

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

**Tuesday
May 24, 2022
10:00 a.m.**

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



SoHum Health



Date: Tuesday, May 24, 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, April 26, 2022
		E. Discussion and Review
10:15 a.m.	3-6	1. April 2022 Financials – Paul Eves
10:30 a.m.	7	2. April 2022 Revenue Cycle Report – Marie Brown
	8-19	3. April 2022 HRG Report – Remy Quinn
		4. Financials – Capital Budget -See separate packet
		F. Discussion Items to Report to the Board
		G. Next Meeting: Tuesday, June 28, 2022



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

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

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

**Times are estimated/Posted: Monday, May 23, 2022*



Finance Committee

Date: Tuesday, April 26, 2022

Time: 10:30 a.m.

Location: Sprowel Creek Campus Rm 106 and via Webex

Facilitator: Governing Board President Corinne Stromstad

Minutes

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

Also Present: Marie Brown, Kevin Church, and Darrin Guerra

By Webex: Kent Scown, Karen Johnson

Not Present: None

- A. Call to Order – Corinne Stromstad called the meeting to order at 10:28 a.m.
- B. Public Comment (3-minute limit per person) – none
- C. Announcements - none
- D. Previous Meeting Minutes – Minutes from Tuesday, March 22, 2022.

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

Second: Matt Rees

Motion Carried

E. Discussion and Review

- 1. March 2022 Financials – CFO Paul Eves– see reports
 - Outpatient labs remain high due to Covid but are continuing to go down.
 - Total patient revenue was \$1.8M in March, of which \$177K 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.
 - We continue to pay down the Medicare accelerated payment and expect to pay it off within the next 3 years.

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

Second: Matt Rees

Motion carried

2. March 2022 Revenue Cycle Reports – Marie Brown – see report
 - ADR reached a record high of \$51.4k
 - PFS continues to make improvements in processes. This continues to show lower AR days.
 - Around March 21 - April 8, PHP systems went down and in the last few weeks we have been receiving more claims.
Because of these problems we will show a higher denial rate in April.
 3. March 2022 HRG Reports – Marie Brown – see report
 - Our Bad Debt accounts have finally been accepted and are beginning to turn over.
 - Coding has been behind do to staffing issues but has since caught up.
 - The nighttime PFS position will be preparing the Good Faith Estimates for daytime appointments.
 - On page 1 of the HRG report the graph in the top right hand side shows an error the numbers do not match the bars
- F. Discussion Items to Report to the Board – A summary of today’s reports will be taken to the Board.
- G. Next Meeting: Tuesday, May 24, 2022, at 10:00 a.m. in person at Sprowel Creek Campus Room 106 and by Webex.
- H. Adjourned at 11:19 a.m.

Minutes by Karen Johnson

**Southern Humboldt Community
Healthcare District**

	May 21	June 21	July 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	March 22	April 22	Current 12 Month AVG	Year to Date- Current Year
In Patient Statistics														
Total Acute Patient Days	4	4	8	1	16	9	5	11	3	18	15	5	8	91
Total Swing Patient Days	75	70	38	25	56	66	30	39	35	65	95	98	58	547
Total SNF Patient Days	248	240	236	229	240	231	191	237	223	190	217	228	226	2,222
Total Patient Days	327	314	282	255	312	306	226	287	261	273	327	331	292	2,860
Total Acute Discharges	2	1	3	1	5	4	2	5	1	7	3	3	3	34
Total Swing Discharges	3	3	3	1	4	5	0	2	2	2	5	5	3	29
Total SNF Discharges	0	1	1	2	0	1	1	2	1	1	0	0	1	9
	5	5	7	4	9	10	3	9	4	10	8	8	7	72
Acute Length of Stay	2.00	4.00	2.67	1.00	3.20	2.25	2.50	2.20	3.00	2.57	5.00	1.67	2.67	26.05
ER Admits	2	1	3	1	5	4	2	5	1	7	4	3	3	35
I/P Lab Visits	12	20	12	12	23	14	7	10	23	26	14	17	16	158
I/P Radiology Visits	1	2	6	4	3	2	2	4	2	5	6	6	4	40
I/P EKG's	0	0	0	0	0	0	0	1	0	0	0	0	0	1
Out Patient Statistics														
ER Visits	258	257	335	298	250	220	260	206	233	188	218	219	245	2,427
Clinic Visits	436	463	414	427	459	471	495	453	449	380	509	452	451	4,509
SLS Visits	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Outpatient Medical	3068	1611	1134	1143	1570	1871	1302	1644	2278	2597	1042	1049	1,692	15,630
Laboratory Visits	617	476	682	1041	740	546	640	839	1009	455	589	574	684	7,115
Radiology	190	219	206	156	209	152	167	179	121	182	170	161	176	1,703
Mammography	24	4	27	25	6	11	19	9	17	9	14	13	15	150
CT Scans	80	71	89	55	76	63	70	66	73	77	88	72	73	729
EKG's	39	46	40	23	42	38	25	44	48	55	37	34	39	386
Total O/P Visits	4,712	3,147	2,927	3,168	3,352	3,372	2,978	3,440	4,228	3,943	2,667	2,574	1,279	32,649
Retail Pharmacy Rx's Sold			1,040	1,607	2,001	2,358	2,566	2,249	2,573	2,455	2,999	2,983	2,283	22,831
Salary Statistics														
Productive FTE's	77.9	76.6	75.1	75.1	76.8	79.2	80.5	79.2	71.7	79.1	77.4	79.7	78	
Paid FTE's	72.1	71.4	85.0	84.9	85.0	87.1	87.8	87.9	85.4	87.0	88.0	87.8	83	
Salaries & Ben as % of Net Rev	67.1%	60.4%	65.6%	68.4%	59.2%	77.6%	64.5%	69.3%	50.1%	72.8%	70.03%	70.03%	65.50%	
Benefits as % of Salaries	42.7%	19.7%	49.4%	46.4%	32.0%	64.4%	32.2%	43.4%	28.1%	43.9%	43.42%	43.42%	39.04%	
Revenue Statistics														
Gross A/R > 120 Days	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	2,181,976	1,606,252	
A/R>120 Days as % of Total AR	41%	41%	41%	41%	34%	34%		42%	42%	42%	42%	42%	40%	
Gross Days in A/R	75.2	75.2	75.6	79.2	85.1	85.9	86.3	94.7	91.6	86.5	86.5	88.5	84.2	
Net Days in A/R	69.7	69.9	69.8	73.4	79.8	81.6	79.8	87.5	84.4	79.9	79.9	80.0	78.0	
A/R Cash Collections	757,474	919,408	667,778	1,022,607	782,980	847,125	845,077	729,186	727,607	859,954	770,454	1,024,101	829,479	
Collections as % of Net Rev	59.8%	75.7%	32.7%	84.2%	67.2%	70.8%	68.8%	63.1%	58.0%	59.5%	69.3%	82.5%	68.5%	
Accounts Payable Days	5.1	15.9	0.7	4.3	9.8	2.1	1.9	0.8	5.4	5.0	4.9	4.8	5.1	
Cash Collections per Cal Day	24,435	29,658	21,541	32,987	25,257	27,327	27,261	23,522	23,471	27,740	24,853	33,036	26,757	107,113
Cash Disburs. per Cal Day	38,553	39,838	44,612	38,603	41,262	458,718	40,600	42,521	41,846	54,626	44,612	46,099	77,657	583,195
DATA Entry/Details/Calcs														
Calendar Days	31	30	31	31	30	31	30	31	31	28	31	30		

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

Current Month				Year to Date			
\$ Variance	Budget	Actual		Actual	Budget	\$ Variance	% Variance
(20,239)	237,500	217,261	GROSS PATIENT REVENUE				
29,387	41,670	71,057	INPATIENT	2,108,547	2,375,000	(266,453)	-11%
83,711	1,202,080	1,285,791	INPATIENT ANCILLARY	577,853	416,700	161,153	39%
92,859	1,481,250	1,574,109	OUTPATIENT ANCILLARY	13,439,450	12,020,800	1,418,650	12%
			TOTAL PATIENT REVENUE	16,125,850	14,812,500	1,313,350	9%
			DEDUCTIONS FROM REVENUE				
41,086	515,630	556,716	CONTRACTUAL ALLOWANCES	4,602,287	5,156,300	(554,013)	-11%
(21,994)	71,670	49,676	PROVISION FOR BAD DEBTS	1,043,984	716,700	327,284	46%
16,827	36,000	52,827	OTHER ALLOWANCES/DEDUCTIONS	617,805	360,000	257,805	72%
	-300,000	(300,000)	OTHER OPERATING IGTs & SUPPLEMENTAL	(3,000,000)	(3,000,000)		
35,919	323,300	359,219	TOTAL DEDUCTIONS	3,264,076	3,233,000	31,076	1%
56,940	1,157,950	1,214,890	NET PATIENT REVENUE	12,861,774	11,579,500	1,282,274	11%
14,619	12,000	26,619	OTHER OPERATING REVENUE	152,229	120,000	32,229	27%
71,559	1,169,950	1,241,509	TOTAL OPERATING REVENUE	13,014,003	11,699,500	1,314,503	11%
(125,454)	731,670	606,216	SALARIES & WAGES	5,753,701	7,316,700	(1,562,999)	-21%
104,880	158,330	263,210	EMPLOYEE BENEFITS	2,110,133	1,583,300	526,833	33%
54,871	123,330	178,201	PROFESSIONAL FEES	1,657,063	1,233,300	423,763	34%
(44,394)	112,500	68,106	SUPPLIES	1,097,409	1,125,000	(27,591)	-2%
21,438	21,670	43,108	REPAIRS & MAINTENANCE	192,775	216,700	(23,925)	-11%
(22,268)	110,000	87,732	PURCHASED SERVICES	1,126,846	1,100,000	26,846	2%
18,534	14,170	32,704	UTILITIES	186,533	141,700	44,833	32%
(10,218)	23,330	13,112	INSURANCE	136,914	233,300	(96,386)	-41%
0		0	INTEREST	0	0	0	#DIV/0!
10,273	38,330	48,603	DEPRECIATION/ AMORTIZATION	442,939	383,300	59,639	16%
8,645	33,330	41,975	OTHER	810,447	333,300	477,147	143%
16,307	1,366,660	1,382,967	TOTAL OPERATING EXPENSES	13,514,760	13,666,600	(151,840)	-1%
55,252	(196,710)	(141,458)	OPERATING PROFIT (LOSS)	(500,757)	(1,967,100)	1,466,343	-75%
(2,500)	95,000	92,500	TAX REVENUE	940,855	950,000	(9,145)	-1%
261,936	40,000	301,936	OTHER NONOPERATING REV (EXP)	3,540,944	400,000	3,140,944	785%
		0	INTEREST INCOME	31,088			
259,436	135,000	394,436	NET NON OPERATING REV (EXP)	4,512,887	1,350,000	3,162,887	234%
314,688	(61,710)	252,978	NET INCOME (LOSS)	4,012,129	(617,100)	4,629,229	-750%

