

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

**Tuesday
April 26, 2022
10:30 a.m.**

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



SoHum Health



Date: Tuesday, April 26, 2022

Time: 10:30 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=m36b5acf0fa870b3f93b7dc00fbe1fd06>

Agenda

Time*	Page	Item
10:30 a.m.		A. Call to Order
10:31 a.m.		B. Public Comment (3 minute limit per person)
		See public comment instructions below
11:05 a.m.		C. Announcements
11:10 a.m.		D. Previous Meeting Minutes
	1-2	1. Minutes from Tuesday, March 22, 2022
		E. Discussion and Review
11:15 a.m.	3-6	1. March 2022 Financials – Paul Eves
11:30 a.m.	7	2. March 2022 Revenue Cycle Report – Marie Brown
	8-19	3. March 2022 HRG Report – Remy Quinn
		F. Discussion Items to Report to the Board
		G. Next Meeting: Tuesday, May 24, 2022
		H. Adjourn



Finance Committee

Date: Tuesday, March 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, Darrin Guerra and Karen Johnson

By Webex: none

Not Present: None

A. Call to Order – Corinne Stromstad called the meeting to order at 10:02 a.m.

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

C. Announcements - none

D. Previous Meeting Minutes – Minutes from Tuesday, February 22, 2022.

Motion: Barbara Truitt moved to approve the February 22 Finance minutes

Second: Matt Rees

Motion Carried

E. Discussion and Review

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

- Outpatient labs remain high due to Covid.
- On the income statement the “Actuals” column has an error. The numbers showing are actually for the month of January. Paul will make the correction and resubmit it for approval.
- Total patient revenue was \$1.5M in February, of which \$145K 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.
- Acute beds have raised in price by \$900 a night
- SWING Beds continue to be financially beneficial
- Financials will be submitted to Aprils Finance Committee meeting with



corrections for approval.

2. February 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 February.

3. February 2022 HRG Reports – Marie Brown – see report

- Regulatory requirements have been changed regarding forwarding accounts to bad debt making it more difficult to send to collections.
- 3rd party and self-pay aging has increased significantly due to delay in the ability to forward to bad debt since January.
- The HRG Com log issue has been fixed and functionality has been restored. PFS can now use the HRG Com log again to fix billing mistakes.
- The nighttime PFS position will be from 4pm-1am to reduce the risk of registration errors.

F. Discussion Items to Report to the Board – A summary of today’s reports will be taken to the Board.

G. Next Meeting: Tuesday, April 26, 2022, at 10:00 a.m. in person at Sprowel Creek Campus Room 106 and by Webex.

H. Adjourned at 10:55 a.m.

Minutes by Karen Johnson

**Southern Humboldt Community
Healthcare District**

	April 21	May 21	June 21	July 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	March 22	Current 12 Month AVG	Year to Date- Current Year
In Patient Statistics														
Total Acute Patient Days	6	4	4	8	1	16	9	5	11	3	18	15	8	86
Total Swing Patient Days	101	75	70	38	25	56	66	30	39	35	65	95	58	449
Total SNF Patient Days	240	248	240	236	229	240	231	191	237	223	190	217	227	1,994
Total Patient Days	347	327	314	282	255	312	306	226	287	261	273	327	293	2,529
Total Acute Discharges	2	2	1	3	1	5	4	2	5	1	7	3	3	31
Total Swing Discharges	30	3	3	3	1	4	5	0	2	2	2	5	5	24
Total SNF Discharges	0	0	1	1	2	0	1	1	2	1	1	0	1	9
	32	5	5	7	4	9	10	3	9	4	10	8	9	64
Acute Length of Stay	3.00	2.00	4.00	2.67	1.00	3.20	2.25	2.50	2.20	3.00	2.57	5.00	3	24
ER Admits	2	2	1	3	1	5	4	2	5	1	7	4	3	32
I/P Lab Visits	11	12	20	12	12	23	14	7	10	23	26	14	15	141
I/P Radiology Visits	2	1	2	6	4	3	2	2	4	2	5	6	3	34
I/P EKG's	0	0	0	0	0	0	0	0	1	0		0	0	1
Out Patient Statistics														
ER Visits	219	258	257	335	298	250	220	260	206	233	188	218	245	2,208
Clinic Visits	451	436	463	414	427	459	471	495	453	449	380	509	451	4,057
SLS Visits	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Outpatient Medical	2967	3068	1611	1134	1143	1570	1871	1302	1644	2278	2597	1042	1,852	14,581
Laboratory Visits	468	617	476	682	1041	740	546	640	839	1009	455	589	675	6,541
Radiology	171	190	219	206	156	209	152	167	179	121	182	170	177	1,542
Mammography	22	24	4	27	25	6	11	19	9	17	9	14	16	137
CT Scans	82	80	71	89	55	76	63	70	66	73	77	88	74	657
EKG's	43	39	46	40	23	42	38	25	44	48	55	37	40	352
Total O/P Visits	4,423	4,712	3,147	2,927	3,168	3,352	3,372	2,978	3,440	4,228	3,943	2,667	1,279	30,075
Retail Pharmacy Rx's Sold				1,040	1,607	2,001	2,358	2,566	2,249	2,573	2,455	2,999	2,205	19,848
Salary Statistics														
Productive FTE's	83.7	77.9	76.6	75.1	75.1	76.8	79.2	80.5	79.2	71.7	79.1	77.4	78	
Paid FTE's	76.3	72.1	71.4	85.0	84.9	85.0	87.1	87.8	87.9	85.4	87.0	88.0	83	
Salaries & Ben as % of Net Rev	61.1%	64.7%	60.4%	63.9%	68.4%	59.2%	77.6%	64.5%	72.2%	50.1%	72.8%	71.08%	65.50%	
BeneGits as % of Salaries	22.9%	42.7%	19.7%	51.0%	46.4%	32.0%	64.4%	32.2%	42.9%	28.1%	43.9%	42.87%	39.08%	
Revenue Statistics														
Gross A/R > 120 Days	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	2,071,508	1,521,188	
A/R>120 Days as % of Total AR	41%	41%	41%	41%	41%	34%	34%		42%	42%	42%	42%	40%	
Gross Days in A/R	75.2	75.2	75.2	75.6	79.2	85.1	85.9	86.3	94.7	91.6	86.5	86.5	83.1	
Net Days in A/R	69.7	69.7	69.9	69.8	73.4	79.8	81.6	79.8	87.5	84.4	79.9	79.9	77.1	
A/R Cash Collections	948,282	757,474	919,408	667,778	1,022,607	782,980	847,125	845,077	729,186	727,607	859,954	770,454	823,161	
Collections as % of Net Rev	112.4%	59.8%	73.0%	32.7%	81.2%	67.2%	70.8%	68.8%	63.1%	58.0%	59.5%	69.3%	68.0%	
Accounts Payable Days	6.4	5.1	15.9	0.7	4.1	9.3	2.1	1.9	0.8	4.6	4.2	4.0	4.9	
Cash Collections per Cal Day	30,590	24,435	29,658	21,541	32,987	25,257	27,327	27,261	23,522	23,471	27,740	24,853	26,554	107,113
Cash Disburs. per Cal Day	45,848	38,553	39,838	50,332	38,603	41,262	458,718	40,600	42,521	41,846	54,626	50,332	78,590	588,915
DATA Entry/Details/Calcs														
Calendar Days	30	31	30	31	31	30	31	30	31	31	28	31		

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

Current Month			Year to Date			
\$					\$	%
Variance	Budget	Actual		Actual	Budget	Variance
			GROSS PATIENT REVENUE			
26,367	237,500	263,867	INPATIENT	1,891,286	2,137,500	(246,214)
44,534	41,670	86,204	INPATIENT ANCILLARY	506,796	375,030	131,766
270,762	1,202,080	1,472,842	OUTPATIENT ANCILLARY	12,153,659	10,818,720	1,334,939
341,663	1,481,250	1,822,913	TOTAL PATIENT REVENUE	14,551,741	13,331,250	1,220,491
			DEDUCTIONS FROM REVENUE			
246,357	515,630	761,987	CONTRACTUAL ALLOWANCES	4,045,571	4,640,670	(595,099)
(61,513)	71,670	10,157	PROVISION FOR BAD DEBTS	994,308	645,030	349,278
54,994	36,000	90,994	OTHER ALLOWANCES/DEDUCTIONS	564,978	324,000	240,978
	-300,000	(300,000)	OTHER OPERATING IGTs & SUPPLEMENTAL	(2,700,000)	(2,700,000)	
239,838	323,300	563,138	TOTAL DEDUCTIONS	2,904,857	2,909,700	(4,843)
101,825	1,157,950	1,259,775	NET PATIENT REVENUE	11,646,884	10,421,550	1,225,334
2,964	12,000	14,964	OTHER OPERATING REVENUE	152,229	108,000	44,229
104,789	1,169,950	1,274,739	TOTAL OPERATING REVENUE	11,799,113	10,529,550	1,269,563
(97,440)	731,670	634,230	SALARIES & WAGES	5,147,485	6,585,030	(1,437,545)
113,569	158,330	271,899	EMPLOYEE BENEFITS	1,846,923	1,424,970	421,953
187,072	123,330	310,402	PROFESSIONAL FEES	1,478,862	1,109,970	368,892
(18,568)	112,500	93,932	SUPPLIES	1,029,303	1,012,500	16,803
(5,297)	21,670	16,373	REPAIRS & MAINTENANCE	149,667	195,030	(45,363)
(246)	110,000	109,754	PURCHASED SERVICES	1,039,114	990,000	49,114
(7,756)	14,170	6,414	UTILITIES	153,829	127,530	26,299
(10,218)	23,330	13,112	INSURANCE	123,802	209,970	(86,168)
0		0	INTEREST	0	0	0
10,273	38,330	48,603	DEPRECIATION/ AMORTIZATION	394,336	344,970	49,366
22,235	33,330	55,565	OTHER	768,472	299,970	468,502
193,624	1,366,660	1,560,284	TOTAL OPERATING EXPENSES	12,131,793	12,299,940	(168,147)
(88,835)	(196,710)	(285,545)	OPERATING PROFIT (LOSS)	(332,680)	(1,770,390)	1,437,710
(2,500)	95,000	92,500	TAX REVENUE	848,355	855,000	(6,645)
343,116	40,000	383,116	OTHER NONOPERATING REV (EXP)	3,239,008	360,000	2,879,008
		0	INTEREST INCOME	22,057		
340,616	135,000	475,616	NET NON OPERATING REV (EXP)	4,109,420	1,215,000	2,894,420
251,781	(61,710)	190,071	NET INCOME (LOSS)	3,776,740	(555,390)	4,332,130

