

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

**Friday  
October 21, 2022  
10:00 a.m.**

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



**SoHum** Health



**Date:** Friday, October 21, 2022

**Time:** 10:00 a.m.

**Location:** Sprowel Creek Campus, Room 105

**Facilitator:** Governing Board President Corinne Stromstad

**Link:** <https://shchd.webex.com/shchd/j.php?MTID=m84707b45b2d345660df2fe864ef7c61b>

## Agenda – Revision 2

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.	4-5	D. Previous Meeting Minutes
		1. Minutes from Tuesday, September 27, 2022
		E. Discussion and Review
10:15 a.m.	6-9	1. September, 2022 Financials – Paul Eves
10:30 a.m.	10	2. September, 2022 Revenue Cycle Report – Marie Brown
	11-23	3. September, 2022 HRG Report – Remy Quinn
		F. Discussion Items to Report to the Board
		G. Next Meeting: Tuesday, November 29, 2022
		H. Adjourn



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

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

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

*\*Times are estimated/Posted: Thursday, October 13, 2022*



## Finance Committee

**Date:** Tuesday, September 27, 2022

**Time:** 10:00 a.m.

**Location:** Sprowel Creek Campus Rm 106 and via Webex

**Facilitator:** Governing Board Member Corinne Stromstad

## Minutes

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

**Also Present:** Marie Brown, and Karen Johnson

**By Webex:** Kent Scown, Remy Quinn, Kevin Church, and Darrin Guerra

**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 August 23, 2022.

**Motion:** Barbara Truitt moved to approve the August 23, 2022 Finance minutes.

Second: Matt Rees

**Motion Carried**

E. Discussion and Review

1. August, 2022 Financials – CFO Paul Eves– see reports

- Adela Yanez, CNO, has someone who will help fill the remainder of the work week for the Case Manager, so it should help improve the beds being filled. This is someone who has experience in the nursing field.
- Laboratory visits should be 387. Our COVID testing has decreases, partly due to home testing.
- We have IGT in January.
- CHFFA Bridge loan is interest free. The most recent application to CHFFA (approved by the Board on September 16, 2022) was being updated to \$2M. (The application had been changed since it was last downloaded.)
- The Humboldt County Property Tax Account still isn't accurate. The county is still working on it.

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



Second: Matt Rees

**Motion carried**

2. August, 2022 Revenue Cycle Reports – Marie Brown – see report
  3. August, 2022 HRG Reports – see report
- F. Discussion Items to Report to the Board – A summary of today’s reports will be taken to the Board.
- G. Next Meeting: Friday, October 21, 2022, at 10:00 a.m. in person at Sprowel Creek Campus Room 106 and by Webex.
- H. Adjourned at 10:35 a.m.

*Minutes by Karen Johnson*

**Southern Humboldt Community  
Healthcare District**

	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	March 22	April 22	May 22	June 22	July 22	Aug 22	Sept 22	Current 12 Month AVG	Year to Date- Current Year
<b>In Patient Statistics</b>														
Total Acute Patient Days	9	5	11	3	18	15	5	3	7	6	6	10	8	22
Total Swing Patient Days	66	30	39	35	65	95	98	54	3	3	26	37	46	66
Total SNF Patient Days	231	191	237	223	190	217	228	221	215	248	248	214	222	710
<b>Total Patient Days</b>	<b>306</b>	<b>226</b>	<b>287</b>	<b>261</b>	<b>273</b>	<b>327</b>	<b>331</b>	<b>278</b>	<b>225</b>	<b>257</b>	<b>280</b>	<b>261</b>	<b>276</b>	<b>798</b>
Total Acute Discharges	4	2	5	1	7	3	3	1	3	1	2	3	3	6
Total Swing Discharges	5	0	2	2	2	5	5	3	2	1	1	3	3	5
Total SNF Discharges	1	1	2	1	1	0	0	2	0	4	0	1	1	5
	10	3	9	4	10	8	8	6	5	6	3	7	7	16
<b>Acute Length of Stay</b>	<b>2.25</b>	<b>2.50</b>	<b>2.20</b>	<b>3.00</b>	<b>2.57</b>	<b>5.00</b>	<b>1.67</b>	<b>3.00</b>	<b>2.33</b>	<b>6.00</b>	<b>3.00</b>	<b>3.33</b>	<b>3.07</b>	<b>12</b>
ER Admits	4	2	5	1	7	4	3	2	3	1	2	3	3	6
I/P Lab Visits	14	7	10	23	26	14	17	22	23	41	61	15	23	117
I/P Radiology Visits	2	2	4	2	5	6	6	10	3	3	5	5	4	13
I/P EKG's	0	0	1	0	0	0	0	0	0	0	0	3	0	3
<b>Out Patient Statistics</b>														
ER Visits	220	260	206	233	188	218	219	248	270	278	287	259	241	824
Clinic Visits	471	495	453	449	380	509	452	500	479	466	581	415	471	1,462
SLS Visits	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Outpatient Medical	1871	1302	1644	2278	2597	1042	1049	1453	1853	1859	2005	1184	1,678	5,048
Laboratory Visits	546	640	839	1009	455	589	574	681	702	753	1351	507	721	2,611
Radiology	152	167	179	121	182	170	161	154	193	162	160	173	165	495
Mammography	11	19	9	17	9	14	13	28	9	18	30	18	16	66
CT Scans	63	70	66	73	77	88	72	80	88	63	80	77	75	220
EKG's	38	25	44	48	55	37	34	59	64	28	47	62	45	137
<b>Total O/P Visits</b>	<b>3,372</b>	<b>2,978</b>	<b>3,440</b>	<b>4,228</b>	<b>3,943</b>	<b>2,667</b>	<b>2,574</b>	<b>3,203</b>	<b>3,658</b>	<b>3,627</b>	<b>4,541</b>	<b>2,695</b>	<b>-</b>	<b>10,863</b>
Retail Pharmacy Rx's Sold	2,358	2,566	2,249	2,573	2,455	2,999	2,983	3,237	3,279	3,512	3,693	3,472	2,948	10,677
<b>Salary Statistics</b>														
Productive FTE's	79.2	80.5	79.2	71.7	79.1	77.4	79.7	81.1	81.2	81.2	80.2	87.4	79	
Paid FTE's	87.1	87.8	87.9	85.4	87.0	88.0	87.8	88.2	92.0	91.8	94.5	97.3	88	
Salaries & Ben as % of Net Rev	77.6%	64.5%	67.2%	50.1%	72.8%	62.37%	70.03%	71.65%	48.15%	2867.64%	56.79%	63.27%	298.30%	
Benefits as % of Salaries	64.4%	32.2%	19.7%	28.1%	43.9%	19.68%	43.42%	47.12%	-24.13%	11.55%	23.93%	19.68%	30.35%	
<b>Revenue Statistics</b>														
Gross A/R > 120 Days	1,505,869	1,451,996	1,746,576	2,040,686	2,152,505	2,071,508	2,181,976	1,997,956	1,799,059	1,676,234	1,718,059	1,160,605	1,772,854	
A/R>120 Days as % of Total AR	34%		42%	42%	42%	42%	42%	42%	42%	42%	42%	42%	0	
Gross Days in A/R	85.9	86.3	94.7	91.6	86.5	86.5	88.5	84.9	82.9	83.4	83.4	83.4	86	
Net Days in A/R	81.6	79.8	87.5	84.4	79.9	79.9	80.0	78.6	75.0	77.3	74.7	74.7	80	
A/R Cash Collections	847,125	845,077	729,186	727,607	859,954	770,454	1,024,101	1,137,769	1,227,309	801,517	1,182,187	815,275	897,974	
Collections as % of Net Rev	70.8%	68.8%	63.1%	58.0%	59.5%	69.3%	75.8%	91.6%	95.1%	54.9%	2860.8%	55.6%	70.9%	
Accounts Payable Days	2.1	1.9	0.8	6.4	6.2	6.9	7.5	8.1	3.9	2.1	1.1	0.8	5.0	
Cash Collections per Cal Day	27,327	27,261	23,522	23,471	27,740	24,853	33,036	36,702	39,591	25,855	38,135	26,299	28,967	347,603
Cash Disburs. per Cal Day	458,718	40,600	42,521	41,846	54,626	48,648	46,099	53,257	53,859	58,544	50,307	50,270	81,548	914,827
<b>DATA Entry/Details/Calcs</b>														
Calendar Days	31	30	31	31	28	31	30	31	30	31	31	30		

