



SoHum Health

**SOUTHERN HUMBOLDT COMMUNITY
HEALTHCARE DISTRICT**

**FINANCE COMMITTEE
MEETING**

**Tuesday
November 30, 2021
9:30 a.m.**

In person and via WebEx

**Sprowel Creek Campus, Rm 106
286 Sprowel Creek Road
Garberville, CA 95542**



Finance Committee Meeting

Date: Tuesday, November 30, 2021

Time: 9:30 a.m.

Location: Sprowel Creek Campus Room 106 and by Webex

Facilitator: Governing Board President Corinne Stromstad

Link: <https://shchd.webex.com/shchd/j.php?MTID=m398773fc1f9f118675a056a01bdcbf28>

Agenda

Time*	Page	Item
9:30 a.m.		A. Call to Order
9:31 a.m.		B. Public Comment (3 minute limit per person)
		See public comment instructions below
9:35 a.m.		C. Announcements
9:40 a.m.		D. Previous Meeting Minutes
	1-3	1. Minutes from Tuesday, October 26, 2021
		E. Discussion and Review



- | | | |
|------------|------|--|
| 9:45 a.m. | 4-7 | 1. October Financials – Paul Eves |
| 10:00 a.m. | 8 | 2. October Revenue Cycle Report – Marie Brown |
| | 9-20 | 3. October HRG Report – Remy Quinn |
| | | 4. 3D Mammography purchase for \$300,000 |
| | | 5. \$_____ for the purchase of EPIC EMR software. OR Approval of moving forward with the research of EPIC EMR software. |
| | | 6. i2i data software - \$65,000 for the first year, \$31,000 each year thereafter |

F. Discussion Items to Report to the Board

G. Next Meeting: Tuesday, January 25, 2022

PUBLIC COMMENT ON MATTERS NOT ON THE MEETING AGENDA: Members of the public are welcome to address the Board on items not listed on the agenda and within the jurisdiction of the Board of Directors. The Board is prohibited by law from taking action on matters not on the agenda, but may ask questions to clarify the speaker's comment and/or briefly answer questions. The Board limits testimony on matters not on the agenda to three minutes per person and not more than ten minutes for a particular subject, at the discretion of the Chair of the Board.

PUBLIC COMMENT ON MATTERS THAT ARE ON THE AGENDA: Individuals wishing to address the Board regarding items on the agenda may do so after the Board has completed their initial discussion of the item and before the matter is voted on, so that the Board may have the benefit of these comments before making their decision. Please remember that it is the Board's responsibility to discuss matters thoroughly amongst themselves and that, because of Brown Act constraints, the Board meeting is their only opportunity to do so.

OTHER OPPORTUNITIES FOR PUBLIC COMMENT: Members of the public are encouraged to submit written comments to the Board at any time by writing to Board of Directors, SHCHD, 733 Cedar Street, Garberville, CA 95542. Writers who identify themselves may, at their discretion, ask that their comments be shared publicly. All other comments shall be kept confidential to the Board and appropriate staff.

**Times are estimated/Posted: Monday, November 22, 2021*



Finance Committee

Date: Tuesday, October 26, 2021

Time: 9:30 a.m.

Location: Sprowel Creek Campus Rm 106 and via Zoom

Facilitator: Governing Board President Corinne Stromstad

Minutes

Finance Committee Present: Kent Scown (Acting Administrator), Corinne Stromstad, Barbara Truitt and Paul Eves

Also Present: Judy Hollifield, Marie Brown, and Remy Quinn

By Zoom: Matt Rees

Not Present: None

A. Call to Order – Corinne Stromstad called the meeting to order at 9:33 a.m.

B. Public Comment (3 minute limit per person) – none

C. Announcements - none

D. Previous Meeting Minutes

1. Minutes from September 28, 2021

Motion: Barbara Truitt moved to approve the September 28, 2021 meeting minutes.

Second: Corinne Stromstad

Motion carried

E. Discussion and Review

1. September, 2021 Financials – CFO Paul Eves – see reports
Paul stated that he really needs help, the work he has before him is more than one person can accomplish in a timely manner.
 - 16 Acute patient days in September, considerably up from August.
 - 56 SWG bed patient days in September, which is double from August
 - 240 SNF days, our SNF beds are full.
 - ER visits were 250 in the month of September.
 - Clinic visits were up to 459 for the month of September.
 - Outpatient medical was at 1570 and lab visits are 740 for September, down some from August.
 - Radiology visits were 209, down a little, but should increase now that Lora has

renewed her license for mammography.

- CT's were at 76 in September.
- 76.8 paid FTE's.
- A/R Cash Collections were \$782,980 in September.
- Total patient revenue is at \$1,681,386 and of that; \$105,000 is from retail pharmacy.
- Total Operating Revenue \$1,242,120.
- Other Non-Operating Revenue is large, \$1,574,676 due to the PPP loan forgiveness of \$1,221,000.
- Overall, net income is \$1,628,940 for September.
- Total cash remains above \$14 million dollars of which \$13,675,000 is in our LAIF account. \$2,000,000 has been transferred out of the LAIF for IGT loan repayment, that payment was \$950,000.
- Total Assets: \$24,384,329.

Motion: Barbara Truitt moved to approve the September, 2021 Financial Statements and share with the Governing Board.

Second: Corinne Stromstad

Motion carried

2. September Revenue Cycle Reports – Marie Brown – see reports

- September closed at 85.1 AR days or \$4.6M in Gross AR
- Cash collections totaled \$782K, or 96% of August's net revenue
- Average day of revenue is \$50K.
- Third Party aging increased by \$251K, and is now at 25.8%
- Unbilled AR 9 days from goal

3. September HRG Reports – Remy Quinn – see report

- Regarding the Revenue cycle, HRG states these things are being held up at the coding level.
- We have begun cross training, not just ER registration and Clinic registration personnel but also for certain areas of PFS and HIM.
- We have enlisted help with the MYTurn vaccine coding and will be able to update our reports from July forward.

4. Approval of contract with WipFli for up to \$60,000 for a USDA loan. Matt would like to hire WipFli to help with our application of the USDA loan we need to build the new hospital. Their fee is \$60,000 and it will take 8-9 months to process, so we would like to get started on it.

Motion: Barbara Truitt moved to approve and share with the Governing Board.

Second: Corinne Stromstad



Motion carried

- F. Discussion Items to Report to the Board – A summary of today’s reports will be taken to the Board.
- G. Next Meeting: Tuesday, November 30, 2021, in person at Sprowel Creek Campus and by Webex.
- H. Adjourned at 10:22 a.m.

Minutes by Karen Johnson

**Southern Humboldt Community
Healthcare District**

	Nov 20	Dec 20	Jan 21	Feb 21	March 21	April 21	May 21	June 21	July 21	Aug 21	Sept 21	Oct 21	Current 12 Month AVG	Year to Date- Current Year
In Patient Statistics														
Total Acute Patient Days	13	18	10	0	0	6	4	4	8	1	16	9	7	34
Total Swing Patient Days	79	78	117	94	106	101	75	70	38	25	56	66	75	185
Total SNF Patient Days	204	246	227	196	234	240	248	240	236	229	240	231	231	936
Total Patient Days	296	342	354	290	340	347	327	314	282	255	312	306	314	1,155
Total Acute Discharges	5	6	3	0	0	2	2	1	3	1	5	4	3	13
Total Swing Discharges	3	0	5	2	1	30	3	3	3	1	4	5	5	13
Total SNF Discharges	1	0	2	0	0	0	0	1	1	2	0	1	1	4
	9	6	10	2	1	32	5	5	7	4	9	10	8	30
Acute Length of Stay	2.60	3.00	3.33	0.00	0.00	3.00	2.00	4.00	2.67	1.00	3.20	2.25	2.25	9.12
ER Admits	5	6	3	0	0	2	2	1	3	1	5	4	3	13
I/P Lab Visits	13	21	15	6	8	11	12	20	12	12	23	14	14	61
I/P Radiology Visits	3	4	11	5	2	2	1	2	6	4	3	2	4	15
I/P EKG's	0	1	0	0	0	0	0	0	0	0	0	0	0	0
Out Patient Statistics														
ER Visits	204	178	164	197	194	219	258	257	335	298	250	220	231	1,103
Clinic Visits	374	431	328	346	433	451	436	463	414	427	459	471	419	1,771
SLS Visits	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Outpatient Medical	63	631	1582	809	3656	2967	3068	1611	1134	1143	1570	1871	1,675	5,718
Laboratory Visits	527	696	810	440	474	468	617	476	682	1041	740	546	626	3,009
Radiology	62	123	116	159	46	171	190	219	206	156	209	152	151	723
Mammography	15	14	4	10	10	22	24	4	27	25	6	11	14	69
CT Scans	32	50	71	66	56	82	80	71	89	55	76	63	66	283
EKG's	26	30	45	28	27	43	39	46	40	23	42	38	36	143
Retail Pharmacy Rx's Sold									1040	1607	2001	2358	1,752	7,006
Total O/P Visits	1,303	2,153	3,120	2,055	4,896	4,423	4,712	3,147	2,927	4,775	926	874	1,279	12,819
Salary Statistics														
Productive FTE's	69.2	69.8	70.6	71.3	81.3	83.7	77.9	76.6	75.1	75.1	76.8	79.2	74.6	
Paid FTE's	74.4	74.7	78.0	77.3	73.8	76.3	72.1	71.4	85.0	84.9	85.0	87.1	77.2	
Salaries & Ben as % of Net Rev	53.7%	65.1%	63.0%	52.5%	91.1%	61.1%	60.5%	60.4%	67.2%	68.4%	59.2%	77.6%	0.6	
BeneGits as % of Salaries	31.6%	28.1%	26.3%	32.3%	30.7%	22.9%	42.7%	19.7%	70.0%	46.4%	32.0%	64.4%	0.3	
Revenue Statistics														
Gross A/R > 120 Days	807,865	962,833	844,890	952,117	940,549	1,161,213	1,217,068	1,234,083	1,022,868	1,313,144	1,336,739	1,505,869	1,052,111	
A/R>120 Days as % of Total AR	41%	41%	41%	41%	41%	41%	41%	41%	41%	41%	34%	34%	40%	
Gross Days in A/R	71.0	75.6	75.6	75.6	75.2	75.2	75.2	75.2	75.6	79.2	85.1	85.9	75.1	
Net Days in A/R	65.0	68.9	68.9	68.9	69.7	69.7	69.7	69.9	69.8	73.4	79.8	81.6	69.3	
A/R Cash Collections	895,838	982,756	609,963	720,895	847,144	948,282	757,474	919,408	667,778	1,022,607	782,980	847,125	867,817.8	
Collections as % of Net Rev	85.1%	80.9%	53.3%	63.3%	62.1%	112.4%	59.8%	68.1%	32.7%	75.8%	67.2%	70.8%	73.6%	
Accounts Payable Days	0.8	4.6	1.0	0.5	4.6	6.6	5.1	15.9	0.7	4.2	9.6	2.1	4.6	
Cash Collections per Cal Day	28,898	31,702	19,676	23,255	27,327	30,590	24,435	29,658	21,541	32,987	25,257	27,327	27,994.1	107,113
Cash Disburs. per Cal Day	40,397	42,237	40,566	51,052	44,803	45,848	38,553	39,838	46,111	38,603	41,262	458,718	42,948.5	584,694
DATA Entry/Details/Calcs														
Calendar Days	30	31	31	28	31	30	31	30	31	31	30	31		