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

	May 21	June 21	July 21	Aug 21	Sept 21	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	March 22	April 22	12 Month AVG: Mar '21-Feb 22	YTD - Current Year
Inpatient Daily Hospital Services	197,597	231,202	223,673	154,457	244,718	219,424	170,256	217,954	170,724	226,213	263,867	217,261	211,446	2,108,547
Ancillary Revenue	45,356	40,690	44,799	54,355	72,321	45,472	40,036	51,743	54,178	57,688	86,204	71,057	55,325	577,853
Outpatient Revenue	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	1,285,791	1,311,550	13,439,450
Total Hospital Revenue	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	1,574,109	1,578,320	16,125,850
Contractual Allowances	252,235	388,721	224,877	457,567	404,071	324,712	415,578	447,106	501,660	508,013	761,987	556,716	436,937	4,602,287
Provision for Bad Debts	115,056	84,411	155,817	210,892	48,684	140,689	54,169	137,821	117,448	118,631	10,157	49,676	103,621	1,043,984
Other Allowances/Deductions	25,201	34,185	83,017	76,635	4,829	39,931	63,107	100,622	38,322	67,521	90,994	52,827	56,433	617,805
Other Operating: IGTs & Supplemental	(444,764)	(996,499)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(370,105)	(3,000,000)
Total Deductions	(52,272)	(489,182)	163,711	445,094	157,584	205,332	232,854	385,549	357,430	394,165	563,138	359,219	226,885	3,264,076
Contractual %													14%	20%
Net Patient Revenue	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	1,214,890	1,351,435	12,861,774
Net Revenue %	104%	131%	90%	72%	91%	87%	83%	76%	80%	74%	69%	77%	86%	80%
Other Operating Revenue	15,173	14,595	14,004	14,615	15,318	14,551	15,668	14,753	34,137	14,219	14,964	26,619	16,529	152,229
Total Revenue	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	1,241,509	1,367,965	13,014,003
Salaries & Wages	571,404	1,030,764	533,278	543,935	536,284	579,710	564,028	627,862	565,381	562,777	634,230	606,216	612,989	5,753,701
Employee Benefits	244,263	203,497	149,686	158,608	171,366	373,211	181,430	134,580	159,058	247,085	271,899	263,210	213,158	2,110,133
Professional Fees	148,383	173,721	142,301	118,353	112,847	112,883	180,917	109,637	112,547	278,975	310,402	178,201	164,931	1,657,063
Supplies	13,552	131,829	157,223	109,110	61,224	106,131	109,659	101,501	182,616	107,907	93,932	68,106	103,566	1,097,409
Repairs & Maintenance	50,554	42,013	16,885	6,638	25,766	20,930	13,640	8,884	12,666	27,885	16,373	43,108	23,779	192,775
Purchased Services	70,047	161,073	139,826	94,063	140,865	125,499	70,442	66,996	132,609	159,060	109,754	87,732	113,164	1,126,846
Utilities	10,182	13,427	17,771	18,077	24,502	30,677	5,875	6,943	4,079	39,491	6,414	32,704	17,512	186,533
Insurance	11,755	11,878	23,430	10,075	11,755	12,982	12,703	13,521	13,112	13,112	13,112	13,112	13,379	136,914
Interest													0	0
Depreciation	45,896	45,896	45,896	45,896	45,896	37,258	45,975	37,021	38,614	49,177	48,603	48,603	44,561	442,939
Other Expense	29,111	57,639	121,049	44,214	152,351	30,170	33,332	211,206	76,536	44,049	55,565	41,975	74,766	810,447
Total Expenses	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	1,382,967	1,381,804	13,514,760
Expenses %	90%	91%	92%	99%	83%	106%	105%	105%	88%	138%	122%	111%	101%	6%
Profit/Loss from Operations	130,444	187,888	123,872	15,646	256,264	(81,967)	(62,624)	(62,979)	181,890	(417,237)	(285,545)	(141,458)	(13,839)	(500,757)
Tax Revenue	94,920	92,500	95,000	95,000	95,000	92,500	92,500	92,500	100,855	92,500	92,500	92,500	94,023	940,855
Other Non Operating Rev (Exp)	40,000	19,949	6,039	3,903	1,574,676	311,075	40,160	244,733	327,636	347,670	383,116	301,936	300,074	3,540,944
Interest Income		12,005			14,173	31	1,064		6,789			9,031	7,182	31,088
Net Non-operating Rev/(Exp)	134,920	124,454	101,039	98,903	1,683,849	403,606	133,724	337,233	435,280	440,170	475,616	403,467	401,279	4,512,887
NET INCOME/ (LOSS)	265,364	312,342	224,911	114,549	1,940,113	321,639	71,100	274,254	617,170	22,933	190,071	262,009	387,440	4,012,129

Southern Humboldt Community Healthcare District
Balance Sheet
April 2022

ASSETS	
Current Assets	
Cash- Checking & Investments	780,615
LAIF Account	12,190,314
Humboldt County Property Tax Acct	800,000
Patient Accounts Receivable	4,350,642
Less Allowances	2,207,580
Accounts Receivable- Net	2,143,062
Other Receivables	677,637
Inventories	299,208
Estimated 3rd Party Settlements	
Prepaid expenses and Deposits	1,070,663
Total current assets	17,961,499
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	(6,037,310)
Net property and equipment	6,253,340
Other Assets	
Investments	5,852
Total Other Assets	5,852
Total Assets	24,220,690

LIABILITIES & FUND BALANCE	
Current Liabilities	
Accounts Payable	225,901
Accrued Payroll & Related costs	322,535
Other Current Liabilities	
Deferd revenue IGT	218,179
A/R Credit balances	
Medicare Accelerated Payments	2,633,168
Medicare Contingency	2,000,000
Current Portion-Long Term Debt	
Other Short Term Debt - PPP Loan	
Accrued interest	
Total current Liabilities	5,399,783
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	4,012,129
Restricted Fund Balance	
Total fund balance	18,820,908
Total Liabilities and Fund Balance	24,220,690

Revenue Cycle / Patient Financial Services

April 2022 Finance Committee Report

HRG - Key Items:

- AR reduced by 5.5 days
- April closed at 88.5 AR days or \$4.4M in Gross AR
- Cash collections totaled \$1M, or 113% of March's net revenue
- Third Party Aging decreased by \$70K, and is now at 19.3%
- Unbilled AR increased by 2.1 days

PHC Website – While functionality has been restored, we continued to deal with 'ripple-effect' issues throughout the month of April with claims, appeals, and authorizations. This should stabilize in May as the backlog of work should be processed.

HRG Self-Pay Issues — In the last two months we have had a notable increase in calls to the hospital regarding issues with HRG. These complaints have involved four primary factors: delayed billing, calls going to voicemail, wait times, and not getting return calls. We raised our concerns to HRG, and they did an internal review to identify the root causes of the issues. They are now working with their self-pay team to remediate, and we will monitor for improvement.

Coding Review — There have been some concerns with DNFB in relation to coding volume and turn-around time. We have asked the coding team to provide us with some detailed information about staffing, distribution of work, and any barriers they may be facing. We will also be arranging for an outside coding audit to be performed by another coding firm. It is recommended best practice to do this annually.

Self-Pay Aging – Continued delays caused by AB1020 requirements for final notices have sustained the inflated percentage of accounts not being forwarded to bad debt that are aged over 120 days. We anticipate this will be resolved by June, though discussions between HRG and Arcadia remain ongoing regarding file type and transfer processes.

Registration Updates – We continue to search for suitable candidates to begin training in Hospital and Clinic registration to further our goal of being able to provide evening registration coverage for the Hospital. We have had a few interviews, but so far have not found the correct candidate. We continue to hold interviews and are hopeful to get these positions filled as soon as possible.

Southern Humboldt April 2022

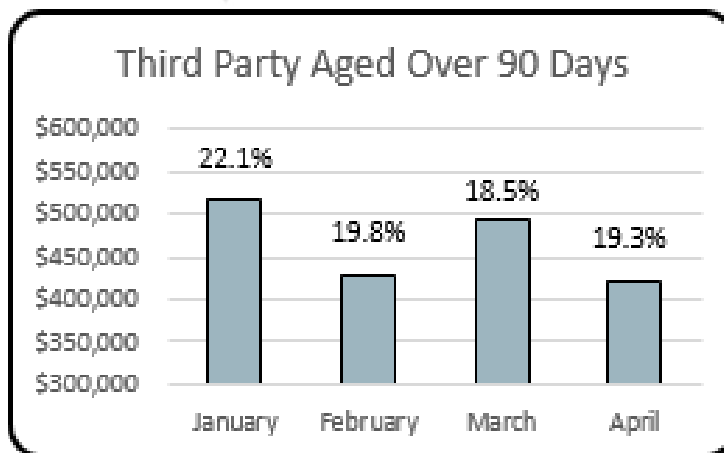


Key Items

- ➔ **AR reduced by 5.5 days**
- ➔ **April closed at 88.5 AR days or \$4.4M in Gross AR**
- ➔ **Cash collections totaled \$1M, or 113% of March's net revenue**
- ➔ **Third Party Aging decreased by \$70K, and is now at 19.3%**
- ➔ **Unbilled AR increased by 2.1 days**

Detailed Initiatives & Obstacles

- **Overall AR:** April closed with \$4.4M in Gross AR or 88.5 AR days; a 5.5 day reduction compared to March. Gross Revenue decreased by \$255K coming in at \$1.4M in April. Cash collections exceeded net revenue by \$122K. SHCHD's second largest payer (Partnership Healthplan/PHP) was down in March, but was back up and running in mid-April. They were able to process claims and issue payments. This tremendously helped cash collections in April, but also helped reduce the third party AR by 9.1 days. Self Pay AR is at 45.6 days which is an increase of 1.6 AR days since March. Bad Debt turns have been on hold pending the updated Final Notice as required under AB1020 which has aided in the increase in Self Pay AR. There is roughly 3 days in AR that is expected to be eligible for Bad Debt by the end of May.
- **Third Party Aging:** April closed with \$422K in Third Party balances aged over 90 days, totaling 19.3%. Although there was a decrease of \$70K from March, the total percentage of aged accounts increased due to a decrease of balances in the 0-90 aging categories. Medicare aging decreased by \$17K and is down to 11.6%. Medi-Cal aging decreased by \$19K. Commercial aging decreased by \$35K and is back down under \$100K. There is still an outstanding inpatient Blues claims just rolled over 90 days for \$25K that was recently billed. We hope to get this claim resolved in May, which will help more with the commercial aging. Workers Compensation increased by \$645. Overall, Third Party aging is only 4.3% from goal which is set at 15%.
- **Unbilled AR:** Unbilled balances increased by 2.1 days, closing the month with 6.9 days in AR. 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 3.9 days from goal.



