

**SOUTHERN HUMBOLDT COMMUNITY
HEALTHCARE DISTRICT
FINANCE COMMITTEE
MEETING**

**Tuesday
March 22, 2022
9:30 a.m.**

**286 Sprowel Creek Road
Garberville, CA 95542**



SoHum Health



Date: Tuesday, March 22, 2022

Time: 10:00 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=m36b5acf0fa870b3f93b7dc00fbe1fd06>

Agenda

Time*	Page	Item
10:00 a.m.		A. Call to Order
10:01 a.m.		B. Public Comment (3 minute limit per person)
		See public comment instructions below
10:05 a.m.		C. Announcements
10:10 a.m.		D. Previous Meeting Minutes
	1-2	1. Minutes from Tuesday, February 22, 2022
		E. Discussion and Review
10:15 a.m.	3-6	1. February 2022 Financials – Paul Eves
10:30 a.m.	7	2. February 2022 Revenue Cycle Report – Marie Brown
	8-19	3. February 2022 HRG Report – Remy Quinn
		F. Discussion Items to Report to the Board
		G. Next Meeting: Tuesday, April 26, 2022
		H. Adjourn



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, March 14, 2022*



Finance Committee

Date: Tuesday, February 22, 2022

Time: 10:00 a.m.

Location: Sprowel Creek Campus Rm 106 and via Webex

Facilitator: Governing Board President Corinne Stromstad

Minutes

Finance Committee Present: Matt Rees, Corinne Stromstad, Barbara Truitt and Paul Eves

Also Present: Marie Brown, Kevin Church, and Karen Johnson

By Webex: Adela Yanez

Not Present: None

- A. Call to Order – Corinne Stromstad called the meeting to order at 9:59 a.m.
- B. Public Comment (3-minute limit per person) – none
- C. Announcements - none
- D. Previous Meeting Minutes – Not included in the packet. Minutes from January 25, 2022 will be sent to the Board on February 24, 2022 for approval.
- E. Discussion and Review

1. January 2022 Financials – CFO Paul Eves – see reports

- Outpatient Medical and Laboratory visits remain high due to COVID.
- Matt Rees says 1/3 of our revenue comes from outside this area. A suggestion was made to put a sign up at the Family Resource Center.
- Total patient revenue was \$1.8M in January, of which \$162K was from pharmacy sales.
- Interest income is listed every 3 months. It's posted at the month's end after a quarter.
- Humboldt County Property Tax account remains inaccurate. It's been months since we've been able to get a figure from the county.

Motion: Barbara Truitt moved to approve the January 2022 Financial Statements and share with the Governing Board.

Second: Matt Rees

Motion carried

2. January 2022 Revenue Cycle Reports – Marie Brown – see report



- PFS continues to make improvements in processes. This is showing in lower AR days and a higher clean claims rate in January.
3. January 2022 HRG Reports – Marie Brown – see report
- F. Discussion Items to Report to the Board – A summary of today’s reports will be taken to the Board as well as the Finance Committee minutes from January 25, 2022.
- G. Next Meeting: Tuesday, March 22, 2022 at 10:00 a.m. in person at Sprowel Creek Campus Room 106 and by Webex.
- H. Adjourned at 10:36 a.m.

Minutes by Karen Johnson

**Southern Humboldt Community
Healthcare District**

	March 21	April 21	May 21	June 21	July 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	Current 12 Month AVG	Year to Date- Current Year
In Patient Statistics														
Total Acute Patient Days	0	6	4	4	8	1	16	9	5	11	3	18	7	71
Total Swing Patient Days	106	101	75	70	38	25	56	66	30	39	35	65	59	354
Total SNF Patient Days	234	240	248	240	236	229	240	231	191	237	223	190	228	1,777
Total Patient Days	340	347	327	314	282	255	312	306	226	287	261	273	294	2,202
Total Acute Discharges	0	2	2	1	3	1	5	4	2	5	1	7	3	28
Total Swing Discharges	1	30	3	3	3	1	4	5	0	2	2	2	5	19
Total SNF Discharges	0	0	0	1	1	2	0	1	1	2	1	1	1	9
	1	32	5	5	7	4	9	10	3	9	4	10	8	56
Acute Length of Stay	0.00	3.00	2.00	4.00	2.67	1.00	3.20	2.25	2.50	2.20	3.00	2.57	2	19
ER Admits	0	2	2	1	3	1	5	4	2	5	1	7	3	28
I/P Lab Visits	8	11	12	20	12	12	23	14	7	10	23	26	15	127
I/P Radiology Visits	2	2	1	2	6	4	3	2	2	4	2	5	3	28
I/P EKG's	0	0	0	0	0	0	0	0	0	1	0		0	1
Out Patient Statistics														
ER Visits	194	219	258	257	335	298	250	220	260	206	233	188	243	1,990
Clinic Visits	433	451	436	463	414	427	459	471	495	453	449	380	444	3,548
SLS Visits	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Outpatient Medical	3656	2967	3068	1611	1134	1143	1570	1871	1302	1644	2278	2597	2,070	13,539
Laboratory Visits	474	468	617	476	682	1041	740	546	640	839	1009	455	666	5,952
Radiology	46	171	190	219	206	156	209	152	167	179	121	182	167	1,372
Mammography	10	22	24	4	27	25	6	11	19	9	17	9	15	123
CT Scans	56	82	80	71	89	55	76	63	70	66	73	77	72	569
EKG's	27	43	39	46	40	23	42	38	25	44	48	55	39	315
Total O/P Visits	4,896	4,423	4,712	3,147	2,927	3,168	3,352	3,372	2,978	3,440	4,228	3,943	1,279	27,408
Retail Pharmacy Rx's Sold					1,040	1,607	2,001	2,358	2,566	2,249			1,970	11,821
Salary Statistics														
Productive FTE's	81.3	83.7	77.9	76.6	75.1	75.1	76.8	79.2	80.5	79.2	71.7		77.4	
Paid FTE's	73.8	76.3	72.1	71.4	85.0	84.9	85.0	87.1	87.8	87.9	85.4		81.2	
Salaries & Ben as % of Net Rev	91.1%	61.1%	56.4%	60.4%	47.9%	68.4%	59.2%	77.6%	64.5%	57.7%	50.1%	72.8%	61.9%	
BeneGits as % of Salaries	30.7%	22.9%	42.7%	19.7%	29.8%	46.4%	32.0%	64.4%	32.2%	28.1%	28.1%	43.9%	34.1%	
Revenue Statistics														
Gross A/R > 120 Days	940,549	1,161,213	1,217,068	1,234,083	1,022,868	1,313,144	1,336,739	1,505,869	1,451,996	1,746,576	2,040,686	2,152,505	1,326,909.1	
A/R>120 Days as % of Total AR	41%	41%	41%	41%	41%	41%	34%	34%		42%	42%	42%	39.7%	
Gross Days in A/R	75.2	75.2	75.2	75.2	75.6	79.2	85.1	85.9	86.3	94.7	91.6	86.5	81.2	
Net Days in A/R	69.7	69.7	69.7	69.9	69.8	73.4	79.8	81.6	79.8	87.5	84.4	79.9	75.4	
A/R Cash Collections	847,144	948,282	757,474	919,408	667,778	1,022,607	782,980	847,125	845,077	729,186	727,607	859,954	817,963.6	
Collections as % of Net Rev	57.3%	112.4%	59.8%	63.6%	32.7%	70.8%	67.2%	70.8%	68.8%	63.1%	58.0%	59.5%	65.7%	
Accounts Payable Days	4.8	6.8	5.1	15.9	0.7	4.4	10.0	2.1	1.9	0.8	2.6	2.4	4.8	
Cash Collections per Cal Day	27,327	30,590	24,435	29,658	21,541	32,987	25,257	27,327	27,261	23,522	23,471	27,740	26,751	107,113
Cash Disburs. per Cal Day	44,803	45,848	38,553	39,838	41,846	38,603	41,262	458,718	40,600	42,521	41,846	54,626	76,600	580,429
DATA Entry/Details/Calcs														
Calendar Days	31	30	31	30	31	31	30	31	30	31	31	28		

**Southern Humboldt Community
Healthcare District
Income Statement
February 2022**

Current Month			Year to Date			
\$					\$	%
Variance	Budget	Actual		Actual	Budget	Variance
			GROSS PATIENT REVENUE			
(66,776)	237,500	170,724	INPATIENT	1,627,419	1,900,000	(272,581)
12,508	41,670	54,178	INPATIENT ANCILLARY	420,592	333,360	87,232
375,419	1,202,080	1,577,499	OUTPATIENT ANCILLARY	10,680,817	9,616,640	1,064,177
321,151	1,481,250	1,802,401	TOTAL PATIENT REVENUE	12,728,828	11,850,000	878,828
						7%
			DEDUCTIONS FROM REVENUE			
(13,970)	515,630	501,660	CONTRACTUAL ALLOWANCES	3,283,584	4,125,040	(841,456)
45,778	71,670	117,448	PROVISION FOR BAD DEBTS	984,151	573,360	410,791
2,322	36,000	38,322	OTHER ALLOWANCES/DEDUCTIONS	473,984	288,000	185,984
	-300,000	(300,000)	OTHER OPERATING IGTs & SUPPLEMENTAL	(2,400,000)	(2,400,000)	
34,130	323,300	357,430	TOTAL DEDUCTIONS	2,341,719	2,586,400	(244,681)
						-9%
287,021	1,157,950	1,444,971	NET PATIENT REVENUE	10,387,109	9,263,600	1,123,509
						12%
22,137	12,000	34,137	OTHER OPERATING REVENUE	137,265	96,000	41,265
309,158	1,169,950	1,479,108	TOTAL OPERATING REVENUE	10,524,374	9,359,600	1,164,774
						12%
(166,289)	731,670	565,381	SALARIES & WAGES	4,513,255	5,853,360	(1,340,105)
728	158,330	159,058	EMPLOYEE BENEFITS	1,575,024	1,266,640	308,384
(10,783)	123,330	112,547	PROFESSIONAL FEES	1,168,460	986,640	181,820
70,116	112,500	182,616	SUPPLIES	935,371	900,000	35,371
(9,004)	21,670	12,666	REPAIRS & MAINTENANCE	133,294	173,360	(40,066)
22,609	110,000	132,609	PURCHASED SERVICES	929,360	880,000	49,360
(10,091)	14,170	4,079	UTILITIES	147,415	113,360	34,055
(10,218)	23,330	13,112	INSURANCE	110,690	186,640	(75,950)
0		0	INTEREST	0	0	0
284	38,330	38,614	DEPRECIATION/ AMORTIZATION	345,733	306,640	39,093
43,206	33,330	76,536	OTHER	712,907	266,640	446,267
(69,442)	1,366,660	1,297,218	TOTAL OPERATING EXPENSES	10,571,509	10,933,280	(361,771)
						-3%
378,600	(196,710)	181,890	OPERATING PROFIT (LOSS)	(47,135)	(1,573,680)	1,526,545
						-97%
5,855	95,000	100,855	TAX REVENUE	755,855	760,000	(4,145)
287,636	40,000	327,636	OTHER NONOPERATING REV (EXP)	2,855,892	320,000	2,535,892
		6,789	INTEREST INCOME	22,057		
						792%
300,280	135,000	435,280	NET NON OPERATING REV (EXP)	3,633,804	1,080,000	2,553,804
						236%
678,880	(61,710)	617,170	NET INCOME (LOSS)	3,586,669	(493,680)	4,080,349
						-827%