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

Current Month			Year to Date			
\$					\$	%
Variance	Budget	Actual		Actual	Budget	Variance
			<b>GROSS PATIENT REVENUE</b>			
(10,864)	237,500	226,636	INPATIENT	625,660	712,500	(86,840)
7,750	41,670	49,420	INPATIENT ANCILLARY	158,789	125,010	33,779
406,415	1,202,080	1,608,495	OUTPATIENT ANCILLARY	4,687,772	3,606,240	1,081,532
403,301	1,481,250	1,884,551	<b>TOTAL PATIENT REVENUE</b>	5,472,221	4,443,750	1,028,471
			<b>DEDUCTIONS FROM REVENUE</b>			
158,160	515,630	673,790	CONTRACTUAL ALLOWANCES	1,412,059	1,546,890	(134,831)
25,225	71,670	96,895	PROVISION FOR BAD DEBTS	185,372	215,010	(29,638)
42,939	36,000	78,939	OTHER ALLOWANCES/DEDUCTIONS	344,851	108,000	236,851
	-300,000	(300,000)	OTHER OPERATING IGTs & SUPPLEMENTAL	(900,000)	(900,000)	
226,324	323,300	549,624	<b>TOTAL DEDUCTIONS</b>	1,042,282	969,900	72,382
176,977	1,157,950	1,334,927	<b>NET PATIENT REVENUE</b>	4,429,939	3,473,850	956,089
4,920	12,000	16,920	OTHER OPERATING REVENUE	53,191	36,000	17,191
181,897	1,169,950	1,351,847	<b>TOTAL OPERATING REVENUE</b>	4,483,130	3,509,850	973,280
(27,139)	731,670	704,531	SALARIES & WAGES	2,439,331	2,195,010	244,321
(19,694)	158,330	138,636	EMPLOYEE BENEFITS	422,302	474,990	(52,688)
94,362	123,330	217,692	PROFESSIONAL FEES	617,382	369,990	247,392
(22,927)	112,500	89,573	SUPPLIES	326,446	337,500	(11,054)
(9,240)	21,670	12,430	REPAIRS & MAINTENANCE	75,864	65,010	10,854
85,034	110,000	195,034	PURCHASED SERVICES	586,952	330,000	256,952
4,822	14,170	18,992	UTILITIES	45,740	42,510	3,230
(10,304)	23,330	13,026	INSURANCE	39,260	69,990	(30,730)
0		0	INTEREST	0	0	0
9,795	38,330	48,125	DEPRECIATION/ AMORTIZATION	142,545	114,990	27,555
36,726	33,330	70,056	OTHER	186,651	99,990	86,661
141,435	1,366,660	1,508,095	<b>TOTAL OPERATING EXPENSES</b>	4,882,473	4,099,980	782,493
40,462	(196,710)	(156,248)	<b>OPERATING PROFIT (LOSS)</b>	(399,343)	(590,130)	190,787
(2,500)	95,000	92,500	TAX REVENUE	277,500	285,000	(7,500)
33,376	40,000	73,376	OTHER NONOPERATING REV (EXP)	185,411	120,000	65,411
		27,704	INTEREST INCOME	27,704		
58,580	135,000	193,580	<b>NET NON OPERATING REV (EXP)</b>	490,615	405,000	85,615
99,042	(61,710)	37,332	<b>NET INCOME (LOSS)</b>	91,272	(185,130)	276,402

-149%

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

	Oct 21	Nov 21	Dec 21	Jan 22	Feb 22	March 22	April 22	May 22	June 22	July 22	Aug 22	Sept 22	12 Month AVG: Mar '21-Feb 22	YTD - Current Year
Inpatient Daily Hospital Services	219,424	170,256	217,954	170,724	226,213	263,867	217,261	192,011	175,686	203,494	195,530	226,636	206,588	625,660
Ancillary Revenue	45,472	40,036	51,743	54,178	57,688	86,204	71,057	64,210	41,791	62,795	46,574	49,420	55,931	158,789
Outpatient Revenue	1,273,369	1,162,271	1,356,271	1,577,499	1,208,326	1,472,842	1,285,791	1,414,753	1,463,561	1,494,265	1,585,012	1,608,495	1,408,538	4,687,772
<b>Total Hospital Revenue</b>	1,538,265	1,372,563	1,625,968	1,802,401	1,492,227	1,822,913	1,574,109	1,670,974	1,681,038	1,760,554	1,827,116	1,884,551	1,671,057	5,472,221
Contractual Allowances	324,712	415,578	447,106	501,660	508,013	761,987	556,716	615,921	472,276	144,218	594,051	673,790	501,336	1,412,059
Provision for Bad Debts	140,689	54,169	137,821	117,448	118,631	10,157	49,676	17,220	43,045	76,189	12,288	96,895	72,852	185,372
Other Allowances/Deductions	39,931	63,107	100,622	38,322	67,521	90,994	52,827	61,168	21,290	191,920	73,992	78,939	73,386	344,851
Other Operating: IGTs & Supplemental	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(300,000)	(900,000)
<b>Total Deductions</b>	205,332	232,854	385,549	357,430	394,165	563,138	359,219	394,309	236,611	112,327	380,331	549,624	347,574	1,042,282
Contractual %													21%	19%
<b>Net Patient Revenue</b>	1,332,933	1,139,709	1,240,419	1,444,971	1,098,062	1,259,775	1,214,890	1,276,665	1,444,427	1,648,227	1,446,785	1,334,927	1,314,490	4,429,939
Net Revenue %	87%	83%	76%	80%	74%	69%	77%	76%	86%	94%	79%	71%	79%	81%
Other Operating Revenue	14,551	15,668	14,753	34,137	14,219	14,964	26,619	14,215	15,242	15,449	20,822	16,920	18,130	53,191
<b>Total Revenue</b>	1,347,484	1,155,377	1,255,172	1,479,108	1,112,281	1,274,739	1,241,509	1,290,880	1,459,669	1,663,676	1,467,607	1,351,847	1,332,620	4,483,130
Salaries & Wages	579,710	564,028	627,862	565,381	562,777	634,230	606,216	628,652	926,391	1,062,282	672,518	704,531	677,882	2,439,331
Employee Benefits	373,211	181,430	134,580	159,058	247,085	271,899	263,210	296,245	(223,582)	122,742	160,924	138,636	177,120	422,302
Professional Fees	112,883	180,917	109,637	112,547	278,975	310,402	178,201	228,761	214,234	175,415	224,275	217,692	195,328	617,382
Supplies	106,131	109,659	101,501	182,616	107,907	93,932	68,106	119,328	64,935	103,987	132,886	89,573	106,713	326,446
Repairs & Maintenance	20,930	13,640	8,884	12,666	27,885	16,373	43,108	21,161	24,467	48,351	15,083	12,430	22,082	75,864
Purchased Services	125,499	70,442	66,996	132,609	159,060	109,754	87,732	221,948	427,722	189,613	202,305	195,034	165,726	586,952
Utilities	30,677	5,875	6,943	4,079	39,491	6,414	32,704	18,898	42,146	9,191	17,557	18,992	19,414	45,740
Insurance	12,982	12,703	13,521	13,112	13,112	13,112	13,112	13,112	13,111	13,117	13,117	13,026	13,095	39,260
Interest														0
Depreciation	37,258	45,975	37,021	38,614	49,177	48,603	48,603	48,603	48,603	47,210	47,210	48,125	45,417	142,545
Other Expense	30,170	33,332	211,206	76,536	44,049	55,565	41,975	54,246	77,739	42,944	73,651	70,056	67,622	186,651
<b>Total Expenses</b>	1,429,451	1,218,001	1,318,151	1,297,218	1,529,518	1,560,284	1,382,967	1,650,954	1,615,766	1,814,852	1,559,526	1,508,095	1,490,399	4,882,473
Expenses %	106%	105%	105%	88%	138%	122%	111%	128%	111%	109%	106%	112%	112%	4%
<b>Profit/Loss from Operations</b>	(81,967)	(62,624)	(62,979)	181,890	(417,237)	(285,545)	(141,458)	(360,074)	(156,097)	(151,176)	(91,919)	(156,248)	(157,779)	(399,343)
Tax Revenue	92,500	92,500	92,500	100,855	92,500	92,500	92,500	92,500	92,500	92,500	92,500	92,500	93,196	277,500
Other Non Operating Rev (Exp)	311,075	40,160	244,733	327,636	347,670	383,116	301,936	365,465	724,752	100,000	12,035	73,376	269,329	185,411
Interest Income	31	1,064		6,789			9,031					27,704	6,218	27,704
<b>Net Non-operating Rev/(Exp)</b>	403,606	133,724	337,233	435,280	440,170	475,616	403,467	457,965	817,252	192,500	104,535	193,580	368,743	490,615
<b>NET INCOME/ (LOSS)</b>	321,639	71,100	274,254	617,170	22,933	190,071	262,009	97,891	661,155	41,324	12,616	37,332	210,965	91,272



