



Front Office Accountability Measures Reports Doctor should review

As a part of your leadership responsibilities in your practice, it is important to expect accountability from each of your team members regarding their roles in the office. While you generally have the opportunity to directly observe and hear the patient interactions in the clinical area, often, what is not directly known are the operations of the administrative office.

In order to have a better understanding of the effectiveness of the systems being implemented in the administrative office, please find a list below of the items of accountability for front office administrators to report to you.

Daily:

- Deposit of receipts for today – Your financial coordinator will prepare a deposit for another team member or you to take to the bank.
- Day sheet report of all transactions – This report will include all production, payments received, and adjustments for the day. Your front office administrator will be preparing two copies, one for you and one for a master notebook. The two things you will want to review carefully are:
 - Production – Make sure all of the patients you saw today are listed with appropriate procedure codes and fees.
 - Adjustments – Please determine from the report if the adjustments appear to be warranted. If the adjustments are unusual, ask for an explanation.

Monthly:

- Month End Report – This report verifies that the month is “closed out” in the computer. With most computer systems, once the month is closed, modifications cannot be made. It is possible to make any necessary adjustments, although you cannot change the information previously closed. This feature protects your administrative team. On this report, please notice adjustments in particular. Ask about any that appear on patients who have not been seen during the month or any that appear to be larger than expected.
- Accounts Receivable Aging Report – This report should be reviewed by the Doctor and the Financial Coordinator consistently. There should be notes on the report next to each name that indicate what the communication has been with the responsible person on the



account and how/when the account will be paid. This process will serve two purposes: the FC will be held accountable for this portion of his/her responsibilities, and the Doctor will stay informed about who has overdue accounts.

- Outstanding Insurance Claims Report for claims over 30 days old – This report is worked in conjunction with the Accounts Receivable Aging Report. It allows the front office person to see at a glance if the overdue balance is personal or due to unpaid insurance claim.
- Un-submitted Insurance Report – Most dental software contains this report which lists claims that have not been submitted for any reason. It is important that this report is reviewed and that the claims are filed, whether electronically or as paper claims.
- Adjustments Report – Review all adjustments and verify they are within practice policies.
- Short Call List – Review the short call list in order to put a special emphasis on the need to populate this list continually.

As Needed:

- Petty cash accounting – Please make sure that there are receipts accounting for any petty cash used.
- OTC collections – Ask your Front Office to report on how OTC collections are progressing 2-3 times during the cycle. As we have mentioned previously, the OTC collections are not only a function of the administrative office. The clinical team must also prepare the patient in the clinical area to expect to make the estimated co-payment on the day of the procedure.