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

	March 21	April 21	May 21	June 21	July 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	12 Month AVG: Mar '21-Feb 22	YTD - Current Year
Inpatient Daily Hospital Services	211,394	239,276	197,597	231,202	223,673	154,457	244,718	219,424	170,256	217,954	170,724	226,213	208,907	1,627,419
Ancillary Revenue	38,910	49,414	45,356	40,690	44,799	54,355	72,321	45,472	40,036	51,743	54,178	57,688	49,580	420,592
Outpatient Revenue	954,700	1,074,862	1,015,193	1,283,956	1,352,452	1,386,282	1,364,347	1,273,369	1,162,271	1,356,271	1,577,499	1,208,326	1,250,794	10,680,817
Total Hospital Revenue	1,205,004	1,363,552	1,258,146	1,555,848	1,620,924	1,595,094	1,681,386	1,538,265	1,372,563	1,625,968	1,802,401	1,492,227	1,509,282	12,728,828
Contractual Allowances	523,160	155,981	252,235	388,721	224,877	457,567	404,071	324,712	415,578	447,106	501,660	508,013	383,640	3,283,584
Provision for Bad Debts	161,600	176,861	115,056	84,411	155,817	210,892	48,684	140,689	54,169	137,821	117,448	118,631	126,840	984,151
Other Allowances/Deductions	40,302	64,858	25,201	34,185	83,017	76,635	4,829	39,931	63,107	100,622	38,322	67,521	53,211	473,984
Other Operating: IGTs & Supplemental	(363,854)	(300,000)	(444,764)	(996,499)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(375,426)	(2,400,000)
Total Deductions	361,208	97,700	(52,272)	(489,182)	163,711	445,094	157,584	205,332	232,854	385,549	357,430	394,165	188,264	2,341,719
Contractual %													12%	18%
Net Patient Revenue	843,796	1,265,852	1,310,418	2,045,030	1,457,213	1,150,000	1,523,802	1,332,933	1,139,709	1,240,419	1,444,971	1,098,062	1,321,990	9,289,047
Net Revenue %	70%	93%	104%	131%	90%	72%	91%	87%	83%	76%	80%	74%	88%	73%
Other Operating Revenue	14,401	16,355	15,173	14,595	14,004	14,615	15,318	14,551	15,668	14,753	34,137	14,219	16,482	137,265
Total Revenue	858,197	1,282,207	1,325,591	2,059,625	1,471,217	1,164,615	1,539,120	1,347,484	1,155,377	1,255,172	1,479,108	1,112,281	1,338,472	9,426,312
Salaries & Wages	588,389	629,663	571,404	1,030,764	533,278	543,935	536,284	579,710	564,028	627,862	565,381	562,777	611,123	4,513,255
Employee Benefits	180,531	143,898	244,263	203,497	149,686	158,608	171,366	373,211	181,430	134,580	159,058	247,085	195,601	1,575,024
Professional Fees	242,144	150,240	148,383	173,721	142,301	118,353	112,847	112,883	180,917	109,637	112,547	278,975	156,912	1,168,460
Supplies	120,817	129,018	13,552	131,829	157,223	109,110	61,224	106,131	109,659	101,501	182,616	107,907	110,882	935,371
Repairs & Maintenance	43,832	14,960	50,554	42,013	16,885	6,638	25,766	20,930	13,640	8,884	12,666	27,885	23,721	133,294
Purchased Services	124,045	146,846	70,047	161,073	139,826	94,063	140,865	125,499	70,442	66,996	132,609	159,060	119,281	929,360
Utilities	16,004	17,793	10,182	13,427	17,771	18,077	24,502	30,677	5,875	6,943	4,079	39,491	17,068	147,415
Insurance	11,755	11,755	11,755	11,878	23,430	10,075	11,755	12,982	12,703	13,521	13,112	13,112	13,153	110,690
Interest														0
Depreciation	45,720	45,896	45,896	45,896	45,896	45,896	45,896	37,258	45,975	37,021	38,614	49,177	44,095	345,733
Other Expense	15,641	85,361	29,111	57,639	121,049	44,214	152,351	30,170	33,332	211,206	76,536	44,049	75,055	712,907
Total Expenses	1,388,878	1,375,430	1,195,147	1,871,737	1,347,345	1,148,969	1,282,856	1,429,451	1,218,001	1,318,151	1,297,218	1,529,518	1,366,892	10,571,509
Expenses %	162%	107%	90%	91%	92%	99%	83%	106%	105%	105%	88%	138%	102%	8%
Profit/Loss from Operations	(530,681)	(93,223)	130,444	187,888	123,872	15,646	256,264	(81,967)	(62,624)	(62,979)	181,890	(417,237)	(28,420)	(1,145,197)
Tax Revenue	92,500	92,500	94,920	92,500	95,000	95,000	95,000	92,500	92,500	92,500	100,855	92,500	94,023	755,855
Other Non Operating Rev (Exp)	81,574	88,340	40,000	19,949	6,039	3,903	1,574,676	311,075	40,160	244,733	327,636	347,670	257,146	2,855,892
Interest Income				12,005			14,173	31	1,064		6,789		6,812	22,057
Net Non-operating Rev/(Exp)	174,074	180,840	134,920	124,454	101,039	98,903	1,683,849	403,606	133,724	337,233	435,280	440,170	357,982	3,633,804
NET INCOME/ (LOSS)	(356,607)	87,617	265,364	312,342	224,911	114,549	1,940,113	321,639	71,100	274,254	617,170	22,933	329,562	2,488,607

Southern Humboldt Community Healthcare District
Balance Sheet
February 2022

ASSETS	
Current Assets	
Cash- Checking & Investments	210,374
LAIF Account	12,940,314
Humboldt County Property Tax Acct	800,000
Patient Accounts Receivable	4,322,972
Less Allowances	2,043,885
Accounts Receivable- Net	2,279,087
Other Receivables	789,611
Inventories	178,862
Estimated 3rd Party Settlements	
Prepaid expenses and Deposits	970,866
Total current assets	18,169,114
Property and Equipment	
Land	959,877
Land improvements	553,251
Buildings	2,516,797
Equipment	6,103,293
Construction in progress	2,142,781
Total property and equipment	12,275,999
Less : accumulated depreciation	(5,940,103)
Net property and equipment	6,335,896
Other Assets	
Investments	5,852
Total Other Assets	5,852
Total Assets	24,510,861

LIABILITIES & FUND BALANCE	
Current Liabilities	
Accounts Payable	109,438
Accrued Payroll & Related costs	1,101,009
Other Current Liabilities	
Deferd revenue IGT	488,578
A/R Credit balances	
Medicare Accelerated Payments	3,514,452
Medicare Contingency	2,000,000
Current Portion-Long Term Debt	
Other Short Term Debt - PPP Loan	
Accrued interest	
Total current Liabilities	7,213,477
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	14,808,778
Net Income (Loss)--Current Year	2,488,607
Restricted Fund Balance	
Total fund balance	17,297,385
Total Liabilities and Fund Balance	24,510,861

Revenue Cycle / Patient Financial Services

February 2022 Finance Committee Report

HRG - Key Items:

- AR reduced by 5 days compared to last month
- February closed at 86.5 AR Days or \$4.3M in Gross AR
- Cash collections totaled \$860K, or 101% of January's net revenue
- Third Party Aging decreased by \$89K, and is now at 19.8%
- Unbilled AR increased 1.6 days

Aging – As stated in the January report, we continue to see improvement in aging. This in part due to the workflow changes, initiatives, and training we've done during the last few months. As well as identify and strengthening our remediation process for addressing issues as they arise.

HRG Highlights:

- Medicare decreased by \$67K and ended February with 17.6% aged over 90 days; a decrease of 10.8% and puts us 8.6% away from goal.
- Medi-Cal saw a decrease of \$21K, leaving the overall percentage in January at 20.9%.
- Commercial aging saw a decrease of \$8K, with the overall percentage dropping to 19.3% and puts us just slightly (1.3%) above our goal of 18%.

AR – Third Party AR decreased significantly by 7.4 days and is sitting at 34.7 AR days which puts us just 0.7 AR days above the goal of 34 days.

HRG Communication Log – There has been a marked improvement in the volume of HRG corrections for registration as well as resolution of several authorization issues.

- We now have a solid system in place with current staff to obtain all documentation to submit IP treatment authorizations. Clarification has been communicated regarding prioritization of obtaining and proper filing of specific documentation requirements.

Bad Debt Changes – We have completed all the facility required items for the regulatory changes to our new bad debt process, aside from a few minor final additions. We will be bringing the updated policy to the next Policy Development Committee for review. Notable changes were made to the percentile calculation for charity care applications, signage and website visibility, and patient handouts.

Evening Hospital Registration / Self-Pay "Good Faith" Estimates (GFE) – We have begun the process of establishing the worklist, duties, and expectations of the new PFS evening shift. After completion of a time and volume study, we have decided the shift will be 1630 – 0100, allowing time for appropriate hand-off from the day shift and leaving only seven hours of down-time during low volume hours where nursing will need to register ED patients. This is going to improve workflow and time management for the day shift, as well as support the night shift. This will also help with data capture and satisfying state reporting requirements, meeting quality initiatives, and better supporting patient financial outcomes.

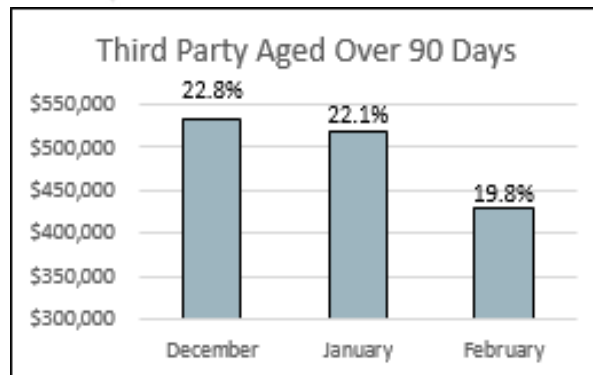
Radiology scheduling - Patient Financial services will be transitioning to handle all the scheduling for CT and Mammography. As we have successfully navigated bolstering our staff, and drastically reduced turnover in the last year, we are happy to absorb this function. This should alleviate some pressure on the clinic staff and hopefully increase the volume of scheduled radiologic services. The staff member that will be taking over is currently training in the CT scheduling duties including how to obtain and follow up on authorizations specifically for CT. This person will also be handling our authorizations for other outpatient services, and helping to resolve ongoing OP TAR issues.