**Southern Humboldt Community
Healthcare District
Income Statement
October 2021**

Current Month			Year to Date				
\$ Variance	Budget	Actual		Actual	Budget	\$ Variance	% Variance
			GROSS PATIENT REVENUE				
(18,076)	237,500	219,424	INPATIENT	842,272	950,000	(107,728)	-11%
3,802	41,670	45,472	INPATIENT ANCILLARY	216,947	166,680	50,267	30%
71,289	1,202,080	1,273,369	OUTPATIENT ANCILLARY	5,376,450	4,808,320	568,130	12%
57,015	1,481,250	1,538,265	TOTAL PATIENT REVENUE	6,435,669	5,925,000	510,669	9%
			DEDUCTIONS FROM REVENUE				
(193,663)	515,630	321,967	CONTRACTUAL ALLOWANCES	1,411,227	2,062,520	(651,293)	-32%
51,657	71,670	123,327	PROVISION FOR BAD DEBTS	556,082	286,680	269,402	94%
7,876	36,000	43,876	OTHER ALLOWANCES/DEDUCTIONS	204,412	144,000	60,412	42%
	-300,000	(300,000)	OTHER OPERATING IGTs & SUPPLEMENTAL	(1,200,000)	(1,200,000)		
(134,131)	323,300	189,169	TOTAL DEDUCTIONS	971,721	1,293,200	(321,479)	-25%
191,146	1,157,950	1,349,096	NET PATIENT REVENUE	5,463,948	4,631,800	832,148	18%
2,551	12,000	14,551	OTHER OPERATING REVENUE	58,488	48,000	10,488	22%
193,697	1,169,950	1,363,647	TOTAL OPERATING REVENUE	5,522,436	4,679,800	842,636	18%
(151,960)	731,670	579,710	SALARIES & WAGES	2,193,207	2,926,680	(733,473)	-25%
214,881	158,330	373,211	EMPLOYEE BENEFITS	852,871	633,320	219,551	35%
(10,447)	123,330	112,883	PROFESSIONAL FEES	486,384	493,320	(6,936)	-1%
(6,369)	112,500	106,131	SUPPLIES	433,688	450,000	(16,312)	-4%
(740)	21,670	20,930	REPAIRS & MAINTENANCE	70,219	86,680	(16,461)	-19%
15,499	110,000	125,499	PURCHASED SERVICES	500,253	440,000	60,253	14%
16,507	14,170	30,677	UTILITIES	91,027	56,680	34,347	61%
(10,348)	23,330	12,982	INSURANCE	58,242	93,320	(35,078)	-38%
0		0	INTEREST	0	0	0	#DIV/0!
(1,072)	38,330	37,258	DEPRECIATION/ AMORTIZATION	174,946	153,320	21,626	14%
(3,160)	33,330	30,170	OTHER	347,784	133,320	214,464	161%
62,791	1,366,660	1,429,451	TOTAL OPERATING EXPENSES	5,208,621	5,466,640	(258,019)	-5%
130,906	(196,710)	(65,804)	OPERATING PROFIT (LOSS)	313,815	(786,840)	1,100,655	-140%
(2,500)	95,000	92,500	TAX REVENUE	377,500	380,000	(2,500)	-1%
271,075	40,000	311,075	OTHER NONOPERATING REV (EXP)	1,895,693	160,000	1,735,693	1085%
		0	INTEREST INCOME	14,204			
268,575	135,000	403,575	NET NON OPERATING REV (EXP)	2,287,397	540,000	1,747,397	324%
399,481	(61,710)	337,771	NET INCOME (LOSS)	2,601,212	(246,840)	2,848,052	-1154%

**Southern Humboldt
Community Healthcare District
Income Statement Trend**

	Nov 20	Dec 20	Jan 21	Feb 21	March 21	April 21	May 21	June 21	July 21	Aug 21	Sept 21	Oct 21	12 Month AVG: Oct '20-Sept 21	YTD - Current Year
Inpatient Daily Hospital Services	198,864	281,318	244,894	174,231	211,394	239,276	197,597	231,202	223,673	154,457	244,718	219,424	218,421	842,272
Ancillary Revenue	41,617	55,844	49,416	46,657	38,910	49,414	45,356	40,690	44,799	54,355	72,321	45,472	48,738	216,947
Outpatient Revenue	911,359	789,012	918,265	914,981	954,700	1,074,862	1,015,193	1,283,956	1,352,452	1,386,282	1,364,347	1,273,369	1,103,232	5,376,450
Total Hospital Revenue	1,151,840	1,126,174	1,212,575	1,135,869	1,205,004	1,363,552	1,258,146	1,555,848	1,620,924	1,595,094	1,681,386	1,538,265	1,370,390	6,435,669
Contractual Allowances	79,122	185,681	338,189	529,284	523,160	155,981	252,235	388,721	224,877	457,567	404,071	324,712	321,967	1,411,227
Provision for Bad Debts	99,658	96,128	116,592	73,530	161,600	176,861	115,056	84,411	155,817	210,892	48,684	140,689	123,327	556,082
Other Allowances/Deductions	72,487	14,850	18,903	51,310	40,302	64,858	25,201	34,185	83,017	76,635	4,829	39,931	43,876	204,412
Other Operating: IGTs & Supplemental	(300,000)	(300,000)	(300,000)	(627,987)	(363,854)	(300,000)	(444,764)	(996,499)	(300,000)	(300,000)	(300,000)	(300,000)	(402,759)	(1,200,000)
Total Deductions	(48,733)	(3,341)	173,684	26,137	361,208	97,700	(52,272)	(489,182)	163,711	445,094	157,584	205,332	86,410	971,721
Contractual %													6%	15%
Net Patient Revenue	1,200,573	1,129,515	1,038,891	1,109,732	843,796	1,265,852	1,310,418	2,045,030	1,457,213	1,150,000	1,523,802	1,332,933	1,283,980	5,463,948
Net Revenue %	104%	100%	86%	98%	70%	93%	104%	131%	90%	72%	91%	87%	94%	85%
Other Operating Revenue	13,692	13,858	13,291	13,333	14,401	16,355	15,173	14,595	14,004	14,615	15,318	14,551	14,432	58,488
Total Revenue	1,214,265	1,143,373	1,052,182	1,123,065	858,197	1,282,207	1,325,591	2,059,625	1,471,217	1,164,615	1,539,120	1,347,484	1,298,412	5,522,436
Salaries & Wages	495,496	580,979	568,545	541,262	588,389	629,663	571,404	1,030,764	533,278	543,935	536,284	579,710	599,976	2,193,207
Employee Benefits	156,633	163,156	149,383	174,606	180,531	143,898	244,263	203,497	149,686	158,608	171,366	373,211	189,070	852,871
Professional Fees	185,435	180,987	208,385	221,195	242,144	150,240	148,383	173,721	142,301	118,353	112,847	112,883	166,406	486,384
Supplies	115,354	118,004	94,843	112,189	120,817	129,018	13,552	131,829	157,223	109,110	61,224	106,131	105,775	433,688
Repairs & Maintenance	21,357	25,401	23,843	32,625	43,832	14,960	50,554	42,013	16,885	6,638	25,766	20,930	27,067	70,219
Purchased Services	133,439	117,385	107,922	94,625	124,045	146,846	70,047	161,073	139,826	94,063	140,865	125,499	121,303	500,253
Utilities	6,841	8,693	15,050	19,190	16,004	17,793	10,182	13,427	17,771	18,077	24,502	30,677	16,517	91,027
Insurance	11,755	11,755	11,755	11,755	11,755	11,755	11,755	11,878	23,430	10,075	11,755	12,982	12,700	58,242
Interest														0
Depreciation	45,593	45,720	45,720	45,720	45,720	45,896	45,896	45,896	45,896	45,896	45,896	37,258	45,092	174,946
Other Expense	39,996	57,282	32,113	16,852	15,641	85,361	29,111	57,639	121,049	44,214	152,351	30,170	56,815	347,784
Total Expenses	1,211,899	1,309,362	1,257,559	1,270,019	1,388,878	1,375,430	1,195,147	1,871,737	1,347,345	1,148,969	1,282,856	1,429,451	1,340,721	5,208,621
Expenses %	100%	115%	120%	113%	162%	107%	90%	91%	92%	99%	83%	106%	103%	6%
Profit/Loss from Operations	2,366	(165,989)	(205,377)	(146,954)	(530,681)	(93,223)	130,444	187,888	123,872	15,646	256,264	(81,967)	(42,309)	313,815
Tax Revenue	95,500	95,500	92,500	92,500	92,500	92,500	94,920	92,500	95,000	95,000	95,000	92,500	93,827	377,500
Other Non Operating Rev (Exp)	40,000	40,000	146,563	50,000	81,574	88,340	40,000	19,949	6,039	3,903	1,574,676	311,075	200,177	1,895,693
Interest Income	35	20,636	217					12,005	14,173		14,173	31	7,850	14,204
Net Non-operating Rev/(Exp)	135,535	156,136	239,280	142,500	174,074	180,840	134,920	124,454	101,039	98,903	1,683,849	403,606	301,853	2,287,397
NET INCOME/ (LOSS)	137,901	(9,853)	33,903	(4,454)	(356,607)	87,617	265,364	312,342	224,911	114,549	1,940,113	321,639	259,543	2,601,212

Southern Humboldt Community Healthcare District
Balance Sheet
October 2021

ASSETS	
Current Assets	
Cash- Checking & Investments	1,003,742
LAIF Account	11,683,528
Humboldt County Property Tax Acct	701,068
Patient Accounts Receivable	4,103,537
Less Allowances	1,804,769
Accounts Receivable- Net	2,298,768
Other Receivables	1,115,437
Inventories	233,885
Estimated 3rd Party Settlements	
Prepaid expenses and Deposits	1,566,706
Total current assets	18,603,135
Property and Equipment	
Land	959,808
Land improvements	553,251
Buildings	2,475,214
Equipment	6,020,385
Construction in progress	2,076,821
Total property and equipment	12,085,479
Less : accumulated depreciation	(5,769,317)
Net property and equipment	6,316,162
Other Assets	
Investments	5,852
Total Other Assets	5,852
Total Assets	24,925,149

LIABILITIES & FUND BALANCE	
Current Liabilities	
Accounts Payable	385,356
Accrued Payroll & Related costs	1,250,054
Other Current Liabilities	
Deferd revenue IGT	
A/R Credit balances	
Medicare Accelerated Payments	3,876,466
Medicare Contingency	2,000,000
Current Portion-Long Term Debt	
Other Short Term Debt - PPP Loan	
Accrued interest	
Total current Liabilities	7,511,876
Long Term Debt, Less Current Portion	
Bonds payable	
HELP II Loan	
Patient Monitor	
GE Finance - CT Scanner	
Total Long-term debt	-
Less: Current Portion-Long Term Debt	
Net Long Term Debt	-
Equity	
Unrestricted Fund Balance--Prior Years	14,812,062
Net Income (Loss)--Current Year	2,601,212
Restricted Fund Balance	
Total fund balance	17,413,274
Total Liabilities and Fund Balance	24,925,149

Revenue Cycle / Patient Financial Services October 2021 Finance Committee Report

HRG - Key Items:

- ❖ September closed at 85.9 AR Days or \$4.1M in Gross AR
- ❖ Cash collections totaled \$847K, or 98% of September's net revenue
- ❖ Third Party Aging decreased by \$191K, and is now at 20.5%
- ❖ Unbilled AR closed at 11.4 days or \$545K

Treatment Authorizations – Due to staffing and time issues with pertinent state and federal reporting deadlines we will be re-prioritizing obtaining any needed authorizations after the Thanksgiving holiday. The substantial decrease in Medi-Cal aging was due to payments we received for retro authorizations we obtained.