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

	April 21	May 21	June 21	July 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	March 22	12 Month AVG: Mar '21-Feb 22	YTD - Current Year
Inpatient Daily Hospital Services	239,276	197,597	231,202	223,673	154,457	244,718	219,424	170,256	217,954	170,724	226,213	263,867	213,280	1,891,286
Ancillary Revenue	49,414	45,356	40,690	44,799	54,355	72,321	45,472	40,036	51,743	54,178	57,688	86,204	53,521	506,796
Outpatient Revenue	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	1,472,842	1,293,973	12,153,659
Total Hospital Revenue	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	1,822,913	1,560,774	14,551,741
Contractual Allowances	155,981	252,235	388,721	224,877	457,567	404,071	324,712	415,578	447,106	501,660	508,013	761,987	403,542	4,045,571
Provision for Bad Debts	176,861	115,056	84,411	155,817	210,892	48,684	140,689	54,169	137,821	117,448	118,631	10,157	114,220	994,308
Other Allowances/Deductions	64,858	25,201	34,185	83,017	76,635	4,829	39,931	63,107	100,622	38,322	67,521	90,994	57,435	564,978
Other Operating: IGTs & Supplemental	(300,000)	(444,764)	(996,499)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(370,105)	(2,700,000)
Total Deductions	97,700	(52,272)	(489,182)	163,711	445,094	157,584	205,332	232,854	385,549	357,430	394,165	563,138	205,092	2,904,857
Contractual %													13%	20%
Net Patient Revenue	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	1,259,775	1,355,682	11,646,884
Net Revenue %	93%	104%	131%	90%	72%	91%	87%	83%	76%	80%	74%	69%	87%	80%
Other Operating Revenue	16,355	15,173	14,595	14,004	14,615	15,318	14,551	15,668	14,753	34,137	14,219	14,964	16,529	152,229
Total Revenue	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	1,274,739	1,372,211	11,799,113
Salaries & Wages	629,663	571,404	1,030,764	533,278	543,935	536,284	579,710	564,028	627,862	565,381	562,777	634,230	614,943	5,147,485
Employee Benefits	143,898	244,263	203,497	149,686	158,608	171,366	373,211	181,430	134,580	159,058	247,085	271,899	203,215	1,846,923
Professional Fees	150,240	148,383	173,721	142,301	118,353	112,847	112,883	180,917	109,637	112,547	278,975	310,402	162,601	1,478,862
Supplies	129,018	13,552	131,829	157,223	109,110	61,224	106,131	109,659	101,501	182,616	107,907	93,932	108,642	1,029,303
Repairs & Maintenance	14,960	50,554	42,013	16,885	6,638	25,766	20,930	13,640	8,884	12,666	27,885	16,373	21,433	149,667
Purchased Services	146,846	70,047	161,073	139,826	94,063	140,865	125,499	70,442	66,996	132,609	159,060	109,754	118,090	1,039,114
Utilities	17,793	10,182	13,427	17,771	18,077	24,502	30,677	5,875	6,943	4,079	39,491	6,414	16,269	153,829
Insurance	11,755	11,755	11,878	23,430	10,075	11,755	12,982	12,703	13,521	13,112	13,112	13,112	13,266	123,802
Interest														0
Depreciation	45,896	45,896	45,896	45,896	45,896	45,896	37,258	45,975	37,021	38,614	49,177	48,603	44,335	394,336
Other Expense	85,361	29,111	57,639	121,049	44,214	152,351	30,170	33,332	211,206	76,536	44,049	55,565	78,382	768,472
Total Expenses	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	1,560,284	1,381,176	12,131,793
Expenses %	107%	90%	91%	92%	99%	83%	106%	105%	105%	88%	138%	122%	101%	7%
Profit/Loss from Operations	(93,223)	130,444	187,888	123,872	15,646	256,264	(81,967)	(62,624)	(62,979)	181,890	(417,237)	(285,545)	(8,964)	(332,680)
Tax Revenue	92,500	94,920	92,500	95,000	95,000	95,000	92,500	92,500	92,500	100,855	92,500	92,500	94,023	848,355
Other Non Operating Rev (Exp)	88,340	40,000	19,949	6,039	3,903	1,574,676	311,075	40,160	244,733	327,636	347,670	383,116	282,275	3,239,008
Interest Income			12,005			14,173	31	1,064		6,789			6,812	22,057
Net Non-operating Rev/(Exp)	180,840	134,920	124,454	101,039	98,903	1,683,849	403,606	133,724	337,233	435,280	440,170	475,616	383,110	4,109,420
NET INCOME/ (LOSS)	87,617	265,364	312,342	224,911	114,549	1,940,113	321,639	71,100	274,254	617,170	22,933	190,071	374,146	3,776,740

Southern Humboldt Community Healthcare District
Balance Sheet
March 2022

ASSETS	
Current Assets	
Cash- Checking & Investments	941,777
LAIF Account	12,190,314
Humboldt County Property Tax Acct	800,000
Patient Accounts Receivable	4,832,867
Less Allowances	2,366,658
Accounts Receivable- Net	2,466,209
Other Receivables	1,181,978
Inventories	126,415
Estimated 3rd Party Settlements	
Prepaid expenses and Deposits	962,737
Total current assets	18,669,430
Property and Equipment	
Land	959,877
Land improvements	553,251
Buildings	2,516,797
Equipment	6,117,944
Construction in progress	2,142,781
Total property and equipment	12,290,650
Less : accumulated depreciation	(5,988,706)
Net property and equipment	6,301,944
Other Assets	
Investments	5,852
Total Other Assets	5,852
Total Assets	24,977,226

LIABILITIES & FUND BALANCE	
Current Liabilities	
Accounts Payable	189,963
Accrued Payroll & Related costs	862,768
Other Current Liabilities	
Deferd revenue IGT	488,578
A/R Credit balances	
Medicare Accelerated Payments	2,850,399
Medicare Contingency	2,000,000
Current Portion-Long Term Debt	
Other Short Term Debt - PPP Loan	
Accrued interest	
Total current Liabilities	6,391,708
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	3,776,740
Restricted Fund Balance	
Total fund balance	18,585,518
Total Liabilities and Fund Balance	24,977,225

Revenue Cycle / Patient Financial Services

March 2022 Finance Committee Report

HRG - Key Items:

- Cash collections reached 103% of net revenue
- Gross Revenue exceeds \$1.6M, reaching record high ADR of \$51.4K
- AR days increased by 7.5 days
- Unbilled AR decreased 2.3 days
- Self Pay AR was reduced by 880 accounts

Partnership HealthPlan – PHC notified constituents on March 21st that its system was down. We were unable to access PHC for eligibility verification, as well as TAR / eRAF requests. We were also unable to check the status of claims, submit new claims, or receive payments from PHC. As one of our larger local payors this has had a heavy effect on the entire Revenue Cycle. The system outage is suspected to have been part of a ransomware attack, with a potential data breach for PHC members.

Aging – There were slight increases in work comp and commercial aging, with commercial this is due in part to a single account authorization issue which we are working to resolve. Medicaid and Medicare aging both saw a decrease, with Medicare decreasing from 17.6% to 11.5% from February to March. We are working with HRG to resolve accounts past timely filing, so they do not sit stagnant in these aging buckets.

AR – Despite our best efforts internally, the AR days have seen an increase. This is a multi-faceted issue, with some factors outside of our control. Not being able to receive PHC payments at the end of the month would attribute to a HRG projected decrease of 7 days, which would have kept us closer to our February #s. We also had an increase in Average Daily Revenue which is a contributing factor, as well as planned staff leave that saw us close March a few days later than average.

Coding – There was a fall-behind with the coding department having staff out and needing to catch up on coding inventory, this has been addressed and is being monitored.

Bad Debt Changes – After working diligently to ensure we are meeting the new California state regulations for turning patients over to Bad Debt, in conjuncture with HRG and Arcadia, we were able to do our first turn over of accounts since the beginning of the calendar year.

Interviews / PFS Staff changes – We have some projected changes to our staff roster, and we are working on ‘front-filling’ these positions so that there will be an easier transition for the staff who will be moving to roles in other departments. We have interviews lined up for late April to fill Hospital and Clinic PFS positions. Once filled we will be able to finalize our plan to staff Hospital registration in the evening. We are still working on developing the process for providing patients with ‘Good Faith Estimates’, which will be a function of that evening position.

OCHIN / EPIC, i2i, and Phreesia Implementations – Our Revenue Cycle Assistant Manager has been functioning as Interim Project Manager for our OCHIN/EPIC implementation, which has been a significant time allocation outside of our department, we will hopefully be hiring a PM for this project going forward. The Revenue Cycle leadership team is also tasked with two other implementations for i2i and Phreesia, both products that will have a positive impact when utilized, but time commitments for implementation have proven consequential.

Southern Humboldt March 2022

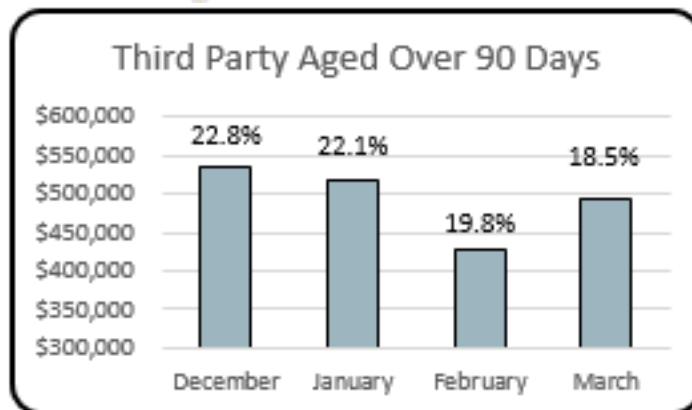


Key Items

- ➔ Cash collections reached 103% of net revenue
- ➔ Gross Revenue exceeds \$1.6M, reaching record high ADR of \$51.4K
- ➔ AR days increased by 7.5 days
- ➔ Unbilled AR decreased 2.3 days
- ➔ Self Pay AR was reduced by 880 accounts

Detailed Initiatives & Obstacles

- **Overall AR:** March closed with \$4.8M in Gross AR or 94 AR days. Gross Revenue increased by \$290K, exceeding \$1.6M, driving the Average Daily Revenue (ADR) up to \$51.4K which establishes a new record high. Cash collections exceeded net revenue by \$23K despite the fact that SHCHD's second largest payer was unable to process claims or issue payments since mid March. If Partnership HealthPlan of CA (PHP) had issued checks, we would have seen over \$130K in collections which equates to a drop in AR nearing 7 days. As of Mid April PHP is back online and payments are expected in late April. Self Pay AR remained stable at 44 days, however the inventory was reduced by 880 accounts. We had our first Bad Debt turn since December and hundreds of COVID vaccines were adjusted off.
- **Third Party Aging:** March closed with \$492K in Third Party balances aged over 90 days, totaling 18.5%. Dispute the increase of \$63K, percentage of aged accounts decreased do the influx of balances in the 0-90 aging categories. The two main reasons for front end increase stems back to the increase in new revenue and the two weeks of PHP payments that have not yet been received. Medicare aging decreased by \$31K and is down to 11.5%. Medi-Cal aging increased by \$35K and is expected to come back down once we begin receiving payments again. Commercial aging increased by \$50K and exceeds \$100K for the first time since October. An unauthorized inpatient Blues claims just rolled over 90 days for \$25K. Overall, Third Party aging is only 3.5% from goal which is set at 15%.
- **Unbilled AR:** Unbilled balances were reduced by 2.3 days, closing the month with 4.8 days in AR. This is the lowest that the unbilled AR has been in more than 13 months. HRG and SHCHD continue to monitor and discuss the unbilled AR to ensure accounts are coded and released timely for billing. Unbilled AR goal has been set at 3 days and we are currently less than 2 days from goal.