Southern Humboldt February 2022



Key Items

- ➡ **AR reduced by 5 days compared to last month**
- ➡ **February closed at 86.5 AR Days or \$4.3M in Gross AR**
- ➡ **Cash collections totaled \$860K, or 101% of January's net revenue**
- ➡ **Third Party Aging decreased by \$89K, and is now at 19.8%**
- ➡ **Unbilled AR increased 1.6 days**



Detailed Initiatives & Obstacles

- **Overall AR:** January closed with 86.5 AR days or \$4.3M in Gross AR. Gross AR decreased by \$56K, decreasing the total AR by 5.1 days. Revenue decreased by \$290K booking \$1.35M in new services. The Unbilled AR increased by 1.6 days and ended February at 7.1 AR days. Third Party AR decreased significantly by 7.4 days and is sitting at 34.7 AR days which puts us just 0.7 AR days above the goal of 34 days. Self-pay AR ended at 44.7 AR days which is a slight increase of 0.7 AR days since January and puts us 18.7 days from goal. Cash collections totaled \$860K or 101% of net revenue.
- **Third Party Aging:** Third Party Aging decreased by \$89K in February leaving a total of 428.5K in aged balances. The Medicare aging over 90 days saw the largest decrease of all of the financial classes. Medicare decreased by \$67K and ended February with 17.6% aged over 90 days; a decrease of 10.8% and puts us 8.6% away from goal. Medi-Cal saw a decrease of \$21K, leaving the overall percentage in January at 20.9%. This was an increase of 2.6% since January, putting us 4.9% from our goal of 16%. Authorizations/TAR's continue to be an obstacle. SoHum has recently added additional coverage to help ensure the outstanding Authorizations/TAR are submitted and obtained within a timely manner. Commercial aging saw a decrease of \$8K, with the overall percentage dropping to 19.3% and puts us just slightly (1.3%) above our goal of 18%. This is the closest to goal we have been since August 2021. The workers comp financial class is the only financial class to see an increased. Workers comp increased by \$7K leaving the overall percentage in February at 53.5% which is 17.5% above goal. This is the highest percentage we have seen in the Workers Comp financial class since October 2021.
- **Unbilled AR:** Unbilled AR has been trending significantly high since June 2021. We did see major improvements in January, but again the unbilled AR jumped back up in February. The unbilled increased by 1.6 days and ended February at 7.1 AR days or \$321K in unbilled balances. With the progress that was made on the unbilled charges in January and the increase in claim submissions, cash collections surpassed net revenue in February coming in at 101% of net revenue. The unbilled AR remains a topic of discussion on all of our bi-weekly conference calls.

Industry Updates CMS Releases FAQ for Good Faith Estimate (GFE) Requirement

CMS has published a comprehensive frequently asked questions document regarding the Good Faith Estimate requirement under the No Surprises Act.

The FAQs have been prepared by the Department of Health and Human Services to address the provision of GFEs for uninsured or self-pay individuals only. For insured patients, the GFE requirement is still pending additional guidance.

To access the FAQ, please visit: [CMS GFE Guidance FAQ](#)

Amanda Hornby | Revenue Cycle Director

Healthcare Resource Group



Southern Humboldt Community Healthcare District



MONTH END FINANCE REPORT

February 2022

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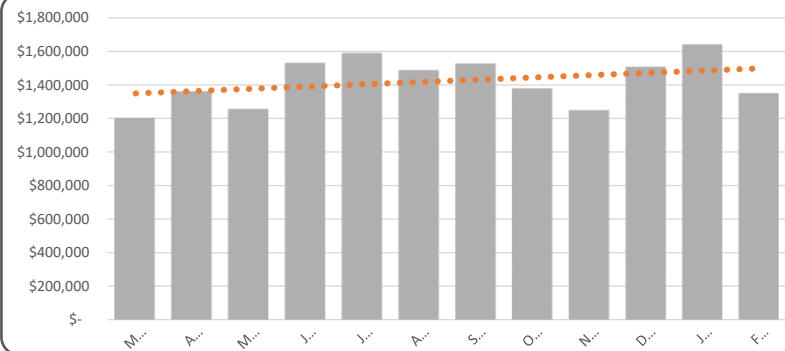
FINANCE DASHBOARD

Revenue Cycle Performance	Target		September-21		October-21		November-21		December-21		January-22		February-22	
	REVENUE													
	Net Revenue		\$893,497		\$905,763		\$804,636		\$841,382		\$851,804		\$747,125	
	Gross Revenue		\$1,526,536		\$1,379,368		\$1,250,010		\$1,508,417		\$1,639,879		\$1,350,122	
	CASH													
	Cash Collections as a % of Net Revenue		100%		94%		95%		93%		91%		86%	
	Cash Collections		\$782,067		\$847,125		\$845,077		\$729,186		\$727,607		\$859,954	
	ACCOUNTS RECEIVABLE													
	Net AR		\$2,015,550		\$2,298,768		\$2,152,522		\$1,993,772		\$1,835,655		\$2,279,087	
	Gross AR		\$4,260,844		\$4,103,537		\$3,941,004		\$4,258,570		\$4,379,072		\$4,322,972	
Third Party	Unbilled		3		12.0		11.4		11.1		14.3		5.5	
	Third Party		34		35.9		32.5		34.5		36.2		42.1	
	Self Pay		26		37.3		42.0		40.6		44.2		44.0	
	Total Days in AR		63		85.1		85.9		86.3		94.7		91.6	
	Days in AR - Credit Balances		< 1		1.94		1.99		2.10		2.08		2.04	
	UNBILLED													
	In-house		< 2 Days		0.4		0.1		0.5		1.4		0.4	
	DNFB		< 1 Day		11.5		11.3		10.7		12.8		5.1	
	Total Unbilled		<3 Days		12.0		11.4		11.1		14.3		5.5	
Self Pay	Target		September-21		October-21		November-21		December-21		January-22		February-22	
	AGING (excluding credits)													
	Medicare Aging > 90 Days		9%		11.7%		\$ 88,085		11.8%		\$ 103,070		15.6%	
	Medicaid Aging > 90 Days		16%		29.6%		\$ 381,545		22.1%		\$ 202,685		26.3%	
	Commercial Aging > 90 Days		18%		39.2%		\$ 149,793		35.4%		\$ 121,430		30.1%	
	Work Comp Aging > 90 Days		36%		37.6%		\$ 16,007		55.1%		\$ 17,005		48.9%	
	Total Third Party Aging > 90 Days		15%		25.8%		\$ 635,430		20.5%		\$ 444,190		23.3%	
	CLAIM SUBMISSION EFFICIENCY													
	Claims Submission		1,820		\$ 1,421,703		1,579		\$ 1,164,069		1,488		\$ 1,198,525	
	Clean Claims		85%		85%		82%		81%		80%		87%	
Self Pay	Denial Percent		5%		5%		5%		6%		5%		8%	
	Total Denial Rate		Count Amt		93		\$ 73,865		81		\$ 66,251		90	
	Late Charges		Count Amt		59		\$ (179)		4		\$ 442		50	
	Communication Log Backlog		177		\$ 163,425		152		\$ 280,519		201		\$ 300,643	
	Target		September-21		October-21		November-21		December-21		January-22		February-22	
	INVENTORY & QUALITY													
	Total Inventory		3,545		\$ 1,866,174		3,862		\$ 2,006,398		3,872		\$ 1,855,738	
	New		328		\$ 117,508		501		\$ 120,469		423		\$ 116,312	
	Resolved		184		\$ 19,746		198		\$ 34,137		147		\$ 16,190	
Self Pay	Aged >120 days from Assignment		< 25%		34.8%		\$ 650,082		33.1%		\$ 664,210		22.7%	
	Total Payment Plans over 120 days				\$19,364		\$12,744		\$18,274		\$18,185		\$19,934	
	Average Speed to Answer		< 60 seconds		139		225		119		221		206	
	STATEMENTS & LETTERS													
	Statements & Letters		247		262		312		217		248		270	
	Charity Care Applications In Process		0		\$ -		16		\$ 3,509		0		\$ -	
	Inbound and Outbound Calls		In Out		139		29		119		39		125	
	WRITE OFFS													
	Bad Debt as a % of Gross Revenue		< 2%		0.5%		\$ 7,470		0.5%		\$ 6,828		12.7%	
	Charity as a % of Gross Revenue		< 2%		0.4%		\$ 5,495		0.2%		\$ 3,409		8.6%	

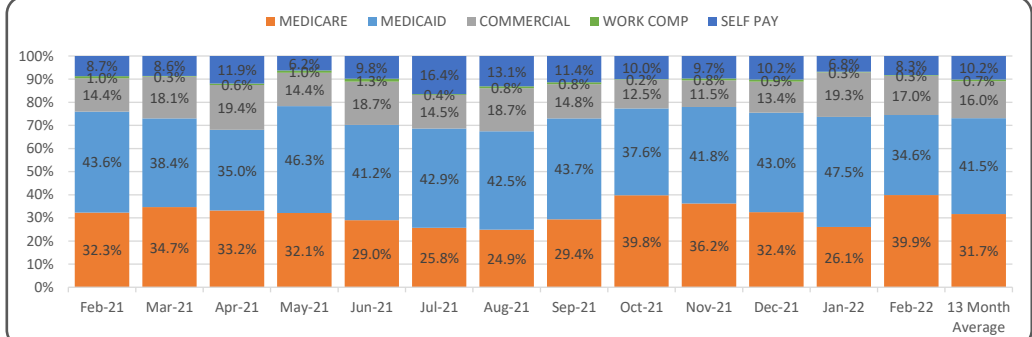
GROSS REVENUE

PAYER	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	13 Month Average
MEDICARE	\$ 366,846	\$ 416,998	\$ 451,623	\$ 403,310	\$ 443,866	\$ 409,439	\$ 370,915	\$ 448,301	\$ 548,436	\$ 452,536	\$ 489,231	\$ 427,748	\$ 538,639	\$ 443,684
MEDICAID	\$ 495,282	\$ 461,354	\$ 476,146	\$ 582,132	\$ 630,039	\$ 681,573	\$ 632,322	\$ 666,353	\$ 518,532	\$ 522,097	\$ 649,245	\$ 779,456	\$ 466,921	\$ 581,650
COMMERCIAL	\$ 163,035	\$ 217,456	\$ 263,926	\$ 180,952	\$ 286,590	\$ 230,932	\$ 277,534	\$ 225,873	\$ 172,566	\$ 144,086	\$ 202,524	\$ 316,007	\$ 229,347	\$ 223,910
WORK COMP	\$ 11,290	\$ 3,431	\$ 7,980	\$ 13,119	\$ 19,930	\$ 6,551	\$ 12,495	\$ 12,387	\$ 2,285	\$ 10,340	\$ 14,240	\$ 4,843	\$ 3,414	\$ 9,408
SELF PAY	\$ 98,464	\$ 103,453	\$ 162,349	\$ 78,203	\$ 150,492	\$ 261,501	\$ 194,690	\$ 173,622	\$ 137,550	\$ 120,951	\$ 153,177	\$ 111,825	\$ 111,801	\$ 142,929
TOTAL	\$ 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	\$ 1,250,010	\$ 1,508,417	\$ 1,639,879	\$ 1,350,122	\$ 1,401,581
AVERAGE DAILY REVENUE	\$ 38,518	\$ 39,399	\$ 41,569	\$ 41,548	\$ 45,612	\$ 47,594	\$ 50,096	\$ 50,049	\$ 47,759	\$ 45,669	\$ 44,976	\$ 47,808	\$ 49,982	\$ 45,429

