	Deficiency%	Initial Deficiency %	Billed Claims	Adjudicated	Zero Pay	Zero Pay Rate	Adju. Rate	Paid Adju. Rate	Total Collected	COGS	Profit/Loss
Allergy	16	1	6.25%	18.75%	12	10	9	90.00%	100.00%	0.00%	\$0	\$350	-\$350
Blood	25,295	3,286	12.99%	28.01%	15,809	14,829	4,654	31.38%	97.64%	56.97%	\$350,874	\$519,015	-\$168,141
Covid	203,815	7,193	3.53%	18.99%	141,531	136,538	6,686	4.90%	97.28%	92.88%	\$13,587,060	\$4,778,830	\$8,808,230
Genetics	93	21	22.58%	24.73%	63	61	23	37.70%	96.83%	47.54%	\$29,633	\$2,135	\$27,498
Infectious Diseases	23,423	2,149	9.17%	18.31%	18,421	17,075	5,848	34.25%	96.37%	56.13%	\$3,340,494	\$597,625	\$2,742,869
Microbiology	609	16	2.63%	27.26%	528	496	152	30.65%	93.41%	49.40%	\$8,689	\$17,360	-\$8,671
MissingCaseType	2	1	50.00%	50.00%	0	0	0					\$0	
OTC	68	11	16.18%	32.35%	52	45	12	26.67%	96.15%	66.00%	\$2,708	\$1,575	\$1,133

Financial Class		Practice: All											
Financial Class	Samples Received	Deficiency	Deficiency%	Initial Deficiency %	Billed Claims	Adjudicated	Zero Pay	Zero Pay Rate	Adju. Rate	Paid Adju. Rate	Total Collected	COGS	Profit/Loss
Un-Defined	55	8	14.55%	21.82%	31	0	15		100.00%	41.94%	\$1,379	\$0	\$1,379
Aetna	12,077	642	5.32%	17.79%	11,000	10,679	778	7.29%	99.20%	84.78%	\$1,151,463	\$373,765	\$777,698
BCBS	60,108	4,318	7.18%	16.95%	53,548	50,117	11,173	22.29%	95.69%	62.60%	\$4,287,060	\$1,754,095	\$2,532,965
CIGNA	6,600	400	6.06%	19.00%	6,017	5,667	677	12.10%	96.27%	66.60%	\$420,676	\$104,230	\$316,446

- The clinic dashboard provides a high-level overview of the clinics where the lab is receiving samples.
- The clinic dashboard provides the ability for executives to determine which clinics the lab is receiving the most missing information, have high denial rates (zero pay %), overall amounts collected and overall profitability.
- The clinic dashboard can be filtered by the management sales level (if applicable) to isolate clinics that belong to different sales representatives. The dashboard can also be filtered by insurance or sample type.

## Denial Dashboard:

Navigation: < No Response Summary Denial Summary Denials by FSC Denial Analysis Summary >

Insurance Name:  Sample Type:  Sub Sample Type:  No Response Claims: 21,499 [Export All](#)

	0-5 Days	6-10 Days	11-15 Days	16-20 Days	21-25 Days	26-30 Days	>30 Days	Total ER
MEDICARE B PENNSYLVANIA	\$992,242.29	\$474,777.64	\$320,770.99	\$747.30	\$756.61	\$128.29	\$2,005.39	\$1,791,428.51
UNITED HEALTH CARE	\$507,498.89	\$263,712.60	\$180,135.36	\$185,612.03	\$202,486.32	\$28,261.98	\$30,621.42	\$1,398,328.60
AETNA	\$191,069.49	\$73,192.44	\$111,381.66	\$85,244.00	\$112,601.05	\$4,417.26	\$14,599.57	\$592,505.47

Navigation: < No Response Summary Denial Summary Denials by FSC Denial Analysis Summary >

Denials by Financial Class

CARC Code:  Sample Type:  Sub Sample Type:  Practice:

CARC Code	COMMERCIAL	MEDICAID	MEDICARE	BCBS	UHC	AETNA	CIGNA	HUMANA	OTHER FEDERAL
B11	\$7,104.27	\$0.00	\$50.00	\$5,003.52	\$1,587.97	\$843.95	\$774.90	\$347.34	
109	\$14,105.47	\$265.30	\$41,773.97	\$8,540.36	\$3,809.76	\$0.00	\$1,289.19		\$0.00
16	\$16,910.21	\$17,909.42	\$39,858.82	\$14,662.48	\$3,730.80	\$347.34	\$641.25	\$0.00	\$2,627.39
50	\$403.19		\$5,639.70	\$756.53	\$547.95	\$1,645.61	\$286.35		
24	\$357.23	\$4,307.31	\$504.01	\$0.00					\$0.00
96	\$18,326.77	\$7,623.59	\$3,494.04	\$30,635.23	\$4,018.42	\$2,502.13	\$0.00		\$888.57
252	\$2,531.22		\$3,078.76	\$108,143.65	\$8,123.85	\$1,087.67	\$308.73	\$987.29	

- The denial dashboard has the ability to view no response claims, claims that have been billed but have not adjudicated by the payer, based on insurance and aging. The dashboard has the ability to isolate an individual payer and aging bucket to view the underlying accounts that comprise the outstanding balances. All balances reflected are the net expected reimbursement.
- The denial dashboard has the ability to analyze denial trends by financial class and denial code (CARC code). This analysis is beneficial to understand denial trends by payer and which denials/payers the AR team needs to focus on to drive increased cash flow.
- The denial dashboard (not pictured) trends denials by sample type/sub-sample type and financial class/insurance month over month. This trending allows for the understanding of which payers are denying which sample types.