Industry Updates HRSA Announces Uninsured Program Claim Submission Deadline

The HRSA COVID-19 Uninsured Program (UIP) will stop accepting claims due to a lack of sufficient funds. The program will stop accepting claims for testing and treatment at 11:59 PM on March 22, 2022 and claims for vaccine administration will be accepted until 11:59 PM on April 5, 2022. Any testing and treatment claims submitted in the Portal after March 22, 2022, will not be adjudicated for payment. Any vaccine administration claims submitted in the Portal after April 5, 2022, will not be adjudicated for payment. For additional details and FAQs, please visit [HRSA COVID Uninsured Deadline](#).

Amanda Hornby | Revenue Cycle Director
Healthcare Resource Group
 Office 509.209.2078 | ahornby@hrgpros.com



Southern Humboldt Community Healthcare District



MONTH END FINANCE REPORT

March 2022

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FINANCE DASHBOARD

Revenue Cycle Performance	Target	October-21		November-21		December-21		January-22		February-22		March-22		
	REVENUE													
	Net Revenue		\$905,763		\$804,636		\$868,700		\$851,804		\$747,125		\$902,438	
	Gross Revenue		\$1,379,368		\$1,250,010		\$1,508,417		\$1,639,879		\$1,350,122		\$1,639,234	
	CASH													
	Cash Collections as a % of Net Revenue	100%	95%		93%		91%		84%		101%		103%	
	Cash Collections		\$847,125		\$845,077		\$729,186		\$727,607		\$859,954		\$770,454	
	ACCOUNTS RECEIVABLE													
	Net AR		\$2,298,768		\$2,152,522		\$1,993,772		\$1,835,655		\$2,279,087		\$2,466,209	
	Gross AR		\$4,103,537		\$3,941,004		\$4,258,570		\$4,379,072		\$4,322,972		\$4,832,867	
Unbilled	3	11.4		11.1		14.3		5.5		7.1		4.8		
Third Party	34	32.5		34.5		36.2		42.1		34.7		45.1		
Self Pay	26	42.0		40.6		44.2		44.0		44.7		44.0		
Total Days in AR	63	85.9		86.3		94.7		91.6		86.5		94.0		
Days in AR - Credit Balances	< 1	1.99		2.10		2.08		2.04		2.09		2.10		
UNBILLED														
In-house	< 2 Days	0.1		0.5		1.4		0.4		0.7		0.2		
DNFB	< 1 Day	11.3		10.7		12.8		5.1		6.4		4.6		
Total Unbilled	<3 Days	11.4		11.1		14.3		5.5		7.1		4.8		

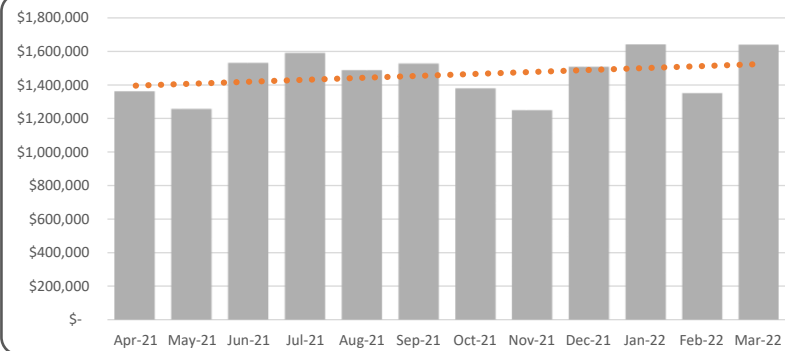
Third Party	Target	October-21		November-21		December-21		January-22		February-22		March-22		
	AGING (excluding credits)													
	Medicare Aging > 90 Days	9%	11.8%	\$ 103,070	15.6%	\$ 120,983	27.1%	\$ 246,065	28.4%	\$ 215,914	17.6%	\$ 148,883	11.5%	\$ 117,577
	Medicaid Aging > 90 Days	16%	22.1%	\$ 202,685	26.3%	\$ 276,293	17.6%	\$ 183,535	18.3%	\$ 202,918	20.9%	\$ 182,375	18.7%	\$ 217,453
	Commercial Aging > 90 Days	18%	35.4%	\$ 121,430	30.1%	\$ 90,713	26.5%	\$ 92,817	20.1%	\$ 89,062	19.3%	\$ 81,095	31.0%	\$ 131,036
	Work Comp Aging > 90 Days	36%	55.1%	\$ 17,005	48.9%	\$ 13,827	30.9%	\$ 11,187	29.7%	\$ 9,351	53.5%	\$ 16,105	56.4%	\$ 25,652
	Total Third Party Aging > 90 Days	15%	20.5%	\$ 444,190	23.3%	\$ 501,816	22.8%	\$ 533,604	22.1%	\$ 517,245	19.8%	\$ 428,458	18.5%	\$ 491,718
	CLAIM SUBMISSION EFFICIENCY													
	Claims Submission		1,579	\$ 1,164,069	1,488	\$ 1,198,525	1,365	\$ 1,451,836	2,717	\$ 1,516,636	1,790	\$ 1,676,470	1,501	\$ 1,481,392
	Clean Claims	85%	82%		81%		80%		87%		85%		83%	
Denial Percent	5%	5%		6%		5%		8%		5%		3%		
Total Denial Rate	Count Amt	81	\$ 66,251	90	\$ 65,452	61	\$ 64,589	106	\$ 114,475	85	\$ 78,246	79	\$ 50,437	
Late Charges	Count Amt	4	\$ 442	50	\$ 27,619	65	\$ 20,619	16	\$ 4,924	0	\$ 15,617	3	\$ 186	
Communication Log Backlog		152	\$ 280,519	201	\$ 300,643	77	\$ 138,984	144	\$ 276,915	90	\$ 156,568	26	\$ 146,746	

Self Pay	Target	October-21		November-21		December-21		January-22		February-22		March-22		
	INVENTORY & QUALITY													
	Total Inventory		3,862	\$ 2,006,398	3,872	\$ 1,855,738	4,058	\$ 1,987,106	4,293	\$ 2,103,148	4,408	\$ 2,232,314	3,527	\$ 2,264,662
	New		501	\$ 120,469	423	\$ 116,312	35	\$ 100,641	463	\$ 98,347	271	\$ 110,187	313	\$ 110,984
	Resolved		198	\$ 34,137	147	\$ 16,190	372	\$ 308,580	128	\$ 13,825	219	\$ 27,153	485	\$ 152,376
	Aged >120 days from Assignment	< 25%	33.1%	\$ 664,210	22.7%	\$ 421,465	20.0%	\$ 397,548	20.9%	\$ 439,319	72.2%	\$ 1,611,788	71.7%	\$ 1,623,121
	Total Payment Plans over 120 days		\$12,744		\$18,274		\$18,185		\$19,934		\$18,425		\$8,967	
	Average Speed to Answer	< 60 seconds	225		119		221		206		134		150	
	STATEMENTS & LETTERS													
	Statements & Letters		262		312		217		248		270		1,380	
Charity Care Applications In Process		0	\$ -	16	\$ 3,509	0	\$ -	0	\$ -	0	\$ -	0	\$ -	
Inbound and Outbound Calls	In Out	119	39	125	147	86	85	80	67	99	152	326	154	
WRITE OFFS														
Bad Debt as a % of Gross Revenue	< 2%	0.5%	\$ 6,828	12.7%	\$ 158,775	2.1%	\$ 31,967	0.0%	\$ -	0.0%	\$ -	2.2%	\$ 35,941	
Charity as a % of Gross Revenue	< 2%	0.2%	\$ 3,409	8.6%	\$ 107,586	0.4%	\$ 6,325	0.5%	\$ 7,646	0.2%	\$ 2,062	5.6%	\$ 92,241	

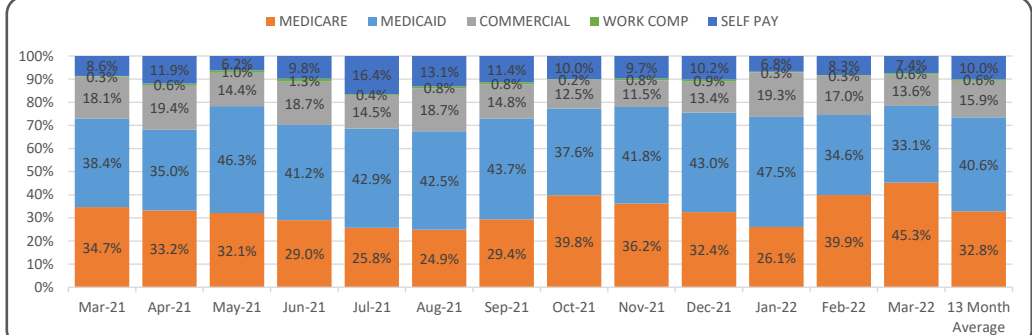
GROSS REVENUE

PAYER	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	13 Month Average
MEDICARE	\$ 416,998	\$ 451,623	\$ 403,310	\$ 443,866	\$ 409,439	\$ 370,915	\$ 448,301	\$ 548,436	\$ 452,536	\$ 489,231	\$ 427,748	\$ 538,639	\$ 742,459	\$ 472,577
MEDICAID	\$ 461,354	\$ 476,146	\$ 582,132	\$ 630,039	\$ 681,573	\$ 632,322	\$ 666,353	\$ 518,532	\$ 522,097	\$ 649,245	\$ 779,456	\$ 466,921	\$ 542,632	\$ 585,292
COMMERCIAL	\$ 217,456	\$ 263,926	\$ 180,952	\$ 286,590	\$ 230,932	\$ 277,534	\$ 225,873	\$ 172,566	\$ 144,086	\$ 202,524	\$ 316,007	\$ 229,347	\$ 222,294	\$ 228,468
WORK COMP	\$ 3,431	\$ 7,980	\$ 13,119	\$ 19,930	\$ 6,551	\$ 12,495	\$ 12,387	\$ 2,285	\$ 10,340	\$ 14,240	\$ 4,843	\$ 3,414	\$ 10,258	\$ 9,329
SELF PAY	\$ 103,453	\$ 162,349	\$ 78,203	\$ 150,492	\$ 261,501	\$ 194,690	\$ 173,622	\$ 137,550	\$ 120,951	\$ 153,177	\$ 111,825	\$ 111,801	\$ 121,591	\$ 144,708
TOTAL	\$ 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	\$ 1,639,234	\$ 1,440,374
AVERAGE DAILY REVENUE	\$ 39,399	\$ 41,569	\$ 41,548	\$ 45,612	\$ 47,594	\$ 50,096	\$ 50,049	\$ 47,759	\$ 45,669	\$ 44,976	\$ 47,808	\$ 49,982	\$ 51,436	\$ 46,423

