

Month-end billing review

Use before sharing the monthly billing report. The goal is reconciled totals, consistent definitions and owned follow-up on unexplained differences.

Owner / team: _____ Review date / period: _____

Tick completed checks. Record exceptions and reasons for any not-applicable steps in the approved work log.

Set the reporting basis

- ☐ Record the period, snapshot date, posting cutoff and included providers, locations and payers. Note changes from the prior period.
- ☐ Confirm metric definitions, numerators, denominators, exclusions and source reports. Use the same cohort and accounting basis for comparisons.

Reconcile the totals

- ☐ Reconcile opening A/R, charges, payments and balance-changing adjustments to closing A/R using the system's sign conventions. Investigate differences.
- ☐ Reconcile remittance and posted payment totals to deposits, allowing for documented timing differences, fees or offsets. Assign unresolved exceptions.
- ☐ Reconcile aging buckets to total A/R and review credits separately. Do not add monthly snapshots together or count older A/R as an additional balance.
- ☐ Keep rejection and denial measures distinct. Use a matched claim population for a claim denial rate; label event counts and repeat events clearly.

Review and release

- ☐ Review older A/R, overdue follow-up and posting exceptions with the billing lead. Record a specific action, owner and due date for each unresolved issue.
- ☐ Approve the report only after reconciliation or explicit explanation of open differences. Retain the source versions and set the next review date.

Unresolved action / owner / due date _____

Review completed by / next review _____

No universal KPI target is supplied. Use the companion CSV to agree definitions before interpreting a change or setting a practice-specific threshold.

Companion CSV: [medical-billing-kpi-definition-template.csv](#)

Related guidance: [ERG guide to billing audits and reporting](#). Checked October 20, 2026.