Industry Updates No Surprises Act: Additional Remittance Codes Released

Under the federal No Surprises Act (NSA), out of network payers are required to process claims using state or federal NSA reimbursement methodology. Using specific Remittance Advise Remark Codes (RARC), payers will indicate when claims process under these provisions.

Last November, three codes were available and an additional 17 codes added in April 2022. These new codes, approved by the RARC Committee are effective March 1, 2022 and include initial and final payment, cost share, denial and consent, and miscellaneous categories.

To view the full list, please visit <https://www.cms.gov/CCIIO/Programs-and-Initiatives/Other-Insurance-Protections/CAA-NSA-RARC-Codes.pdf>

Amanda Hornby | Revenue Cycle Director

Healthcare Resource Group

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Southern Humboldt Community Healthcare District



MONTH END FINANCE REPORT

April 2022

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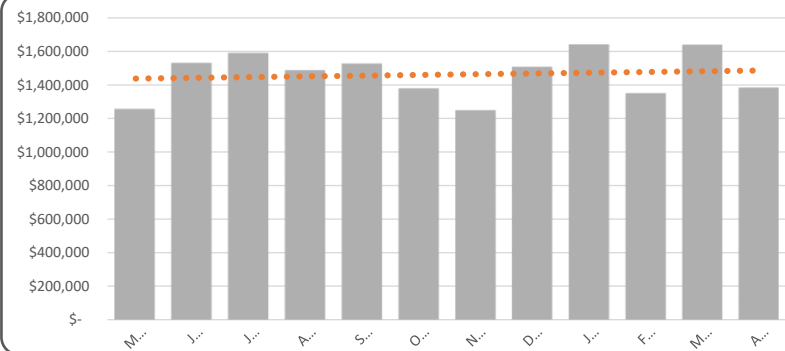
FINANCE DASHBOARD

Revenue Cycle Performance	Target		November-21		December-21		January-22		February-22		March-22		April-22	
	REVENUE													
	Net Revenue		\$804,636		\$868,700		\$874,317		\$747,125		\$902,438		\$784,060	
	Gross Revenue		\$1,250,010		\$1,508,417		\$1,639,879		\$1,350,122		\$1,639,234		\$1,384,159	
	CASH													
	Cash Collections as a % of Net Revenue		100%		93%		91%		84%		98%		103%	
	Cash Collections		\$845,077		\$729,186		\$727,607		\$859,954		\$770,454		\$1,024,101	
	ACCOUNTS RECEIVABLE													
	Net AR		\$2,152,522		\$1,993,772		\$1,835,655		\$2,279,087		\$2,466,209		\$2,143,062	
	Gross AR		\$3,941,004		\$4,258,570		\$4,379,072		\$4,322,972		\$4,832,867		\$4,350,642	
Third Party	Unbilled		3		11.1		14.3		5.5		7.1		4.8	
	Third Party		34		34.5		36.2		42.1		34.7		45.1	
	Self Pay		26		40.6		44.2		44.0		44.7		44.0	
	Total Days in AR		63		86.3		94.7		91.6		86.5		94.0	
	Days in AR - Credit Balances		< 1		2.10		2.08		2.04		2.09		2.10	
	UNBILLED													
	In-house		< 2 Days		0.5		1.4		0.4		0.7		0.2	
	DNFB		< 1 Day		10.7		12.8		5.1		6.4		4.6	
	Total Unbilled		<3 Days		11.1		14.3		5.5		7.1		4.8	
Third Party	Target		November-21		December-21		January-22		February-22		March-22		April-22	
	AGING (excluding credits)													
	Medicare Aging > 90 Days		9%		15.6%		\$ 120,983		27.1%		\$ 246,065		28.4%	
	Medicaid Aging > 90 Days		16%		26.3%		\$ 276,293		17.6%		\$ 183,535		18.3%	
	Commercial Aging > 90 Days		18%		30.1%		\$ 90,713		26.5%		\$ 92,817		20.1%	
	Work Comp Aging > 90 Days		36%		48.9%		\$ 13,827		30.9%		\$ 11,187		29.7%	
	Total Third Party Aging > 90 Days		15%		23.3%		\$ 501,816		22.8%		\$ 533,604		22.1%	
	CLAIM SUBMISSION EFFICIENCY													
	Claims Submission		1,488		\$ 1,198,525		1,365		\$ 1,451,836		2,717		\$ 1,516,636	
	Clean Claims		85%		81%		80%		87%		85%		83%	
Self Pay	Denial Percent		5%		6%		5%		8%		5%		3%	
	Total Denial Rate		Count Amt		90		\$ 65,452		61		\$ 64,589		106	
	Late Charges		Count Amt		50		\$ 27,619		65		\$ 20,619		16	
	Communication Log Backlog		201		\$ 300,643		77		\$ 138,984		144		\$ 276,915	
Self Pay	Target		November-21		December-21		January-22		February-22		March-22		April-22	
	INVENTORY & QUALITY													
	Total Inventory		3,872		\$ 1,855,738		4,058		\$ 1,987,106		4,293		\$ 2,103,148	
	New		423		\$ 116,312		35		\$ 100,641		463		\$ 98,347	
	Resolved		147		\$ 16,190		372		\$ 308,580		128		\$ 13,825	
	Aged >120 days from Assignment		< 25%		22.7%		\$ 421,465		20.0%		\$ 397,548		20.9%	
	Total Payment Plans over 120 days		\$18,274		\$18,185		\$19,934		\$18,425		\$16,117,888		72.2%	
	Average Speed to Answer		< 60 seconds		119		221		206		134		150	
	STATEMENTS & LETTERS													
	Statements & Letters		312		217		248		270		1,380		897	
Self Pay	Charity Care Applications In Process		16		\$ 3,509		0		\$ -		0		\$ -	
	Inbound and Outbound Calls		In Out		125		147		86		85		80	
	WRITE OFFS													
	Bad Debt as a % of Gross Revenue		< 2%		12.7%		\$ 158,775		2.1%		\$ 31,967		0.0%	
	Charity as a % of Gross Revenue		< 2%		8.6%		\$ 107,586		0.4%		\$ 6,325		0.5%	

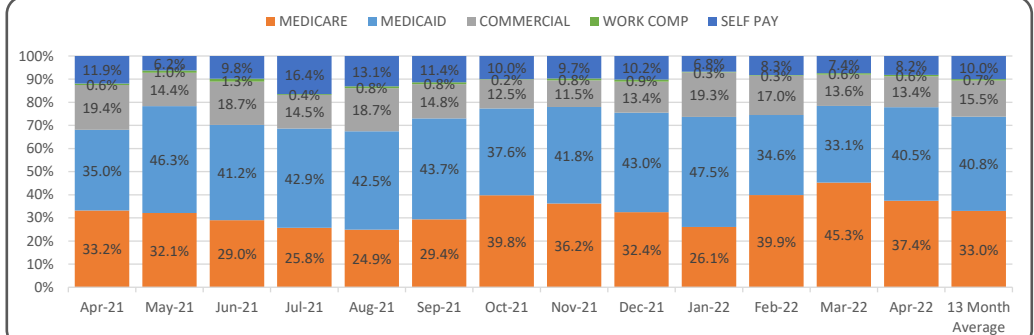
GROSS REVENUE

PAYER	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	13 Month Average
MEDICARE	\$ 451,623	\$ 403,310	\$ 443,866	\$ 409,439	\$ 370,915	\$ 448,301	\$ 548,436	\$ 452,536	\$ 489,231	\$ 427,748	\$ 538,639	\$ 742,459	\$ 517,108	\$ 480,278
MEDICAID	\$ 476,146	\$ 582,132	\$ 630,039	\$ 681,573	\$ 632,322	\$ 666,353	\$ 518,532	\$ 522,097	\$ 649,245	\$ 779,456	\$ 466,921	\$ 542,632	\$ 559,974	\$ 592,879
COMMERCIAL	\$ 263,926	\$ 180,952	\$ 286,590	\$ 230,932	\$ 277,534	\$ 225,873	\$ 172,566	\$ 144,086	\$ 202,524	\$ 316,007	\$ 229,347	\$ 222,294	\$ 185,153	\$ 225,983
WORK COMP	\$ 7,980	\$ 13,119	\$ 19,930	\$ 6,551	\$ 12,495	\$ 12,387	\$ 2,285	\$ 10,340	\$ 14,240	\$ 4,843	\$ 3,414	\$ 10,258	\$ 8,879	\$ 9,748
SELF PAY	\$ 162,349	\$ 78,203	\$ 150,492	\$ 261,501	\$ 194,690	\$ 173,622	\$ 137,550	\$ 120,951	\$ 153,177	\$ 111,825	\$ 111,801	\$ 121,591	\$ 113,045	\$ 145,446
TOTAL	\$ 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	\$ 1,384,159	\$ 1,454,333
AVERAGE DAILY REVENUE	\$ 41,569	\$ 41,548	\$ 45,612	\$ 47,594	\$ 50,096	\$ 50,049	\$ 47,759	\$ 45,669	\$ 44,976	\$ 47,808	\$ 49,982	\$ 51,436	\$ 49,141	\$ 47,172