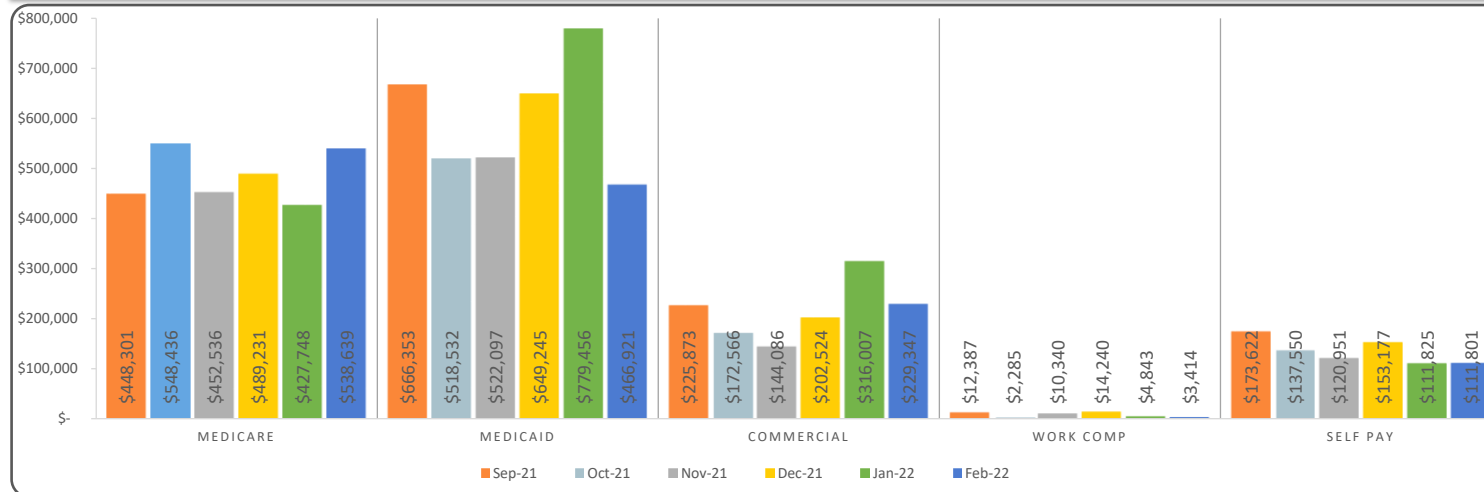
Gross Revenue



Payer Mix



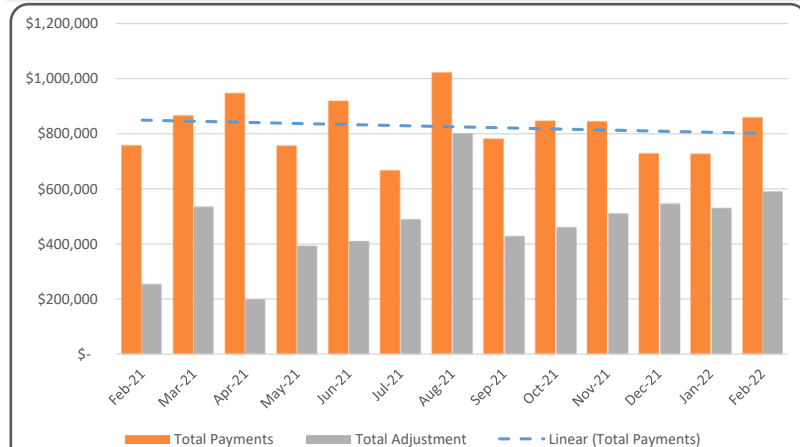
Revenue Trending By Payer



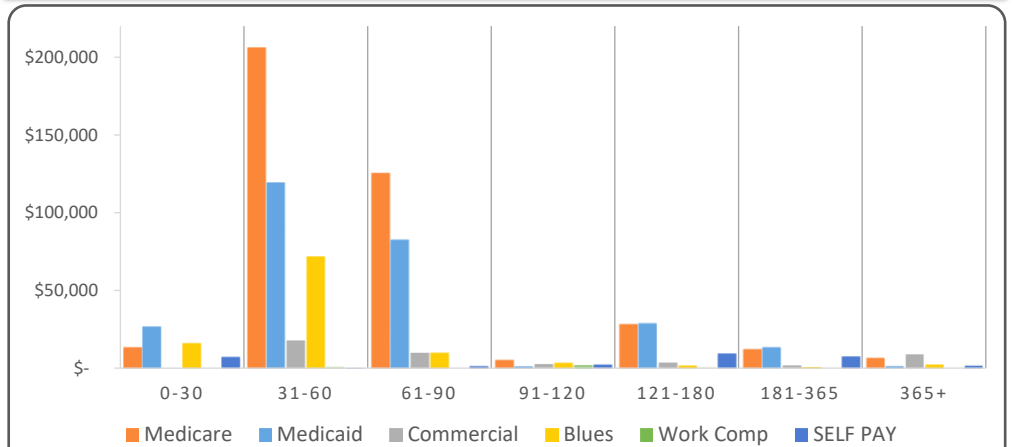
CASH DETAIL

PAYER	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	13 Month Average
MEDICARE														
Payments	\$ 406,285	\$ 463,695	\$ 571,263	\$ 406,006	\$ 453,734	\$ 312,313	\$ 434,639	\$ 302,872	\$ 324,436	\$ 505,109	\$ 382,225	\$ 353,842	\$ 398,314	\$ 408,826
Adjustments	\$ (74,352)	\$ (93,462)	\$ (255,470)	\$ (53,574)	\$ (85,608)	\$ 2,174	\$ (43,612)	\$ (9,988)	\$ 6,310	\$ (103,551)	\$ 97,705	\$ 66,441	\$ 65,484	\$ (37,039)
Collection %	122%	125%	181%	115%	123%	99%	111%	103%	98%	126%	80%	84%	86%	112%
MEDICAID														
Payments	\$ 199,789	\$ 235,677	\$ 182,937	\$ 164,512	\$ 217,061	\$ 200,717	\$ 347,502	\$ 253,418	\$ 317,123	\$ 173,863	\$ 200,547	\$ 212,315	\$ 275,251	\$ 229,286
Adjustments	\$ 237,317	\$ 366,205	\$ 274,829	\$ 235,943	\$ 314,982	\$ 303,594	\$ 482,578	\$ 353,823	\$ 360,075	\$ 273,521	\$ 338,117	\$ 396,591	\$ 445,733	\$ 337,178
Collection %	46%	39%	40%	41%	41%	40%	42%	42%	47%	39%	37%	35%	38%	40%
COMMERCIAL														
Payments	\$ 51,231	\$ 49,668	\$ 62,265	\$ 50,004	\$ 79,894	\$ 44,139	\$ 79,233	\$ 73,099	\$ 90,785	\$ 23,057	\$ 32,890	\$ 42,329	\$ 45,115	\$ 55,670
Adjustments	\$ 16,833	\$ 22,668	\$ 34,791	\$ 20,617	\$ 40,773	\$ 11,792	\$ 30,259	\$ 22,192	\$ 38,548	\$ 15,162	\$ 11,202	\$ 12,751	\$ 9,930	\$ 22,117
Collection %	75%	69%	64%	71%	66%	79%	72%	77%	70%	60%	75%	77%	82%	72%
BLUES														
Payments	\$ 71,767	\$ 64,062	\$ 78,665	\$ 86,510	\$ 118,932	\$ 75,666	\$ 115,131	\$ 97,873	\$ 71,400	\$ 109,199	\$ 88,547	\$ 95,349	\$ 107,252	\$ 90,796
Adjustments	\$ 35,361	\$ 31,343	\$ 36,462	\$ 38,598	\$ 26,324	\$ 51,912	\$ 48,423	\$ 37,614	\$ 31,797	\$ 46,032	\$ 35,632	\$ 34,181	\$ 58,967	\$ 39,434
Collection %	0%	0%	0%	0%	0%	0%	0%	0%	69%	70%	71%	74%	65%	70%
WORK COMP														
Payments	\$ 2,303	\$ 1,166	\$ 10,873	\$ 7,073	\$ 5,617	\$ 2,700	\$ 2,674	\$ 12,018	\$ 7,004	\$ 8,873	\$ 5,181	\$ 4,469	\$ 1,631	\$ 5,506
Adjustments	\$ 4,051	\$ 1,093	\$ 6,398	\$ 2,464	\$ 1,441	\$ 1,073	\$ 4,080	\$ 2,958	\$ 3,282	\$ 5,576	\$ 3,131	\$ 1,731	\$ 1,688	\$ 2,997
Collection %	36%	52%	63%	74%	80%	72%	40%	80%	68%	61%	62%	72%	49%	62%
SELF PAY														
Payments	\$ 25,429	\$ 47,003	\$ 37,376	\$ 40,142	\$ 37,654	\$ 25,468	\$ 39,318	\$ 40,860	\$ 32,085	\$ 24,686	\$ 17,085	\$ 18,553	\$ 29,302	\$ 31,920
Bad Debt Recoveries	\$ 1,602	\$ 5,126	\$ 4,903	\$ 3,226	\$ 6,515	\$ 6,775	\$ 4,111	\$ 1,927	\$ 4,291	\$ 291	\$ 2,711	\$ 751	\$ 3,090	\$ 3,486
Adjustments	\$ 23,114	\$ 2,051	\$ 26,379	\$ 7,216	\$ 25,627	\$ 39,124	\$ 24,880	\$ 10,968	\$ 11,569	\$ 8,579	\$ 23,588	\$ 12,037	\$ 7,658	\$ 17,138
Charity Care	\$ 14,071	\$ 5,744	\$ 580	\$ 1,973	\$ 9,813	\$ 5,845	\$ 210,892	\$ 5,495	\$ 3,409	\$ 107,586	\$ 6,325	\$ 7,646	\$ 2,062	\$ 29,342
Bad Debt	\$ -	\$ 200,583	\$ 76,235	\$ 141,507	\$ 78,584	\$ 75,234	\$ 43,004	\$ 7,470	\$ 6,828	\$ 158,775	\$ 31,967	\$ -	\$ -	\$ 63,091
Total SP Adjustments	\$ 37,185	\$ 208,378	\$ 103,194	\$ 150,696	\$ 114,024	\$ 120,203	\$ 278,776	\$ 23,933	\$ 21,806	\$ 274,940	\$ 61,879	\$ 19,682	\$ 9,721	\$ 109,571
Collection %	41%	18%	27%	21%	25%	17%	12%	63%	60%	8%	22%	49%	75%	34%
TOTAL														
Total Payments	\$ 758,406	\$ 866,398	\$ 948,282	\$ 757,474	\$ 919,408	\$ 667,778	\$ 1,022,607	\$ 782,067	\$ 847,125	\$ 845,077	\$ 729,186	\$ 727,607	\$ 859,954	\$ 825,490
Total Adjustment	\$ 256,395	\$ 536,225	\$ 200,204	\$ 394,744	\$ 411,937	\$ 490,749	\$ 800,505	\$ 430,532	\$ 461,817	\$ 511,680	\$ 547,667	\$ 531,378	\$ 591,522	\$ 364,688
Total Collection %	75%	62%	83%	66%	69%	58%	56%	64%	65%	62%	57%	58%	59%	64%