**Southern Humboldt Community Healthcare District**  
**Balance Sheet**  
**September 2022**

<b>ASSETS</b>	
<b>Current Assets</b>	
Cash- Checking & Investments	496,735
LAIF Account	9,626,972
Humboldt County Property Tax Acct	1,119,622
Patient Accounts Receivable	3,418,601
Less Allowances	2,088,714
Accounts Receivable- Net	1,329,887
Other Receivables	1,894,106
Inventories	272,285
Estimated 3rd Party Settlements	
Prepaid expenses and Deposits	797,280
<b>Total current assets</b>	<b>15,536,887</b>
<b>Property and Equipment</b>	
Land	959,877
Land improvements	553,251
Buildings	2,465,451
Equipment	6,409,249
Construction in progress	2,514,724
Total property and equipment	12,902,552
Less : accumulated depreciation	(6,550,568)
Net property and equipment	6,351,984
<b>Other Assets</b>	
Investments	5,852
Total Other Assets	5,852
<b>Total Assets</b>	<b>21,894,723</b>

<b>LIABILITIES &amp; FUND BALANCE</b>	
<b>Current Liabilities</b>	
Accounts Payable	43,679
Accrued Payroll & Related costs	511,448
<b>Other Current Liabilities</b>	
Deferred revenue IGT	
A/R Credit balances	
Medicare Accelerated Payments	1,746,296
Medicare Contingency	2,000,000
Current Portion-Long Term Debt	
Other Short Term Debt - PPP Loan	
Accrued interest	
<b>Total current Liabilities</b>	<b>4,301,423</b>
<b>Long Term Debt, Less Current Portion</b>	
CHFFA Bridge Loan	511,000
<b>Total Long-term debt</b>	<b>511,000</b>
<b>Less: Current Portion-Long Term Debt</b>	
<b>Net Long Term Debt</b>	<b>511,000</b>
<b>Equity</b>	
Unrestricted Fund Balance--Prior Years	16,991,026
Net Income (Loss)--Current Year	91,272
Restricted Fund Balance	
<b>Total fund balance</b>	<b>17,082,298</b>
<b>Total Liabilities and Fund Balance</b>	<b>21,894,722</b>

# Revenue Cycle / Patient Financial Services

## September 2022 Finance Committee Report

### HRG - Key Items:

- Cash totaled \$815K, 93% net revenue
- AR dropped to 66.5 days or \$3.4M
- Third Party aging increased by \$114K, to 22.6%
- Unbilled AR decreased by 1.1 days, ending at 4.5 days

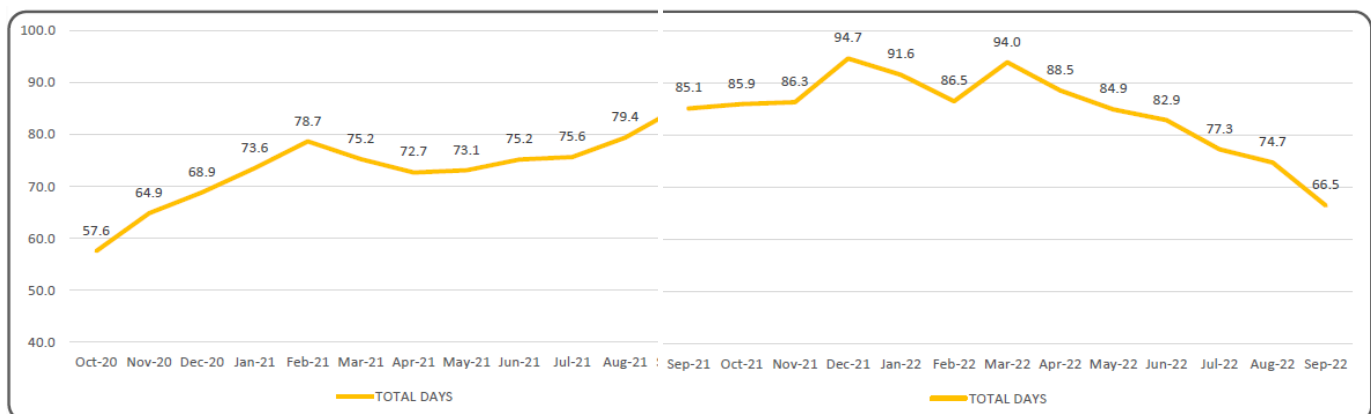
**Accounts Receivable** – We are pleased to report a continuing downward trend in our AR Days from 74.7 in August to 66.5 in September. In preparing this report, we looked at some trending data from the last two years and wanted to share some history and insight on the overall fluctuation in AR Days. The last 24 months have seen many changes to the healthcare industry, as well as the services offered here at SoHum Health. There have been numerous regulatory changes that have had an impact on a state and federal level. We started to see a notable increase in our AR Day in November of 2020.

This was one of the primary items we were asked to monitor and correct with the leadership change in the Revenue Cycle department in March 2021. We began monitoring all areas of the Revenue Cycle from Patient Access, through Health Information, and into the Billing office. We sought areas to make meaningful internal changes to staffing, training, and processes to mitigate the impact where possible. However, this came at a time when our district was doing a courageous job of offering Covid Vaccines to the community, even though we were uncertain how to bill payers, without denials, for this new service because the rules had not been finalized. All the charges for thousands of accounts had to be manually entered after we received the correct information, which took several months. As well as navigating the changing requirements to get a clean claim out the door with all the proper codes and modifiers, which turned out to be trial and error as the payers kept changing the requirements.