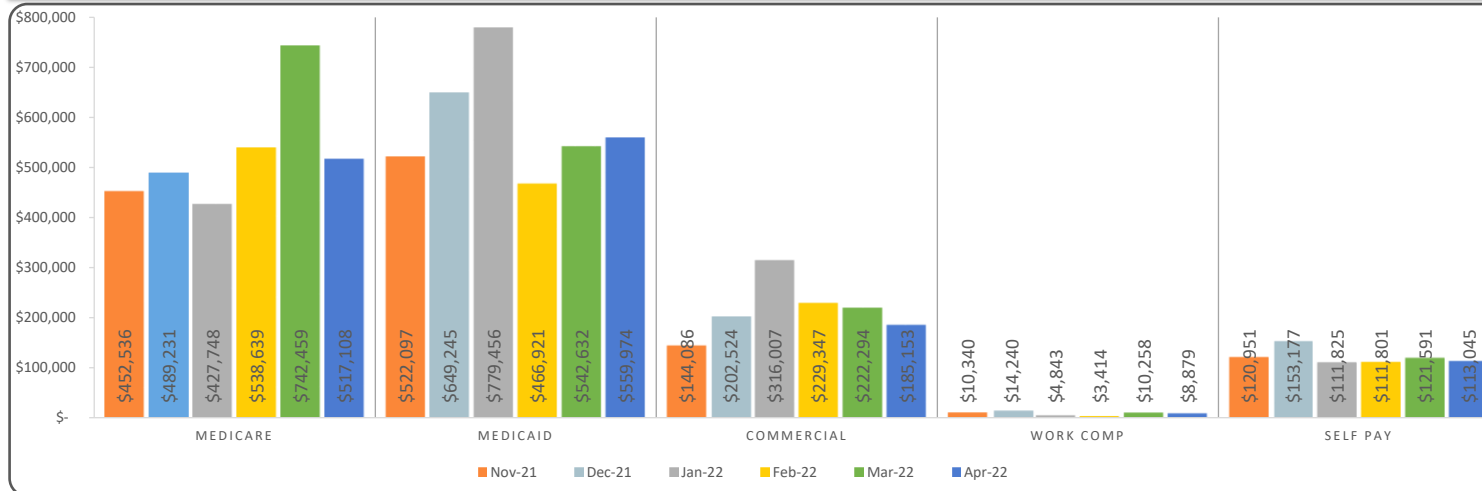
Gross Revenue



Payer Mix



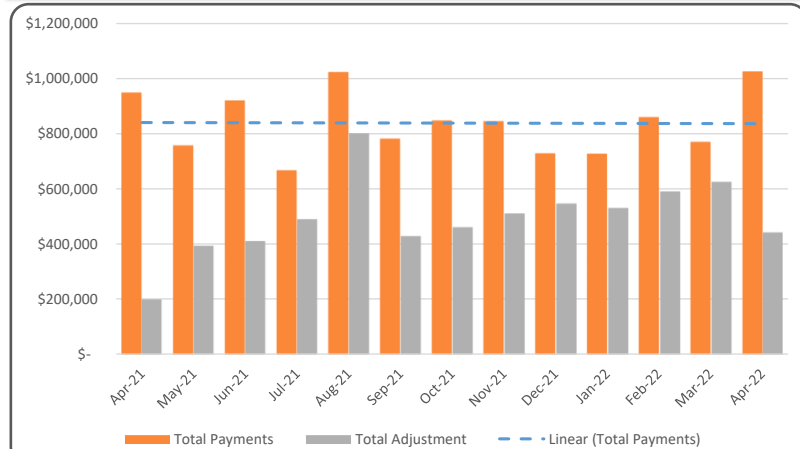
Revenue Trending By Payer



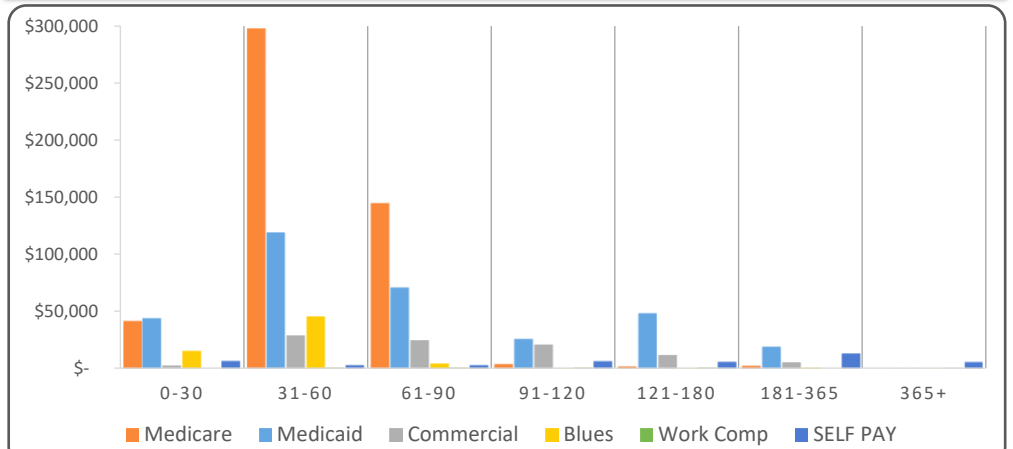
CASH DETAIL

PAYER	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	13 Month Average
MEDICARE														
Payments	\$ 571,263	\$ 406,006	\$ 453,734	\$ 312,313	\$ 434,639	\$ 302,872	\$ 324,436	\$ 505,109	\$ 382,225	\$ 353,842	\$ 398,314	\$ 450,962	\$ 491,736	\$ 414,419
Adjustments	\$ (255,470)	\$ (53,574)	\$ (85,608)	\$ 2,174	\$ (43,612)	\$ (9,988)	\$ 6,310	\$ (103,551)	\$ 97,705	\$ 66,441	\$ 65,484	\$ 85,982	\$ (48,508)	\$ (21,247)
Collection %	181%	115%	123%	99%	111%	103%	98%	126%	80%	84%	86%	84%	111%	108%
MEDICAID														
Payments	\$ 182,937	\$ 164,512	\$ 217,061	\$ 200,717	\$ 347,502	\$ 253,418	\$ 317,123	\$ 173,863	\$ 200,547	\$ 212,315	\$ 275,251	\$ 131,928	\$ 327,277	\$ 231,112
Adjustments	\$ 274,829	\$ 235,943	\$ 314,982	\$ 303,594	\$ 482,578	\$ 353,823	\$ 360,075	\$ 273,521	\$ 338,117	\$ 396,591	\$ 445,733	\$ 311,968	\$ 296,009	\$ 337,520
Collection %	40%	41%	41%	40%	42%	42%	47%	39%	37%	35%	38%	30%	53%	40%
COMMERCIAL														
Payments	\$ 62,265	\$ 50,004	\$ 79,894	\$ 44,139	\$ 79,233	\$ 73,099	\$ 90,785	\$ 23,057	\$ 32,890	\$ 42,329	\$ 45,115	\$ 55,397	\$ 94,255	\$ 59,420
Adjustments	\$ 34,791	\$ 20,617	\$ 40,773	\$ 11,792	\$ 30,259	\$ 22,192	\$ 38,548	\$ 15,162	\$ 11,202	\$ 12,751	\$ 9,930	\$ 27,215	\$ 34,954	\$ 23,861
Collection %	64%	71%	66%	79%	72%	77%	70%	60%	75%	77%	82%	67%	73%	72%
BLUES														
Payments	\$ 78,665	\$ 86,510	\$ 118,932	\$ 75,666	\$ 115,131	\$ 97,873	\$ 71,400	\$ 109,199	\$ 88,547	\$ 95,349	\$ 107,252	\$ 95,023	\$ 66,073	\$ 92,740
Adjustments	\$ 36,462	\$ 38,598	\$ 26,324	\$ 51,912	\$ 48,423	\$ 37,614	\$ 31,797	\$ 46,032	\$ 35,632	\$ 34,181	\$ 58,967	\$ 39,602	\$ 35,755	\$ 40,100
Collection %	0%	0%	0%	0%	0%	0%	0%	0%	71%	74%	65%	71%	65%	69%
WORK COMP														
Payments	\$ 10,873	\$ 7,073	\$ 5,617	\$ 2,700	\$ 2,674	\$ 12,018	\$ 7,004	\$ 8,873	\$ 5,181	\$ 4,469	\$ 1,631	\$ 7,429	\$ 1,482	\$ 5,925
Adjustments	\$ 6,398	\$ 2,464	\$ 1,441	\$ 1,073	\$ 4,080	\$ 2,958	\$ 3,282	\$ 5,576	\$ 3,131	\$ 1,731	\$ 1,688	\$ 3,695	\$ 1,463	\$ 2,998
Collection %	63%	74%	80%	72%	40%	80%	68%	61%	62%	72%	49%	67%	50%	64%
SELF PAY														
Payments	\$ 37,376	\$ 40,142	\$ 37,654	\$ 25,468	\$ 39,318	\$ 40,860	\$ 32,085	\$ 24,686	\$ 17,085	\$ 18,553	\$ 29,302	\$ 29,539	\$ 42,539	\$ 31,893
Bad Debt Recoveries	\$ 4,903	\$ 3,226	\$ 6,515	\$ 6,775	\$ 4,111	\$ 1,927	\$ 4,291	\$ 291	\$ 2,711	\$ 751	\$ 3,090	\$ 174	\$ 739	\$ 3,039
Adjustments	\$ 26,379	\$ 7,216	\$ 25,627	\$ 39,124	\$ 24,880	\$ 10,968	\$ 11,569	\$ 8,579	\$ 23,588	\$ 12,037	\$ 7,658	\$ 29,539	\$ 36,623	\$ 20,291
Charity Care	\$ 580	\$ 1,973	\$ 9,813	\$ 5,845	\$ 210,892	\$ 5,495	\$ 3,409	\$ 107,586	\$ 6,325	\$ 7,646	\$ 2,062	\$ 92,241	\$ 87,222	\$ 41,622
Bad Debt	\$ 76,235	\$ 141,507	\$ 78,584	\$ 75,234	\$ 43,004	\$ 7,470	\$ 6,828	\$ 158,775	\$ 31,967	\$ -	\$ -	\$ 35,941	\$ -	\$ 50,427
Total SP Adjustments	\$ 103,194	\$ 150,696	\$ 114,024	\$ 120,203	\$ 278,776	\$ 23,933	\$ 21,806	\$ 274,940	\$ 61,879	\$ 19,682	\$ 9,721	\$ 157,722	\$ 123,845	\$ 112,340
Collection %	27%	21%	25%	17%	12%	63%	60%	8%	22%	49%	75%	16%	26%	32%
TOTAL														
Total Payments	\$ 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	\$ 1,024,101	\$ 838,548
Total Adjustment	\$ 200,204	\$ 394,744	\$ 411,937	\$ 490,749	\$ 800,505	\$ 430,532	\$ 461,817	\$ 511,680	\$ 547,667	\$ 531,378	\$ 591,522	\$ 626,184	\$ 443,517	\$ 383,232
Total Collection %	83%	66%	69%	58%	56%	64%	65%	62%	57%	58%	59%	55%	70%	63%