Cash & Adjustment Trending

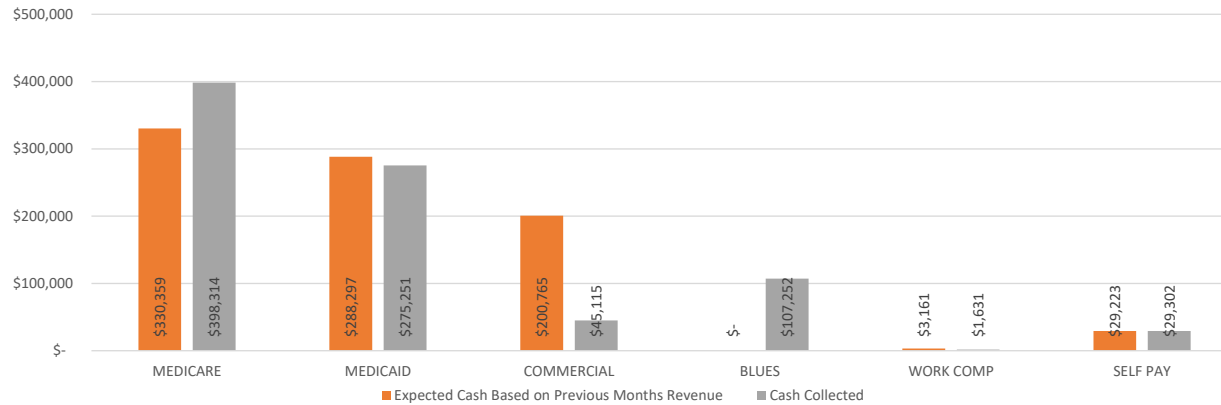


Cash Collections by Discharge Date

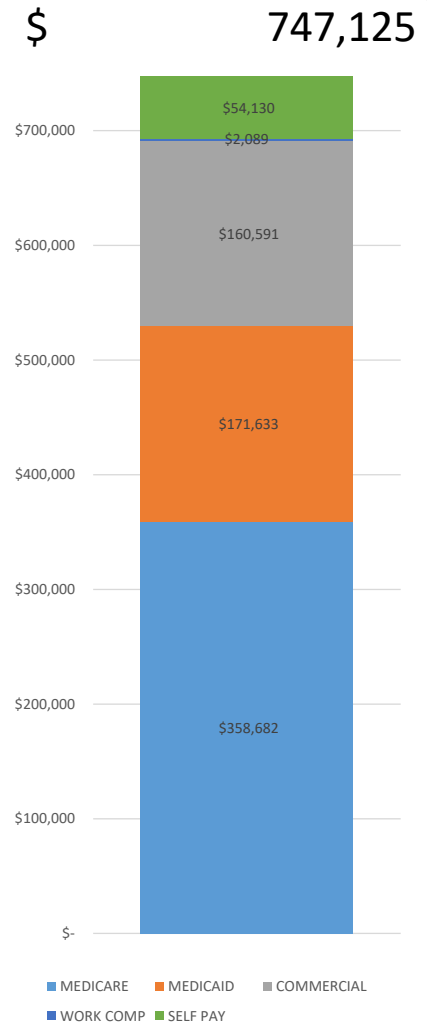


CASH FORECASTING

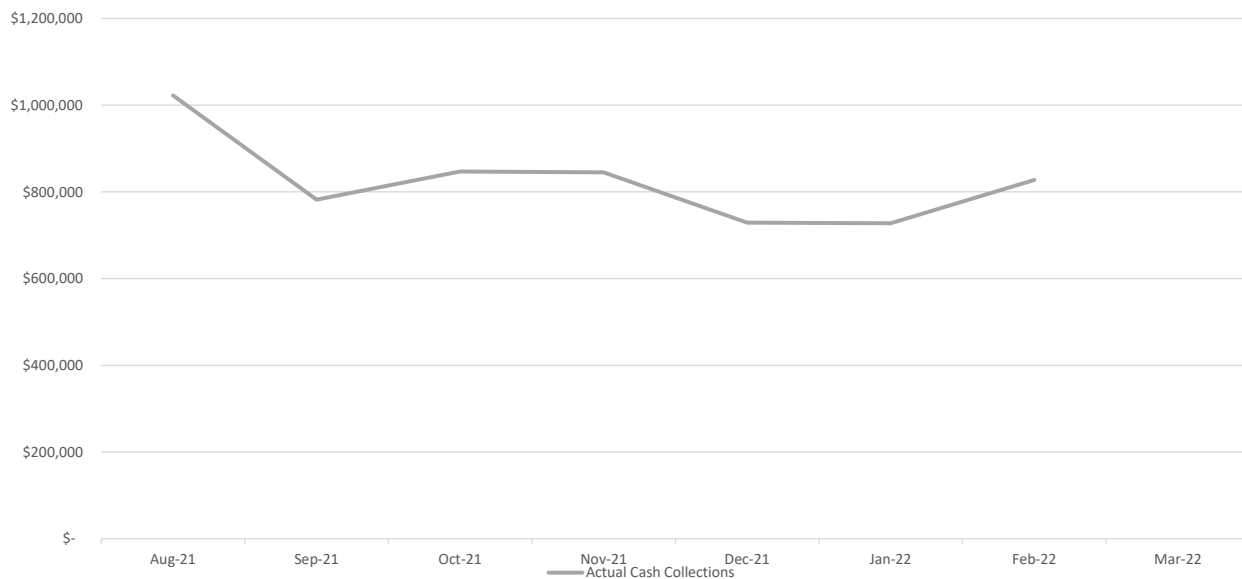
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month
(Based on this Months Revenue)



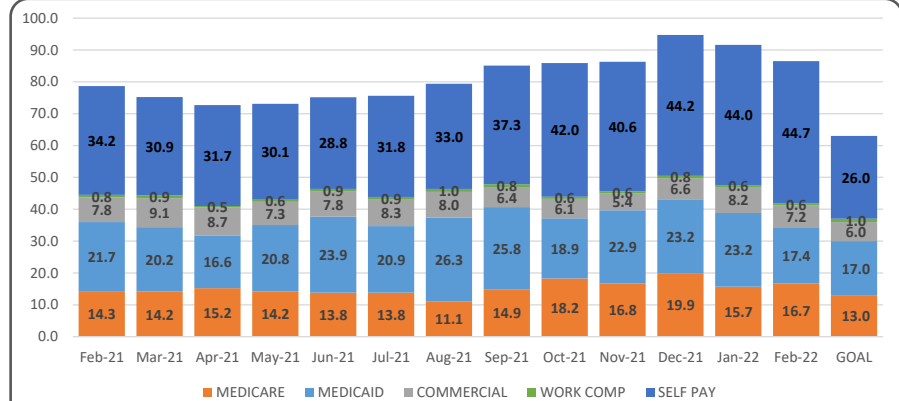
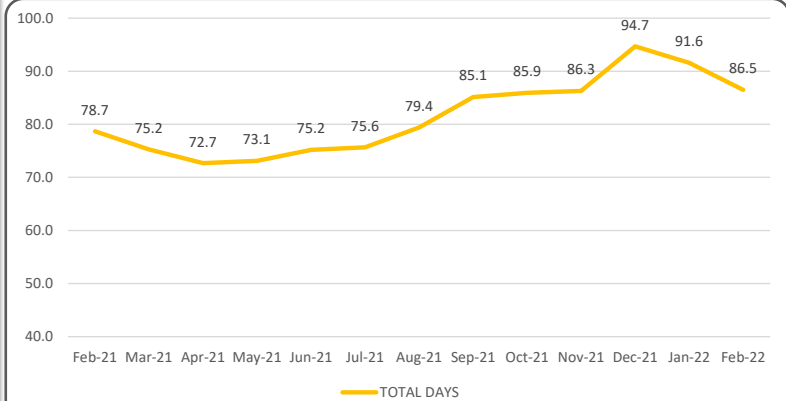
Expected Cash Based on Claim Submissions and Historical Collections



ACCOUNTS RECEIVABLE

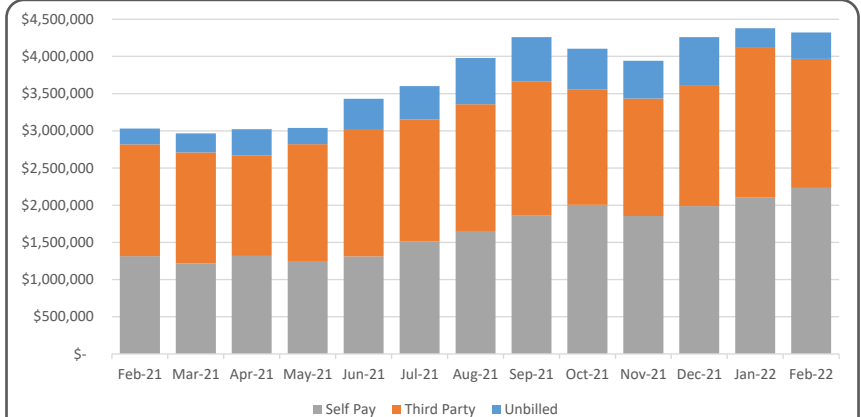
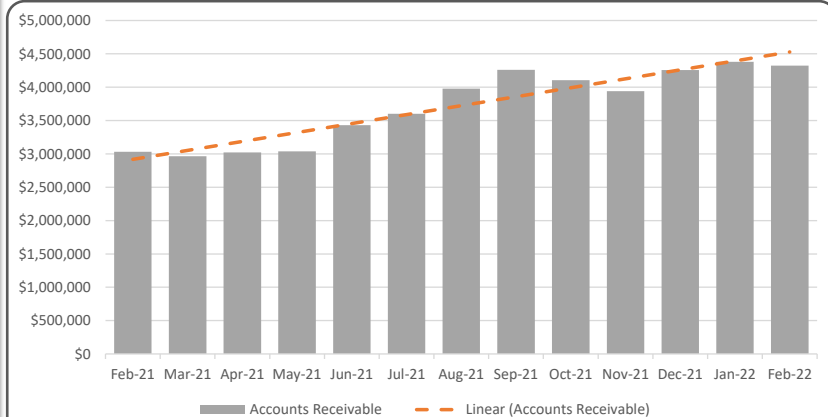
AR Days