Coding – Accounts unable to be coded due to physician documentation deficiencies have been significantly reduced. These accounts totaled 30k+ and have now been coded and released for billing. We are still working with some physicians on outstanding items, and are training staff in a new process to facilitate more open and consistent communication between HIM and the ED providers.

HRG – It was not mentioned in the HRG monthly report, but they have been having serious technical issues with their communication portal that have caused a considerable disruption to a number of our internal processes and work-flows. We depend on these communication logs, and HRG has assured us they are working on resolving the issues, but in the interim we are unable to close the loop on a lot of clean-up and review that takes place to get a claim out.

Communication Log areas of impact:

HIM – Unable to submit medical records to substantiate billing certain types of claims to certain payors.

Coding/Charges – Unable to research and resolve coding/charge issues and needed edits/additions.

Refunds – Unable to access information to process refunds.

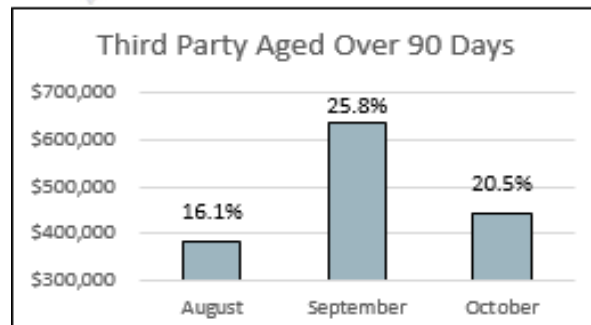
Southern Humboldt October 2021



Key Items

- ➔ September closed at 85.9 AR Days or \$4.1M in Gross AR
- ➔ Cash collections totaled \$847K, or 98% of September's net revenue
- ➔ Third Party Aging decreased by \$191K, and is now at 20.5%
- ➔ Unbilled AR closed at 11.4 days or \$545K

Detailed Initiatives & Obstacles



- **Overall AR:** October closed with 85.9 AR days or \$4.1M in Gross AR. Although gross AR was reduced by \$157K, the AR days increased by .8 days due to the decreased revenue. Revenue is down \$147K compared to September, booking the lowest revenue since May of 2021. Self-pay AR ended October at 42 AR days which is an increase of 4.7 AR days since September and puts us 16 days outside of goal. The Unbilled AR continues to trend high and ended October at 11.4 AR days or \$545K. This puts the unbilled AR 8.4 AR days away from goal. Third Party AR decreased 3.4 days and is sitting at 32.5 and is within goal which is set at 34 days. Cash collections totaled \$847K or 98% of net revenue. Based off of October's revenue, we are expected to collect \$860K in November.
- **Third Party Aging:** Third Party Aging decreased by \$191K in October leaving \$444K in aged balances. Medicare saw an increase of \$15K. Although the dollar amount grew, the percentage remains at 11.8% which is only a 0.1% increase from September. Medi-Cal saw a significant decrease of \$179K which is a 7.5% decrease and is currently at 22.1% aged over 90 days. Overall, the delay in coding encounters in a timely manner has aided in the growth of both AR and aging. A majority of the remaining high dollar aged balances in the Medicaid financial class are either pending for coding to be completed or pending for approved authorizations (TAR). In October, there was one inpatient aged encounter that was pending for an approved TAR; totaling \$7K. There are also an additional \$3K in outpatient/observation encounters pending for approved an approved TAR. Additionally there are \$24K in aged LTC encounters that are also in need of TAR's. Commercial aging also saw an decrease of \$28K and is now at 35.4%. Overall aging is now 5.5% outside of goal.
- **Unbilled AR:** Unbilled AR is significantly high for the fifth month in a row, closing October with 11.4 days or \$545K in unbilled charges. Of the \$545K in unbilled charges, there are 192 accounts for \$80.5K aged over 90 days from discharge. Of those aged unbilled accounts, 185 for \$5.3K are COVID vaccines and 7 accounts totaling \$75.3K are high dollar ER and IP accounts pending physician documentation. Additionally there are 29 accounts for \$90K in the 60-90 day range pending for coding to be completed as well. More than 30% of the unbilled AR has aged over 60 days from discharge.

Industry Updates California Changes Hospital Debt Collection, Charity Care Eligibility

A new bill signed into law October 4th by the governor of California imposes new limitations on hospital debt collection practices and changes charity care eligibility. For charity care changes, the law increases eligibility for charity care from 350 percent of the federal poverty level to 400 percent. Additionally, by altering the definition of high medical costs as 10 percent of the patient's current family income or income in the prior 12 months, whichever is less. The law allows patients with "high medical costs" to qualify for some form of charity care or discount payment policy. Debt collection changes include extending from 150 to 180 days' wait before reporting unpaid debt to consumer credit agencies or debt collectors as well as a requirement to send a notice to the patient prior to selling patient debt or assigning to a debt collector.

To review the full law, effective January 2024, please visit [California Legislative Information](#)

Amanda Hornby | Revenue Cycle Director

Healthcare Resource Group

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Southern Humboldt Community Healthcare District



MONTH END FINANCE REPORT

October 2021

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FINANCE DASHBOARD

Revenue Cycle Performance	Target		May-21		June-21		July-21		August-21		September-21		October-21	
	REVENUE													
	Net Revenue		\$844,777		\$1,004,099		\$873,692		\$812,704		\$865,473		\$859,516	
	Gross Revenue		\$1,257,716		\$1,530,917		\$1,589,996		\$1,487,956		\$1,526,536		\$1,379,368	
	CASH													
	Cash Collections as a % of Net Revenue		100%		79%		109%		67%		117%		96%	
	Cash Collections		\$757,474		\$919,408		\$667,778		\$1,022,607		\$782,067		\$847,125	
	ACCOUNTS RECEIVABLE													
	Net AR		\$1,518,671		\$1,742,644		\$1,628,273		\$1,646,539		\$2,015,550		\$2,298,768	
	Gross AR		\$3,037,601		\$3,429,267		\$3,600,312		\$3,977,473		\$4,260,844		\$4,103,537	
Unbilled		3		5.2		8.8		9.4		12.4		11.4		
Third Party		34		37.8		37.5		34.5		34.0		35.9		
Self Pay		26		30.1		28.8		31.8		33.0		37.3		
Total Days in AR		63		73.1		75.2		75.6		79.4		85.1		
Days in AR - Credit Balances		< 1		2.22		2.10		1.93		1.72		1.94		
UNBILLED														
In-house		< 2 Days		0.0		0.3		0.0		1.2		0.4		
DNFB		< 1 Day		5.2		8.6		9.4		11.2		11.5		
Total Unbilled		<3 Days		5.2		8.8		9.4		12.4		12.0		

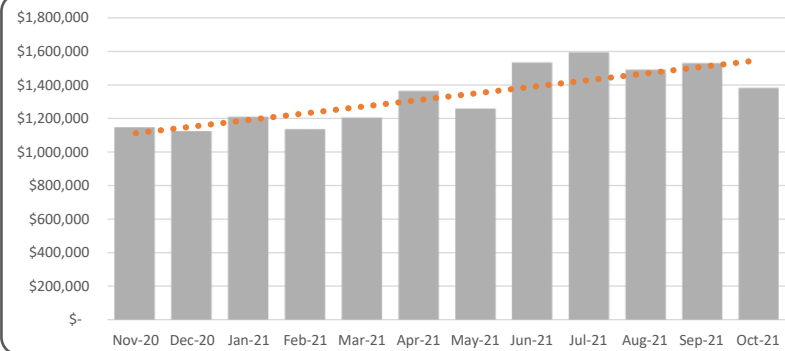
Third Party	Target		May-21		June-21		July-21		August-21		September-21		October-21	
	AGING (excluding credits)													
	Medicare Aging > 90 Days		9%		6.1%		\$ 36,583		18.9%		\$ 120,018		18.8%	
	Medicaid Aging > 90 Days		16%		21.2%		\$ 183,740		16.7%		\$ 182,397		18.1%	
	Commercial Aging > 90 Days		18%		30.2%		\$ 107,604		23.3%		\$ 96,731		25.2%	
	Work Comp Aging > 90 Days		36%		28.6%		\$ 7,858		22.3%		\$ 9,196		24.0%	
	Total Third Party Aging > 90 Days		15%		18.2%		\$ 335,785		18.7%		\$ 408,342		19.9%	
	CLAIM SUBMISSION EFFECENCY													
	Claims Submission		1,293		\$ 1,403,286		1,364		\$ 1,210,063		2,032		\$ 1,568,158	
	Clean Claims		85%		84%		86%		80%		87%		85%	
Denial Percent		5%		3%		4%		6%		2%		5%		
Total Denial Rate		Count Amt		50		\$ 27,346		79		\$ 52,070		76		
Late Charges		Count Amt		-		\$ -		12		\$ (16,174)		36		
Communication Log Backlog		242		\$ 306,149		228		\$ 183,554		200		\$ 190,188		

Self Pay	Target		May-21		June-21		July-21		August-21		September-21		October-21	
	INVENTORY & QUALITY													
	Total Inventory		2,349		\$ 1,250,914		2,344		\$ 1,313,186		2,805		\$ 1,511,345	
	New		358		\$ 112,091		341		\$ 123,757		648		\$ 158,139	
	Resolved		247		\$ 165,411		261		\$ 103,198		276		\$ 101,147	
	Aged >120 days from Assignment		< 25%		52.5%		\$ 656,936		52.4%		\$ 687,610		44.1%	
	Total Payment Plans over 120 days		\$8,739		\$12,321		\$16,519		\$14,093		\$19,364		\$12,744	
	Average Speed to Answer		< 60 seconds		0		57		137		134		139	
	STATEMENTS & LETTERS													
	Statements & Letters		0		572		337		314		247		262	
Charity Care Applications In Process		0		\$ -		0		\$ -		0		\$ -		
Inbound and Outbound Calls		In Out		0		0		120		127		40		
WRITE OFFS														
Bad Debt as a % of Gross Revenue		< 2%		11.3%		\$ 141,507		5.1%		\$ 78,584		4.7%		
Charity as a % of Gross Revenue		< 2%		0.2%		\$ 1,973		0.6%		\$ 9,813		0.4%		