Cash & Adjustment Trending

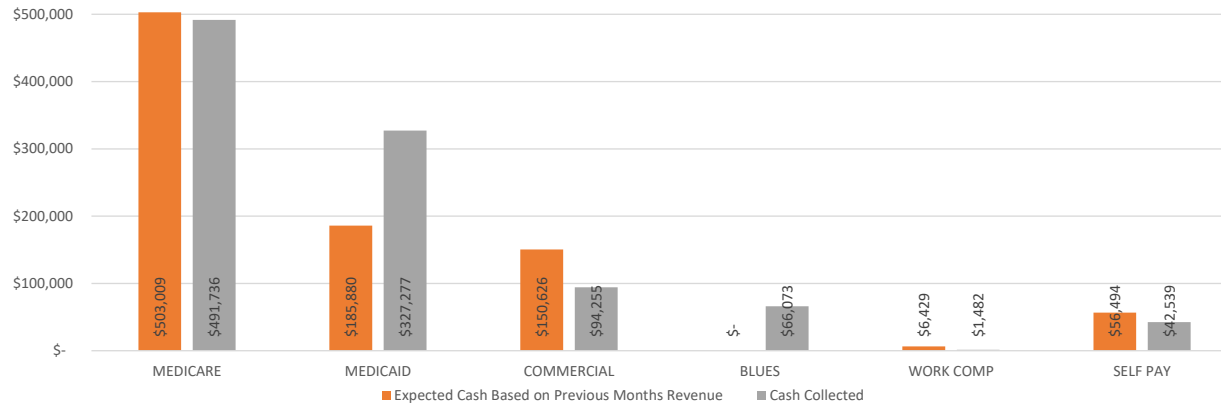


Cash Collections by Discharge Date

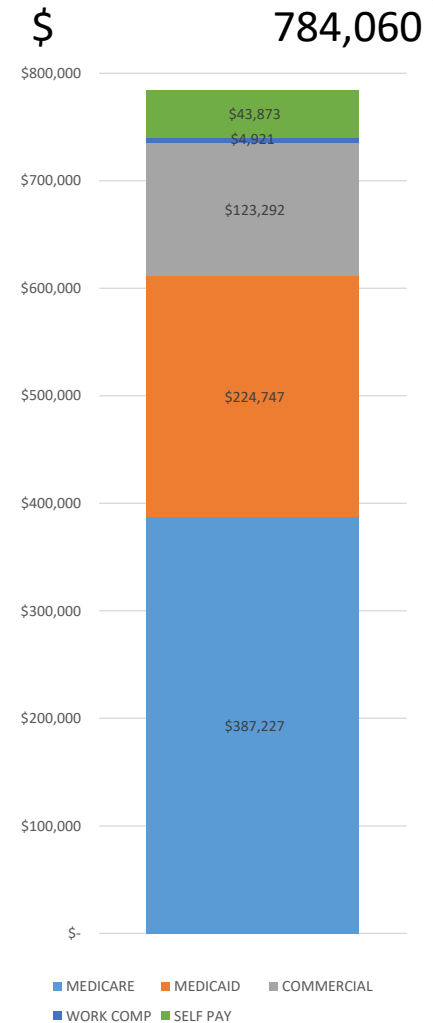


CASH FORECASTING

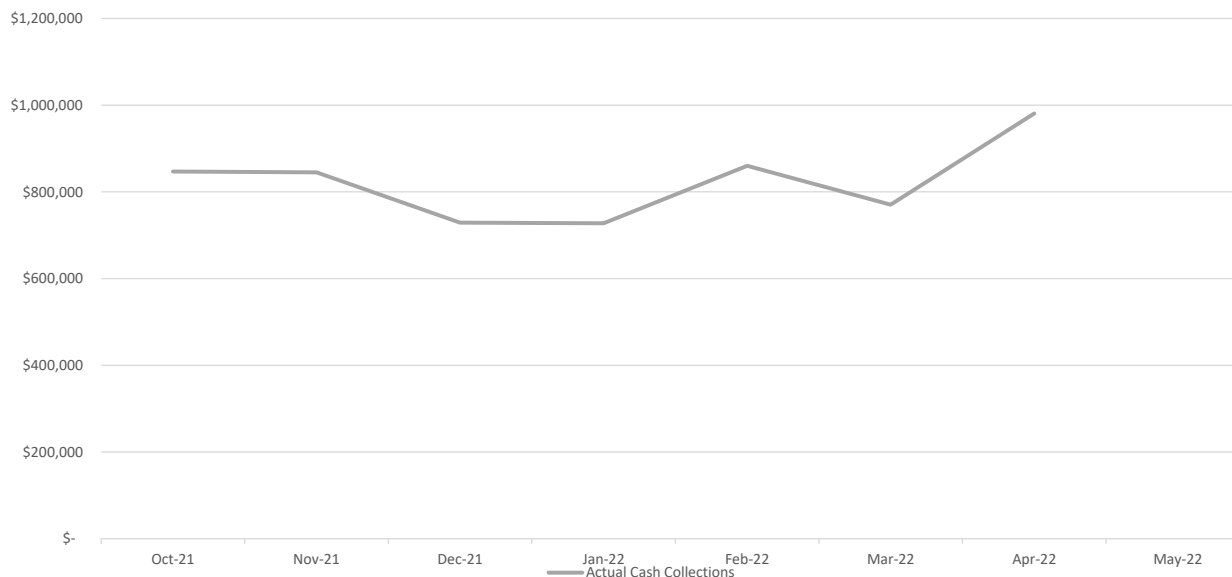
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month
(Based on this Months Revenue)



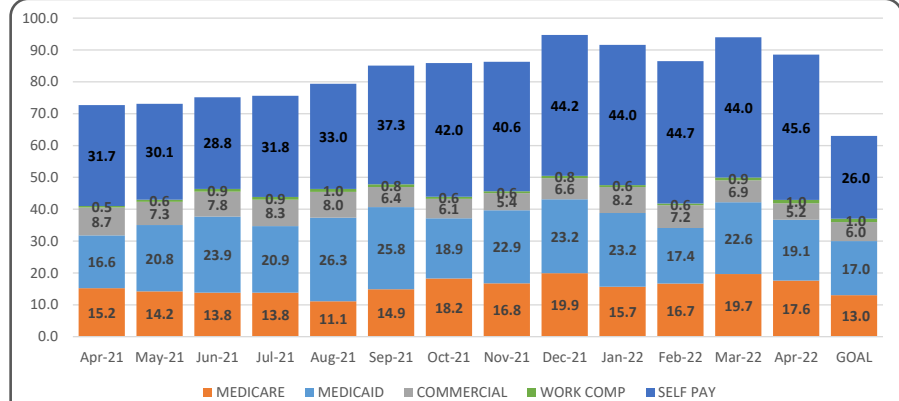
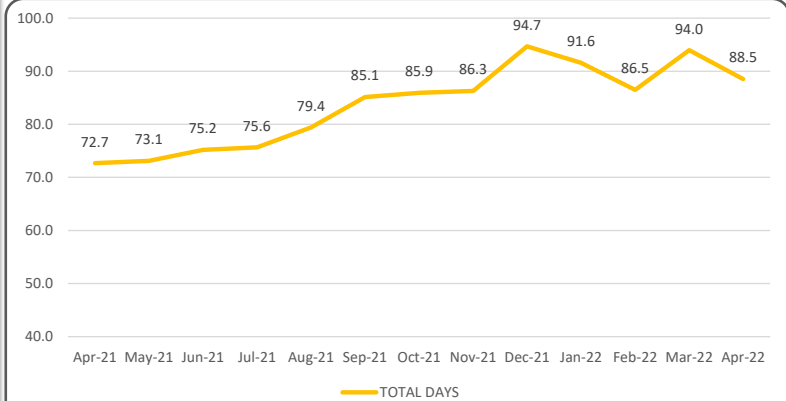
Expected Cash Based on Claim Submissions and Historical Collections



ACCOUNTS RECEIVABLE

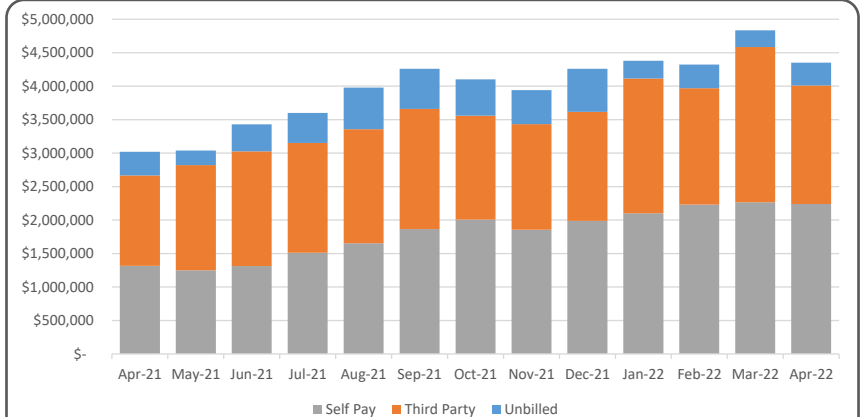
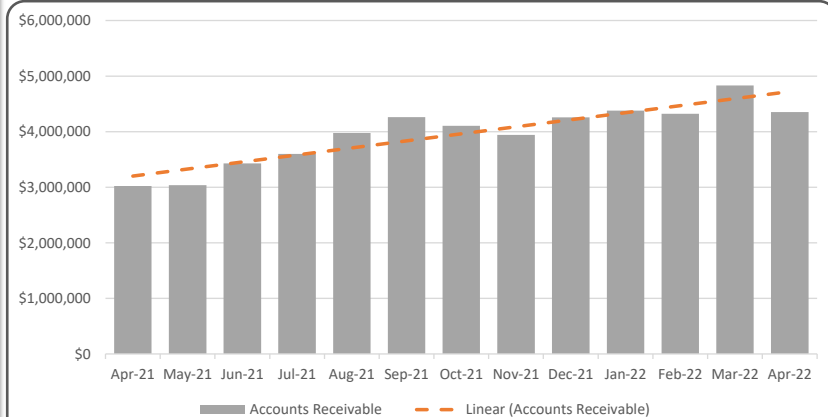
AR Days

PAYER	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	13 Month Average
MEDICARE	15.2	14.2	13.8	13.8	11.1	14.9	18.2	16.8	19.9	15.7	16.7	19.7	17.6	16.0
MEDICAID	16.6	20.8	23.9	20.9	26.3	25.8	18.9	22.9	23.2	23.2	17.4	22.6	19.1	21.7
COMMERCIAL	8.7	7.3	7.8	8.3	8.0	6.4	6.1	5.4	6.6	8.2	7.2	6.9	5.2	7.1
WORK COMP	0.5	0.6	0.9	0.9	1.0	0.8	0.6	0.6	0.8	0.6	0.6	0.9	1.0	0.7
SELF PAY	31.7	30.1	28.8	31.8	33.0	37.3	42.0	40.6	44.2	44.0	44.7	44.0	45.6	38.3
TOTAL DAYS	72.7	73.1	75.2	75.6	79.4	85.1	85.9	86.3	94.7	91.6	86.5	94.0	88.5	83.7