PAYER	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	13 Month Average
MEDICARE	14.3	14.2	15.2	14.2	13.8	13.8	11.1	14.9	18.2	16.8	19.9	15.7	16.7	15.3
MEDICAID	21.7	20.2	16.6	20.8	23.9	20.9	26.3	25.8	18.9	22.9	23.2	23.2	17.4	21.7
COMMERCIAL	7.8	9.1	8.7	7.3	7.8	8.3	8.0	6.4	6.1	5.4	6.6	8.2	7.2	7.4
WORK COMP	0.8	0.9	0.5	0.6	0.9	0.9	1.0	0.8	0.6	0.6	0.8	0.6	0.6	0.7
SELF PAY	34.2	30.9	31.7	30.1	28.8	31.8	33.0	37.3	42.0	40.6	44.2	44.0	44.7	36.4
TOTAL DAYS	78.7	75.2	72.7	73.1	75.2	75.6	79.4	85.1	85.9	86.3	94.7	91.6	86.5	81.5



AR Balance

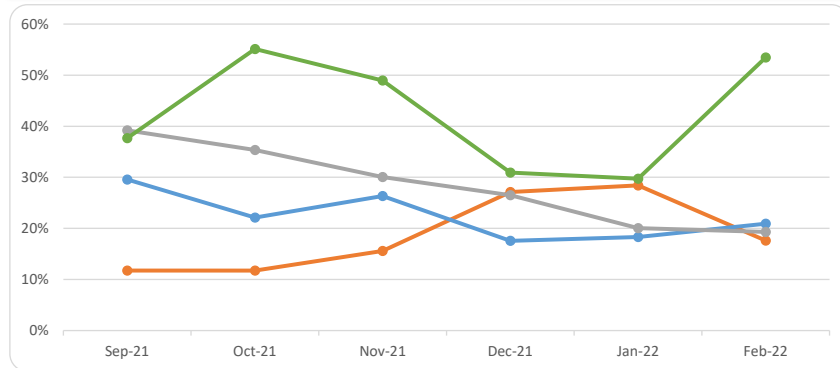
PAYER	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	13 Month Average
MEDICARE	\$ 550,291	\$ 557,849	\$ 633,863	\$ 591,567	\$ 630,044	\$ 658,291	\$ 557,543	\$ 744,813	\$ 871,052	\$ 765,280	\$ 895,860	\$ 748,436	\$ 834,221	\$ 695,316
MEDICAID	\$ 834,503	\$ 795,784	\$ 688,724	\$ 863,638	\$ 1,090,509	\$ 992,726	\$ 1,315,195	\$ 1,289,536	\$ 904,985	\$ 1,047,831	\$ 1,043,932	\$ 1,106,825	\$ 870,378	\$ 988,044
COMMERCIAL	\$ 300,566	\$ 357,604	\$ 361,943	\$ 304,915	\$ 355,123	\$ 396,231	\$ 403,116	\$ 318,247	\$ 290,697	\$ 245,343	\$ 297,214	\$ 390,942	\$ 357,842	\$ 336,906
WORK COMP	\$ 29,092	\$ 35,071	\$ 19,610	\$ 26,567	\$ 40,405	\$ 41,719	\$ 48,151	\$ 42,074	\$ 30,405	\$ 26,812	\$ 34,458	\$ 29,721	\$ 28,217	\$ 33,254
SELF PAY	\$ 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	\$ 1,855,738	\$ 1,987,106	\$ 2,103,148	\$ 2,232,314	\$ 1,663,958
TOTAL	\$ 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	\$ 3,941,004	\$ 4,258,570	\$ 4,379,072	\$ 4,322,972	\$ 3,717,478



ACCOUNTS RECEIVABLE AGING

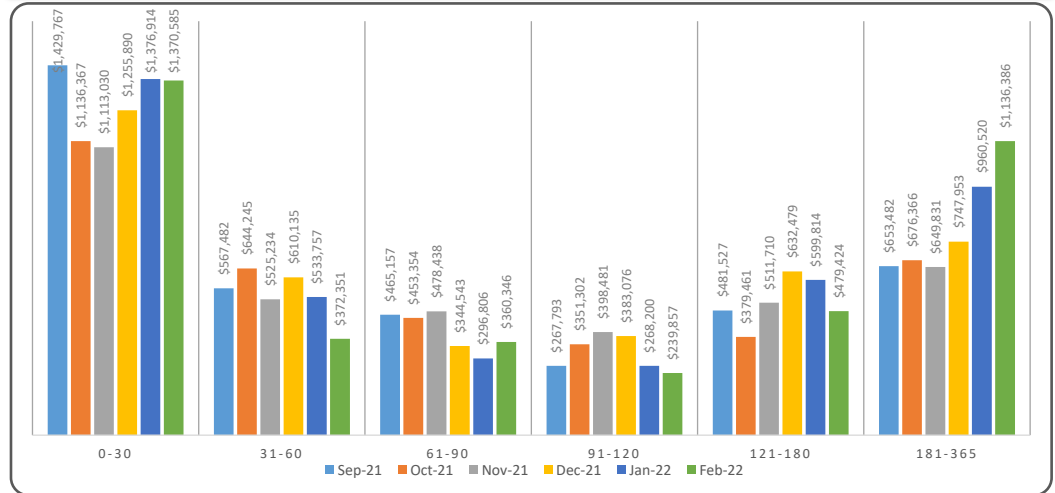
	0-30 Days		31-60 Days		61-90 Days		91-120 Days		121-180 Days		181-365 Days		366+ Days		Grand Totals	
	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$
MEDICARE																
Non-Credit	410	\$ 489,794	123	\$ 105,773	42	\$ 101,095	8	\$ 7,533	20	\$ 53,927	17	\$ 82,055	32	\$ 5,368	652	\$ 845,545
Credit	0	\$ -	0	\$ -	0	\$ -	0	\$ -	1	\$ (5,946)	0	\$ -	9	\$ (5,378)	10	\$ (11,324)
TOTAL	410	\$ 489,794	123	\$ 105,773	42	\$ 101,095	8	\$ 7,533	21	\$ 47,981	17	\$ 82,055	41	\$ (10)	662	\$ 834,221
MEDICAID																
Non-Credit	337	\$ 525,622	141	\$ 88,266	130	\$ 75,620	74	\$ 59,834	40	\$ 29,766	38	\$ 56,070	24	\$ 36,705	784	\$ 871,883
Credit	1	\$ (103)	2	\$ (139)	2	\$ (399)	0	\$ -	1	\$ (347)	2	\$ (77)	7	\$ (440)	15	\$ (1,505)
TOTAL	338	\$ 525,519	143	\$ 88,127	132	\$ 75,221	74	\$ 59,834	41	\$ 29,419	40	\$ 55,993	31	\$ 36,265	799	\$ 870,378
COMMERCIAL																
Non-Credit	404	\$ 222,967	155	\$ 63,941	94	\$ 51,969	30	\$ 13,476	39	\$ 22,374	45	\$ 23,625	40	\$ 21,620	807	\$ 419,972
Credit	0	\$ -	0	\$ -	2	\$ (35)	1	\$ (45)	11	\$ (1,179)	18	\$ (11,687)	375	\$ (49,184)	407	\$ (62,130)
TOTAL	404	\$ 222,967	155	\$ 63,941	96	\$ 51,934	31	\$ 13,431	50	\$ 21,195	63	\$ 11,938	415	\$ (27,564)	1214	\$ 357,842
WORK COMP																
Non-Credit	13	\$ 6,695	7	\$ 1,683	11	\$ 5,647	13	\$ 6,779	4	\$ 857	20	\$ 5,169	6	\$ 3,300	74	\$ 30,130
Credit	0	\$ -	0	\$ -	0	\$ -	1	\$ (92)	1	\$ (92)	4	\$ (1,285)	2	\$ (444)	8	\$ (1,913)
TOTAL	13	\$ 6,695	7	\$ 1,683	11	\$ 5,647	14	\$ 6,687	5	\$ 765	24	\$ 3,884	8	\$ 2,856	82	\$ 28,217
SELF PAY																
Non-Credit	144	\$ 126,142	257	\$ 112,998	253	\$ 127,109	266	\$ 152,979	624	\$ 380,473	1835	\$ 986,601	712	\$ 373,677	4091	\$ 2,259,979
Credit	4	\$ (532)	1	\$ (171)	8	\$ (660)	7	\$ (607)	10	\$ (409)	8	\$ (4,085)	279	\$ (21,201)	317	\$ (27,665)
TOTAL	148	\$ 125,610	258	\$ 112,827	261	\$ 126,449	273	\$ 152,372	634	\$ 380,064	1843	\$ 982,516	991	\$ 352,476	4408	\$ 2,232,314
ACCOUNTS RECEIVABLE																
Non-Credit	1308	\$ 1,371,220	683	\$ 372,661	530	\$ 361,440	391	\$ 240,601	727	\$ 487,397	1955	\$ 1,153,520	814	\$ 440,670	6408	\$ 4,427,509
Credit	5	\$ (635)	3	\$ (310)	12	\$ (1,094)	9	\$ (744)	24	\$ (7,973)	32	\$ (17,134)	672	\$ (76,647)	757	\$ (104,537)
GRAND TOTAL	1313	\$ 1,370,585	686	\$ 372,351	542	\$ 360,346	400	\$ 239,857	751	\$ 479,424	1987	\$ 1,136,386	1486	\$ 364,023	7165	\$ 4,322,972

Aged Over 90 Days Trending (excluding Credits)



	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22
Medicare	11.7%	11.8%	15.6%	27.1%	28.4%	17.6%
Medicaid	29.6%	22.1%	26.3%	17.6%	18.3%	20.9%
Commercial	39.2%	35.4%	30.1%	26.5%	20.1%	19.3%
Work Comp	37.6%	55.1%	48.9%	30.9%	29.7%	53.5%

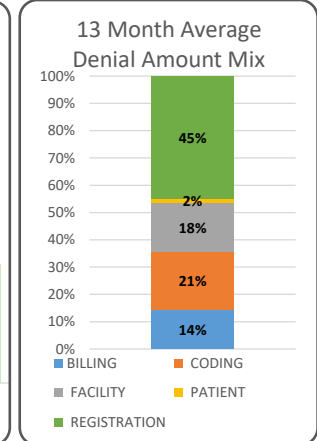
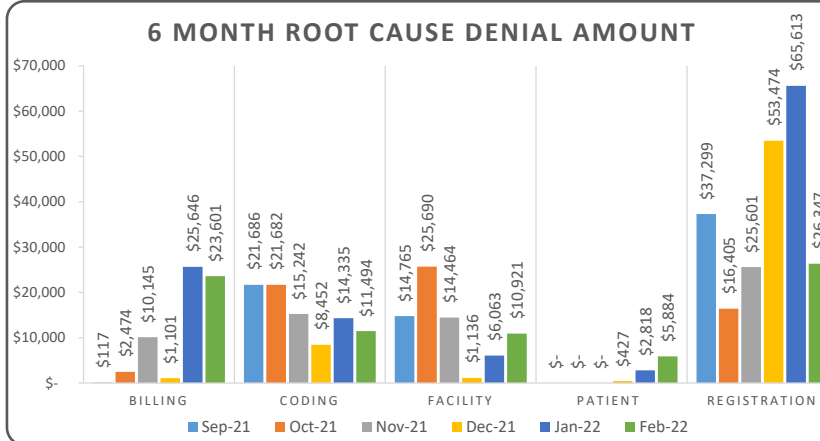
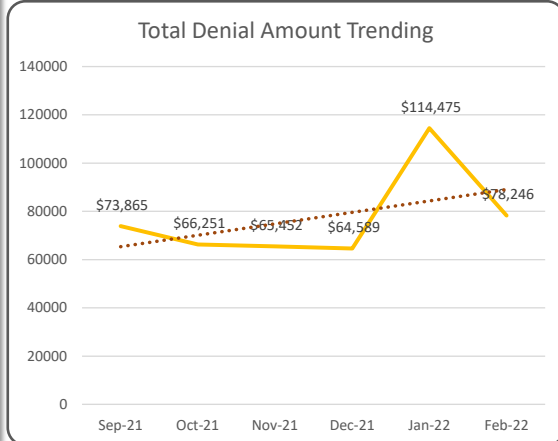
6 Month Aging