We also saw a massive increase in lab volume as Covid 19 testing became available to our patients on a protocol order under the waiver of the national health emergency. These challenges required increasing staff to meet demand, working with staff to refine processes for efficiency, creating varied and detailed new processes, and coordinating with other departments in a tumultuous time where everyone was working from home, not immediately available, and dealing with personal and family health issues.

More recently, from March 2022 to current, we had two related HRG system issues. Once discovered these were corrected, but they did have a serious impact on our AR Days and our ability to forward SP accounts to collections. Forwarding SP accounts to collections also changed due to legal requirements by the state of California with AB 1020, forcing us to keep these accounts in our inventory for an additional 60 days, bringing the total from 120 to 180 days of no patient payments or contact before we can forward them.

While the above does not summarize all the complex issues faced by our department over these last two years, it does give an idea of the hard work and dedication demonstrated by all our Revenue Cycle staff, including our partners with Eide Bailly and HRG, in diligently working to decrease the AR Days overall. We wanted to use this month's report as a look back on these hurdles, to highlight how far we have come, and we are thankful to see the AR Days return to the lowest number since November of 2020.



## Southern Humboldt Community Healthcare District

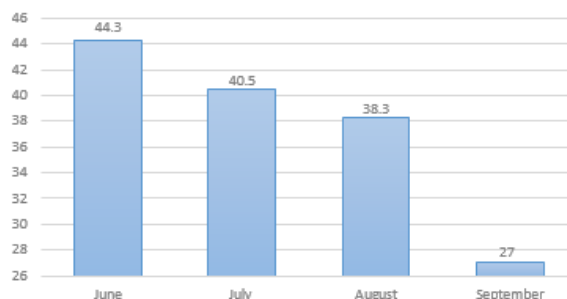
September 2022



### Key Items

- ➡ Cash totaled \$815K, 93% net revenue
- ➡ AR dropped to 66.5 days or \$3.4M
- ➡ Third Party aging increased by \$114K, to 22.6%
- ➡ Unbilled AR decreased by 1.1 days, ending at 4.5 days

Self Pay AR Day Trending



### Detailed Initiatives & Obstacles

- **Overall AR:** September closed with \$3.4M in gross AR or 66.5 AR days. Revenue came in very strong at \$1.6M. Although there was an increase of \$54K to revenue, gross AR was reduced significantly by \$289K. Third Party AR did increase and came in at 35 AR days. This was an increase of 4.2 days from August. Unbilled AR decreased by 1.1 AR days coming in at 4.5 AR days for the month of September and is now just 1.5 AR days away from the set goal of 3 days. Unbilled AR is a topic that is discussed in the bi-weekly conference calls between SHCHD and HRG. Cash collections came in at \$815K, or 93% or August's net revenue.
- **Self Pay:** Self Pay AR saw a significant drop in the month of September, ending at 27 days. This is a decrease of 11.3 days since August, and is now just 2 days from the goal of 25. The month ended with 2,425 accounts for \$1.3M in equating to 27 days in AR. The amount of accounts in Self Pay went down by 430 and collections were strong. Self Pay collections came in roughly \$9K less than what was seen in August, to \$57K. Despite this reduction from last month, collections still came in \$19K above the thirteen-month average. SHCHD was able to complete one very large bad debt pull for the month of September and sent nearly \$513K to collections. The large influx to bad debt balances is a direct result of a previous issue that delayed statements last spring. The issue had been resolved and those impacted accounts have now aged through the statement cycles, eligible for bad debt. Self Pay AR has been a focal point in recent months and will continue to be until we reach goal of 25 days.
- **Third Party Aging:** September closed with \$470K in Third Party balances aged over 90 days, totaling 22.6%. There was an increase of \$114K from August, increasing the total percentage of aged accounts by 3.5%. Medicare saw an increase by \$89K, increasing by 7.3% to 23.8%. A contributing factor to the increased Medicare is a result of the Swingbed (SB) PTAN/NPI, which is now resolved. However, there are two claims totaling roughly \$29K that are aged, but not finalized processing through Medicare yet. Medi-Cal aging increased by \$6K, at 18.4%. Commercial aging increased by \$22K and ended August at 29.9%. Workers Compensation decreased by \$5K. Third Party aging is 8.6% away from our goal of 14% and will continue to be an area of focus until that goal is met.

### Industry Updates

#### UnitedHealthcare Provides Modifier Policy Reducing Reimbursement on Facility Claims

Effective October 1, 2022, in accordance with CMS, UnitedHealthcare (UHC) Commercial plans will reduce the allowed amount when the following modifiers are submitted on an outpatient facility claim line. These modifiers are appended indicating a reduced service or different equipment used for the service.



- Modifiers 52 and 73 will result in 50% reduction
- Modifier CT will result in a 15% reduction
- Modifier FX will result in a 7% reduction for dates of service in 2022 and a 10% reduction beginning January 1, 2023
- Modifier FY will result in a 7% reduction for dates of service in 2022 and a 10% reduction beginning January 1, 2023

In alignment with the American Medical Association, modifier 53 should not be appended to a claim line on a UB04 facility claim. Therefore, UHC will deny the claim reported with modifier 53 on outpatient facility claims.

Modifier 74 is an appropriate modifier to be submitted on facility claims. This modifier will be considered informational as there will not be a reduction in reimbursement applied.

To review the bulletin, please visit: <https://www.uhcprovider.com/content/dam/provider/docs/public/policies/comm-reimbursement/rpub/UHC-COMM-RPUB-JUL-2022.pdf>

If you have any questions, concerns, or points you wish to discuss after reviewing the enclosed information, please feel free to contact me.

Christy Williams | Director of CBO

**Healthcare Resource Group**

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# Southern Humboldt Community Healthcare District

## MONTH END FINANCE REPORT



**SoHum** Health

# September 2022

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# FINANCE DASHBOARD

Revenue Cycle Performance	Target		April-22		May-22		June-22		July-22		August-22		September-22	
	REVENUE													
	Net Revenue		\$818,902		\$860,466		\$918,479		\$844,388		\$878,488		\$817,420	
	Gross Revenue		\$1,384,159		\$1,464,711		\$1,474,557		\$1,510,151		\$1,582,735		\$1,637,530	
	CASH													
	Cash Collections as a % of Net Revenue		100%		107%		139%		142%		86%		140%	
	Cash Collections		\$1,024,101		\$1,137,769		\$1,217,580		\$786,503		\$1,182,187		\$815,275	
	ACCOUNTS RECEIVABLE													
	Net AR		\$2,143,062		\$1,774,113		\$1,696,446		\$1,416,249		\$1,422,763		\$1,329,887	
	Gross AR		\$4,350,642		\$4,140,558		\$3,936,767		\$3,737,262		\$3,708,255		\$3,418,601	
Unbilled		3		6.9		6.1		6.9		4.3		5.6		
Third Party		38		36.0		33.4		31.7		32.4		30.8		
Self Pay		25		45.6		45.4		44.3		40.5		38.3		
Total Days in AR		66		88.5		84.9		82.9		77.3		74.7		
Days in AR - Credit Balances		< 1		2.25		1.87		1.90		1.93		1.98		
UNBILLED														
In-house		< 2 Days		0.0		0.0		0.2		0.0		0.4		
DNFB		< 1 Day		6.9		6.1		6.7		4.3		5.2		
Total Unbilled		<3 Days		6.9		6.1		6.9		4.3		5.6		