AR Balance

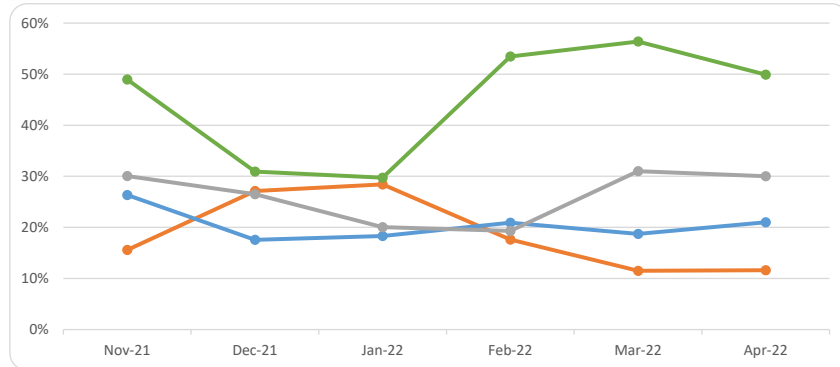
PAYER	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	13 Month Average
MEDICARE	\$ 633,863	\$ 591,567	\$ 630,044	\$ 658,291	\$ 557,543	\$ 744,813	\$ 871,052	\$ 765,280	\$ 895,860	\$ 748,436	\$ 834,221	\$ 1,011,373	\$ 864,590	\$ 754,379
MEDICAID	\$ 688,724	\$ 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	\$ 939,475	\$ 1,024,135
COMMERCIAL	\$ 361,943	\$ 304,915	\$ 355,123	\$ 396,231	\$ 403,116	\$ 318,247	\$ 290,697	\$ 245,343	\$ 297,214	\$ 390,942	\$ 357,842	\$ 352,803	\$ 255,074	\$ 333,038
WORK COMP	\$ 19,610	\$ 26,567	\$ 40,405	\$ 41,719	\$ 48,151	\$ 42,074	\$ 30,405	\$ 26,812	\$ 34,458	\$ 29,721	\$ 28,217	\$ 44,031	\$ 50,949	\$ 35,625
SELF PAY	\$ 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	\$ 2,240,554	\$ 1,815,554
TOTAL	\$ 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	\$ 4,350,642	\$ 3,962,731



ACCOUNTS RECEIVABLE AGING

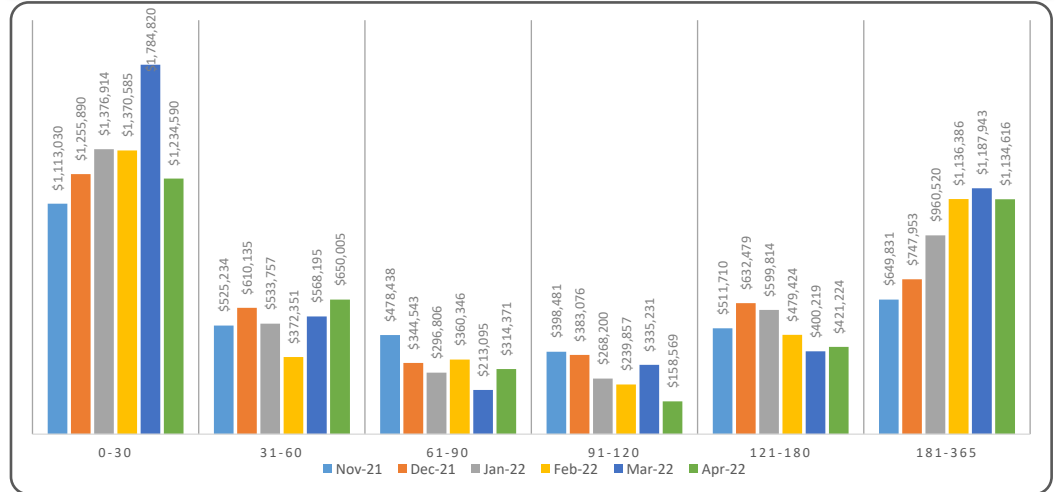
	0-30 Days		31-60 Days		61-90 Days		91-120 Days		121-180 Days		181-365 Days		366+ Days		Grand Totals	
	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$
MEDICARE																
Non-Credit	396	\$ 513,805	82	\$ 212,802	27	\$ 42,614	11	\$ 1,169	7	\$ 57,824	14	\$ 37,767	11	\$ 4,183	548	\$ 870,165
Credit	0	\$ -	2	\$ (1,212)	0	\$ -	1	\$ (84)	1	\$ (1)	0	\$ -	4	\$ (4,278)	8	\$ (5,575)
TOTAL	396	\$ 513,805	84	\$ 211,590	27	\$ 42,614	12	\$ 1,085	8	\$ 57,823	14	\$ 37,767	15	\$ (94)	556	\$ 864,590
MEDICAID																
Non-Credit	271	\$ 473,437	180	\$ 222,289	100	\$ 52,100	58	\$ 50,264	38	\$ 75,308	34	\$ 57,125	22	\$ 16,135	703	\$ 946,658
Credit	1	\$ (2,417)	0	\$ -	0	\$ -	0	\$ -	1	\$ (3,982)	1	\$ (347)	8	\$ (436)	11	\$ (7,183)
TOTAL	272	\$ 471,019	180	\$ 222,289	100	\$ 52,100	58	\$ 50,264	39	\$ 71,326	35	\$ 56,778	30	\$ 15,698	714	\$ 939,475
COMMERCIAL																
Non-Credit	228	\$ 109,330	140	\$ 62,033	41	\$ 51,455	20	\$ 6,237	25	\$ 34,157	59	\$ 35,235	32	\$ 19,920	545	\$ 318,367
Credit	14	\$ (1,036)	6	\$ (578)	4	\$ (908)	4	\$ (116)	5	\$ (618)	28	\$ (13,022)	358	\$ (47,015)	419	\$ (63,293)
TOTAL	242	\$ 108,294	146	\$ 61,455	45	\$ 50,547	24	\$ 6,121	30	\$ 33,539	87	\$ 22,214	390	\$ (27,095)	964	\$ 255,074
WORK COMP																
Non-Credit	15	\$ 7,317	18	\$ 13,494	6	\$ 5,604	7	\$ 2,579	13	\$ 14,643	24	\$ 7,043	4	\$ 2,033	87	\$ 52,712
Credit	0	\$ -	0	\$ -	0	\$ -	1	\$ (295)	1	\$ (92)	3	\$ (191)	3	\$ (1,186)	8	\$ (1,764)
TOTAL	15	\$ 7,317	18	\$ 13,494	6	\$ 5,604	8	\$ 2,284	14	\$ 14,551	27	\$ 6,853	7	\$ 846	95	\$ 50,949
SELF PAY																
Non-Credit	161	\$ 136,113	291	\$ 141,345	219	\$ 163,582	224	\$ 99,012	374	\$ 244,621	1246	\$ 1,019,772	670	\$ 469,096	3185	\$ 2,273,540
Credit	10	\$ (1,958)	2	\$ (167)	2	\$ (76)	4	\$ (197)	10	\$ (636)	33	\$ (8,768)	259	\$ (21,184)	320	\$ (32,986)
TOTAL	171	\$ 134,155	293	\$ 141,178	221	\$ 163,506	228	\$ 98,815	384	\$ 243,985	1279	\$ 1,011,004	929	\$ 447,912	3505	\$ 2,240,554
ACCOUNTS RECEIVABLE																
Non-Credit	1071	\$ 1,240,002	711	\$ 651,963	393	\$ 315,355	320	\$ 159,260	457	\$ 426,552	1377	\$ 1,156,943	739	\$ 511,367	5068	\$ 4,461,442
Credit	25	\$ (5,412)	10	\$ (1,957)	6	\$ (984)	10	\$ (692)	18	\$ (5,328)	65	\$ (22,328)	632	\$ (74,099)	766	\$ (110,800)
GRAND TOTAL	1096	\$ 1,234,590	721	\$ 650,005	399	\$ 314,371	330	\$ 158,569	475	\$ 421,224	1442	\$ 1,134,616	1371	\$ 437,267	5834	\$ 4,350,642

Aged Over 90 Days Trending (excluding Credits)



	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22
Medicare	15.6%	27.1%	28.4%	17.6%	11.5%	11.6%
Medicaid	26.3%	17.6%	18.3%	20.9%	18.7%	21.0%
Commercial	30.1%	26.5%	20.1%	19.3%	31.0%	30.0%
Work Comp	48.9%	30.9%	29.7%	53.5%	56.4%	49.9%

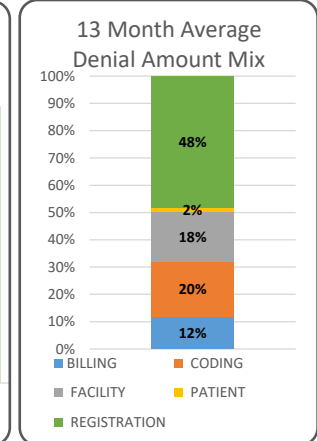
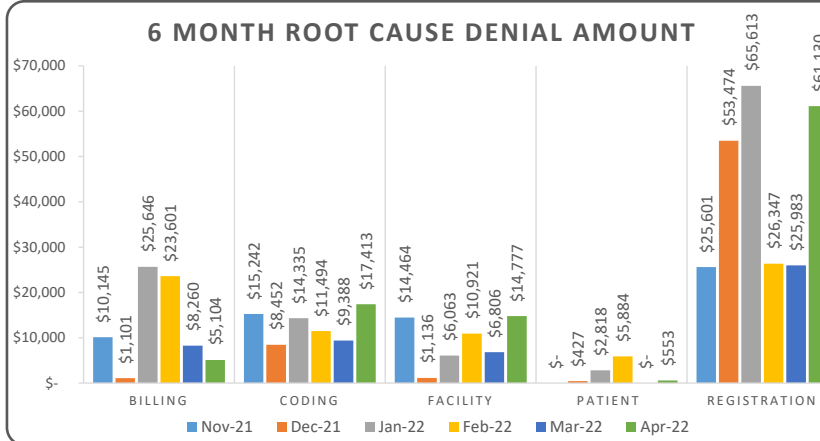
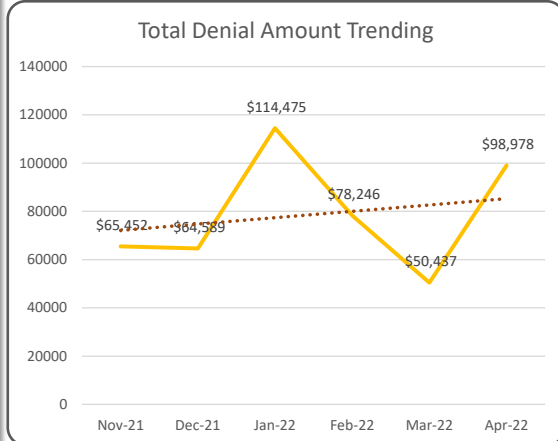
6 Month Aging