DENIAL MANAGEMENT

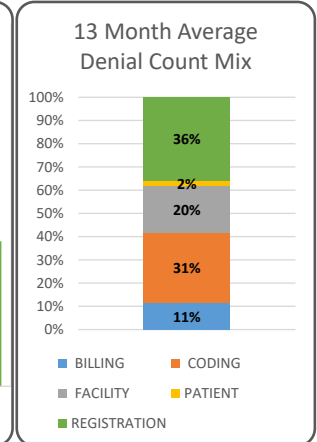
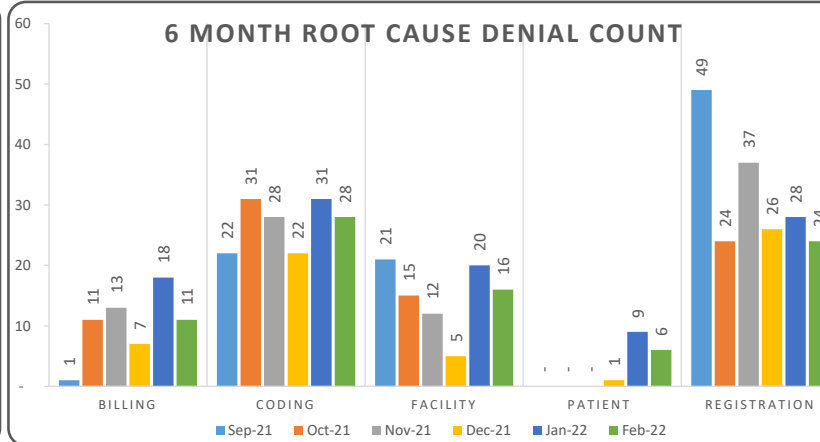
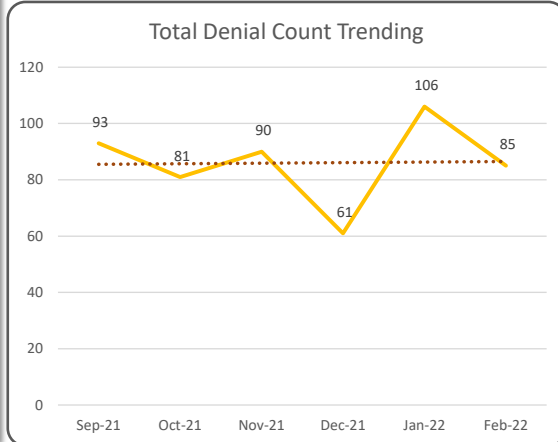
Denial Amount

AMOUNT	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	13 Month Average
BILLING	\$ 5,392	\$ 19,523	\$ 4,792	\$ 2,881	\$ 11,792	\$ 1,998	\$ 3,398	\$ 117	\$ 2,474	\$ 10,145	\$ 1,101	\$ 25,646	\$ 23,601	\$ 8,681
CODING	\$ 8,456	\$ 17,039	\$ 6,192	\$ 4,375	\$ 12,287	\$ 9,608	\$ 14,195	\$ 21,686	\$ 21,682	\$ 15,242	\$ 8,452	\$ 14,335	\$ 11,494	\$ 12,696
FACILITY	\$ 1,339	\$ 7,082	\$ 12,419	\$ 8,265	\$ 16,009	\$ 17,957	\$ 4,483	\$ 14,765	\$ 25,690	\$ 14,464	\$ 1,136	\$ 6,063	\$ 10,921	\$ 10,815
PATIENT	\$ 238	\$ -	\$ -	\$ 3,871	\$ 133	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 427	\$ 2,818	\$ 5,884	\$ 1,029
REGISTRATION	\$ 11,944	\$ 23,606	\$ 25,658	\$ 7,953	\$ 11,848	\$ 37,102	\$ 9,177	\$ 37,299	\$ 16,405	\$ 25,601	\$ 53,474	\$ 65,613	\$ 26,347	\$ 27,079
TOTAL	\$ 27,370	\$ 67,250	\$ 49,060	\$ 27,346	\$ 52,070	\$ 66,666	\$ 31,251	\$ 73,865	\$ 66,251	\$ 65,452	\$ 64,589	\$ 114,475	\$ 78,246	\$ 60,299



Denial Count

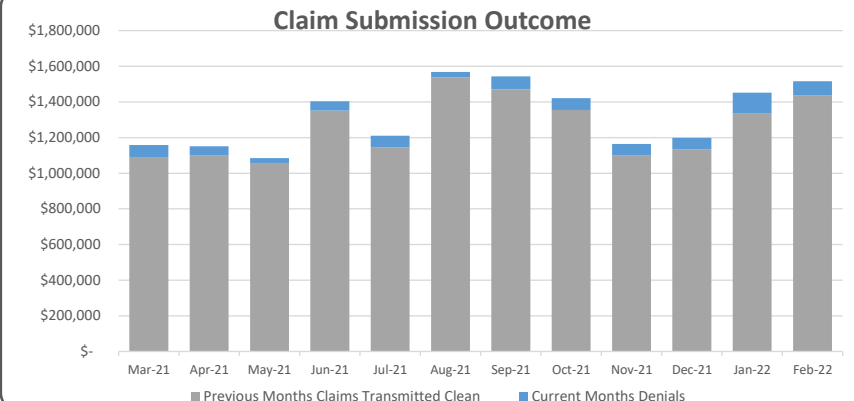
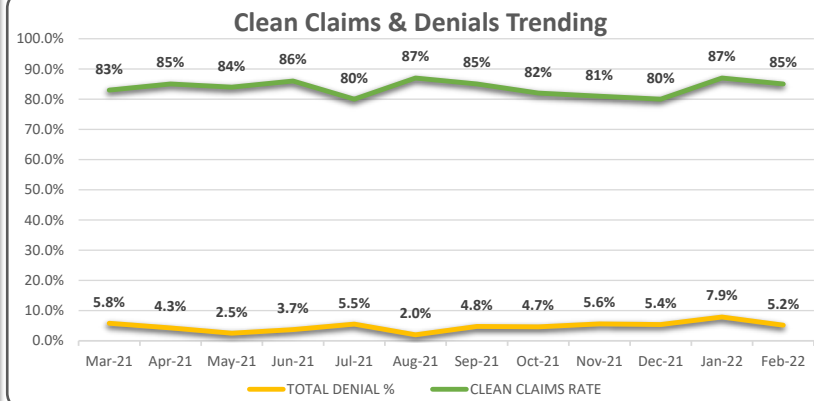
COUNT	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	13 Month Average
BILLING	5	4	16	3	6	7	16	1	11	13	7	18	11	9
CODING	11	20	22	10	31	24	39	22	31	28	22	31	28	25
FACILITY	17	15	21	15	19	18	14	21	15	12	5	20	16	16
PATIENT	2	-	-	6	1	-	-	-	-	-	1	9	6	2
REGISTRATION	16	35	33	16	22	27	37	49	24	37	26	28	24	29
TOTAL	51	74	92	50	79	76	106	93	81	90	61	106	85	80



CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

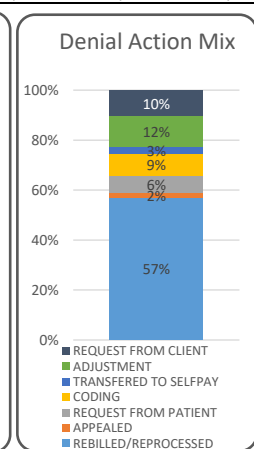
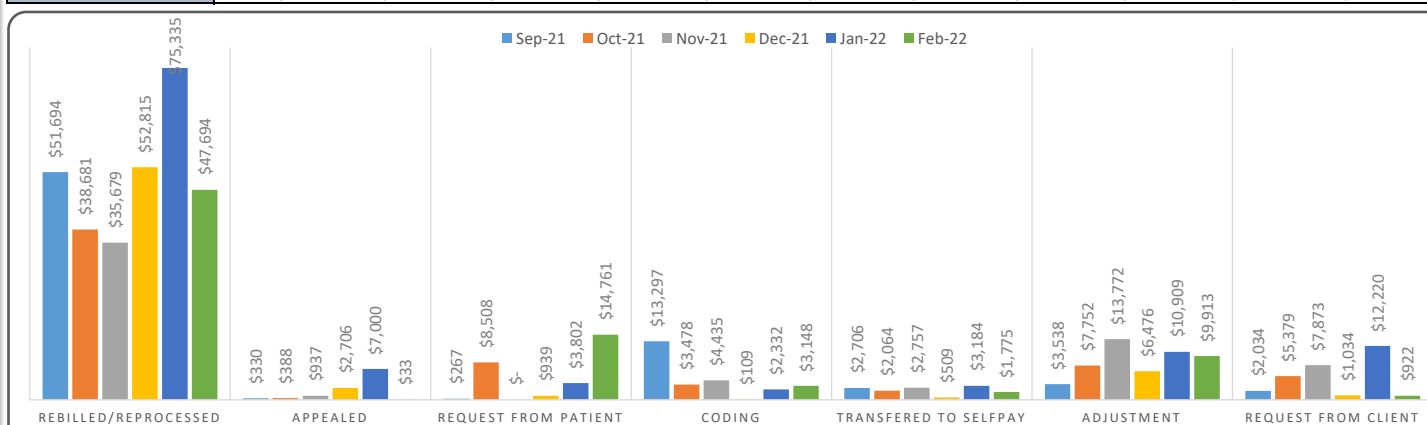
Denial & Clean Claim Trending