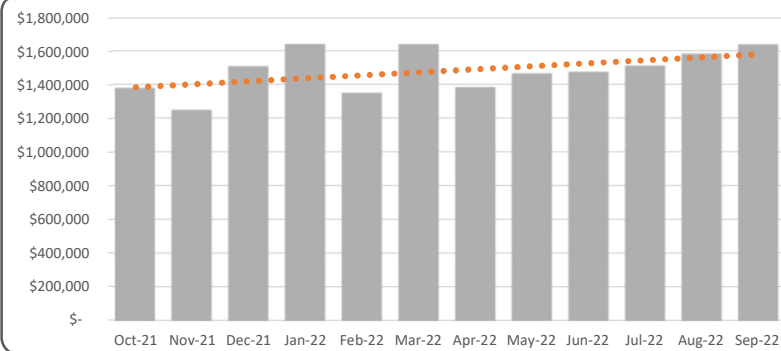
Third Party	Target		April-22		May-22		June-22		July-22		August-22		September-22															
	AGING (excluding credits)																											
	Medicare Aging > 90 Days		9%		11.6%		\$ 100,944		12.6%		\$ 104,764		11.8%		\$ 70,384		18.0%		\$ 92,227		16.5%		\$ 97,731		23.8%		\$ 187,548	
	Medicaid Aging > 90 Days		14%		21.0%		\$ 198,832		17.9%		\$ 131,848		12.7%		\$ 112,593		18.0%		\$ 165,977		18.6%		\$ 171,806		18.4%		\$ 178,375	
	Commercial Aging > 90 Days		18%		30.0%		\$ 95,549		33.5%		\$ 123,298		35.7%		\$ 132,930		22.3%		\$ 81,128		21.5%		\$ 69,362		29.9%		\$ 91,726	
	Work Comp Aging > 90 Days		36%		49.9%		\$ 26,297		33.5%		\$ 14,992		47.4%		\$ 14,065		57.8%		\$ 22,197		57.4%		\$ 17,596		61.9%		\$ 12,949	
	Total Third Party Aging > 90 Days		14%		19.3%		\$ 421,622		18.9%		\$ 374,902		17.5%		\$ 329,972		19.7%		\$ 361,528		19.1%		\$ 356,496		22.6%		\$ 470,598	
	CLAIM SUBMISSION EFFICIENCY																											
	Claims Submission				2,003		\$ 2,189,220		1,263		\$ 1,451,713		1,794		\$ 1,918,330		1,486		\$ 1,682,882		1,380		\$ 2,222,145		1,350		\$ 1,789,190	
	Clean Claims		85%		83%				81%				84%				83%				81%				80%			
Denial Percent		5%		7%				5%				5%				4%				4%				3%				
Total Denial Rate		Count   Amt		136		\$ 98,978		120		\$ 112,468		99		\$ 72,659		87		\$ 75,394		107		\$ 63,681		83		\$ 60,855		
Late Charges		Count   Amt		150		\$ 35,391		76		\$ 8,701		28		\$ 902		66		\$ 24,528		42		\$ 9,335		99		\$ 18,532		
Communication Log Backlog				21		\$ 58,931		77		\$ 154,303		100		\$ 157,069		50		\$ 70,186		79		\$ 58,426		44		\$ 50,450		

Self Pay	Target		April-22		May-22		June-22		July-22		August-22		September-22															
	INVENTORY & QUALITY																											
	Total Inventory				3,505		\$ 2,240,554		3,344		\$ 2,216,895		3,173		\$ 2,105,043		2,957		\$ 1,959,428		2,855		\$ 1,899,559		2,425		\$ 1,388,640	
	New				384		\$ 129,050		364		\$ 123,986		422		\$ 196,662		317		\$ 93,596		374		\$ 122,268		297		\$ 146,884	
	Resolved				1,103		\$ 66,875		459		\$ 114,812		610		\$ 332,592		524		\$ 223,952		447		\$ 173,344		707		\$ 622,665	
	Aged >180 days from Assignment		< 25%		71.6%		\$ 1,605,165		63.4%		\$ 1,405,722		60.2%		\$ 1,266,992		59.4%		\$ 1,164,657		62.5%		\$ 1,187,446		47.1%		\$ 654,076	
	Total Payment Plans over 120 days				\$9,637				\$23,479				\$28,312				\$24,661				\$39,557				\$25,127			
	Average Speed to Answer		< 60 seconds		137				112				129				145				32				48			
	STATEMENTS & LETTERS																											
	Statements & Letters				897				394				1,110				1,850				1,492				970			
Charity Care Applications In Process				33		\$ 19,674		14		\$ 16,699		37		\$ 26,461		7		\$ 12,385		29		\$ 32,537		37		\$ 46,793		
Inbound and Outbound Calls		In   Out		305		455		260		800		231		770		184		310		284		847		269		461		
WRITE OFFS																												
Bad Debt as a % of Gross Revenue		< 2%		0.0%		\$ -		1.9%		\$ 27,754		1.4%		\$ 21,026		0.8%		\$ 11,557		1.4%		\$ 21,643		31.3%		\$ 512,826		
Charity as a % of Gross Revenue		< 2%		6.3%		\$ 87,222		3.1%		\$ 45,909		13.5%		\$ 199,419		3.5%		\$ 53,600		5.1%		\$ 81,379		4.4%		\$ 72,800		