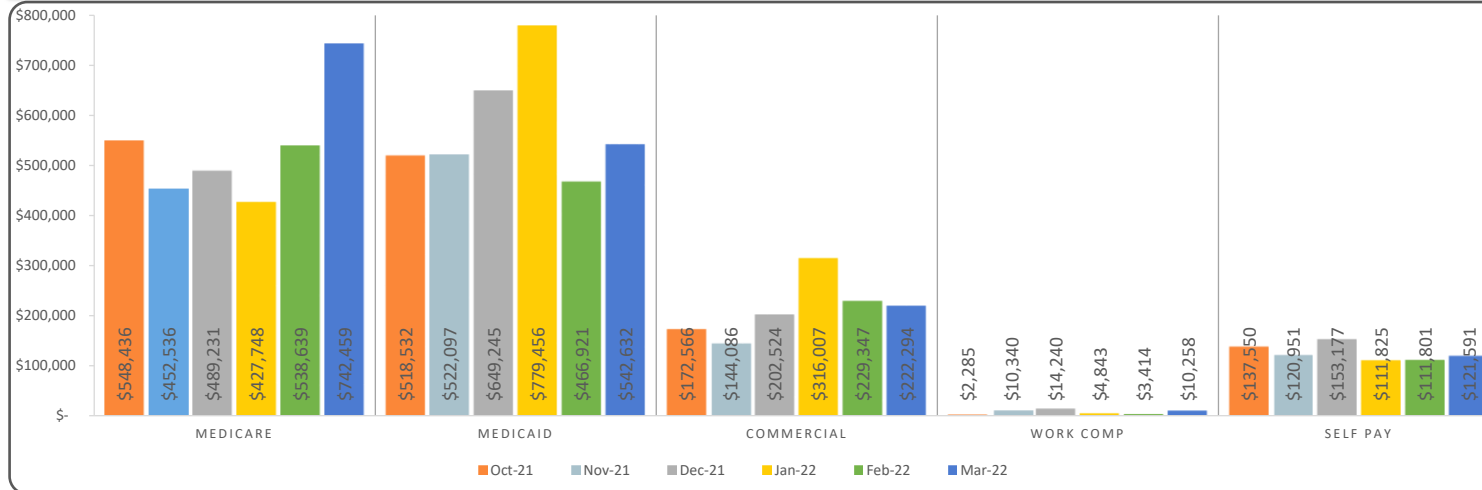
Gross Revenue



Payer Mix



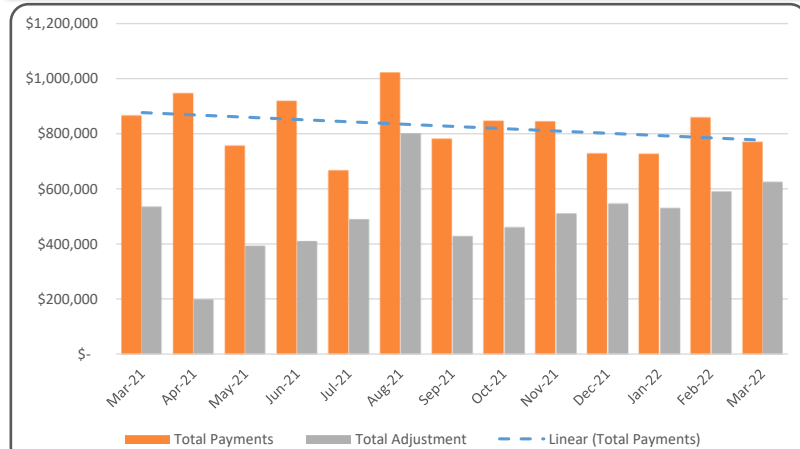
Revenue Trending By Payer



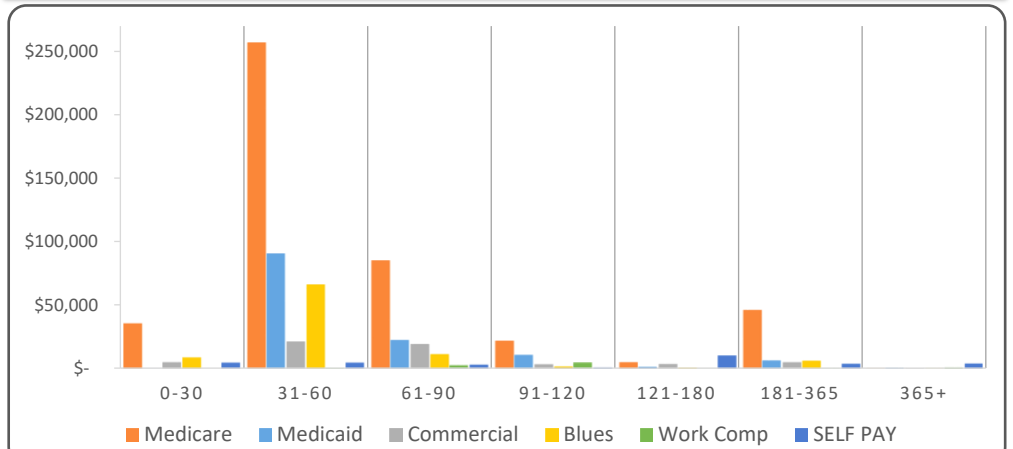
CASH DETAIL

PAYER	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	13 Month Average
MEDICARE														
Payments	\$ 463,695	\$ 571,263	\$ 406,006	\$ 453,734	\$ 312,313	\$ 434,639	\$ 302,872	\$ 324,436	\$ 505,109	\$ 382,225	\$ 353,842	\$ 398,314	\$ 450,962	\$ 412,262
Adjustments	\$ (93,462)	\$ (255,470)	\$ (53,574)	\$ (85,608)	\$ 2,174	\$ (43,612)	\$ (9,988)	\$ 6,310	\$ (103,551)	\$ 97,705	\$ 66,441	\$ 65,484	\$ 85,982	\$ (24,705)
Collection %	125%	181%	115%	123%	99%	111%	103%	98%	126%	80%	84%	86%	84%	109%
MEDICAID														
Payments	\$ 235,677	\$ 182,937	\$ 164,512	\$ 217,061	\$ 200,717	\$ 347,502	\$ 253,418	\$ 317,123	\$ 173,863	\$ 200,547	\$ 212,315	\$ 275,251	\$ 131,928	\$ 224,066
Adjustments	\$ 366,205	\$ 274,829	\$ 235,943	\$ 314,982	\$ 303,594	\$ 482,578	\$ 353,823	\$ 360,075	\$ 273,521	\$ 338,117	\$ 396,591	\$ 445,733	\$ 311,968	\$ 342,920
Collection %	39%	40%	41%	41%	40%	42%	42%	47%	39%	37%	35%	38%	30%	39%
COMMERCIAL														
Payments	\$ 49,668	\$ 62,265	\$ 50,004	\$ 79,894	\$ 44,139	\$ 79,233	\$ 73,099	\$ 90,785	\$ 23,057	\$ 32,890	\$ 42,329	\$ 45,115	\$ 55,397	\$ 55,990
Adjustments	\$ 22,668	\$ 34,791	\$ 20,617	\$ 40,773	\$ 11,792	\$ 30,259	\$ 22,192	\$ 38,548	\$ 15,162	\$ 11,202	\$ 12,751	\$ 9,930	\$ 27,215	\$ 22,915
Collection %	69%	64%	71%	66%	79%	72%	77%	70%	60%	75%	77%	82%	67%	71%
BLUES														
Payments	\$ 64,062	\$ 78,665	\$ 86,510	\$ 118,932	\$ 75,666	\$ 115,131	\$ 97,873	\$ 71,400	\$ 109,199	\$ 88,547	\$ 95,349	\$ 107,252	\$ 95,023	\$ 92,585
Adjustments	\$ 31,343	\$ 36,462	\$ 38,598	\$ 26,324	\$ 51,912	\$ 48,423	\$ 37,614	\$ 31,797	\$ 46,032	\$ 35,632	\$ 34,181	\$ 58,967	\$ 39,602	\$ 39,760
Collection %	0%	0%	0%	0%	0%	0%	0%	0%	70%	71%	74%	65%	71%	70%
WORK COMP														
Payments	\$ 1,166	\$ 10,873	\$ 7,073	\$ 5,617	\$ 2,700	\$ 2,674	\$ 12,018	\$ 7,004	\$ 8,873	\$ 5,181	\$ 4,469	\$ 1,631	\$ 7,429	\$ 5,901
Adjustments	\$ 1,093	\$ 6,398	\$ 2,464	\$ 1,441	\$ 1,073	\$ 4,080	\$ 2,958	\$ 3,282	\$ 5,576	\$ 3,131	\$ 1,731	\$ 1,688	\$ 3,695	\$ 2,970
Collection %	52%	63%	74%	80%	72%	40%	80%	68%	61%	62%	72%	49%	67%	65%
SELF PAY														
Payments	\$ 47,003	\$ 37,376	\$ 40,142	\$ 37,654	\$ 25,468	\$ 39,318	\$ 40,860	\$ 32,085	\$ 24,686	\$ 17,085	\$ 18,553	\$ 29,302	\$ 29,539	\$ 32,236
Bad Debt Recoveries	\$ 5,126	\$ 4,903	\$ 3,226	\$ 6,515	\$ 6,775	\$ 4,111	\$ 1,927	\$ 4,291	\$ 291	\$ 2,711	\$ 751	\$ 3,090	\$ 174	\$ 3,376
Adjustments	\$ 2,051	\$ 26,379	\$ 7,216	\$ 25,627	\$ 39,124	\$ 24,880	\$ 10,968	\$ 11,569	\$ 8,579	\$ 23,588	\$ 12,037	\$ 7,658	\$ 29,539	\$ 17,632
Charity Care	\$ 5,744	\$ 580	\$ 1,973	\$ 9,813	\$ 5,845	\$ 210,892	\$ 5,495	\$ 3,409	\$ 107,586	\$ 6,325	\$ 7,646	\$ 2,062	\$ 92,241	\$ 35,355
Bad Debt	\$ 200,583	\$ 76,235	\$ 141,507	\$ 78,584	\$ 75,234	\$ 43,004	\$ 7,470	\$ 6,828	\$ 158,775	\$ 31,967	\$ -	\$ -	\$ 35,941	\$ 65,856
Total SP Adjustments	\$ 208,378	\$ 103,194	\$ 150,696	\$ 114,024	\$ 120,203	\$ 278,776	\$ 23,933	\$ 21,806	\$ 274,940	\$ 61,879	\$ 19,682	\$ 9,721	\$ 157,722	\$ 118,843
Collection %	18%	27%	21%	25%	17%	12%	63%	60%	8%	22%	49%	75%	16%	32%
TOTAL														
Total Payments	\$ 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	\$ 770,454	\$ 826,417
Total Adjustment	\$ 536,225	\$ 200,204	\$ 394,744	\$ 411,937	\$ 490,749	\$ 800,505	\$ 430,532	\$ 461,817	\$ 511,680	\$ 547,667	\$ 531,378	\$ 591,522	\$ 626,184	\$ 383,861
Total Collection %	62%	83%	66%	69%	58%	56%	64%	65%	62%	57%	58%	59%	55%	63%