	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	13 Month Average
DENIAL AMOUNT	\$ 27,370	\$ 67,250	\$ 49,060	\$ 27,346	\$ 52,070	\$ 66,666	\$ 31,251	\$ 73,865	\$ 66,251	\$ 65,452	\$ 64,589	\$ 114,475	\$ 78,246	\$ 60,299
PREVIOUS MONTH'S TRANSMITTED CLAIMS	\$ 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	\$ 1,164,069	\$ 1,198,525	\$ 1,451,836	\$ 1,516,636	\$ 1,302,887
TOTAL DENIAL %	2.6%	5.8%	4.3%	2.5%	3.7%	5.5%	2.0%	4.8%	4.7%	5.6%	5.4%	7.9%	5.2%	4.6%
CLEAN CLAIMS RATE	80%	83%	85%	84%	86%	80%	87%	85%	82%	81%	80%	87%	85%	83%



Action Taken on Denials

DENIAL ACTION	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	13 Month Average
REBILLED/REPROCESSED	\$ 13,267	\$ 29,439	\$ 32,078	\$ 14,118	\$ 10,611	\$ 30,251	\$ 14,702	\$ 51,694	\$ 38,681	\$ 35,679	\$ 52,815	\$ 75,335	\$ 47,694	\$ 34,336
APPEALED	\$ 1,172	\$ -	\$ 2,391	\$ -	\$ 207	\$ 366	\$ 2,365	\$ 330	\$ 388	\$ 937	\$ 2,706	\$ 7,000	\$ 33	\$ 1,376
REQUEST FROM PATIENT	\$ 568	\$ 15,192	\$ 1,853	\$ 3,871	\$ 133	\$ -	\$ -	\$ 267	\$ 8,508	\$ -	\$ 939	\$ 3,802	\$ 14,761	\$ 3,838
CODING	\$ 637	\$ 2,790	\$ 2,954	\$ 1,679	\$ 18,699	\$ 16,350	\$ 844	\$ 13,297	\$ 3,478	\$ 4,435	\$ 109	\$ 2,332	\$ 3,148	\$ 5,442
TRANSFERRED TO SELFPAY	\$ 433	\$ 931	\$ 2,072	\$ 500	\$ 220	\$ 1,586	\$ 3,224	\$ 2,706	\$ 2,064	\$ 2,757	\$ 509	\$ 3,184	\$ 1,775	\$ 1,689
ADJUSTMENT	\$ 1,992	\$ 4,018	\$ 2,783	\$ 5,009	\$ 17,602	\$ 9,083	\$ 4,031	\$ 3,538	\$ 7,752	\$ 13,772	\$ 6,476	\$ 10,909	\$ 9,913	\$ 7,452
REQUEST FROM CLIENT	\$ 9,302	\$ 14,880	\$ 4,929	\$ 2,168	\$ 4,598	\$ 9,030	\$ 6,086	\$ 2,034	\$ 5,379	\$ 7,873	\$ 1,034	\$ 12,220	\$ 922	\$ 6,189
TOTAL	\$ 27,370	\$ 67,250	\$ 49,060	\$ 27,346	\$ 52,070	\$ 66,666	\$ 31,251	\$ 73,865	\$ 66,251	\$ 65,452	\$ 64,589	\$ 114,475	\$ 78,246	\$ 60,323

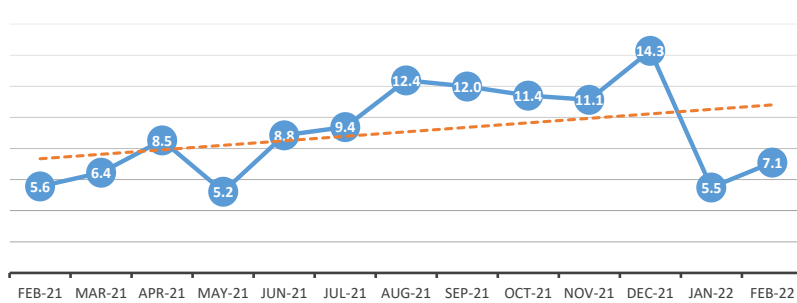


UNBILLED & INVENTORY

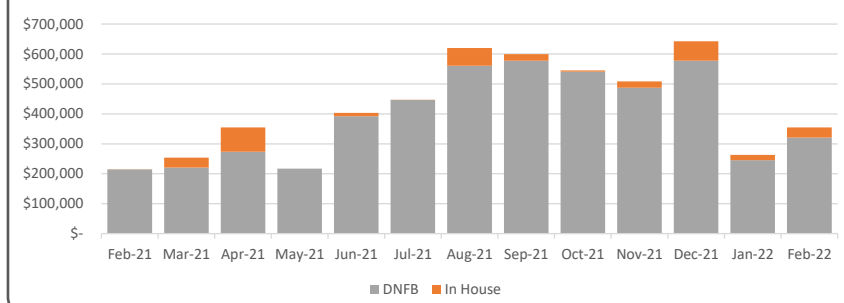
Unbilled

	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	13 Month Average
In House	\$ 254	\$ 32,930	\$ 80,746	\$ -	\$ 11,541	\$ 267	\$ 59,277	\$ 22,170	\$ 3,706	\$ 20,857	\$ 64,355	\$ 17,753	\$ 34,167	\$ 26,771
DNFB	\$ 214,269	\$ 220,951	\$ 273,604	\$ 217,275	\$ 392,046	\$ 446,371	\$ 560,649	\$ 577,639	\$ 541,096	\$ 487,338	\$ 577,901	\$ 245,224	\$ 320,765	\$ 390,394
Total Unbilled	\$ 214,523	\$ 253,881	\$ 354,350	\$ 217,275	\$ 403,587	\$ 446,637	\$ 619,925	\$ 599,809	\$ 544,802	\$ 508,195	\$ 642,256	\$ 262,978	\$ 354,932	\$ 417,165
Unbilled Days	5.6	6.4	8.5	5.2	8.8	9.4	12.4	12.0	11.4	11.1	14.3	5.5	7.1	9.1

Total Unbilled Days



Unbilled Dollars

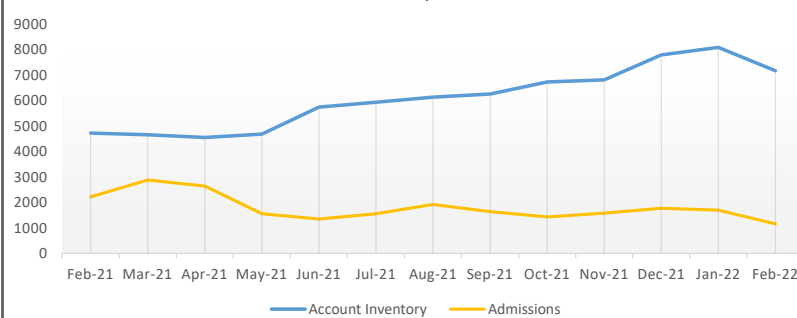


Admissions & Account Inventory

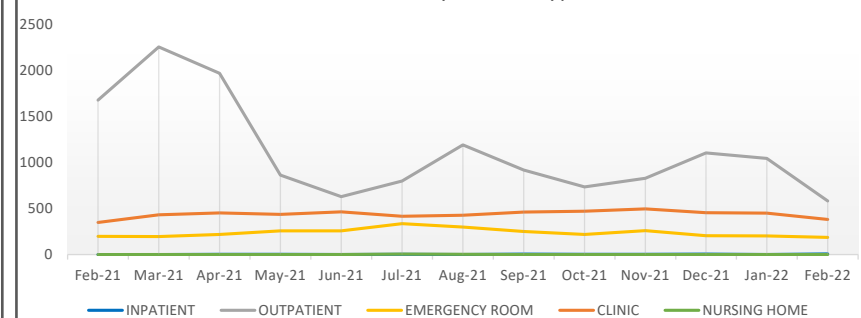
ADMISSIONS	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	13 Month Average
INPATIENT	0	0	2	2	1	3	1	6	3	2	5	1	7	3
SWINGBED	1	2	2	3	2	2	2	3	5	2	3	1	4	2
OUTPATIENT	1,675	2,251	1,965	861	629	798	1,190	916	733	826	1,102	1,043	581	1121
EMERGENCY ROOM	197	194	219	258	256	335	297	250	218	260	205	202	186	237
CLINIC	348	432	451	436	463	414	427	461	471	495	454	449	380	437
NURSING HOME	0	1	0	0	1	5	3	0	0	0	1	1	1	1
TOTAL	2,221	2,880	2,639	1,560	1,352	1,557	1,920	1,636	1,430	1,585	1,770	1,697	1,159	1800

ACCOUNT INVENTORY	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	13 Month Average
MEDICARE	1,161	475	523	578	1,434	796	632	657	886	869	1,543	1,294	662	885
MEDICAID	585	864	686	656	808	856	922	832	779	862	911	1,073	799	818
COMMERCIAL	687	1,107	1,029	1,018	1,039	1,377	1,201	1,117	1,111	1,119	1,193	1,339	1,214	1119
WORK COMP	63	72	55	81	113	99	103	100	89	83	80	81	82	85
SELF PAY	2,225	2,135	2,255	2,349	2,344	2,805	3,271	3,545	3,862	3,872	4,058	4,293	4,408	3186
TOTAL	4721	4653	4548	4682	5738	5933	6129	6251	6727	6805	7785	8080	7165	6094

Account Inventory & Admissions



Admissions by Service Type



Southern Humboldt Community Healthcare District

Executive Dashboard

	TARGET	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22
Days in AR	63.0	75.2	72.7	73.1	75.2	75.6	79.4	85.1	85.9	86.3	94.7	91.6	86.5
Gross AR		2,964,690	3,021,339	3,037,601	3,429,267	3,600,312	3,977,473	4,260,844	4,103,537	3,941,004	4,258,570	4,379,072	4,322,972
Gross Revenue		1,202,691	1,362,024	1,257,716	1,530,917	1,589,996	1,487,956	1,526,536	1,379,368	1,250,010	1,508,417	1,639,879	1,350,122
Cash Collections		866,398	948,282	757,474	919,408	667,778	1,022,607	782,067	847,125	845,077	729,186	727,607	859,954
Adjustments		536,225	200,204	394,744	411,937	490,749	800,505	430,532	461,817	511,680	547,667	531,378	591,522
Collection %		61.8%	82.6%	65.7%	69.1%	57.6%	56.1%	64.5%	64.7%	62.3%	57.1%	57.8%	59.2%
Late Charges	1%	0.1%	0.0%	0.0%	-1.1%	0.1%	-0.1%	0.0%	0.0%	2.2%	1.4%	0.3%	1.2%
Bad Debt	3%	16.7%	5.6%	11.3%	5.1%	4.7%	2.9%	0.5%	0.5%	12.7%	2.1%	0.0%	0.0%
Charity Care	3%	0.5%	0.0%	0.2%	0.6%	0.4%	14.2%	0.4%	0.2%	8.6%	0.4%	0.5%	0.2%
Third Party Aged over 90	15%	22.3%	23.4%	18.2%	18.7%	19.9%	16.1%	25.8%	20.5%	23.3%	22.8%	22.1%	19.8%
Self Pay Aged 120 (from assignment)	25%	53.3%	54.8%	52.5%	52.4%	44.1%	39.3%	34.8%	33.1%	22.7%	20.0%	20.9%	72.2%