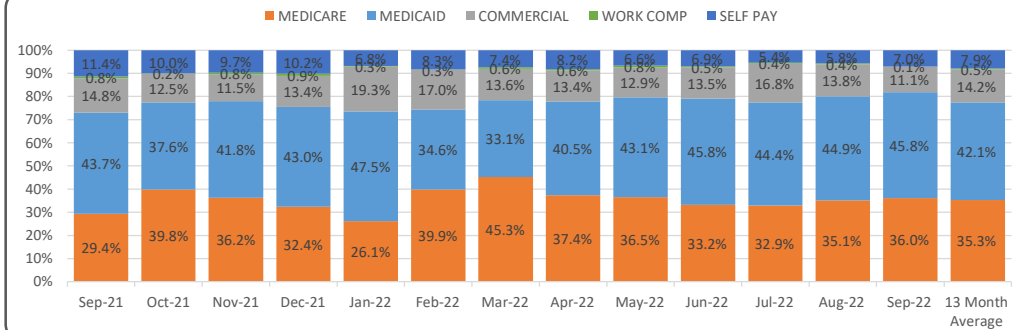
# GROSS REVENUE

PAYER	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	13 Month Average
MEDICARE	\$ 448,301	\$ 548,436	\$ 452,536	\$ 489,231	\$ 427,748	\$ 538,639	\$ 742,459	\$ 517,108	\$ 535,226	\$ 490,275	\$ 497,277	\$ 555,868	\$ 590,200	\$ 525,639
MEDICAID	\$ 666,353	\$ 518,532	\$ 522,097	\$ 649,245	\$ 779,456	\$ 466,921	\$ 542,632	\$ 559,974	\$ 631,339	\$ 676,074	\$ 670,704	\$ 710,829	\$ 749,538	\$ 626,438
COMMERCIAL	\$ 225,873	\$ 172,566	\$ 144,086	\$ 202,524	\$ 316,007	\$ 229,347	\$ 222,294	\$ 185,153	\$ 188,623	\$ 199,337	\$ 254,416	\$ 218,738	\$ 181,491	\$ 210,804
WORK COMP	\$ 12,387	\$ 2,285	\$ 10,340	\$ 14,240	\$ 4,843	\$ 3,414	\$ 10,258	\$ 8,879	\$ 12,311	\$ 6,889	\$ 6,454	\$ 6,147	\$ 1,698	\$ 7,703
SELF PAY	\$ 173,622	\$ 137,550	\$ 120,951	\$ 153,177	\$ 111,825	\$ 111,801	\$ 121,591	\$ 113,045	\$ 97,212	\$ 101,982	\$ 81,299	\$ 91,154	\$ 114,603	\$ 117,678
TOTAL	\$ 1,526,536	\$ 1,379,368	\$ 1,250,010	\$ 1,508,417	\$ 1,639,879	\$ 1,350,122	\$ 1,639,234	\$ 1,384,159	\$ 1,464,711	\$ 1,474,557	\$ 1,510,151	\$ 1,582,735	\$ 1,637,530	\$ 1,488,262
AVERAGE DAILY REVENUE	\$ 50,049	\$ 47,759	\$ 45,669	\$ 44,976	\$ 47,808	\$ 49,982	\$ 51,436	\$ 49,141	\$ 48,784	\$ 47,510	\$ 48,363	\$ 49,646	\$ 51,418	\$ 48,657