DENIAL MANAGEMENT

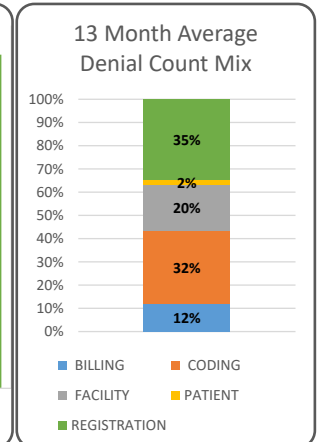
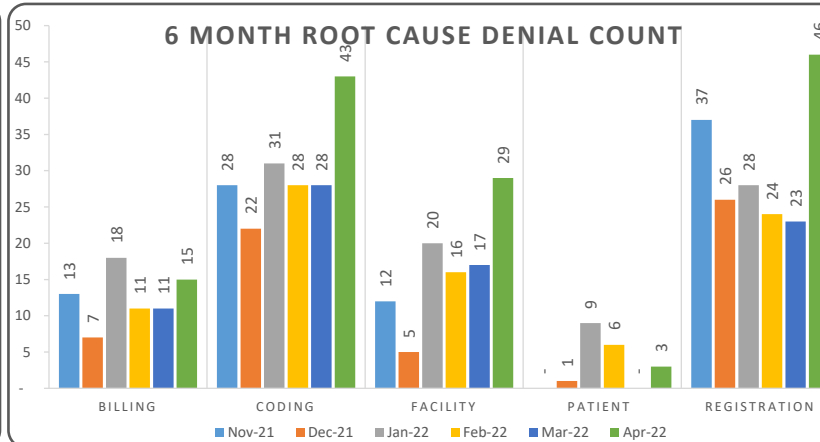
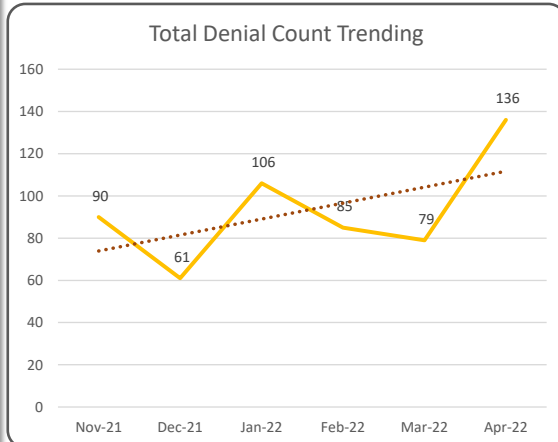
Denial Amount

AMOUNT	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	13 Month Average
BILLING	\$ 4,792	\$ 2,881	\$ 11,792	\$ 1,998	\$ 3,398	\$ 117	\$ 2,474	\$ 10,145	\$ 1,101	\$ 25,646	\$ 23,601	\$ 8,260	\$ 5,104	\$ 7,793
CODING	\$ 6,192	\$ 4,375	\$ 12,287	\$ 9,608	\$ 14,195	\$ 21,686	\$ 21,682	\$ 15,242	\$ 8,452	\$ 14,335	\$ 11,494	\$ 9,388	\$ 17,413	\$ 12,796
FACILITY	\$ 12,419	\$ 8,265	\$ 16,009	\$ 17,957	\$ 4,483	\$ 14,765	\$ 25,690	\$ 14,464	\$ 1,136	\$ 6,063	\$ 10,921	\$ 6,806	\$ 14,777	\$ 11,827
PATIENT	\$ -	\$ 3,871	\$ 133	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 427	\$ 2,818	\$ 5,884	\$ -	\$ 553	\$ 1,053
REGISTRATION	\$ 25,658	\$ 7,953	\$ 11,848	\$ 37,102	\$ 9,177	\$ 37,299	\$ 16,405	\$ 25,601	\$ 53,474	\$ 65,613	\$ 26,347	\$ 25,983	\$ 61,130	\$ 31,045
TOTAL	\$ 49,060	\$ 27,346	\$ 52,070	\$ 66,666	\$ 31,251	\$ 73,865	\$ 66,251	\$ 65,452	\$ 64,589	\$ 114,475	\$ 78,246	\$ 50,437	\$ 98,978	\$ 64,514



Denial Count

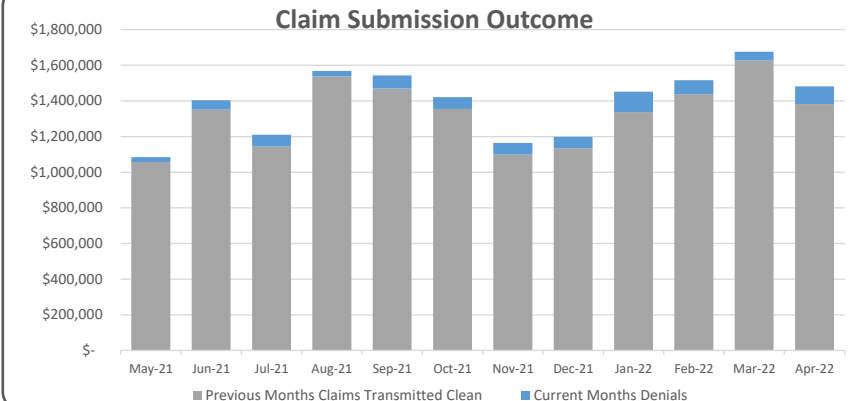
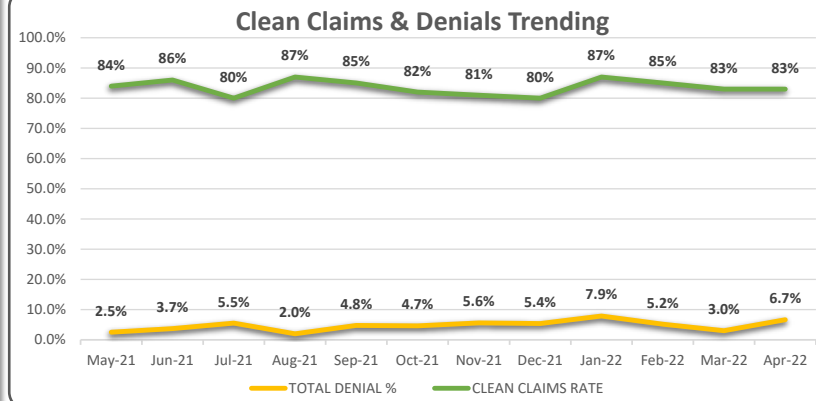
COUNT	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	13 Month Average
BILLING	16	3	6	7	16	1	11	13	7	18	11	11	15	10
CODING	22	10	31	24	39	22	31	28	22	31	28	28	43	28
FACILITY	21	15	19	18	14	21	15	12	5	20	16	17	29	17
PATIENT	-	6	1	-	-	-	-	-	1	9	6	-	3	2
REGISTRATION	33	16	22	27	37	49	24	37	26	28	24	23	46	30
TOTAL	92	50	79	76	106	93	81	90	61	106	85	79	136	87



CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

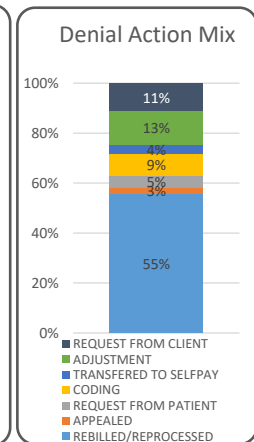
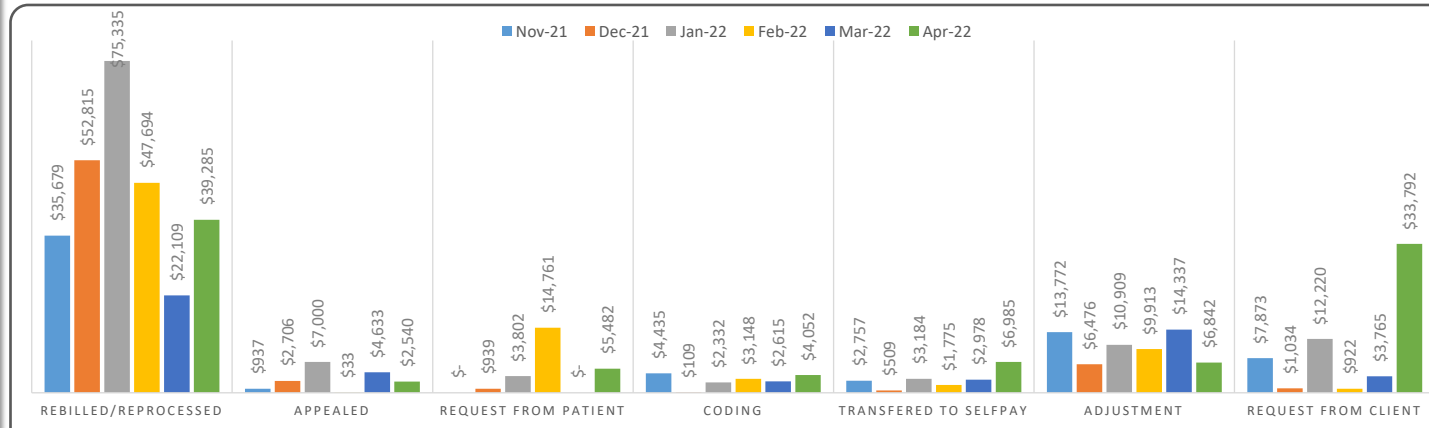
Denial & Clean Claim Trending