Cash & Adjustment Trending

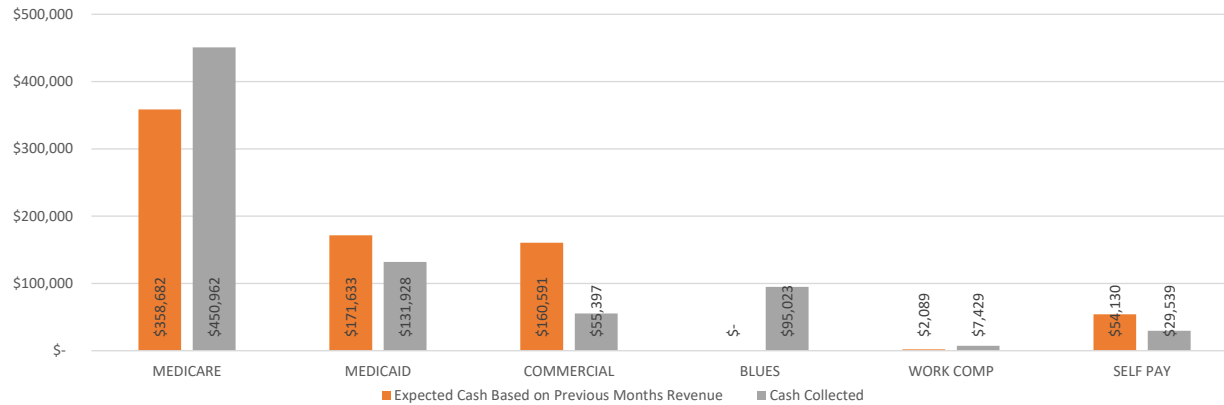


Cash Collections by Discharge Date

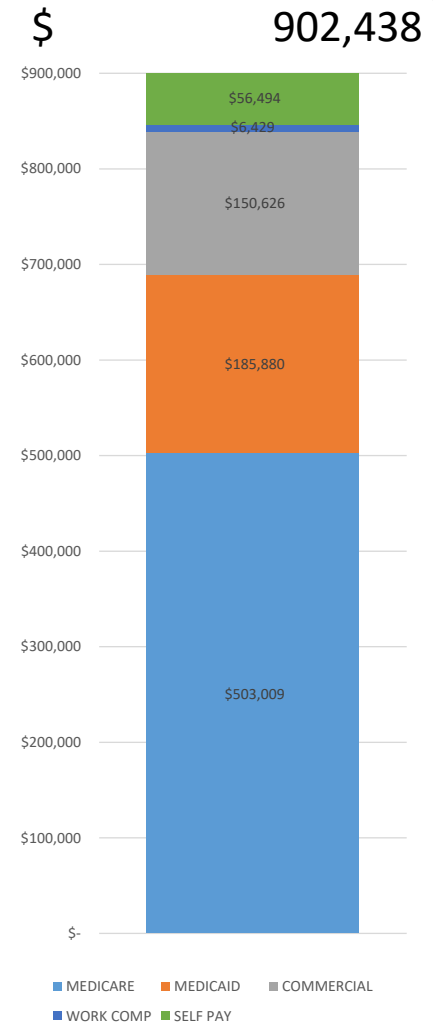


CASH FORECASTING

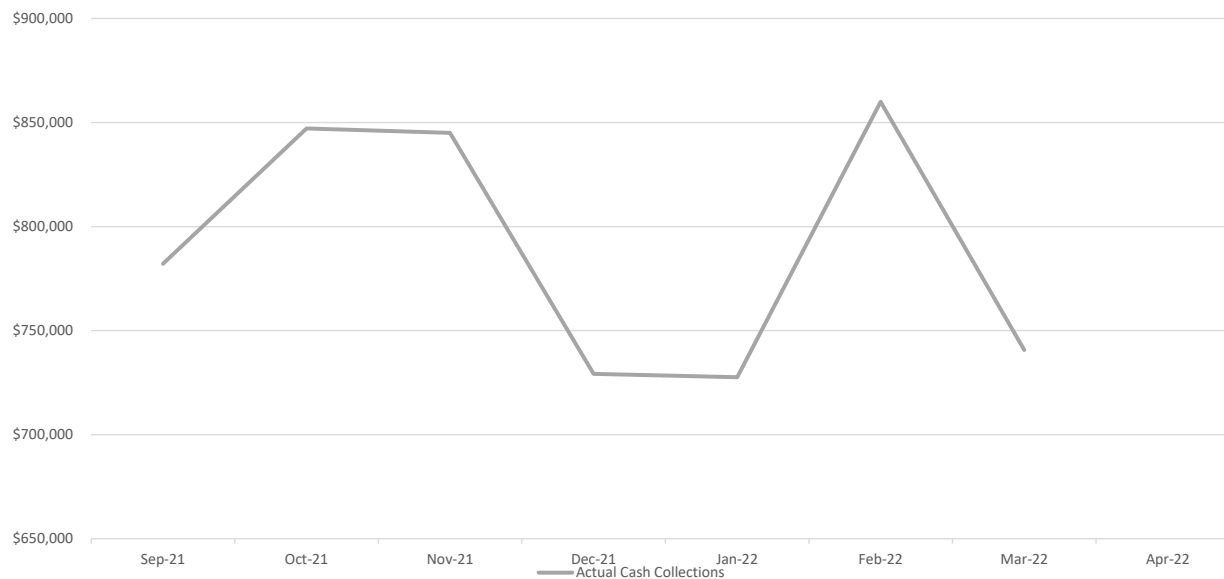
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month
(Based on this Months Revenue)



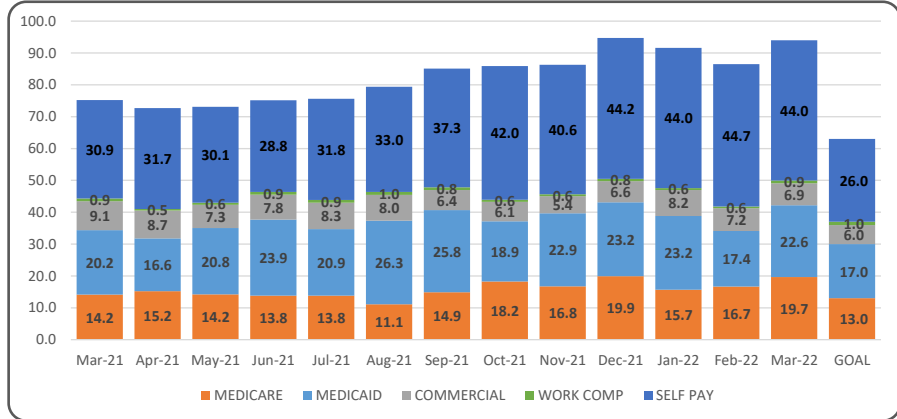
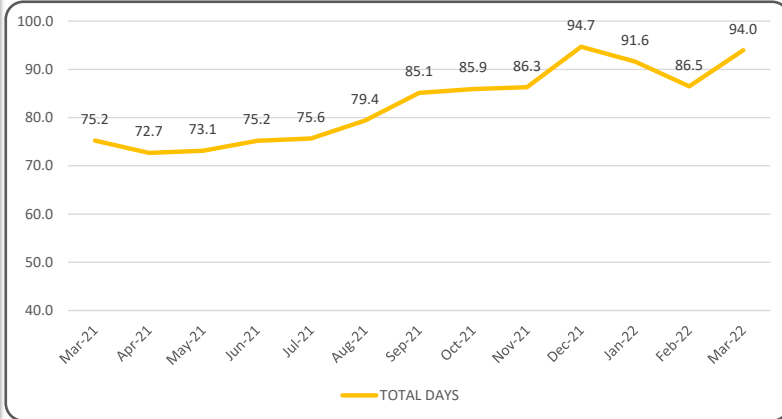
Expected Cash Based on Claim Submissions and Historical Collections



ACCOUNTS RECEIVABLE

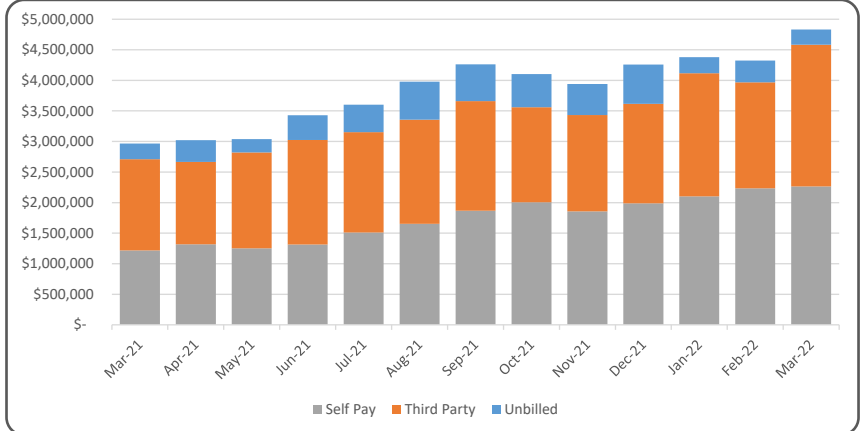
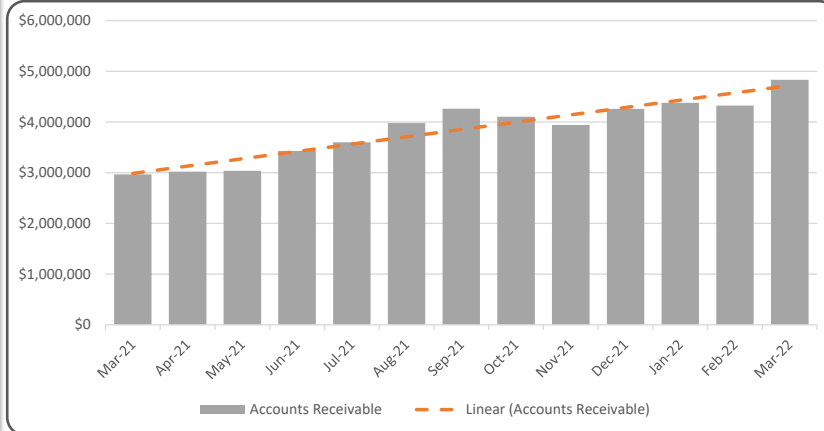
AR Days

