

AIMA

Business and Medical Support

PATHOLOGY LABS – CASE STUDY

Prepared by
AIMA OPERATIONS





Services Reviewed in this Case Study

1. Charges posted for DOS from Jan '24 to Oct '24 vs DOS from Jan '25 to Oct '25
2. Payments posted for DOS from Jan '24 to Oct '24 vs DOS from Jan '25 to Oct '25
3. Adjustments and Write-offs posted for DOS from Jan '24 to Oct '25.

**This analysis is reflected of DOS, not payment posted dates
Reports are accurate of 10/14/2025**



Highlights

1. GCR has improved from 17% to 21%, reflecting a 3% growth to date, with further increases anticipated through continued payments and adjustments from the current AR, as we remain focused on achieving AIMA's KPI benchmark.
2. Compliance Flag: Review of prior billing identified the use of the GB modifier without adequate justification. AIMA is now ensuring that each individual chart is coded with the highest standards of accuracy and compliance, effectively minimizing the risk of red flags from payers.
3. There has been a notable decrease in EV and coding-related denials.
4. Improvement in reducing billing turnaround time has been achieved with the implementation of HL7 integration, pre-billing exceptions, and client responses being managed through the Imperium platform to ensure efficiency and accuracy in billing.
5. Weekly reconciliation of payments against bank deposits and billing inflow samples, supported by LIS reports, ensures enhanced transparency and instills the highest level of confidence for the client.



High Level KPIs

| Total Charges | Net Collections | AR Days | Net Collection Ratio | Gross Collection Ratio |
|--|--|--|--|--|
| \$5,962,480.66 | \$981,652.42 | 96 | 55% | 18% |
| <p>The total charges for the last year have been \$5.9M with an average charge per month of \$562,498.18</p> | <p>The total collections of \$1M for the last 11 months puts the average collection per month at \$90K</p> | <p>The AR Days are 96, which indicates low performance compared to MGMA standard of 35</p> | <p>NCR of 55% is below the expected 75% for facilities as per MGMA standards</p> | <p>GCR is at 18% which in comparison with the fee schedule of 4 X times MCR fee, indicates very low collection</p> |

NCR of 55% and GCR of 18% are below MGMA standards and AIMA's KPI benchmark



High Level KPIs

| Total Charges | Net Collections | AR Days | Net Collection Ratio | Gross Collection Ratio |
|--|--|---|--|--|
| <p>The total charges for the last year have been \$10.6 M with an average charge per month of \$562,498.18</p> | <p>The total collections of \$2.2M for the last 9 months puts the average collection per month at \$245K</p> | <p>The AR Days are 46, which indicates good performance compared to MGMA standard of 35</p> | <p>NCR remains steady at 55% despite increased charges, with improvement expected as current AR and necessary adj are addressed.</p> | <p>GCR is at 21% which in comparison with the fee schedule of 4 X times MCR fee.</p> |

GCR has improved from 17% to 21%, and we are continuing our efforts to meet AIMA's KPI benchmark. We expect to achieve a GCR of 24% to 25% by the end of the first quarter of 2026.

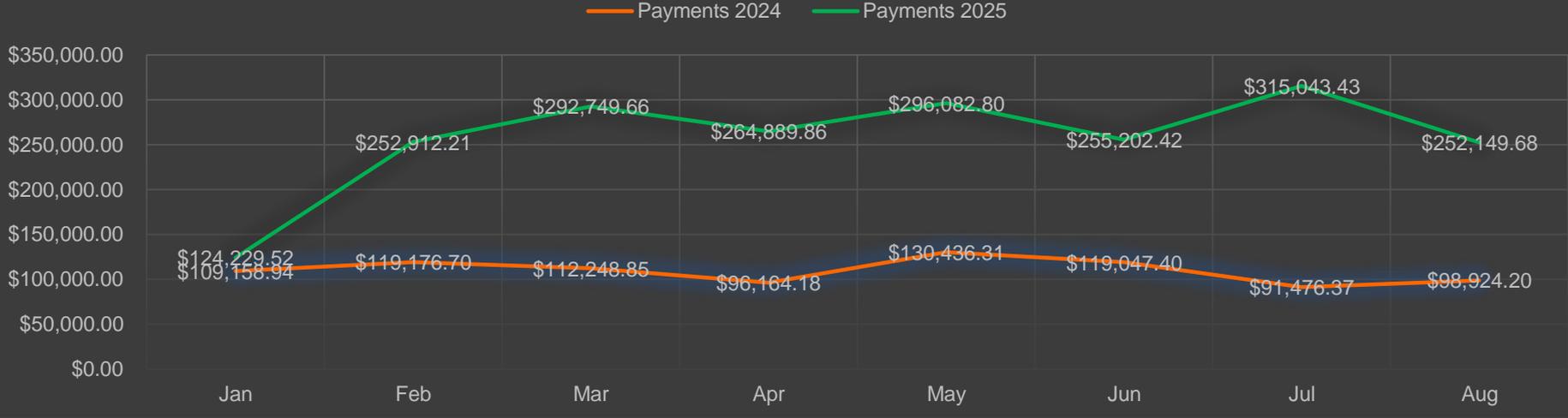


| 2024 | | | | 2025 | | | |
|--------------------------------|-----------------------|---------------------|------------|--------------------------------|------------------------|-----------------------|------------|
| Month (Sample Collection Date) | Charges | Payments | GCR | Month (Sample Collection Date) | Charges | Payments | GCR |
| Jan'24 | \$570,293.18 | \$109,158.94 | 19% | Jan'25 | \$571,077.30 | \$124,229.52 | 22% |
| Feb'24 | \$600,207.02 | \$119,176.70 | 20% | Feb'25 | \$1,022,780.28 | \$252,912.21 | 25% |
| Mar'24 | \$570,458.22 | \$112,248.85 | 20% | Mar'25 | \$1,190,708.78 | \$292,749.66 | 25% |
| Apr'24 | \$496,445.46 | \$96,164.18 | 19% | Apr'25 | \$1,101,028.00 | \$264,889.86 | 24% |
| May'24 | \$695,624.94 | \$130,436.31 | 19% | May'25 | \$1,311,708.33 | \$296,082.80 | 23% |
| Jun'24 | \$672,719.67 | \$119,047.40 | 18% | Jun'25 | \$1,182,825.29 | \$255,202.42 | 22% |
| Jul'24 | \$520,652.38 | \$91,476.37 | 18% | Jul'25 | \$1,480,995.94 | \$315,043.43 | 21% |
| Aug'24 | \$584,556.91 | \$98,924.20 | 17% | Aug'25 | \$1,408,436.64 | \$252,149.68 | 18% |
| Sep'24 | \$511,592.51 | \$64,960.26 | 13% | Sep'25 | \$1,393,947.86 | \$159,292.41 | 11% |
| Total | \$5,749,286.23 | \$980,125.59 | 18% | Total | \$10,663,508.42 | \$2,212,551.99 | 21% |

There is a significant improvement in collections compared to the previous year, with a **3%** growth already achieved in GCR, which is expected to further increase with payments and adjustments posted from the current AR.



Payment Trends: 2024 vs 2025



Thank you