	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	13 Month Average
DENIAL AMOUNT	\$ 49,060	\$ 27,346	\$ 52,070	\$ 66,666	\$ 31,251	\$ 73,865	\$ 66,251	\$ 65,452	\$ 64,589	\$ 114,475	\$ 78,246	\$ 50,437	\$ 98,978	\$ 64,514
PREVIOUS MONTH'S TRANSMITTED CLAIMS	\$ 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	\$ 1,481,392	\$ 1,374,725
TOTAL DENIAL %	4.3%	2.5%	3.7%	5.5%	2.0%	4.8%	4.7%	5.6%	5.4%	7.9%	5.2%	3.0%	6.7%	4.7%
CLEAN CLAIMS RATE	85%	84%	86%	80%	87%	85%	82%	81%	80%	87%	85%	83%	83%	84%



Action Taken on Denials

DENIAL ACTION	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	13 Month Average
REBILLED/REPROCESSED	\$ 32,078	\$ 14,118	\$ 10,611	\$ 30,251	\$ 14,702	\$ 51,694	\$ 38,681	\$ 35,679	\$ 52,815	\$ 75,335	\$ 47,694	\$ 22,109	\$ 39,285	\$ 35,773
APPEALED	\$ 2,391	\$ -	\$ 207	\$ 366	\$ 2,365	\$ 330	\$ 388	\$ 937	\$ 2,706	\$ 7,000	\$ 33	\$ 4,633	\$ 2,540	\$ 1,838
REQUEST FROM PATIENT	\$ 1,853	\$ 3,871	\$ 133	\$ -	\$ -	\$ 267	\$ 8,508	\$ -	\$ 939	\$ 3,802	\$ 14,761	\$ -	\$ 5,482	\$ 3,047
CODING	\$ 2,954	\$ 1,679	\$ 18,699	\$ 16,350	\$ 844	\$ 13,297	\$ 3,478	\$ 4,435	\$ 109	\$ 2,332	\$ 3,148	\$ 2,615	\$ 4,052	\$ 5,692
TRANSFERRED TO SELFPAY	\$ 2,072	\$ 500	\$ 220	\$ 1,586	\$ 3,224	\$ 2,706	\$ 2,064	\$ 2,757	\$ 509	\$ 3,184	\$ 1,775	\$ 2,978	\$ 6,985	\$ 2,351
ADJUSTMENT	\$ 2,783	\$ 5,009	\$ 17,602	\$ 9,083	\$ 4,031	\$ 3,538	\$ 7,752	\$ 13,772	\$ 6,476	\$ 10,909	\$ 9,913	\$ 14,337	\$ 6,842	\$ 8,619
REQUEST FROM CLIENT	\$ 4,929	\$ 2,168	\$ 4,598	\$ 9,030	\$ 6,086	\$ 2,034	\$ 5,379	\$ 7,873	\$ 1,034	\$ 12,220	\$ 922	\$ 3,765	\$ 33,792	\$ 7,218
TOTAL	\$ 49,060	\$ 27,346	\$ 52,070	\$ 66,666	\$ 31,251	\$ 73,865	\$ 66,251	\$ 65,452	\$ 64,589	\$ 114,782	\$ 78,246	\$ 50,437	\$ 98,978	\$ 64,538

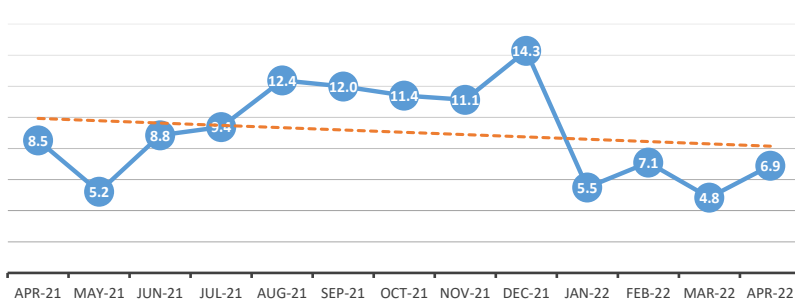


UNBILLED & INVENTORY

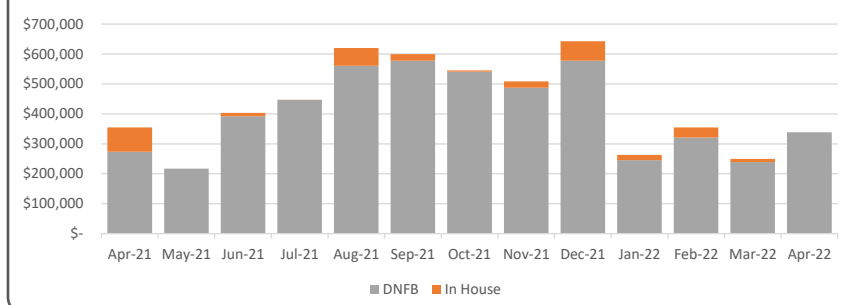
Unbilled

	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	13 Month Average
In House	\$ 80,746	\$ -	\$ 11,541	\$ 267	\$ 59,277	\$ 22,170	\$ 3,706	\$ 20,857	\$ 64,355	\$ 17,753	\$ 34,167	\$ 10,466	\$ -	\$ 25,023
DNFB	\$ 273,604	\$ 217,275	\$ 392,046	\$ 446,371	\$ 560,649	\$ 577,639	\$ 541,096	\$ 487,338	\$ 577,901	\$ 245,224	\$ 320,765	\$ 238,954	\$ 338,650	\$ 401,347
Total Unbilled	\$ 354,350	\$ 217,275	\$ 403,587	\$ 446,637	\$ 619,925	\$ 599,809	\$ 544,802	\$ 508,195	\$ 642,256	\$ 262,978	\$ 354,932	\$ 249,420	\$ 338,650	\$ 426,371
Unbilled Days	8.5	5.2	8.8	9.4	12.4	12.0	11.4	11.1	14.3	5.5	7.1	4.8	6.9	9.0

Total Unbilled Days



Unbilled Dollars

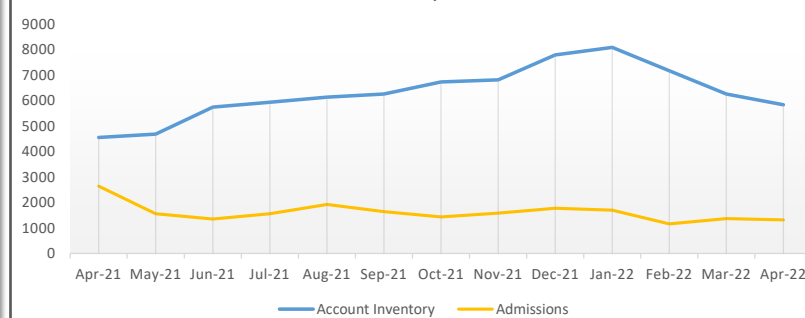


Admissions & Account Inventory

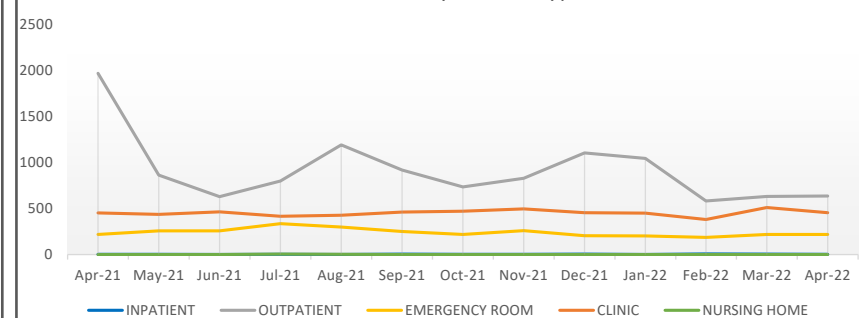
ADMISSIONS	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	13 Month Average
INPATIENT	2	2	1	3	1	6	3	2	5	1	7	4	2	3
SWINGBED	2	3	2	2	2	3	5	2	3	1	4	5	5	3
OUTPATIENT	1,965	861	629	798	1,190	916	733	826	1,102	1,043	581	630	634	916
EMERGENCY ROOM	219	258	256	335	297	250	218	260	205	202	186	217	218	240
CLINIC	451	436	463	414	427	461	471	495	454	449	380	510	453	451
NURSING HOME	0	0	1	5	3	0	0	0	1	1	1	0	1	1
TOTAL	2,639	1,560	1,352	1,557	1,920	1,636	1,430	1,585	1,770	1,697	1,159	1,366	1,313	1614

ACCOUNT INVENTORY	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	13 Month Average
MEDICARE	523	578	1,434	796	632	657	886	869	1,543	1,294	662	578	556	847
MEDICAID	686	656	808	856	922	832	779	862	911	1,073	799	1,010	714	839
COMMERCIAL	1,029	1,018	1,039	1,377	1,201	1,117	1,111	1,119	1,193	1,339	1,214	1,046	964	1136
WORK COMP	55	81	113	99	103	100	89	83	80	81	82	95	95	89
SELF PAY	2,255	2,349	2,344	2,805	3,271	3,545	3,862	3,872	4,058	4,293	4,408	3,527	3,505	3392
TOTAL	4548	4682	5738	5933	6129	6251	6727	6805	7785	8080	7165	6256	5834	6303

Account Inventory & Admissions



Admissions by Service Type



Southern Humboldt Community Healthcare District

Executive Dashboard

	TARGET	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22
Days in AR	63.0	73.1	75.2	75.6	79.4	85.1	85.9	86.3	94.7	91.6	86.5	94.0	88.5
Gross AR		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	4,350,642
Gross Revenue		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	1,384,159
Cash Collections		757,474	919,408	667,778	1,022,607	782,067	847,125	845,077	729,186	727,607	859,954	770,454	1,024,101
Adjustments		394,744	411,937	490,749	800,505	430,532	461,817	511,680	547,667	531,378	591,522	626,184	443,517
Collection %		65.7%	69.1%	57.6%	56.1%	64.5%	64.7%	62.3%	57.1%	57.8%	59.2%	55.2%	69.8%
Late Charges	1%	0.0%	-1.1%	0.1%	-0.1%	0.0%	0.0%	2.2%	1.4%	0.3%	1.2%	0.0%	2.6%
Bad Debt	3%	11.3%	5.1%	4.7%	2.9%	0.5%	0.5%	12.7%	2.1%	0.0%	0.0%	2.2%	0.0%
Charity Care	3%	0.2%	0.6%	0.4%	14.2%	0.4%	0.2%	8.6%	0.4%	0.5%	0.2%	5.6%	6.3%
Third Party Aged over 90	15%	18.2%	18.7%	19.9%	16.1%	25.8%	20.5%	23.3%	22.8%	22.1%	19.8%	18.5%	19.3%
Self Pay Aged 120 (from assignment)	25%	52.5%	52.4%	44.1%	39.3%	34.8%	33.1%	22.7%	20.0%	20.9%	72.2%	71.7%	71.6%