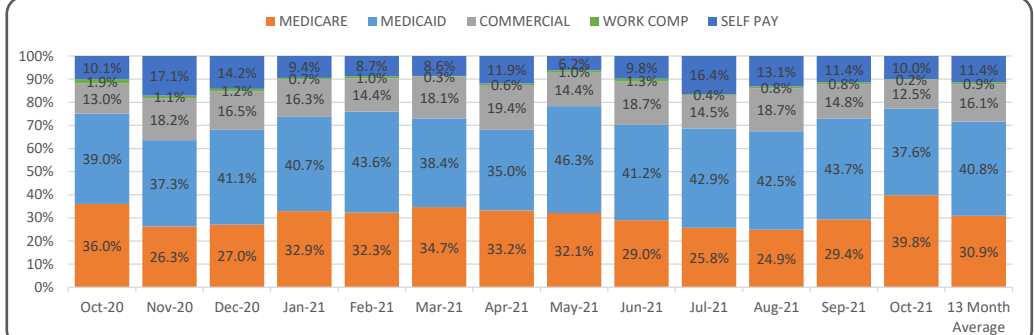
GROSS REVENUE

PAYER	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	13 Month Average
MEDICARE	\$ 441,591	\$ 301,461	\$ 303,877	\$ 397,801	\$ 366,846	\$ 416,998	\$ 451,623	\$ 403,310	\$ 443,866	\$ 409,439	\$ 370,915	\$ 448,301	\$ 548,436	\$ 408,036
MEDICAID	\$ 478,365	\$ 427,392	\$ 461,230	\$ 491,997	\$ 495,282	\$ 461,354	\$ 476,146	\$ 582,132	\$ 630,039	\$ 681,573	\$ 632,322	\$ 666,353	\$ 518,532	\$ 538,670
COMMERCIAL	\$ 158,772	\$ 208,357	\$ 185,906	\$ 196,588	\$ 163,035	\$ 217,456	\$ 263,926	\$ 180,952	\$ 286,590	\$ 230,932	\$ 277,534	\$ 225,873	\$ 172,566	\$ 212,960
WORK COMP	\$ 23,045	\$ 13,054	\$ 13,392	\$ 7,988	\$ 11,290	\$ 3,431	\$ 7,980	\$ 13,119	\$ 19,930	\$ 6,551	\$ 12,495	\$ 12,387	\$ 2,285	\$ 11,304
SELF PAY	\$ 123,246	\$ 195,759	\$ 158,995	\$ 113,949	\$ 98,464	\$ 103,453	\$ 162,349	\$ 78,203	\$ 150,492	\$ 261,501	\$ 194,690	\$ 173,622	\$ 137,550	\$ 150,175
TOTAL	\$ 1,225,020	\$ 1,146,022	\$ 1,123,400	\$ 1,208,323	\$ 1,134,917	\$ 1,202,691	\$ 1,362,024	\$ 1,257,716	\$ 1,530,917	\$ 1,589,996	\$ 1,487,956	\$ 1,526,536	\$ 1,379,368	\$ 1,321,145
AVERAGE DAILY REVENUE	\$ 47,903	\$ 41,222	\$ 37,983	\$ 37,802	\$ 38,518	\$ 39,399	\$ 41,569	\$ 41,548	\$ 45,612	\$ 47,594	\$ 50,096	\$ 50,049	\$ 47,759	\$ 43,620

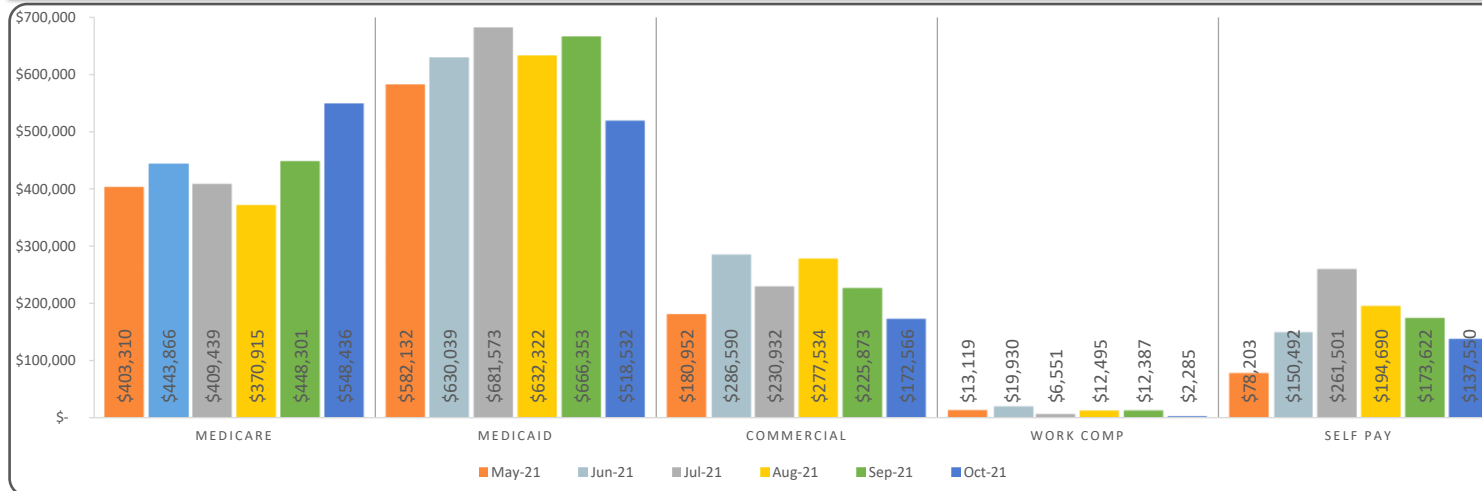
Gross Revenue



Payer Mix



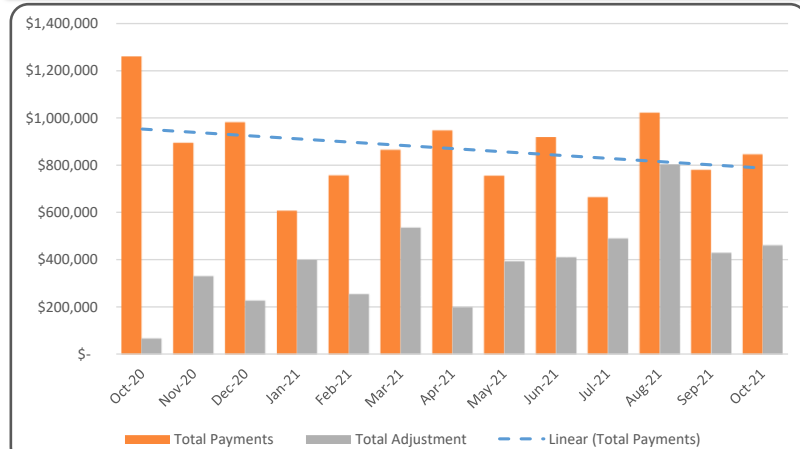
Revenue Trending By Payer



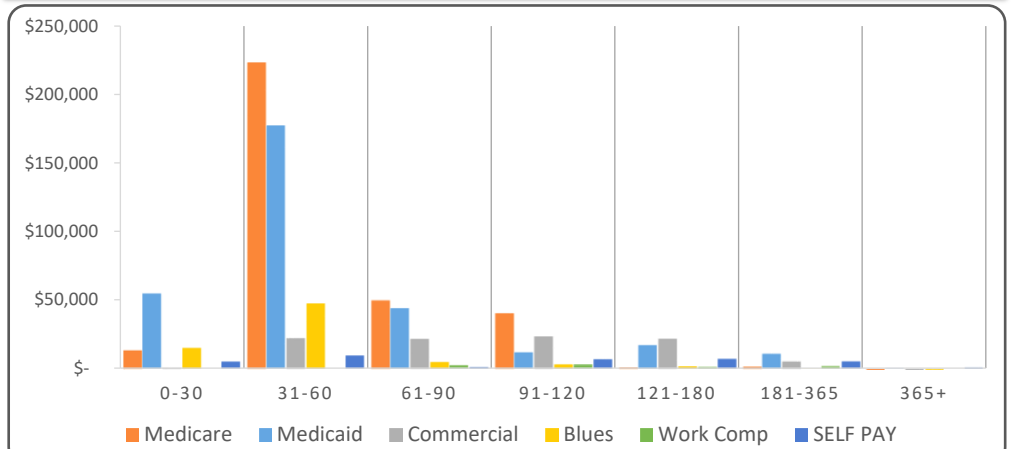
CASH DETAIL

PAYER	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	13 Month Average
MEDICARE														
Payments	\$ 882,515	\$ 495,811	\$ 577,059	\$ 257,268	\$ 406,285	\$ 463,695	\$ 571,263	\$ 406,006	\$ 453,734	\$ 312,313	\$ 434,639	\$ 302,872	\$ 324,436	\$ 452,915
Adjustments	\$ (396,642)	\$ (168,475)	\$ (254,641)	\$ (77,684)	\$ (74,352)	\$ (93,462)	\$ (255,470)	\$ (53,574)	\$ (85,608)	\$ 2,174	\$ (43,612)	\$ (9,988)	\$ 6,310	\$ (115,771)
Collection %	182%	151%	179%	143%	122%	125%	181%	115%	123%	99%	111%	103%	98%	133%
MEDICAID														
Payments	\$ 195,681	\$ 221,152	\$ 160,074	\$ 171,139	\$ 199,789	\$ 235,677	\$ 182,937	\$ 164,512	\$ 217,061	\$ 200,717	\$ 347,502	\$ 253,418	\$ 317,123	\$ 220,522
Adjustments	\$ 315,104	\$ 275,714	\$ 290,758	\$ 237,643	\$ 237,317	\$ 366,205	\$ 274,829	\$ 235,943	\$ 314,982	\$ 303,594	\$ 482,578	\$ 353,823	\$ 360,075	\$ 311,428
Collection %	38%	45%	36%	42%	46%	39%	40%	41%	41%	40%	42%	42%	47%	41%
COMMERCIAL														
Payments	\$ 42,414	\$ 45,190	\$ 92,109	\$ 48,563	\$ 51,231	\$ 49,668	\$ 62,265	\$ 50,004	\$ 79,894	\$ 44,139	\$ 79,233	\$ 73,099	\$ 90,785	\$ 62,200
Adjustments	\$ 31,159	\$ 11,420	\$ 40,214	\$ 29,750	\$ 16,833	\$ 22,668	\$ 34,791	\$ 20,617	\$ 40,773	\$ 11,792	\$ 30,259	\$ 22,192	\$ 38,548	\$ 27,001
Collection %	58%	80%	70%	62%	75%	69%	64%	71%	66%	79%	72%	77%	70%	70%
BLUES														
Payments	\$ 74,915	\$ 50,010	\$ 75,502	\$ 67,970	\$ 71,767	\$ 64,062	\$ 78,665	\$ 86,510	\$ 118,932	\$ 75,666	\$ 115,131	\$ 97,873	\$ 71,400	\$ 80,646
Adjustments	\$ 40,437	\$ 34,879	\$ 34,909	\$ 31,616	\$ 35,361	\$ 31,343	\$ 36,462	\$ 38,598	\$ 26,324	\$ 51,912	\$ 48,423	\$ 37,614	\$ 31,797	\$ 36,898
Collection %	0%	0%	0%	0%	0%	0%	0%	0%	82%	59%	70%	72%	69%	71%
WORK COMP														
Payments	\$ 21,056	\$ 39,141	\$ 11,479	\$ 10,193	\$ 2,303	\$ 1,166	\$ 10,873	\$ 7,073	\$ 5,617	\$ 2,700	\$ 2,674	\$ 12,018	\$ 7,004	\$ 10,254
Adjustments	\$ 13,252	\$ 10,484	\$ 7,255	\$ 6,318	\$ 4,051	\$ 1,093	\$ 6,398	\$ 2,464	\$ 1,441	\$ 1,073	\$ 4,080	\$ 2,958	\$ 3,282	\$ 4,935
Collection %	61%	79%	61%	62%	36%	52%	63%	74%	80%	72%	40%	80%	68%	64%
SELF PAY														
Payments	\$ 37,912	\$ 42,761	\$ 61,487	\$ 47,532	\$ 25,429	\$ 47,003	\$ 37,376	\$ 40,142	\$ 37,654	\$ 25,468	\$ 39,318	\$ 40,860	\$ 32,085	\$ 39,617
Bad Debt Recoveries	\$ 4,195	\$ 1,773	\$ 5,046	\$ 7,298	\$ 1,602	\$ 5,126	\$ 4,903	\$ 3,226	\$ 6,515	\$ 6,775	\$ 4,111	\$ 1,927	\$ 4,291	\$ 4,368
Adjustments	\$ 11,864	\$ 52,501	\$ 52,707	\$ 32,351	\$ 23,114	\$ 2,051	\$ 26,379	\$ 7,216	\$ 25,627	\$ 39,124	\$ 24,880	\$ 10,968	\$ 11,569	\$ 24,642
Charity Care	\$ 21,895	\$ 51,441	\$ 1,809	\$ 15,633	\$ 14,071	\$ 5,744	\$ 580	\$ 1,973	\$ 9,813	\$ 5,845	\$ 210,892	\$ 5,495	\$ 3,409	\$ 26,815
Bad Debt	\$ 31,334	\$ 63,838	\$ 56,328	\$ 125,709	\$ -	\$ 200,583	\$ 76,235	\$ 141,507	\$ 78,584	\$ 75,234	\$ 43,004	\$ 7,470	\$ 6,828	\$ 69,743
Total SP Adjustments	\$ 65,093	\$ 167,780	\$ 110,843	\$ 173,693	\$ 37,185	\$ 208,378	\$ 103,194	\$ 150,696	\$ 114,024	\$ 120,203	\$ 278,776	\$ 23,933	\$ 21,806	\$ 121,200
Collection %	37%	20%	36%	21%	41%	18%	27%	21%	25%	17%	12%	63%	60%	31%
TOTAL														
Total Payments	\$ 1,258,688	\$ 895,838	\$ 982,756	\$ 609,963	\$ 758,406	\$ 866,398	\$ 948,282	\$ 757,474	\$ 919,408	\$ 667,778	\$ 1,022,607	\$ 782,067	\$ 847,125	\$ 870,522
Total Adjustment	\$ 68,403	\$ 331,802	\$ 229,338	\$ 401,336	\$ 256,395	\$ 536,225	\$ 200,204	\$ 394,744	\$ 411,937	\$ 490,749	\$ 800,505	\$ 430,532	\$ 461,817	\$ 264,491
Total Collection %	95%	73%	81%	60%	75%	62%	83%	66%	69%	58%	56%	64%	65%	70%