PAYER	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	13 Month Average
MEDICARE	14.2	15.2	14.2	13.8	13.8	11.1	14.9	18.2	16.8	19.9	15.7	16.7	19.7	15.7
MEDICAID	20.2	16.6	20.8	23.9	20.9	26.3	25.8	18.9	22.9	23.2	23.2	17.4	22.6	21.7
COMMERCIAL	9.1	8.7	7.3	7.8	8.3	8.0	6.4	6.1	5.4	6.6	8.2	7.2	6.9	7.4
WORK COMP	0.9	0.5	0.6	0.9	0.9	1.0	0.8	0.6	0.6	0.8	0.6	0.6	0.9	0.7
SELF PAY	30.9	31.7	30.1	28.8	31.8	33.0	37.3	42.0	40.6	44.2	44.0	44.7	44.0	37.2
TOTAL DAYS	75.2	72.7	73.1	75.2	75.6	79.4	85.1	85.9	86.3	94.7	91.6	86.5	94.0	82.7



AR Balance

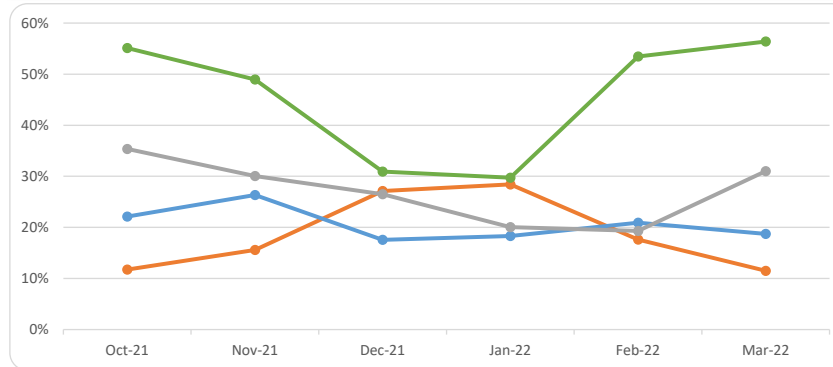
PAYER	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	13 Month Average
MEDICARE	\$ 557,849	\$ 633,863	\$ 591,567	\$ 630,044	\$ 658,291	\$ 557,543	\$ 744,813	\$ 871,052	\$ 765,280	\$ 895,860	\$ 748,436	\$ 834,221	\$ 1,011,373	\$ 730,784
MEDICAID	\$ 795,784	\$ 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	\$ 1,159,997	\$ 1,013,082
COMMERCIAL	\$ 357,604	\$ 361,943	\$ 304,915	\$ 355,123	\$ 396,231	\$ 403,116	\$ 318,247	\$ 290,697	\$ 245,343	\$ 297,214	\$ 390,942	\$ 357,842	\$ 352,803	\$ 340,925
WORK COMP	\$ 35,071	\$ 19,610	\$ 26,567	\$ 40,405	\$ 41,719	\$ 48,151	\$ 42,074	\$ 30,405	\$ 26,812	\$ 34,458	\$ 29,721	\$ 28,217	\$ 44,031	\$ 34,403
SELF PAY	\$ 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	\$ 2,264,662	\$ 1,736,926
TOTAL	\$ 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	\$ 4,832,867	\$ 3,856,119



ACCOUNTS RECEIVABLE AGING

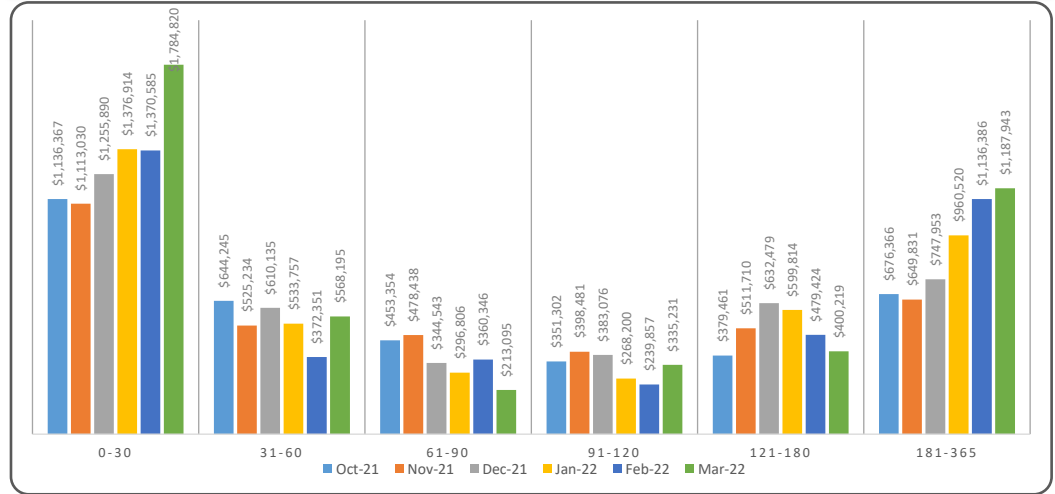
	0-30 Days		31-60 Days		61-90 Days		91-120 Days		121-180 Days		181-365 Days		366+ Days		Grand Totals	
	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$
MEDICARE																
Non-Credit	434	\$ 744,968	47	\$ 154,308	25	\$ 4,933	18	\$ 57,791	9	\$ 26,973	25	\$ 27,592	12	\$ 5,221	570	\$ 1,021,786
Credit	1	\$ (90)	0	\$ -	0	\$ -	0	\$ -	1	\$ (1)	1	\$ (5,946)	5	\$ (4,376)	8	\$ (10,413)
TOTAL	435	\$ 744,878	47	\$ 154,308	25	\$ 4,933	18	\$ 57,791	10	\$ 26,972	26	\$ 21,646	17	\$ 845	578	\$ 1,011,373
MEDICAID																
Non-Credit	438	\$ 681,813	213	\$ 196,967	113	\$ 65,165	108	\$ 71,522	73	\$ 68,729	31	\$ 43,235	22	\$ 33,966	998	\$ 1,161,398
Credit	1	\$ (183)	0	\$ -	1	\$ (42)	1	\$ (393)	0	\$ -	1	\$ (347)	8	\$ (436)	12	\$ (1,401)
TOTAL	439	\$ 681,630	213	\$ 196,967	114	\$ 65,123	109	\$ 71,129	73	\$ 68,729	32	\$ 42,888	30	\$ 33,530	1010	\$ 1,159,997
COMMERCIAL																
Non-Credit	313	\$ 203,476	96	\$ 59,358	37	\$ 28,763	36	\$ 62,392	37	\$ 15,267	46	\$ 27,867	52	\$ 25,510	617	\$ 422,632
Credit	10	\$ (708)	5	\$ (720)	3	\$ (76)	4	\$ (618)	18	\$ (3,523)	24	\$ (12,447)	365	\$ (51,737)	429	\$ (69,829)
TOTAL	323	\$ 202,768	101	\$ 58,638	40	\$ 28,687	40	\$ 61,774	55	\$ 11,744	70	\$ 15,420	417	\$ (26,227)	1046	\$ 352,803
WORK COMP																
Non-Credit	18	\$ 10,039	11	\$ 6,719	9	\$ 3,090	9	\$ 9,980	13	\$ 7,782	23	\$ 5,661	5	\$ 2,229	88	\$ 45,500
Credit	0	\$ -	0	\$ -	0	\$ -	0	\$ -	1	\$ (92)	3	\$ (191)	3	\$ (1,186)	7	\$ (1,469)
TOTAL	18	\$ 10,039	11	\$ 6,719	9	\$ 3,090	9	\$ 9,980	14	\$ 7,690	26	\$ 5,470	8	\$ 1,043	95	\$ 44,031
SELF PAY																
Non-Credit	189	\$ 146,321	247	\$ 151,639	256	\$ 111,454	217	\$ 134,801	434	\$ 285,614	1297	\$ 1,106,443	584	\$ 353,531	3224	\$ 2,289,804
Credit	7	\$ (816)	2	\$ (76)	3	\$ (192)	5	\$ (244)	8	\$ (531)	34	\$ (3,924)	244	\$ (19,359)	303	\$ (25,142)
TOTAL	196	\$ 145,505	249	\$ 151,563	259	\$ 111,262	222	\$ 134,557	442	\$ 285,083	1331	\$ 1,102,519	828	\$ 334,172	3527	\$ 2,264,662
ACCOUNTS RECEIVABLE																
Non-Credit	1392	\$ 1,786,617	614	\$ 568,991	440	\$ 213,405	388	\$ 336,486	566	\$ 404,366	1422	\$ 1,210,798	675	\$ 420,458	5497	\$ 4,941,121
Credit	19	\$ (1,797)	7	\$ (796)	7	\$ (310)	10	\$ (1,255)	28	\$ (4,147)	63	\$ (22,855)	625	\$ (77,094)	759	\$ (108,254)
GRAND TOTAL	1411	\$ 1,784,820	621	\$ 568,195	447	\$ 213,095	398	\$ 335,231	594	\$ 400,219	1485	\$ 1,187,943	1300	\$ 343,364	6256	\$ 4,832,867

Aged Over 90 Days Trending (excluding Credits)



	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Medicare	11.8%	15.6%	27.1%	28.4%	17.6%	11.5%
Medicaid	22.1%	26.3%	17.6%	18.3%	20.9%	18.7%
Commercial	35.4%	30.1%	26.5%	20.1%	19.3%	31.0%
Work Comp	55.1%	48.9%	30.9%	29.7%	53.5%	56.4%

