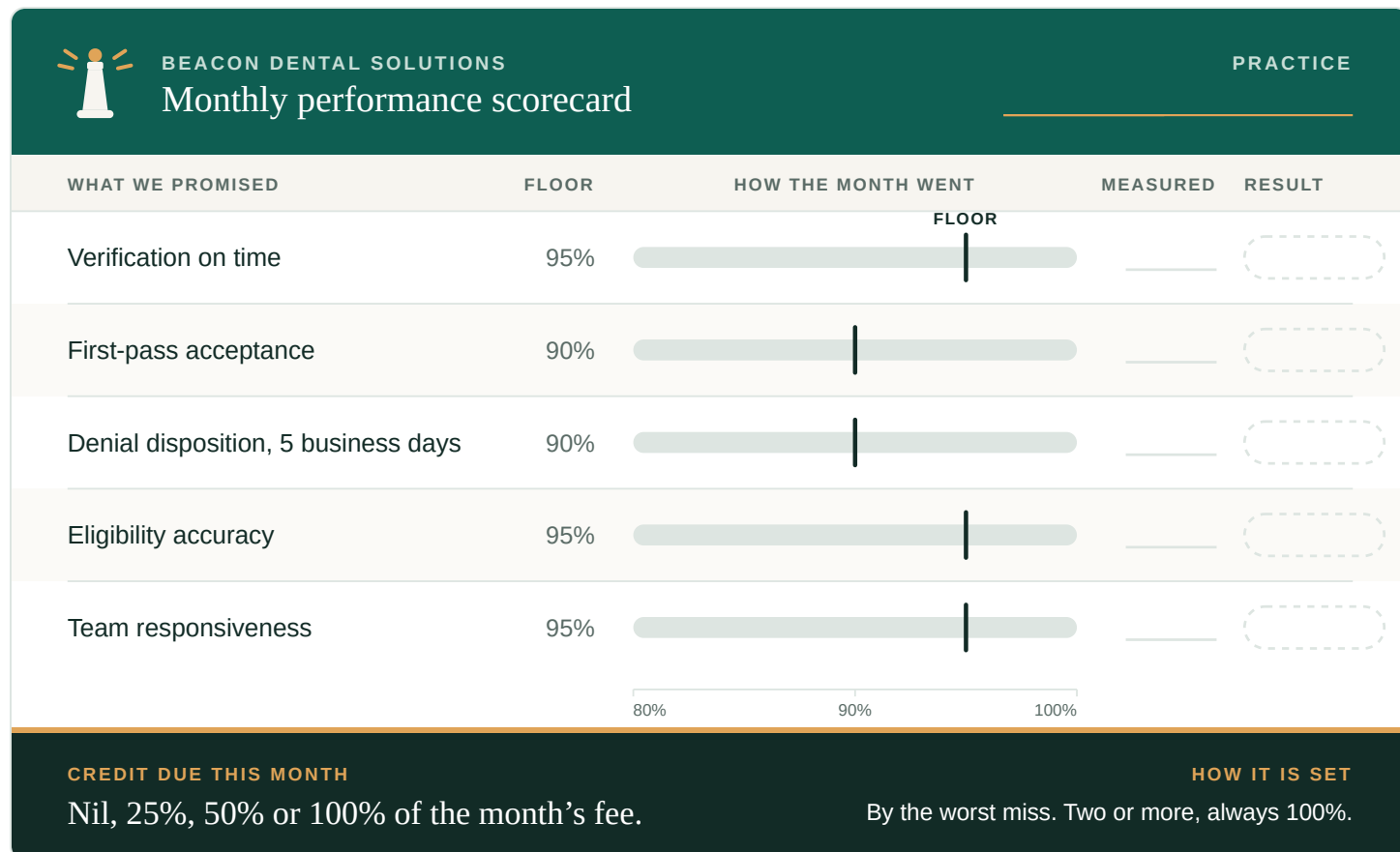


SAMPLE MONTHLY SCORECARD

The one page you get every month.

Whether the news is good or bad, and without you asking for it. Every floor on this form is written into Schedule C of your agreement before the first claim goes out.



HOW TO READ IT

- What we promised.** The five floors in Schedule C. They do not change during your term unless you agree.
- Floor.** The level we are contractually required to hit, printed before the month starts rather than chosen after it.
- How the month went.** The bar is what we did, the upright line is the floor. If the bar stops short, we missed.
- Measured.** Taken from your practice-management system or the clearinghouse where it can be. Eligibility accuracy comes from a QA audit of a random sample, and team responsiveness from our record of your requests. All five are measured by a function separate from the team doing the work.
- Result and credit.** The credit is set by how far the worst-missed floor fell short, and two or more floors missed is always 100%. One floor missed by 2 points or less is 25% of the month's fee; by more than 2 and up to 5 points, 50%; by more than 5 points, 100%. We apply it to the next invoice ourselves.

The first 60 days are measured but not charged against us. That is the calibration period. It is stated in Schedule C, and the scorecard says so on its face while it runs.

Here is one we would have lost.

The same form, filled in. We have deliberately shown a month with a miss, because a guarantee is only worth reading for what happens when it is not met.

 **BEACON DENTAL SOLUTIONS**

Monthly performance scorecard

PRACTICE
Your name here · month 4

WHAT WE PROMISED	FLOOR	HOW THE MONTH WENT	MEASURED	RESULT
Verification on time	95%	FLOOR	96.4%	✓ Met
First-pass acceptance	90%		91.8%	✓ Met
Denial disposition, 5 business days	90%		88.2%	✗ Missed
Eligibility accuracy	95%		97.1%	✓ Met
Team responsiveness	95%		98.0%	✓ Met

ONE FLOOR MISSED BY 1.8 POINTS

A credit of 25% of this month’s fee, applied automatically.

YOU DO NOT ASK

We owe it, so we apply it.

WHAT THE CREDIT IS WORTH

WORST MISS IN THE MONTH	CREDIT	ON \$1,995
No floor missed	Nil	—
One floor, 2 points or less below	25%	\$498.75
One floor, more than 2 and up to 5 points below	50%	\$997.50
One floor more than 5 points below, or two or more floors missed	100%	\$1,995.00

Shown against the solo-practice monthly fee. The credit is a percentage of your own fee, so it scales with what you pay.

WHAT THE FLOORS DELIBERATELY DO NOT COVER

- ✗ Whether a payer pays. We guarantee the work on the claim, never the payer’s decision.
- ✗ The first 60 days, measured and published but carrying no credit.
- ✗ A metric with fewer than 20 qualifying items in its measurement period. For team responsiveness that period is three months, not one.
- ✗ Anything caused by a payer or clearinghouse outage, by force majeure, or any period in which the services are suspended for non-payment.
- ✗ Anything caused by the practice not keeping its side of the agreement, mainly keeping your schedule current so we can see visits far enough ahead to verify them.

You never have to claim it. We calculate the credit, put it on your scorecard and take it off the next invoice. If the agreement ends with a credit balance left over, we pay it to you.