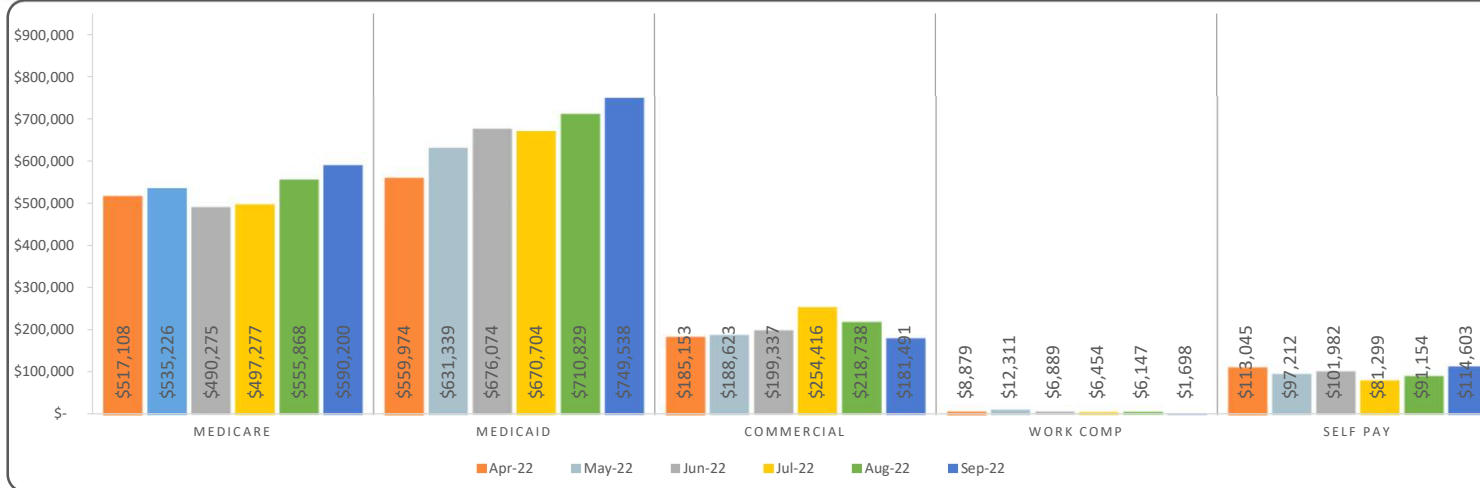
## Gross Revenue



## Payer Mix



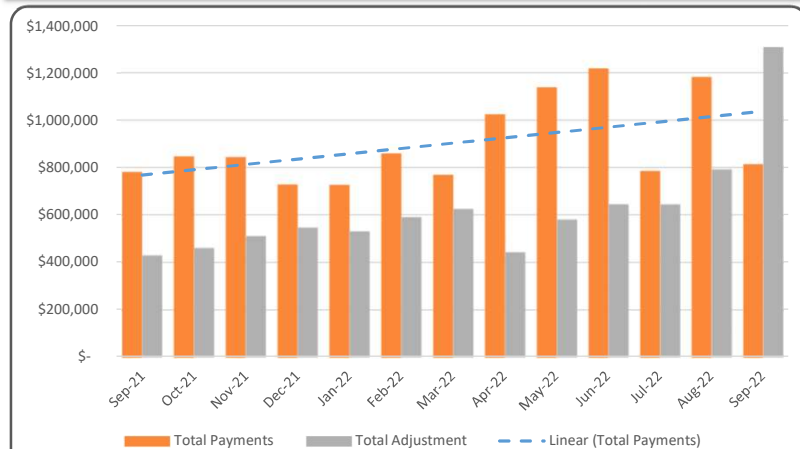
## Revenue Trending By Payer



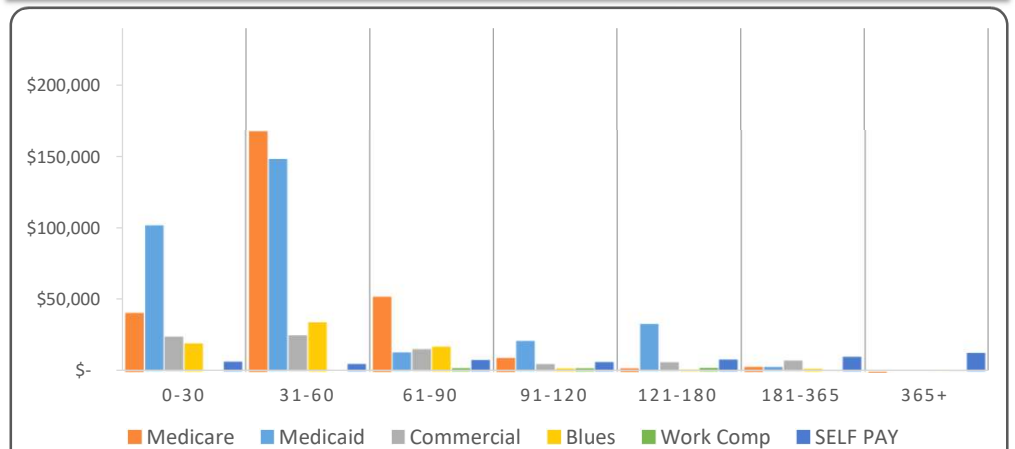
# CASH DETAIL

PAYER	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	13 Month Average
<b>MEDICARE</b>														
Payments	\$ 302,872	\$ 324,436	\$ 505,109	\$ 382,225	\$ 353,842	\$ 398,314	\$ 450,962	\$ 491,736	\$ 653,772	\$ 743,061	\$ 450,340	\$ 268,672	\$ 272,770	\$ 430,624
Adjustments	\$ (9,988)	\$ 6,310	\$ (103,551)	\$ 97,705	\$ 66,441	\$ 65,484	\$ 85,982	\$ (48,508)	\$ (48,202)	\$ (155,707)	\$ 20,576	\$ 186,886	\$ 153,735	\$ 24,397
Collection %	103%	98%	126%	80%	84%	86%	84%	111%	108%	127%	96%	59%	64%	94%
<b>MEDICAID</b>														
Payments	\$ 253,418	\$ 317,123	\$ 173,863	\$ 200,547	\$ 212,315	\$ 275,251	\$ 131,928	\$ 327,277	\$ 306,596	\$ 243,359	\$ 137,465	\$ 623,479	\$ 319,979	\$ 270,969
Adjustments	\$ 353,823	\$ 360,075	\$ 273,521	\$ 338,117	\$ 396,591	\$ 445,733	\$ 311,968	\$ 296,009	\$ 471,305	\$ 476,678	\$ 288,197	\$ 355,444	\$ 456,542	\$ 371,077
Collection %	42%	47%	39%	37%	35%	38%	30%	53%	39%	34%	32%	64%	41%	41%
<b>COMMERCIAL</b>														
Payments	\$ 73,099	\$ 90,785	\$ 23,057	\$ 32,890	\$ 42,329	\$ 45,115	\$ 55,397	\$ 94,255	\$ 35,661	\$ 49,987	\$ 78,377	\$ 90,192	\$ 83,210	\$ 61,104
Adjustments	\$ 22,192	\$ 38,548	\$ 15,162	\$ 11,202	\$ 12,751	\$ 9,930	\$ 27,215	\$ 34,954	\$ 19,183	\$ 15,330	\$ 67,108	\$ 37,478	\$ 26,028	\$ 25,929
Collection %	77%	70%	60%	75%	77%	82%	67%	73%	65%	77%	54%	71%	76%	71%
<b>BLUES</b>														
Payments	\$ 97,873	\$ 71,400	\$ 109,199	\$ 88,547	\$ 95,349	\$ 107,252	\$ 95,023	\$ 66,073	\$ 86,067	\$ 125,891	\$ 74,430	\$ 127,658	\$ 75,087	\$ 93,835
Adjustments	\$ 37,614	\$ 31,797	\$ 46,032	\$ 35,632	\$ 34,181	\$ 58,967	\$ 39,602	\$ 35,755	\$ 42,946	\$ 57,868	\$ 40,415	\$ 54,789	\$ 40,371	\$ 42,767
Collection %	0%	0%	0%	0%	0%	0%	0%	0%	67%	69%	65%	70%	65%	67%
<b>WORK COMP</b>														
Payments	\$ 12,018	\$ 7,004	\$ 8,873	\$ 5,181	\$ 4,469	\$ 1,631	\$ 7,429	\$ 1,482	\$ 9,756	\$ 7,723	\$ 6,841	\$ 6,504	\$ 6,931	\$ 6,603
Adjustments	\$ 2,958	\$ 3,282	\$ 5,576	\$ 3,131	\$ 1,731	\$ 1,688	\$ 3,695	\$ 1,463	\$ 4,651	\$ 5,630	\$ 2,719	\$ 4,325	\$ 2,288	\$ 3,318
Collection %	80%	68%	61%	62%	72%	49%	67%	50%	68%	58%	72%	60%	75%	65%
<b>SELF PAY</b>														
Payments	\$ 40,860	\$ 32,085	\$ 24,686	\$ 17,085	\$ 18,553	\$ 29,302	\$ 29,539	\$ 42,539	\$ 45,773	\$ 47,380	\$ 38,993	\$ 65,640	\$ 57,009	\$ 37,650
Bad Debt Recoveries	\$ 1,927	\$ 4,291	\$ 291	\$ 2,711	\$ 751	\$ 3,090	\$ 174	\$ 739	\$ 144	\$ 179	\$ 57	\$ 44	\$ 288	\$ 1,130
Adjustments	\$ 10,968	\$ 11,569	\$ 8,579	\$ 23,588	\$ 12,037	\$ 7,658	\$ 29,539	\$ 36,623	\$ 18,153	\$ 26,050	\$ 160,625	\$ 50,805	\$ 43,691	\$ 33,837
Charity Care	\$ 5,495	\$ 3,409	\$ 107,586	\$ 6,325	\$ 7,646	\$ 2,062	\$ 92,241	\$ 87,222	\$ 45,909	\$ 199,419	\$ 53,600	\$ 81,379	\$ 72,800	\$ 58,853
Bad Debt	\$ 7,470	\$ 6,828	\$ 158,775	\$ 31,967	\$ -	\$ -	\$ 35,941	\$ -	\$ 27,754	\$ 21,026	\$ 11,557	\$ 21,643	\$ 512,826	\$ 64,291
Total SP Adjustments	\$ 23,933	\$ 21,806	\$ 274,940	\$ 61,879	\$ 19,682	\$ 9,721	\$ 157,722	\$ 123,845	\$ 91,816	\$ 246,494	\$ 225,781	\$ 153,827	\$ 629,317	\$ 156,982
Collection %	63%	60%	8%	22%	49%	75%	16%	26%	33%	16%	15%	30%	8%	32%
<b>TOTAL</b>														
Total Payments	\$ 782,067	\$ 847,125	\$ 845,077	\$ 729,186	\$ 727,607	\$ 859,954	\$ 770,454	\$ 1,024,101	\$ 1,137,769	\$ 1,217,580	\$ 786,503	\$ 1,182,187	\$ 815,275	\$ 901,914
Total Adjustment	\$ 430,532	\$ 461,817	\$ 511,680	\$ 547,667	\$ 531,378	\$ 591,522	\$ 626,184	\$ 443,517	\$ 581,700	\$ 646,293	\$ 644,797	\$ 792,749	\$ 1,308,282	\$ 467,489
Total Collection %	64%	65%	62%	57%	58%	59%	55%	70%	66%	65%	55%	60%	38%	60%