Cash & Adjustment Trending

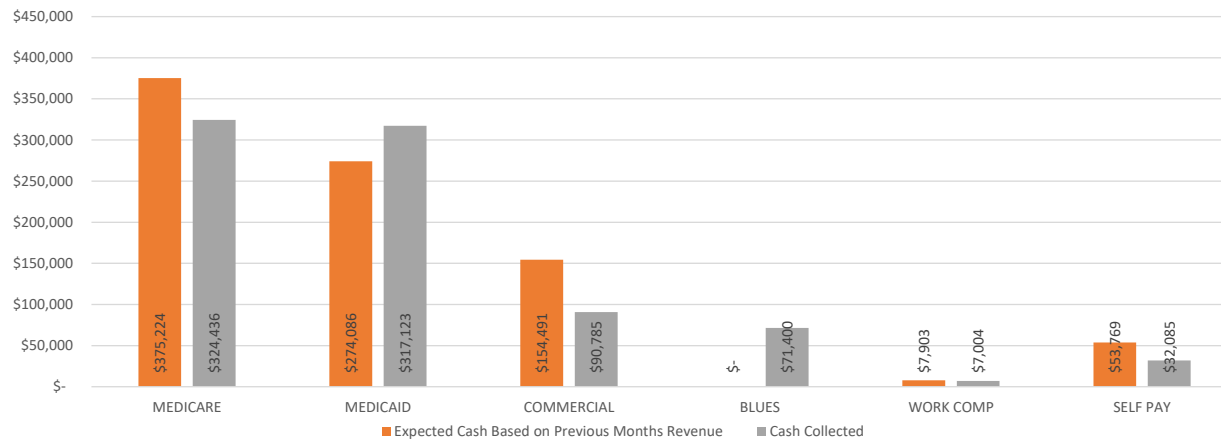


Cash Collections by Discharge Date

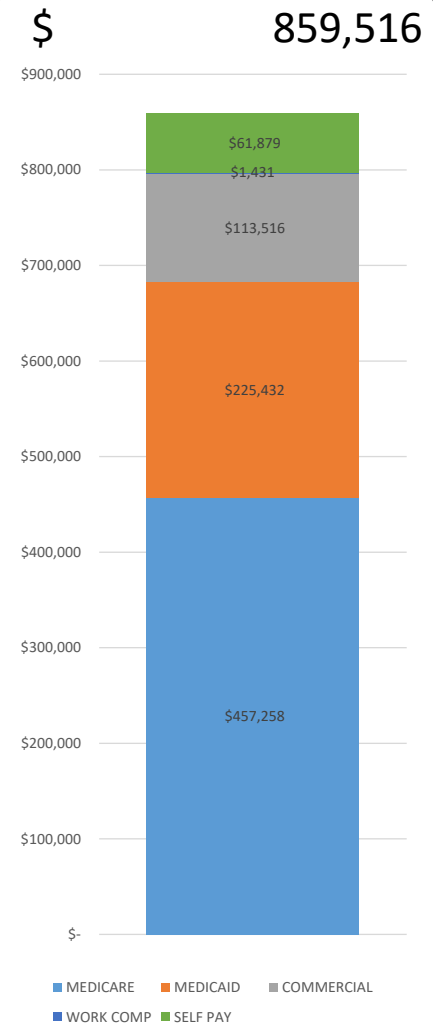


CASH FORECASTING

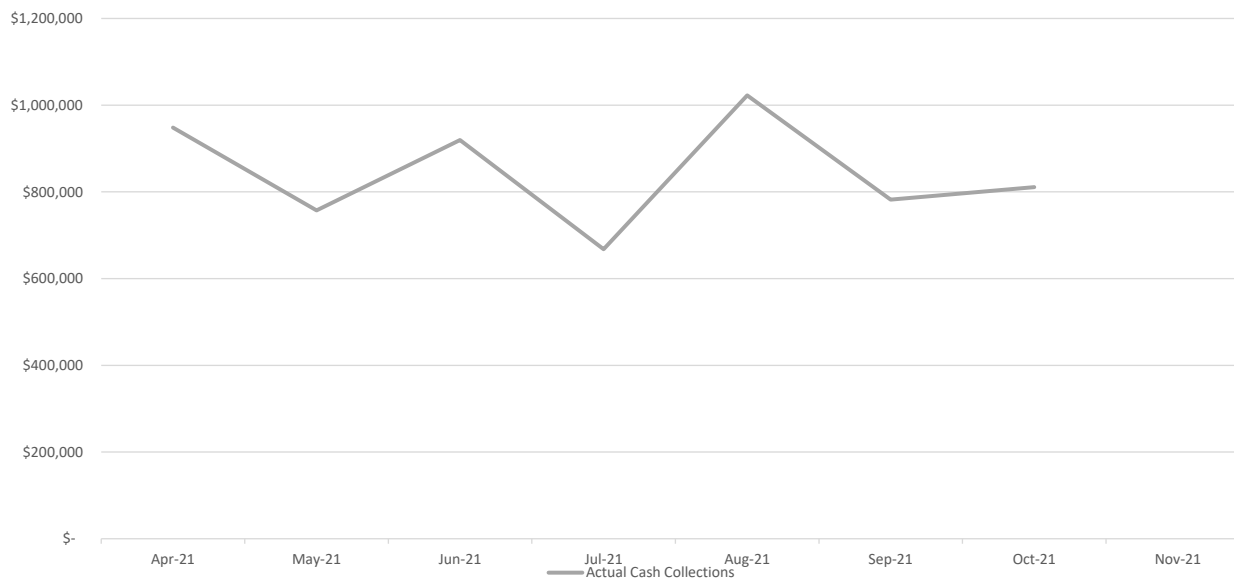
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month
(Based on this Months Revenue)



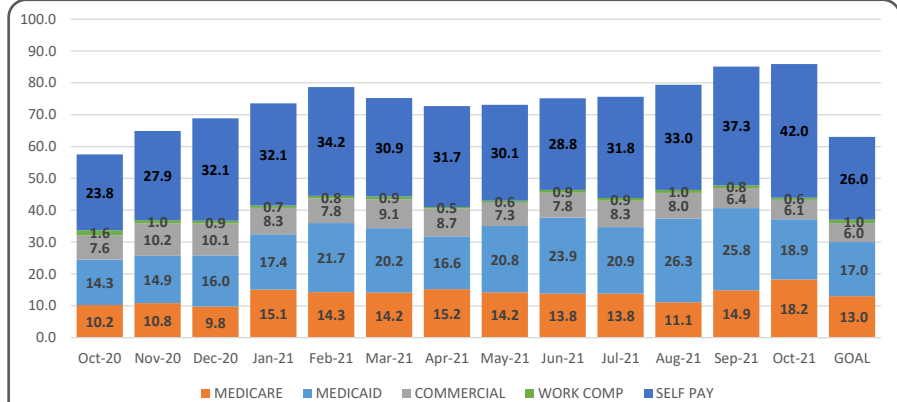
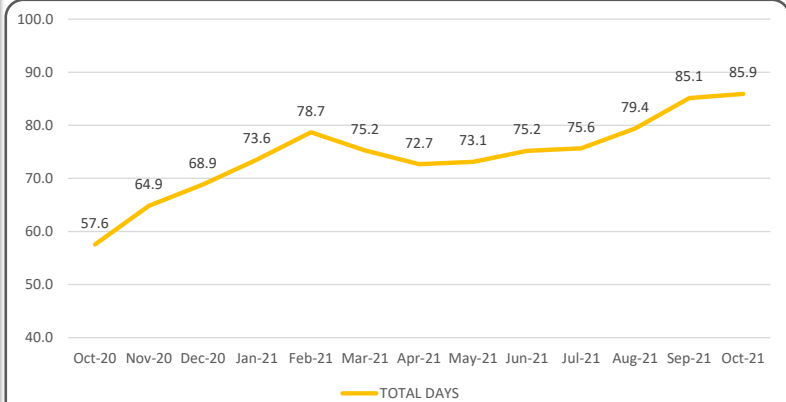
Expected Cash Based on Claim Submissions and Historical Collections



ACCOUNTS RECEIVABLE

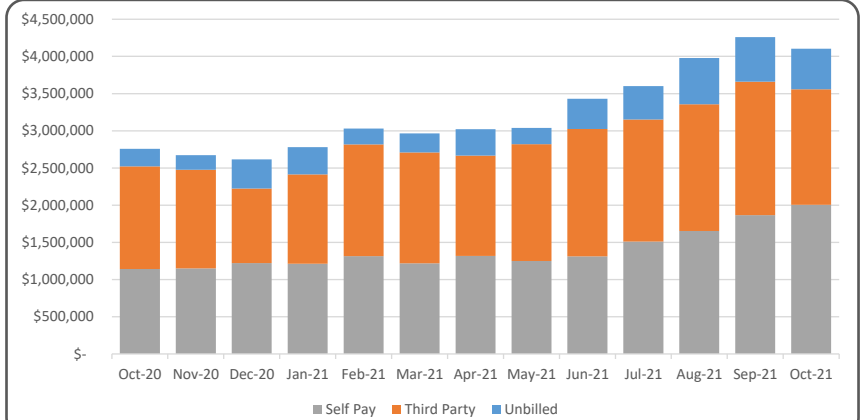
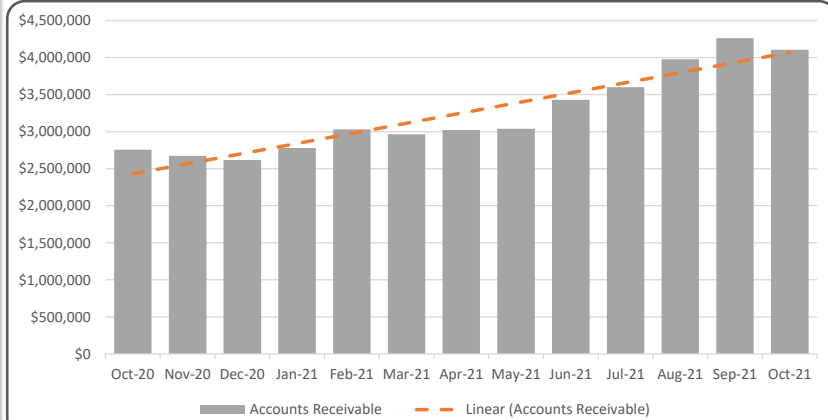
AR Days

