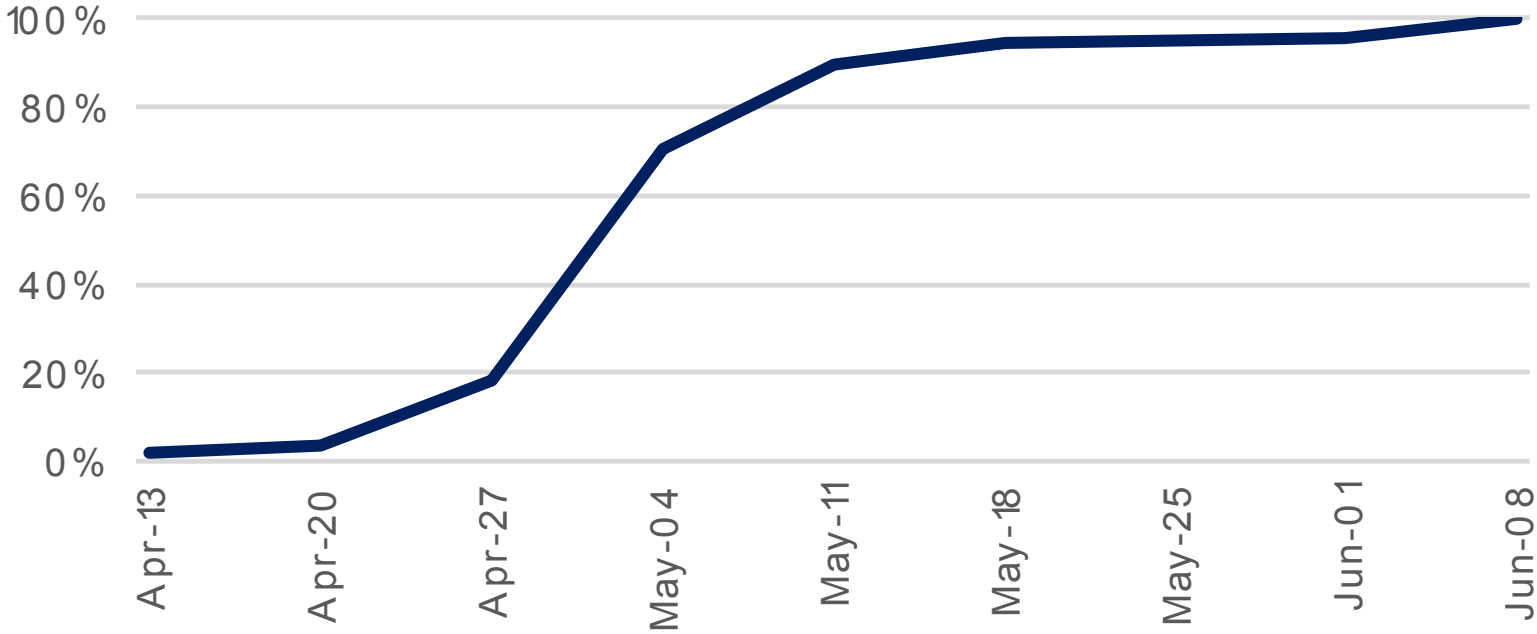


385-Practice Survey: over 80% of practices projecting to be open by May 11th

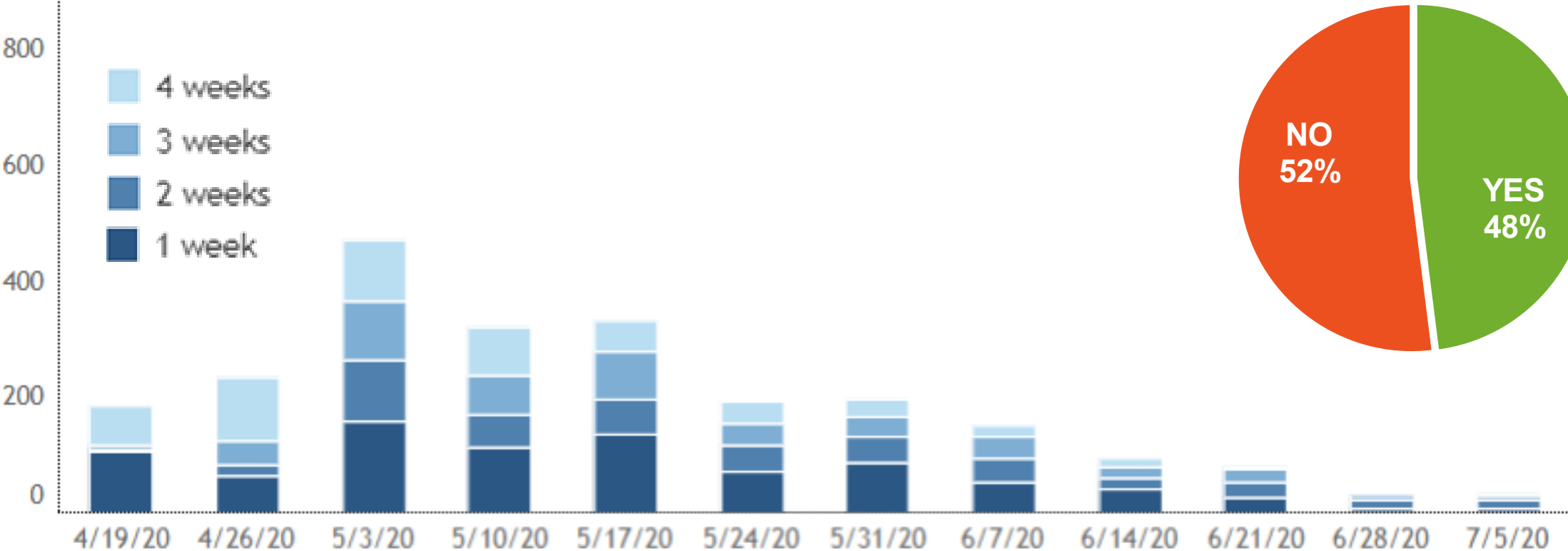
Practice Reopen Dates
(Survey w/ adjustments for SAH guidelines)



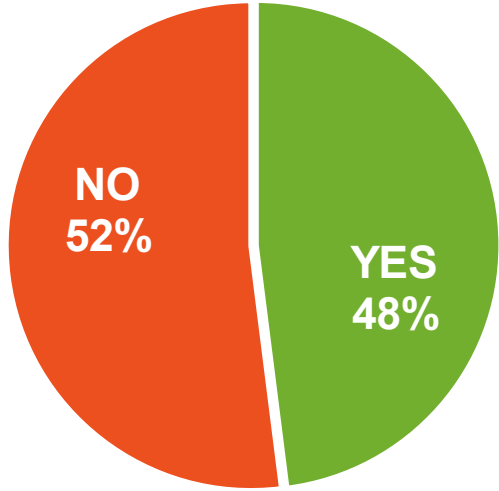
Practice responses were adjusted if their expected open dates were in conflict with their state / local stay-at-home guidelines

Despite 80+% of practices projecting to be open, May exams are below 10% of standard

Exams Scheduled in the Upcoming 12 weeks
Colored by How Long Ago from Today they were Scheduled

