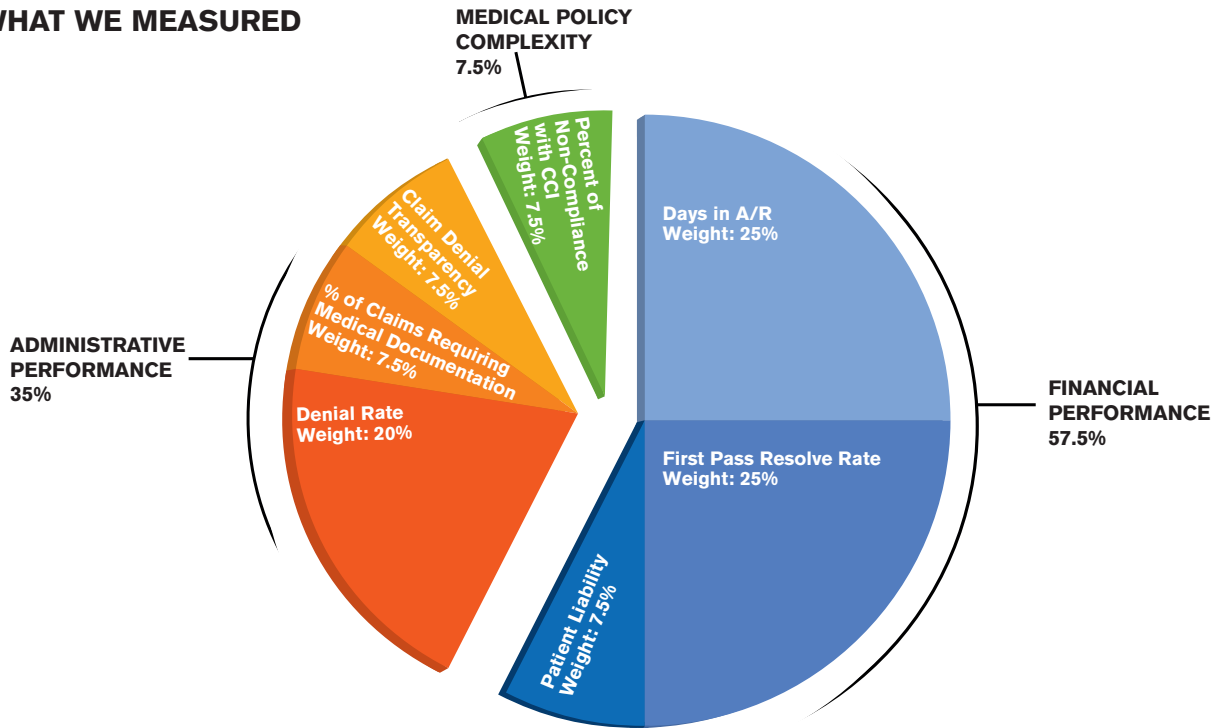


WHAT WE MEASURED



KEY

MEASUREMENT	DESCRIPTION	WEIGHT*
Days in A/R	Days in Accounts Receivable as measured by a dollar weighted average of charges	25%
First Pass Resolve Rate	% of claims that were successfully resolved on initial submission	25%
% Patient Liability	% of billed charges transferred to patient responsibility	7.5%
Denial Rate	% of claims requiring back-end rework (includes pending claims and denials)	20%
Denial Transparency	% of "denied" claims that are paid with only 1 additional resubmission.	7.5%
% Claims Requiring Medical Documentation	% of claims requiring medical documentation to justify payment	7.5%
% Non-Compliance with CCI	% of claims not receiving payment as a result of payer's departure from national coding standards	7.5%

*Weight given each measurement in calculating ranking.