PAYER	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	13 Month Average
MEDICARE	10.2	10.8	9.8	15.1	14.3	14.2	15.2	14.2	13.8	13.8	11.1	14.9	18.2	13.5
MEDICAID	14.3	14.9	16.0	17.4	21.7	20.2	16.6	20.8	23.9	20.9	26.3	25.8	18.9	19.8
COMMERCIAL	7.6	10.2	10.1	8.3	7.8	9.1	8.7	7.3	7.8	8.3	8.0	6.4	6.1	8.1
WORK COMP	1.6	1.0	0.9	0.7	0.8	0.9	0.5	0.6	0.9	0.9	1.0	0.8	0.6	0.9
SELF PAY	23.8	27.9	32.1	32.1	34.2	30.9	31.7	30.1	28.8	31.8	33.0	37.3	42.0	32.0
TOTAL DAYS	57.6	64.9	68.9	73.6	78.7	75.2	72.7	73.1	75.2	75.6	79.4	85.1	85.9	74.3



AR Balance

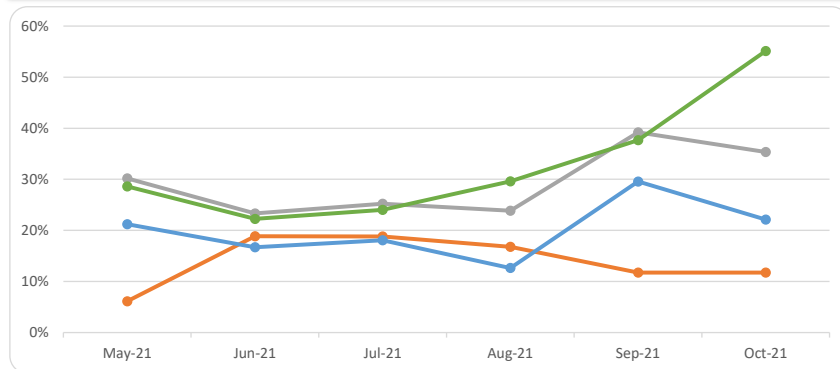
PAYER	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	13 Month Average
MEDICARE	\$ 489,565	\$ 446,675	\$ 372,289	\$ 570,425	\$ 550,291	\$ 557,849	\$ 633,863	\$ 591,567	\$ 630,044	\$ 658,291	\$ 557,543	\$ 744,813	\$ 871,052	\$ 590,328
MEDICAID	\$ 684,394	\$ 613,254	\$ 607,802	\$ 656,521	\$ 834,503	\$ 795,784	\$ 688,724	\$ 863,638	\$ 1,090,509	\$ 992,726	\$ 1,315,195	\$ 1,289,536	\$ 904,985	\$ 872,121
COMMERCIAL	\$ 365,091	\$ 420,793	\$ 381,909	\$ 313,456	\$ 300,566	\$ 357,604	\$ 361,943	\$ 304,915	\$ 355,123	\$ 396,231	\$ 403,116	\$ 318,247	\$ 290,697	\$ 351,515
WORK COMP	\$ 76,664	\$ 41,087	\$ 33,185	\$ 27,222	\$ 29,092	\$ 35,071	\$ 19,610	\$ 26,567	\$ 40,405	\$ 41,719	\$ 48,151	\$ 42,074	\$ 30,405	\$ 37,789
SELF PAY	\$ 1,141,157	\$ 1,151,816	\$ 1,220,883	\$ 1,212,804	\$ 1,316,087	\$ 1,218,382	\$ 1,317,199	\$ 1,250,914	\$ 1,313,186	\$ 1,511,345	\$ 1,653,468	\$ 1,866,174	\$ 2,006,398	\$ 1,398,447
TOTAL	\$ 2,756,871	\$ 2,673,625	\$ 2,616,068	\$ 2,780,428	\$ 3,030,539	\$ 2,964,690	\$ 3,021,339	\$ 3,037,601	\$ 3,429,267	\$ 3,600,312	\$ 3,977,473	\$ 4,260,844	\$ 4,103,537	\$ 3,250,200



ACCOUNTS RECEIVABLE AGING

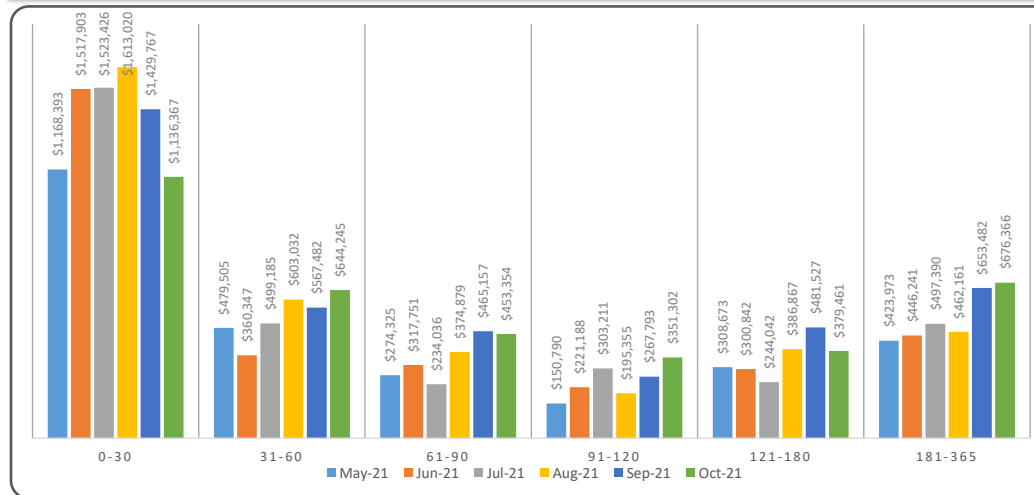
	0-30 Days		31-60 Days		61-90 Days		91-120 Days		121-180 Days		181-365 Days		366+ Days		Grand Totals	
	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$
MEDICARE																
Non-Credit	493	\$ 470,001	142	\$ 214,412	35	\$ 88,998	15	\$ 17,128	30	\$ 39,433	153	\$ 42,582	8	\$ 3,927	876	\$ 876,481
Credit	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	1	\$ (101)	9	\$ (5,328)	10	\$ (5,429)
TOTAL	493	\$ 470,001	142	\$ 214,412	35	\$ 88,998	15	\$ 17,128	30	\$ 39,433	154	\$ 42,481	17	\$ (1,401)	886	\$ 871,052
MEDICAID																
Non-Credit	336	\$ 433,549	154	\$ 153,192	109	\$ 126,261	58	\$ 44,597	57	\$ 35,190	38	\$ 111,913	14	\$ 10,985	766	\$ 915,687
Credit	0	\$ -	2	\$ (363)	0	\$ -	0	\$ -	0	\$ -	5	\$ (184)	6	\$ (10,155)	13	\$ (10,702)
TOTAL	336	\$ 433,549	156	\$ 152,829	109	\$ 126,261	58	\$ 44,597	57	\$ 35,190	43	\$ 111,729	20	\$ 830	779	\$ 904,985
COMMERCIAL																
Non-Credit	318	\$ 132,103	150	\$ 51,830	65	\$ 37,999	38	\$ 20,482	31	\$ 39,855	48	\$ 20,902	46	\$ 40,191	696	\$ 343,362
Credit	0	\$ -	5	\$ (463)	3	\$ (151)	0	\$ -	10	\$ (15,043)	35	\$ (3,073)	362	\$ (33,935)	415	\$ (52,665)
TOTAL	318	\$ 132,103	155	\$ 51,367	68	\$ 37,848	38	\$ 20,482	41	\$ 24,812	83	\$ 17,829	408	\$ 6,256	1111	\$ 290,697
WORK COMP																
Non-Credit	8	\$ 1,550	18	\$ 4,481	12	\$ 7,813	7	\$ 2,448	26	\$ 7,049	10	\$ 3,834	6	\$ 3,674	87	\$ 30,849
Credit	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	2	\$ (444)	2	\$ (444)
TOTAL	8	\$ 1,550	18	\$ 4,481	12	\$ 7,813	7	\$ 2,448	26	\$ 7,049	10	\$ 3,834	8	\$ 3,230	89	\$ 30,405
SELF PAY																
Non-Credit	147	\$ 99,679	400	\$ 221,319	371	\$ 192,828	325	\$ 267,299	466	\$ 273,710	1167	\$ 503,244	650	\$ 474,001	3526	\$ 2,032,080
Credit	4	\$ (515)	2	\$ (163)	4	\$ (394)	8	\$ (652)	6	\$ (733)	36	\$ (2,751)	276	\$ (20,474)	336	\$ (25,682)
TOTAL	151	\$ 99,164	402	\$ 221,156	375	\$ 192,434	333	\$ 266,647	472	\$ 272,977	1203	\$ 500,493	926	\$ 453,527	3862	\$ 2,006,398
ACCOUNTS RECEIVABLE																
Non-Credit	1302	\$ 1,136,882	864	\$ 645,234	592	\$ 453,899	443	\$ 351,954	610	\$ 395,237	1416	\$ 682,475	724	\$ 532,778	5951	\$ 4,198,459
Credit	4	\$ (515)	9	\$ (989)	7	\$ (545)	8	\$ (652)	16	\$ (15,776)	77	\$ (6,109)	655	\$ (70,336)	776	\$ (94,922)
GRAND TOTAL	1306	\$ 1,136,367	873	\$ 644,245	599	\$ 453,354	451	\$ 351,302	626	\$ 379,461	1493	\$ 676,366	1379	\$ 462,442	6727	\$ 4,103,537

Aged Over 90 Days Trending (excluding Credits)



	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21
Medicare	6.1%	18.9%	18.8%	16.8%	11.7%	11.8%
Medicaid	21.2%	16.7%	18.1%	12.6%	29.6%	22.1%
Commercial	30.2%	23.3%	25.2%	23.8%	39.2%	35.4%
Work Comp	28.6%	22.3%	24.0%	29.6%	37.6%	55.1%

