



Another steady week, with more patients in active care.

JUNE 15 - JUNE 22, 2026

The systems kept watch in the background, and every number moved the right way.

Happy Monday. This was another calm, healthy week with no surprises. The headline is simple: **646 patients are now in active care across your four offices, up from 639 a week ago, your authorization approval rate is holding at 99%, and the Monday dormant sweep came back clean again, meaning no patient slipped out of care without being caught.** More of your patients also have their coverage locked in than a week ago. Nothing here needs action from you. This is the steady rhythm the system was built to hold between the monthly checkpoints.

ACTIVE IN CARE

646

patients currently in care across all four offices

up 7 from last week

AUTHORIZATION APPROVAL

99%

of submitted authorizations approved by the payers

1% denial rate

NEW DORMANT CLIENTS

0

the Monday sweep checked 694 charts and found none to chase

clean roster

LIVE COMMAND CENTER

Your operation, at a glance

● Active clients by location

Cincinnati	238
Dayton	209
Columbus	118
Middletown	81
Active in care	646

● What the dashboard flagged

Scheduled assessments	21
Insurance issues surfaced	19
Discharge pending	18
Discharge pending payment	22

Surfaced automatically each evening so your managers can act on them before they become a problem.

MOVEMENT THIS WEEK

Across your four offices

The same census refresh, broken down by office, so each manager can see exactly where their numbers stand. Pulled from your live records, not estimates.

● New assessments scheduled

Columbus	7
Dayton	5
Middletown	5
Cincinnati	4
Total scheduled	21

New intakes on the calendar across the four offices, the front edge of next month's active census.

● In the discharge process, by office

Cincinnati	17
Dayton	13
Columbus	7
Middletown	3
Total in process	40

Charts flagged as moving toward discharge, most of them pending final paperwork or payment. Even with these in the pipeline, active care still grew this week, which means new intakes are more than keeping up.

ROSTER COMPOSITION

Where every chart stands

A full breakdown of your roster by status, the same view leadership sees on the live dashboard. The eight buckets add up to all 735 charts on your books.

● Current roster, by status

Active in care	646	Discharge pending payment	22	Scheduled	21
Insurance issue	19	Discharge pending	18	Awaiting assessment	5
Assessment completed	3	Assessment only	1		

Active care is the large majority of your roster. The smaller buckets are exactly the charts your managers want surfaced, the ones that need a decision before they turn into a billing or coverage problem.

Staying ahead of the payers

Refreshed from your authorization report so renewals and approvals stay current and nothing lapses unnoticed.

● Authorization health

Approval rate	99%
Denial rate	1%
Clients with active auths	98
Pending requests	11

Nearly every authorization your team submits is coming back approved, and six more clients have coverage locked in than a week ago.

● Renewals on the radar

Expiring in 30 days	20
Expiring in 60 days	46
Expiring in 90 days	89
High-utilization clients	7

The system watches every authorization window so renewals are handled before coverage lapses and care never pauses.

UNDER THE HOOD

The systems running for you

These run on their own in the background. Here is what kept working this week so you do not have to think about it.

● DAILY

Live census snapshot

Refreshes your active-client counts across all four offices. This week it tracked your roster climbing from 639 to 646 in active care.

● DAILY

Authorization & utilization refresh

Pulls your authorization report so renewal and approval numbers stay current. Holding at a 99% approval rate, now covering 98 clients with active authorizations.

● WEEKLY

Dormant-client sweep

Ran Monday across 694 charts. Result: a clean roster with no new dormant clients, which means the reactivation work is keeping pace with discharges.

● MONTHLY

Top-of-month verification

Idle this week by design. It fires on its own at the start of July to re-check your whole roster against the Ohio Medicaid portal, with the full proof report.

The full outreach is complete

The email campaign to win back former patients has finished its run across your entire past-client base.

● Emails sent, by group

Discharged patients	867
Dropped referrals	794
Prior therapy clients	82
Total emails sent	1,743

Every reachable former patient was contacted with a personalized reactivation sequence, not a single blast.

● What happens next

With the email outreach complete, the next rebookings come from your team working the **phone-ready call list** while replies keep coming in. Reach plus a human call is where former patients actually come back. The campaign stays ready to re-engage anyone new the moment they move into a dormant status.

What you can look forward to

- **Phone-ready call list:** the email outreach to past clients is complete, so the next rebookings come from your team working the call list while the door stays open for replies.
- **July's verification:** the top-of-month run fires on its own at the start of next month. You will get the full proof report again without lifting a finger.
- **Renewals watch:** 20 authorizations expire in the next 30 days. The system is tracking each one so renewals go in before any coverage lapses.

● The bottom line

Another calm, healthy week. Your roster grew to **646 patients in active care**, your authorizations held a **99% approval rate** while coverage was locked in for six more clients, and the dormant sweep came back **clean** with no patient falling out of care unnoticed. The full past-client email reactivation stands complete at **1,743 emails sent**, and next month's verification is already scheduled to run itself.

Census, dashboard, and roster figures reflect a live records refresh on June 22, 2026, pulled directly from your system, not estimates. The dormant sweep ran June 22, 2026 across 694 active charts. Authorization figures reflect the most recent report refresh on June 19, 2026. Reactivation totals reflect the completed email campaign through June 4, 2026.