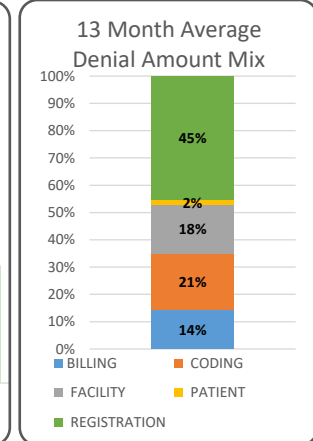
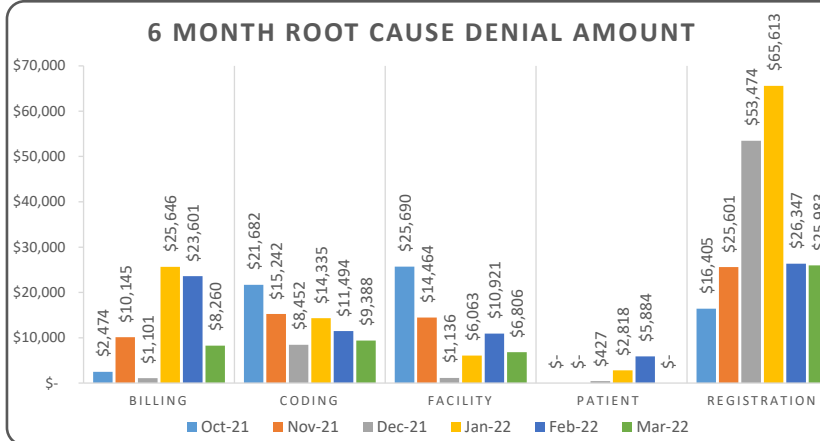
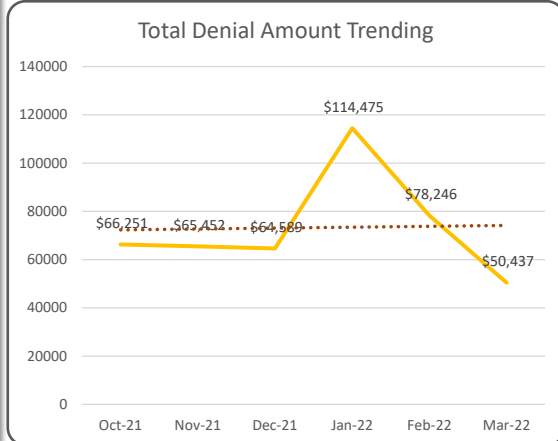
6 Month Aging



DENIAL MANAGEMENT

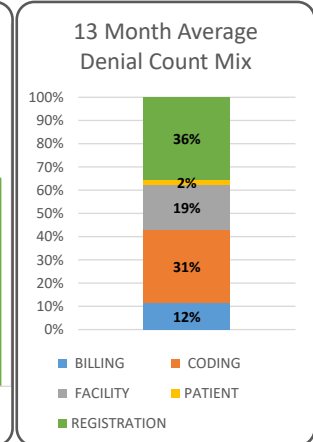
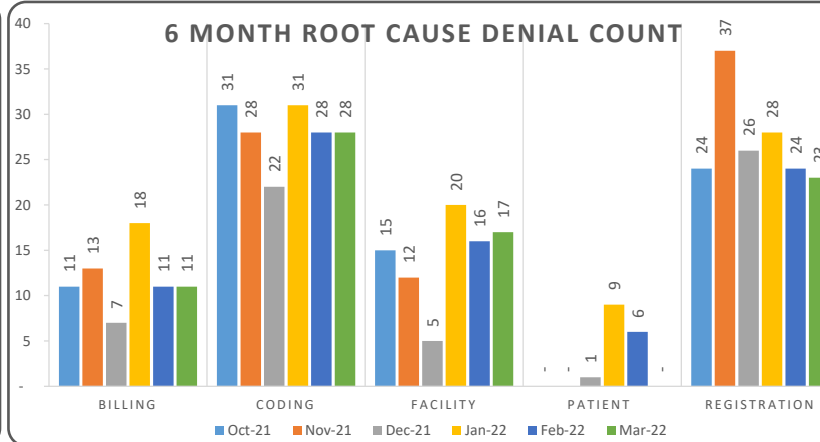
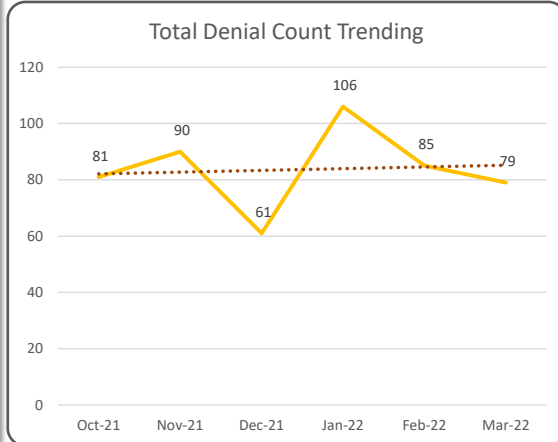
Denial Amount

AMOUNT	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	13 Month Average
BILLING	\$ 19,523	\$ 4,792	\$ 2,881	\$ 11,792	\$ 1,998	\$ 3,398	\$ 117	\$ 2,474	\$ 10,145	\$ 1,101	\$ 25,646	\$ 23,601	\$ 8,260	\$ 8,902
CODING	\$ 17,039	\$ 6,192	\$ 4,375	\$ 12,287	\$ 9,608	\$ 14,195	\$ 21,686	\$ 21,682	\$ 15,242	\$ 8,452	\$ 14,335	\$ 11,494	\$ 9,388	\$ 12,767
FACILITY	\$ 7,082	\$ 12,419	\$ 8,265	\$ 16,009	\$ 17,957	\$ 4,483	\$ 14,765	\$ 25,690	\$ 14,464	\$ 1,136	\$ 6,063	\$ 10,921	\$ 6,806	\$ 11,235
PATIENT	\$ -	\$ -	\$ 3,871	\$ 133	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 427	\$ 2,818	\$ 5,884	\$ -	\$ 1,010
REGISTRATION	\$ 23,606	\$ 25,658	\$ 7,953	\$ 11,848	\$ 37,102	\$ 9,177	\$ 37,299	\$ 16,405	\$ 25,601	\$ 53,474	\$ 65,613	\$ 26,347	\$ 25,983	\$ 28,159
TOTAL	\$ 67,250	\$ 49,060	\$ 27,346	\$ 52,070	\$ 66,666	\$ 31,251	\$ 73,865	\$ 66,251	\$ 65,452	\$ 64,589	\$ 114,475	\$ 78,246	\$ 50,437	\$ 62,074



Denial Count

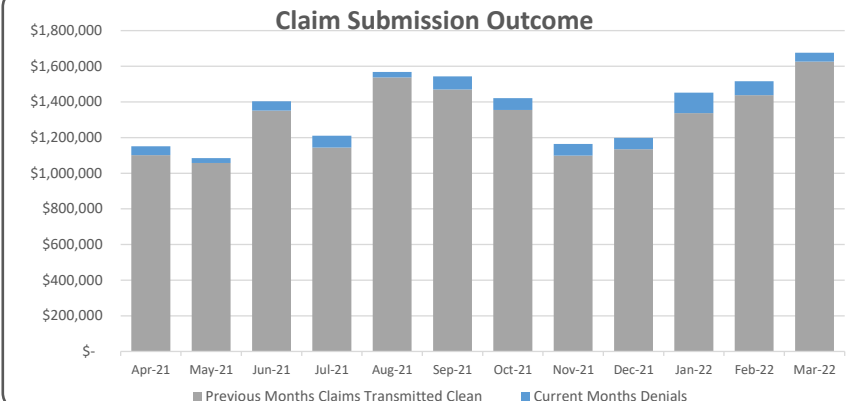
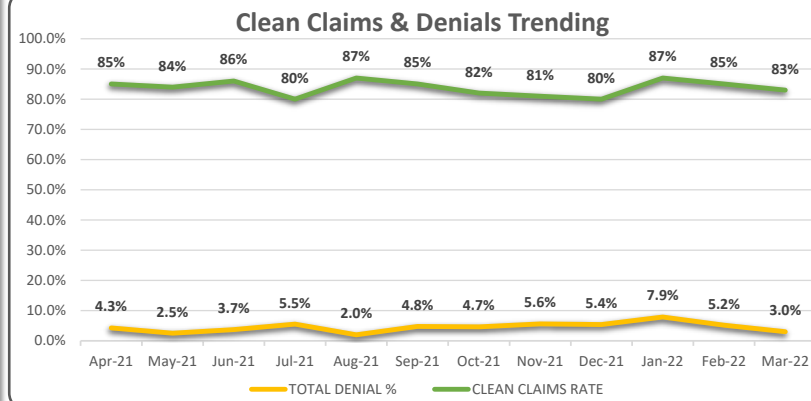
COUNT	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	13 Month Average
BILLING	4	16	3	6	7	16	1	11	13	7	18	11	11	10
CODING	20	22	10	31	24	39	22	31	28	22	31	28	28	26
FACILITY	15	21	15	19	18	14	21	15	12	5	20	16	17	16
PATIENT	-	-	6	1	-	-	-	-	-	1	9	6	-	2
REGISTRATION	35	33	16	22	27	37	49	24	37	26	28	24	23	29
TOTAL	74	92	50	79	76	106	93	81	90	61	106	85	79	82



CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

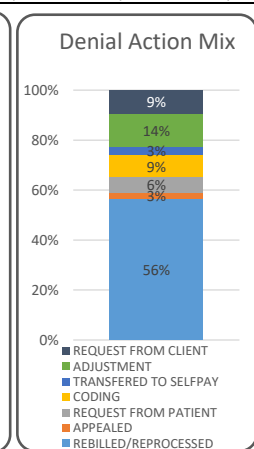
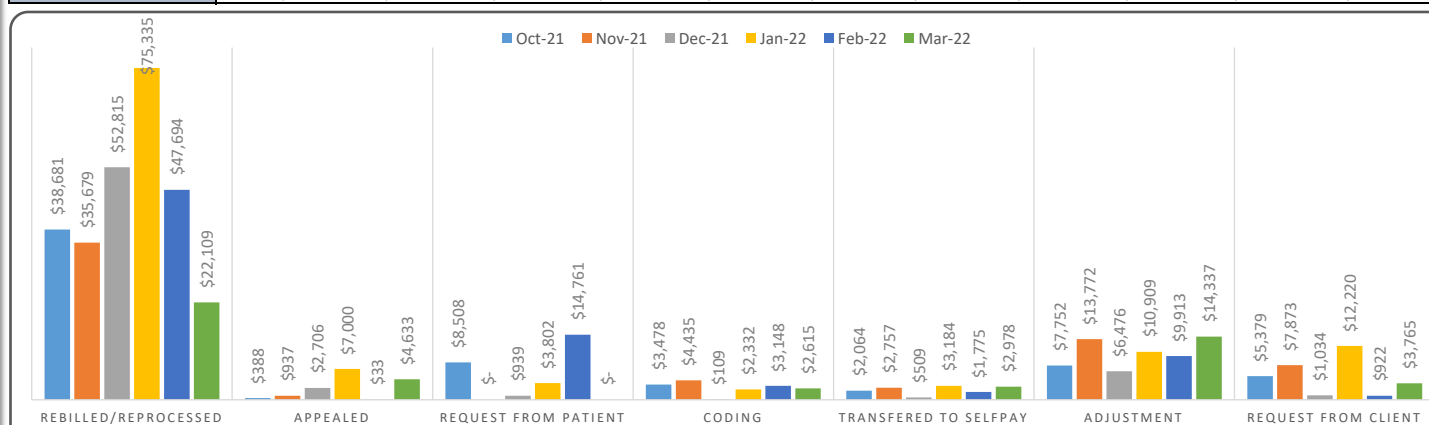
Denial & Clean Claim Trending