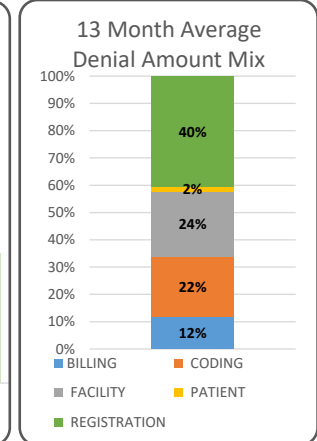
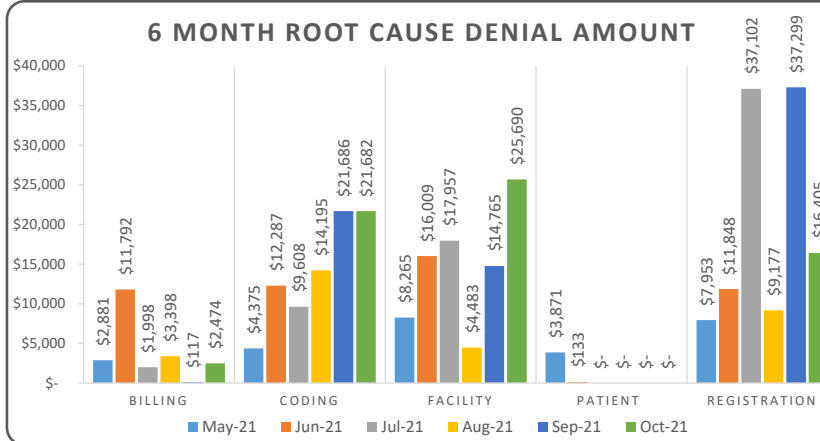
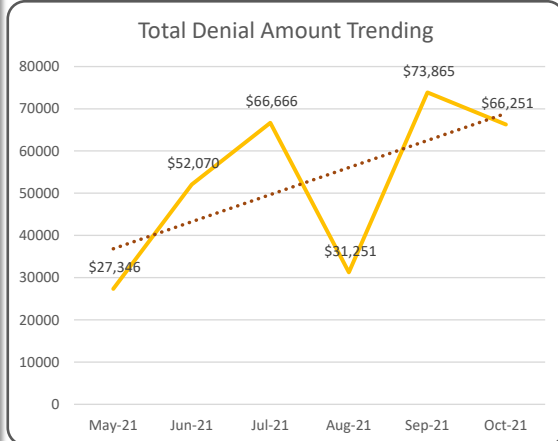
6 Month Aging



DENIAL MANAGEMENT

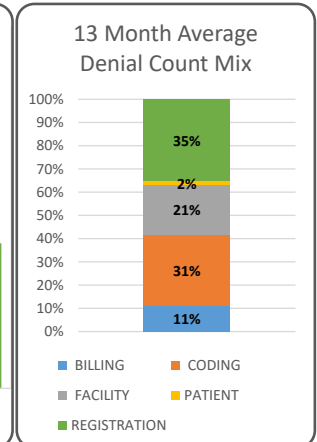
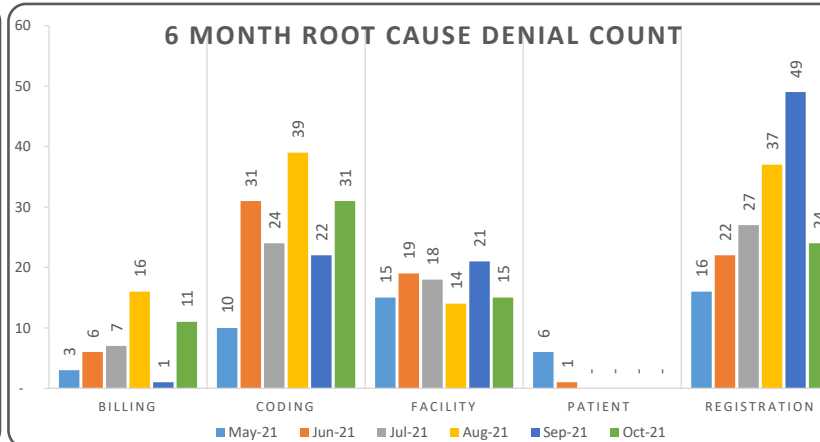
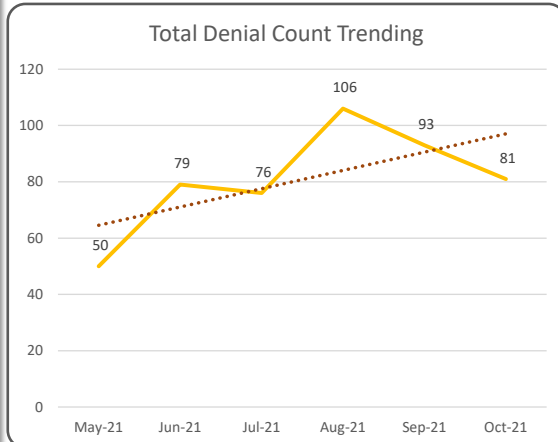
Denial Amount

AMOUNT	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	13 Month Average
BILLING	\$ 6,256	\$ 20,365	\$ 3,842	\$ 1,496	\$ 5,392	\$ 19,523	\$ 4,792	\$ 2,881	\$ 11,792	\$ 1,998	\$ 3,398	\$ 117	\$ 2,474	\$ 6,486
CODING	\$ 15,554	\$ 12,223	\$ 7,094	\$ 1,751	\$ 8,456	\$ 17,039	\$ 6,192	\$ 4,375	\$ 12,287	\$ 9,608	\$ 14,195	\$ 21,686	\$ 21,682	\$ 11,703
FACILITY	\$ 5,380	\$ 23,698	\$ 14,266	\$ 17,199	\$ 1,339	\$ 7,082	\$ 12,419	\$ 8,265	\$ 16,009	\$ 17,957	\$ 4,483	\$ 14,765	\$ 25,690	\$ 12,966
PATIENT	\$ 7,817	\$ 143	\$ 334	\$ -	\$ 238	\$ -	\$ -	\$ 3,871	\$ 133	\$ -	\$ -	\$ -	\$ -	\$ 964
REGISTRATION	\$ 33,819	\$ 18,029	\$ 17,011	\$ 32,929	\$ 11,944	\$ 23,606	\$ 25,658	\$ 7,953	\$ 11,848	\$ 37,102	\$ 9,177	\$ 37,299	\$ 16,405	\$ 21,752
TOTAL	\$ 68,826	\$ 74,457	\$ 42,546	\$ 53,375	\$ 27,370	\$ 67,250	\$ 49,060	\$ 27,346	\$ 52,070	\$ 66,666	\$ 31,251	\$ 73,865	\$ 66,251	\$ 53,872



Denial Count

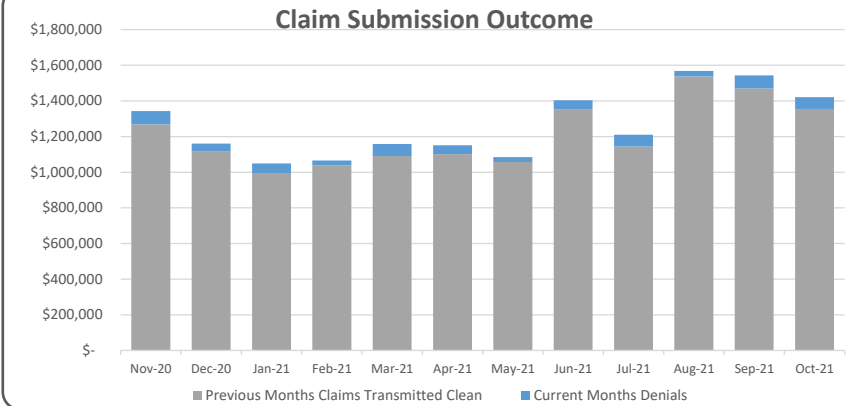
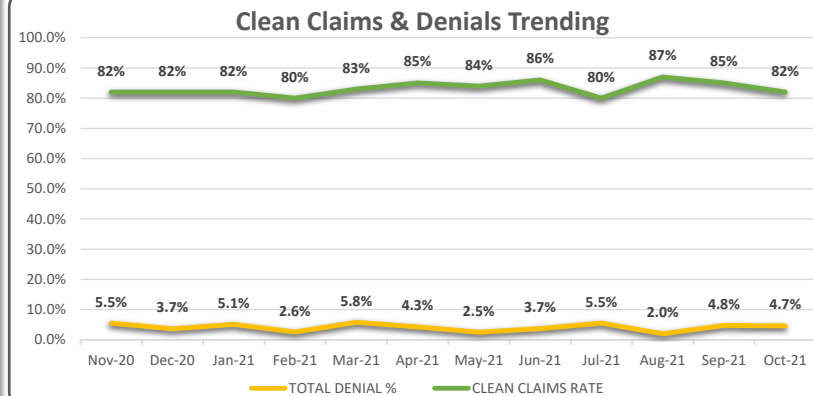
COUNT	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	13 Month Average
BILLING	14	18	8	4	5	4	16	3	6	7	16	1	11	9
CODING	40	21	27	12	11	20	22	10	31	24	39	22	31	24
FACILITY	16	20	10	14	17	15	21	15	19	18	14	21	15	17
PATIENT	5	1	2	-	2	-	-	6	1	-	-	-	-	1
REGISTRATION	36	16	20	25	16	35	33	16	22	27	37	49	24	27
TOTAL	111	76	67	55	51	74	92	50	79	76	106	93	81	78



CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

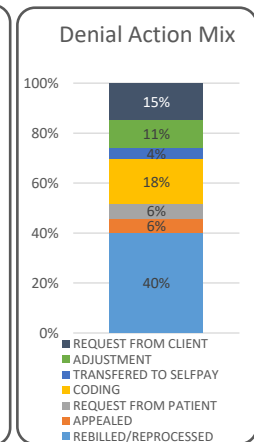
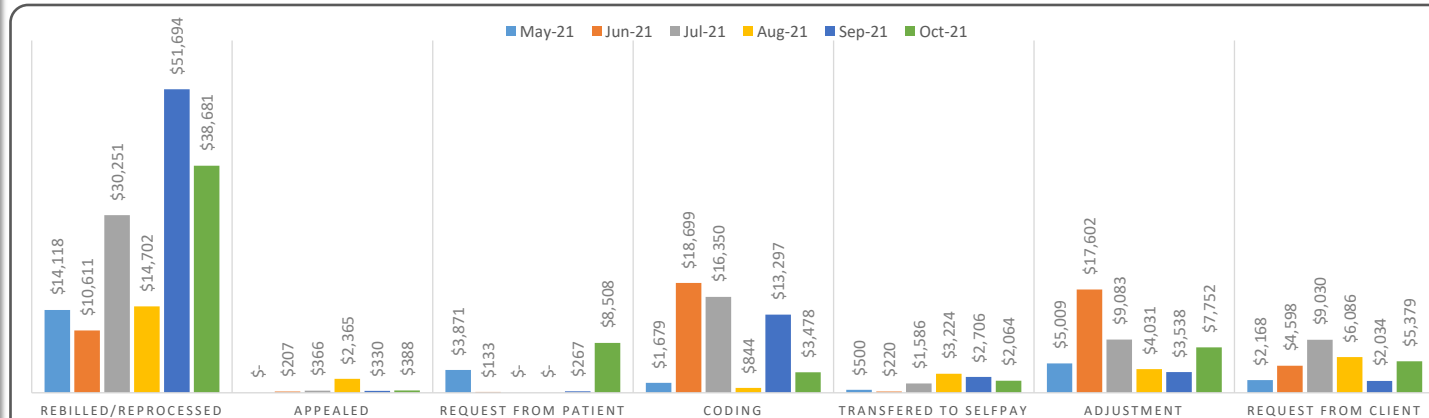
Denial & Clean Claim Trending