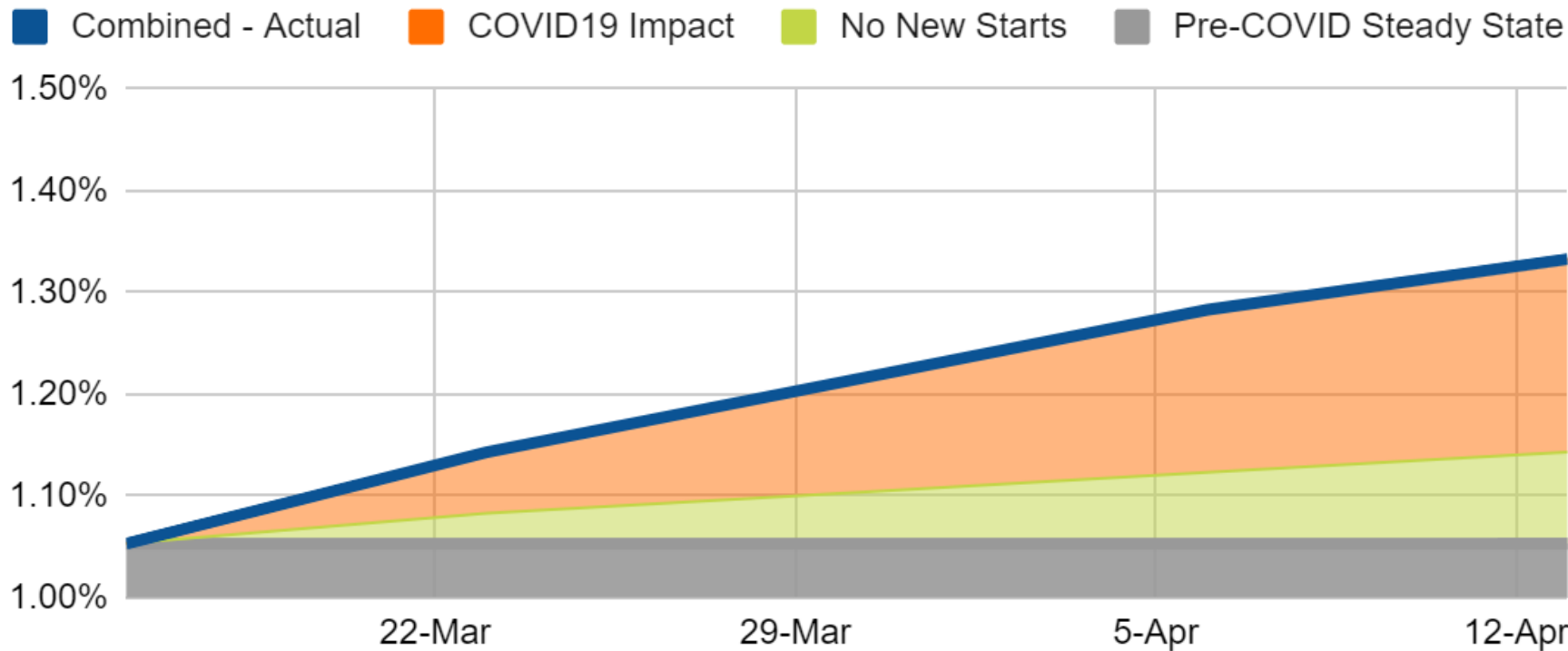


"Are you offering virtual consults?"



Two main factors of rising patient A/R aging: no new starts and economic impact

Patient A/R Aging Factors Since COVID19 Shutdown

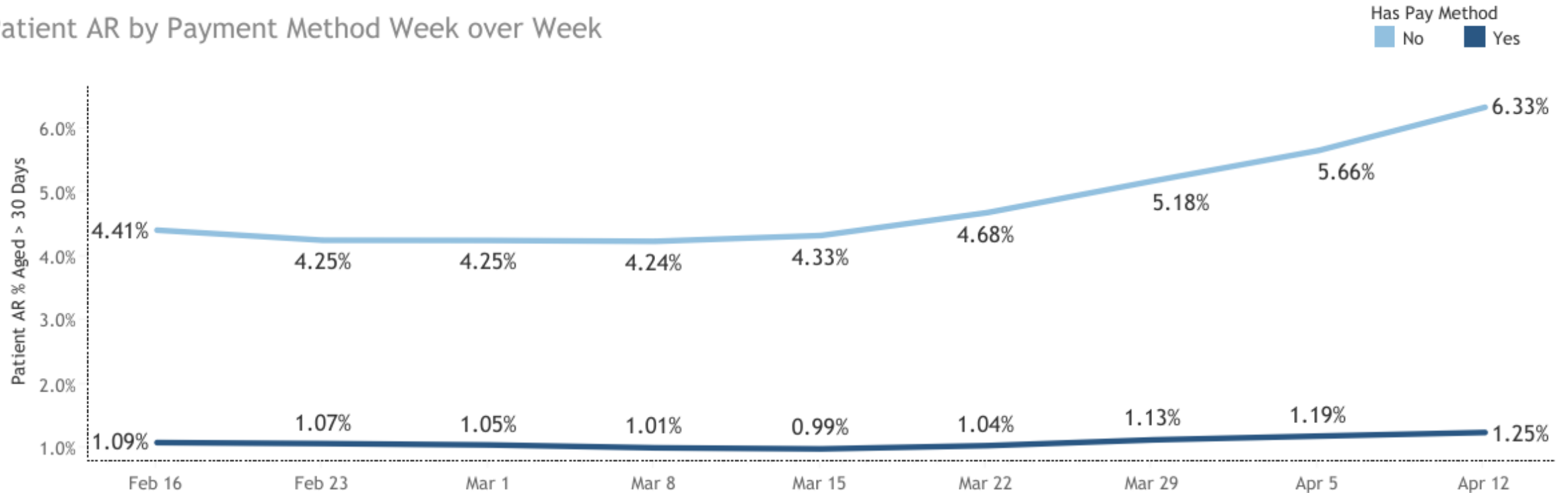


- No new starts accounts for 1/3 of overall increase
- COVID-related delinquency is 2/3 of impact