	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	13 Month Average
DENIAL AMOUNT	\$ 67,250	\$ 49,060	\$ 27,346	\$ 52,070	\$ 66,666	\$ 31,251	\$ 73,865	\$ 66,251	\$ 65,452	\$ 64,589	\$ 114,475	\$ 78,246	\$ 50,437	\$ 62,074
PREVIOUS MONTH'S TRANSMITTED CLAIMS	\$ 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	\$ 1,676,470	\$ 1,349,820
TOTAL DENIAL %	5.8%	4.3%	2.5%	3.7%	5.5%	2.0%	4.8%	4.7%	5.6%	5.4%	7.9%	5.2%	3.0%	4.6%
CLEAN CLAIMS RATE	83%	85%	84%	86%	80%	87%	85%	82%	81%	80%	87%	85%	83%	84%



Action Taken on Denials

DENIAL ACTION	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	13 Month Average
REBILLED/REPROCESSED	\$ 29,439	\$ 32,078	\$ 14,118	\$ 10,611	\$ 30,251	\$ 14,702	\$ 51,694	\$ 38,681	\$ 35,679	\$ 52,815	\$ 75,335	\$ 47,694	\$ 22,109	\$ 35,016
APPEALED	\$ -	\$ 2,391	\$ -	\$ 207	\$ 366	\$ 2,365	\$ 330	\$ 388	\$ 937	\$ 2,706	\$ 7,000	\$ 33	\$ 4,633	\$ 1,643
REQUEST FROM PATIENT	\$ 15,192	\$ 1,853	\$ 3,871	\$ 133	\$ -	\$ -	\$ 267	\$ 8,508	\$ -	\$ 939	\$ 3,802	\$ 14,761	\$ -	\$ 3,794
CODING	\$ 2,790	\$ 2,954	\$ 1,679	\$ 18,699	\$ 16,350	\$ 844	\$ 13,297	\$ 3,478	\$ 4,435	\$ 109	\$ 2,332	\$ 3,148	\$ 2,615	\$ 5,595
TRANSFERRED TO SELFPAY	\$ 931	\$ 2,072	\$ 500	\$ 220	\$ 1,586	\$ 3,224	\$ 2,706	\$ 2,064	\$ 2,757	\$ 509	\$ 3,184	\$ 1,775	\$ 2,978	\$ 1,885
ADJUSTMENT	\$ 4,018	\$ 2,783	\$ 5,009	\$ 17,602	\$ 9,083	\$ 4,031	\$ 3,538	\$ 7,752	\$ 13,772	\$ 6,476	\$ 10,909	\$ 9,913	\$ 14,337	\$ 8,402
REQUEST FROM CLIENT	\$ 14,880	\$ 4,929	\$ 2,168	\$ 4,598	\$ 9,030	\$ 6,086	\$ 2,034	\$ 5,379	\$ 7,873	\$ 1,034	\$ 12,220	\$ 922	\$ 3,765	\$ 5,763
TOTAL	\$ 67,250	\$ 49,060	\$ 27,346	\$ 52,070	\$ 66,666	\$ 31,251	\$ 73,865	\$ 66,251	\$ 65,452	\$ 64,589	\$ 114,782	\$ 78,246	\$ 50,437	\$ 62,097

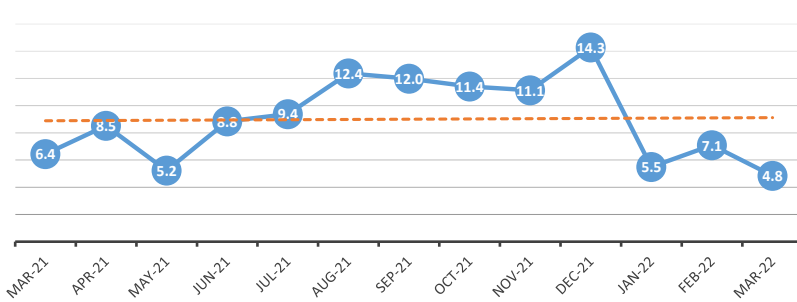


UNBILLED & INVENTORY

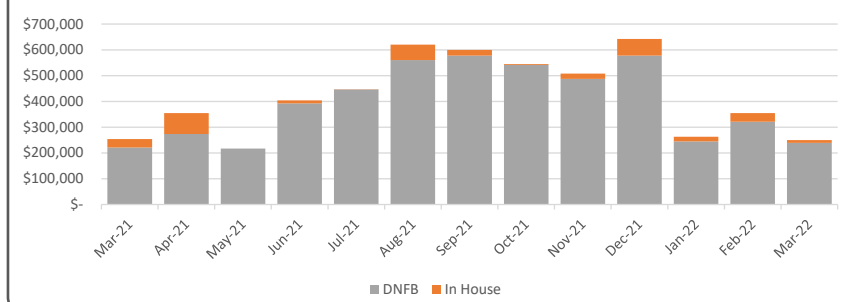
Unbilled

	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	13 Month Average
In House	\$ 32,930	\$ 80,746	\$ -	\$ 11,541	\$ 267	\$ 59,277	\$ 22,170	\$ 3,706	\$ 20,857	\$ 64,355	\$ 17,753	\$ 34,167	\$ 10,466	\$ 27,557
DNFB	\$ 220,951	\$ 273,604	\$ 217,275	\$ 392,046	\$ 446,371	\$ 560,649	\$ 577,639	\$ 541,096	\$ 487,338	\$ 577,901	\$ 245,224	\$ 320,765	\$ 238,954	\$ 392,293
Total Unbilled	\$ 253,881	\$ 354,350	\$ 217,275	\$ 403,587	\$ 446,637	\$ 619,925	\$ 599,809	\$ 544,802	\$ 508,195	\$ 642,256	\$ 262,978	\$ 354,932	\$ 249,420	\$ 419,850
Unbilled Days	6.4	8.5	5.2	8.8	9.4	12.4	12.0	11.4	11.1	14.3	5.5	7.1	4.8	9.0

Total Unbilled Days



Unbilled Dollars

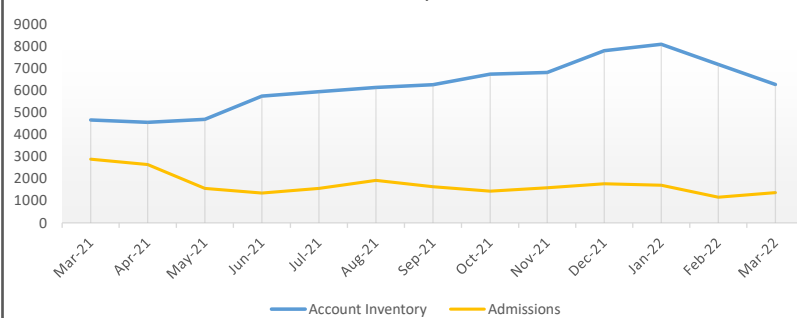


Admissions & Account Inventory

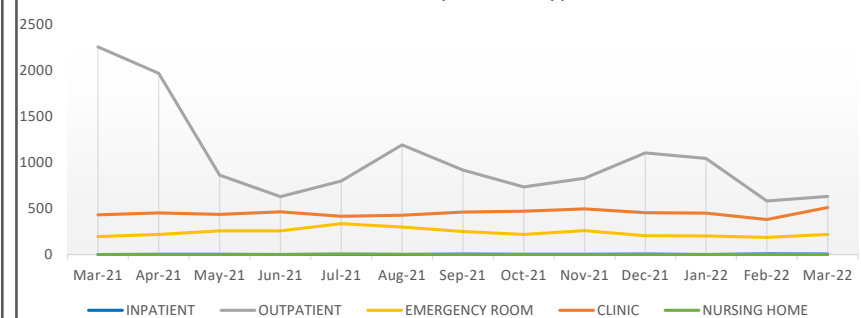
ADMISSIONS	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	13 Month Average
INPATIENT	0	2	2	1	3	1	6	3	2	5	1	7	4	3
SWINGBED	2	2	3	2	2	2	3	5	2	3	1	4	5	3
OUTPATIENT	2,251	1,965	861	629	798	1,190	916	733	826	1,102	1,043	581	630	1040
EMERGENCY ROOM	194	219	258	256	335	297	250	218	260	205	202	186	217	238
CLINIC	432	451	436	463	414	427	461	471	495	454	449	380	510	449
NURSING HOME	1	0	0	1	5	3	0	0	0	1	1	1	0	1
TOTAL	2,880	2,639	1,560	1,352	1,557	1,920	1,636	1,430	1,585	1,770	1,697	1,159	1,366	1735

ACCOUNT INVENTORY	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	13 Month Average
MEDICARE	475	523	578	1,434	796	632	657	886	869	1,543	1,294	662	578	841
MEDICAID	864	686	656	808	856	922	832	779	862	911	1,073	799	1,010	851
COMMERCIAL	1,107	1,029	1,018	1,039	1,377	1,201	1,117	1,111	1,119	1,193	1,339	1,214	1,046	1147
WORK COMP	72	55	81	113	99	103	100	89	83	80	81	82	95	87
SELF PAY	2,135	2,255	2,349	2,344	2,805	3,271	3,545	3,862	3,872	4,058	4,293	4,408	3,527	3286
TOTAL	4653	4548	4682	5738	5933	6129	6251	6727	6805	7785	8080	7165	6256	6212

Account Inventory & Admissions



Admissions by Service Type



Southern Humboldt Community Healthcare District

Executive Dashboard

	TARGET	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22
Days in AR	63.0	72.7	73.1	75.2	75.6	79.4	85.1	85.9	86.3	94.7	91.6	86.5	94.0
Gross AR		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	4,832,867
Gross Revenue		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	1,639,234
Cash Collections		948,282	757,474	919,408	667,778	1,022,607	782,067	847,125	845,077	729,186	727,607	859,954	770,454
Adjustments		200,204	394,744	411,937	490,749	800,505	430,532	461,817	511,680	547,667	531,378	591,522	626,184
Collection %		82.6%	65.7%	69.1%	57.6%	56.1%	64.5%	64.7%	62.3%	57.1%	57.8%	59.2%	55.2%
Late Charges	1%	0.0%	0.0%	-1.1%	0.1%	-0.1%	0.0%	0.0%	2.2%	1.4%	0.3%	1.2%	0.0%
Bad Debt	3%	5.6%	11.3%	5.1%	4.7%	2.9%	0.5%	0.5%	12.7%	2.1%	0.0%	0.0%	2.2%
Charity Care	3%	0.0%	0.2%	0.6%	0.4%	14.2%	0.4%	0.2%	8.6%	0.4%	0.5%	0.2%	5.6%
Third Party Aged over 90	15%	23.4%	18.2%	18.7%	19.9%	16.1%	25.8%	20.5%	23.3%	22.8%	22.1%	19.8%	18.5%
Self Pay Aged 120 (from assignment)	25%	54.8%	52.5%	52.4%	44.1%	39.3%	34.8%	33.1%	22.7%	20.0%	20.9%	72.2%	71.7%