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	13 Month Average
DENIAL AMOUNT	\$ 68,826	\$ 74,457	\$ 42,546	\$ 53,375	\$ 27,370	\$ 67,250	\$ 49,060	\$ 27,346	\$ 52,070	\$ 66,666	\$ 31,251	\$ 73,865	\$ 66,251	\$ 53,872
PREVIOUS MONTH'S TRANSMITTED CLAIMS	\$ 1,585,992	\$ 1,343,099	\$ 1,160,550	\$ 1,049,133	\$ 1,066,340	\$ 1,157,620	\$ 1,150,807	\$ 1,084,803	\$ 1,403,286	\$ 1,210,063	\$ 1,568,158	\$ 1,543,681	\$ 1,421,703	\$ 1,288,095
TOTAL DENIAL %	4.3%	5.5%	3.7%	5.1%	2.6%	5.8%	4.3%	2.5%	3.7%	5.5%	2.0%	4.8%	4.7%	4.2%
CLEAN CLAIMS RATE	76%	82%	82%	82%	80%	83%	85%	84%	86%	80%	87%	85%	82%	83%



Action Taken on Denials

DENIAL ACTION	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	13 Month Average
REBILLED/REPROCESSED	\$ 17,712	\$ 16,978	\$ 8,229	\$ 3,123	\$ 13,267	\$ 29,439	\$ 32,078	\$ 14,118	\$ 10,611	\$ 30,251	\$ 14,702	\$ 51,694	\$ 38,681	\$ 21,606
APPEALED	\$ 3,225	\$ 4,243	\$ 1,553	\$ 23,761	\$ 1,172	\$ -	\$ 2,391	\$ -	\$ 207	\$ 366	\$ 2,365	\$ 330	\$ 388	\$ 3,077
REQUEST FROM PATIENT	\$ 11,192	\$ 531	\$ 496	\$ 252	\$ 568	\$ 15,192	\$ 1,853	\$ 3,871	\$ 133	\$ -	\$ -	\$ 267	\$ 8,508	\$ 3,297
CODING	\$ 4,815	\$ 26,723	\$ 12,470	\$ 19,231	\$ 637	\$ 2,790	\$ 2,954	\$ 1,679	\$ 18,699	\$ 16,350	\$ 844	\$ 13,297	\$ 3,478	\$ 9,536
TRANSFERRED TO SELFPAY	\$ 5,868	\$ 2,379	\$ 6,395	\$ 3,057	\$ 433	\$ 931	\$ 2,072	\$ 500	\$ 220	\$ 1,586	\$ 3,224	\$ 2,706	\$ 2,064	\$ 2,418
ADJUSTMENT	\$ 13,423	\$ 2,619	\$ 2,929	\$ 3,179	\$ 1,992	\$ 4,018	\$ 2,783	\$ 5,009	\$ 17,602	\$ 9,083	\$ 4,031	\$ 3,538	\$ 7,752	\$ 5,997
REQUEST FROM CLIENT	\$ 12,592	\$ 20,985	\$ 10,473	\$ 772	\$ 9,302	\$ 14,880	\$ 4,929	\$ 2,168	\$ 4,598	\$ 9,030	\$ 6,086	\$ 2,034	\$ 5,379	\$ 7,941
TOTAL	\$ 68,826	\$ 74,457	\$ 42,546	\$ 53,375	\$ 27,370	\$ 67,250	\$ 49,060	\$ 27,346	\$ 52,070	\$ 66,666	\$ 31,251	\$ 73,865	\$ 66,251	\$ 53,872

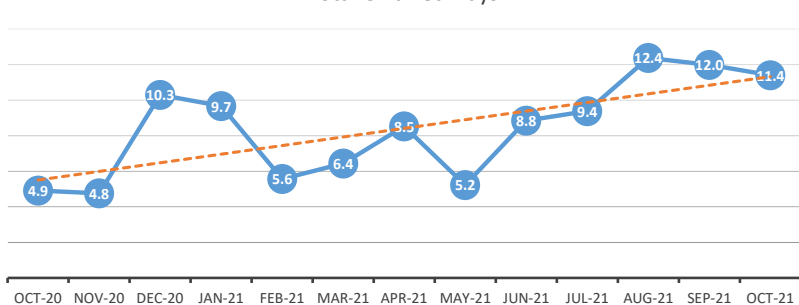


UNBILLED & INVENTORY

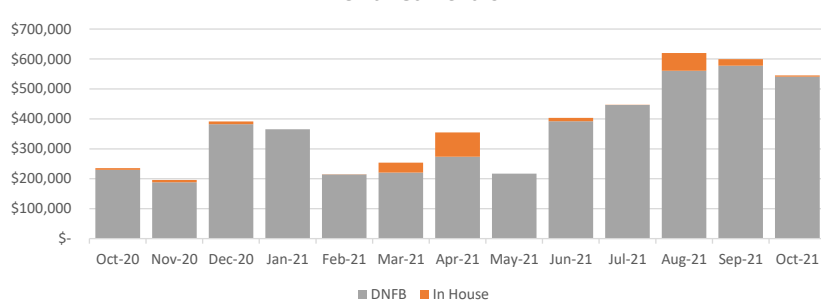
Unbilled

	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	13 Month Average
In House	\$ 5,355	\$ 7,623	\$ 8,541	\$ -	\$ 254	\$ 32,930	\$ 80,746	\$ -	\$ 11,541	\$ 267	\$ 59,277	\$ 22,170	\$ 3,706	\$ 17,878
DNFB	\$ 230,102	\$ 188,484	\$ 382,533	\$ 365,354	\$ 214,269	\$ 220,951	\$ 273,604	\$ 217,275	\$ 392,046	\$ 446,371	\$ 560,649	\$ 577,639	\$ 541,096	\$ 354,644
Total Unbilled	\$ 235,457	\$ 196,107	\$ 391,074	\$ 365,354	\$ 214,523	\$ 253,881	\$ 354,350	\$ 217,275	\$ 403,587	\$ 446,637	\$ 619,925	\$ 599,809	\$ 544,802	\$ 372,522
Unbilled Days	4.9	4.8	10.3	9.7	5.6	6.4	8.5	5.2	8.8	9.4	12.4	12.0	11.4	8.4

Total Unbilled Days



Unbilled Dollars

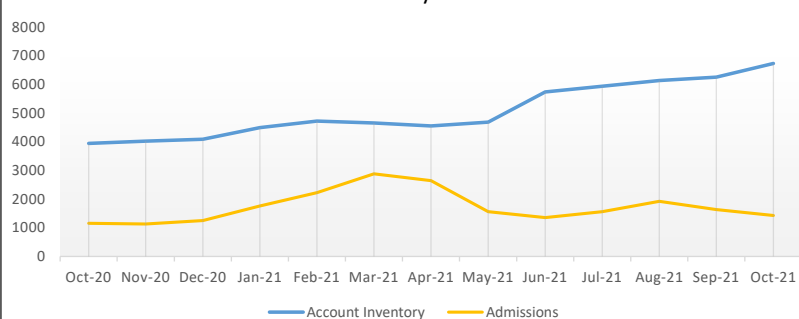


Admissions & Account Inventory

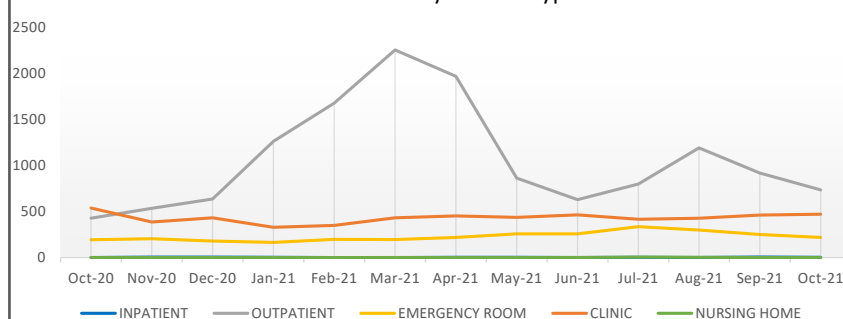
ADMISSIONS	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	13 Month Average
INPATIENT	1	5	5	3	0	0	2	2	1	3	1	6	3	2
SWINGBED	1	1	4	4	1	2	2	3	2	2	2	3	5	2
OUTPATIENT	427	535	634	1,260	1,675	2,251	1,965	861	629	798	1,190	916	733	1067
EMERGENCY ROOM	192	204	178	164	197	194	219	258	256	335	297	250	218	228
CLINIC	537	385	432	328	348	432	451	436	463	414	427	461	471	430
NURSING HOME	0	1	1	1	0	1	0	0	1	5	3	0	0	1
TOTAL	1,158	1,131	1,254	1,760	2,221	2,880	2,639	1,560	1,352	1,557	1,920	1,636	1,430	1731

ACCOUNT INVENTORY	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	13 Month Average
MEDICARE	566	527	433	1,092	1,161	475	523	578	1,434	796	632	657	886	751
MEDICAID	511	546	598	542	585	864	686	656	808	856	922	832	779	707
COMMERCIAL	787	864	896	730	687	1,107	1,029	1,018	1,039	1,377	1,201	1,117	1,111	997
WORK COMP	96	78	72	72	63	72	55	81	113	99	103	100	89	84
SELF PAY	1,980	2,006	2,086	2,053	2,225	2,135	2,255	2,349	2,344	2,805	3,271	3,545	3,862	2532
TOTAL	3,940	4,021	4,085	4,489	4,721	4,653	4,548	4,682	5,738	5,933	6,129	6,251	6,727	5,071

Account Inventory & Admissions



Admissions by Service Type



Southern Humboldt Community Healthcare District

Executive Dashboard

	TARGET	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21
Days in AR	63.0	64.9	68.9	73.6	78.7	75.2	72.7	73.1	75.2	75.6	79.4	85.1	85.9
Gross AR		2,673,625	2,616,068	2,780,428	3,030,539	2,964,690	3,021,339	3,037,601	3,429,267	3,600,312	3,977,473	4,260,844	4,103,537
Gross Revenue		1,146,022	1,123,400	1,208,323	1,134,917	1,202,691	1,362,024	1,257,716	1,530,917	1,589,996	1,487,956	1,526,536	1,379,368
Cash Collections		895,838	982,756	609,963	758,406	866,398	948,282	757,474	919,408	667,778	1,022,607	782,067	847,125
Adjustments		331,802	229,338	401,336	256,395	536,225	200,204	394,744	411,937	490,749	800,505	430,532	461,817
Collection %		73.0%	81.1%	60.3%	74.7%	61.8%	82.6%	65.7%	69.1%	57.6%	56.1%	64.5%	64.7%
Late Charges	1%	-1.5%	0.3%	0.0%	0.1%	0.1%	0.0%	0.0%	-1.1%	0.1%	-0.1%	0.0%	0.0%
Bad Debt	3%	5.6%	5.0%	10.4%	0.0%	16.7%	5.6%	11.3%	5.1%	4.7%	2.9%	0.5%	0.5%
Charity Care	3%	4.5%	0.2%	1.3%	1.2%	0.5%	0.0%	0.2%	0.6%	0.4%	14.2%	0.4%	0.2%
Third Party Aged over 90	15%	29.4%	26.8%	21.2%	18.4%	22.3%	23.4%	18.2%	18.7%	19.9%	16.1%	25.8%	20.5%
Self Pay Aged 120 (from assignment)	25%	40.1%	54.9%	59.5%	56.4%	53.3%	54.8%	52.5%	52.4%	44.1%	39.3%	34.8%	33.1%