PAST DUE AGING RISING, BUT IT'S NOT ALL ABOUT DELINQUENCY

Overall aging up 16%, but driven up by 44% increase in non-autopay delinquency

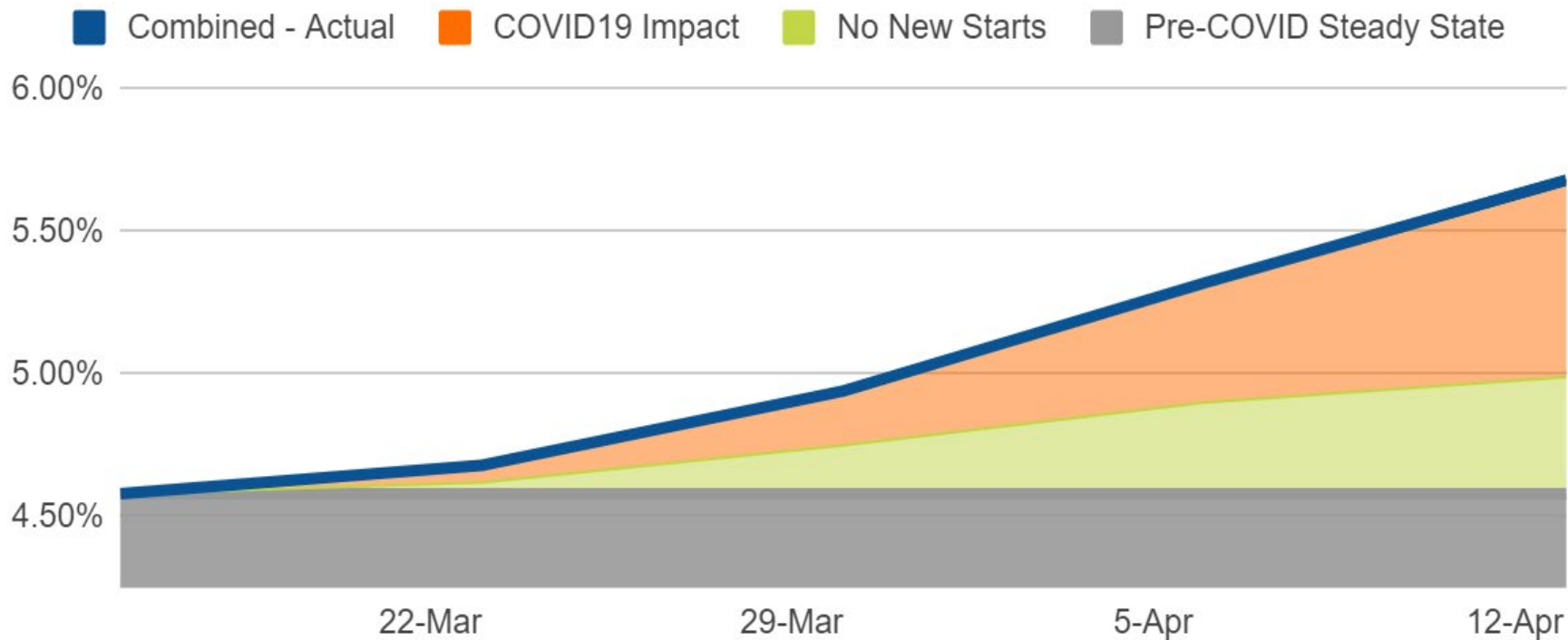
Patient AR by Payment Method Week over Week



STAY DISCIPLINED ON COLLECTIONS, FOCUS ON PAST DUE AND NON-AUTOPAY

Insurance A/R Aging sees similar factors, but COVID impact less pronounced

Insurance AR Aging Factors Since COVID19 Shutdown



- No new starts accounts for 37% of overall increase
- COVID-related delinquency is 63% of impact
- Carriers reducing staffing, resulting in long hold times, slower response to claim status & appeals inquiries
- Expecting plan terminations to rise

STAY DISCIPLINED ON COLLECTIONS, BE READY TO TRANSFER BALANCES