## Cash & Adjustment Trending



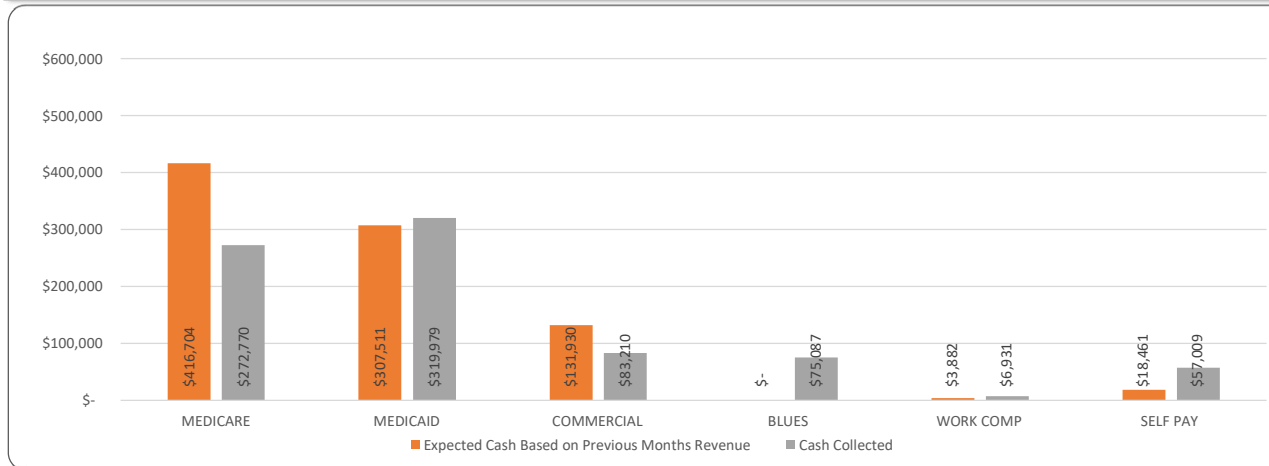
## Cash Collections by Discharge Date





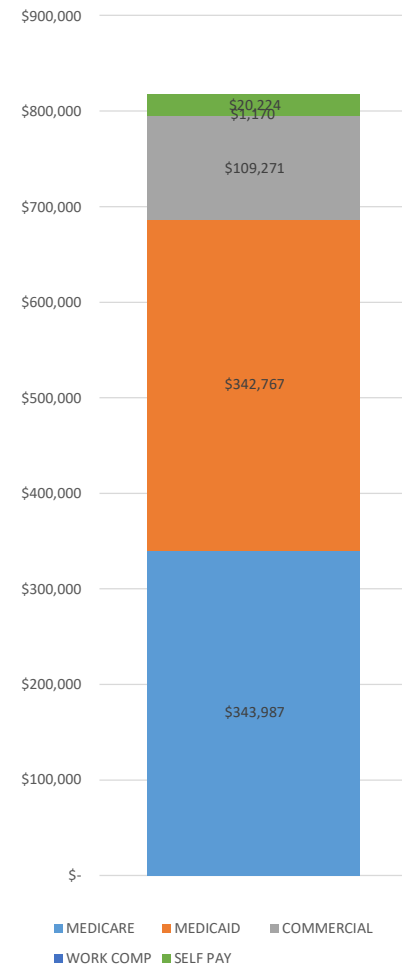
# CASH FORECASTING

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

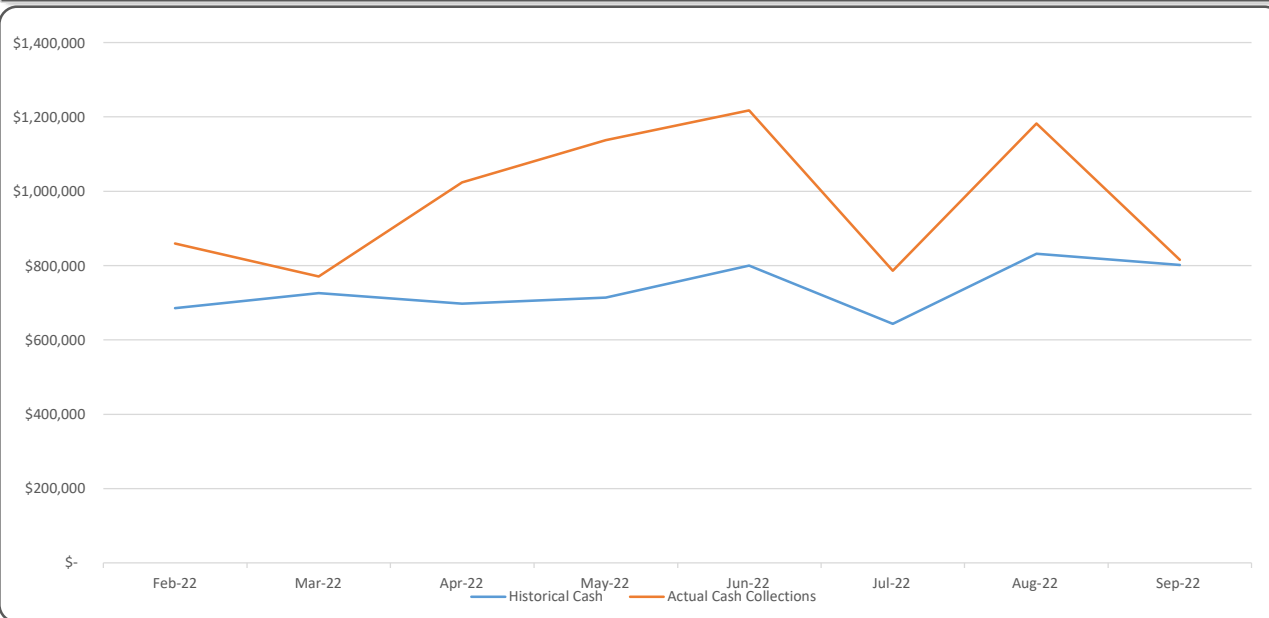


Cash Expected Next Month  
(Based on this Months Revenue)

\$ 817,420



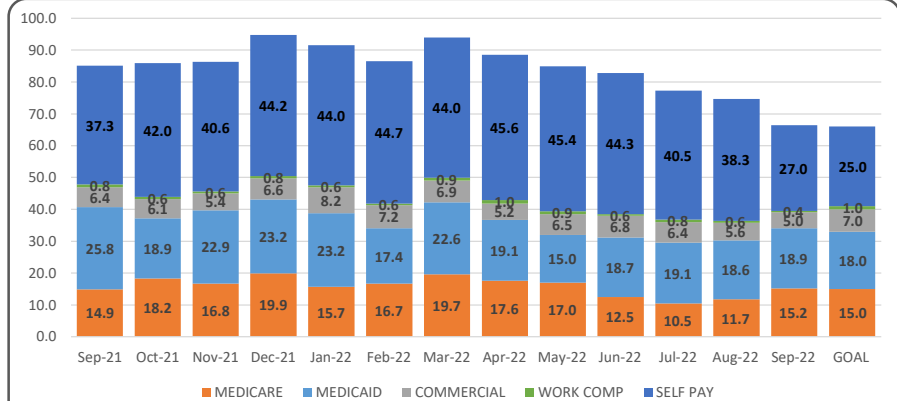
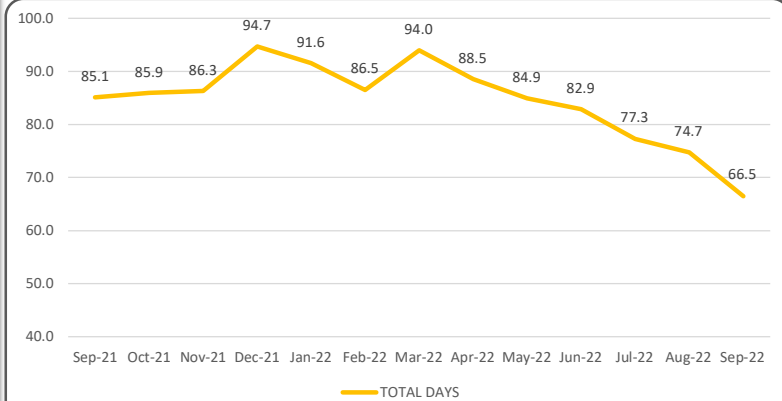
Actual Cash Based on Historical Collections



# ACCOUNTS RECEIVABLE

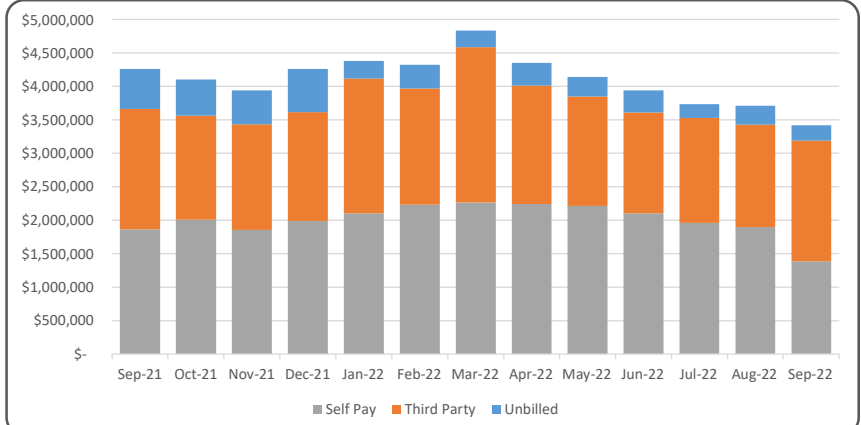
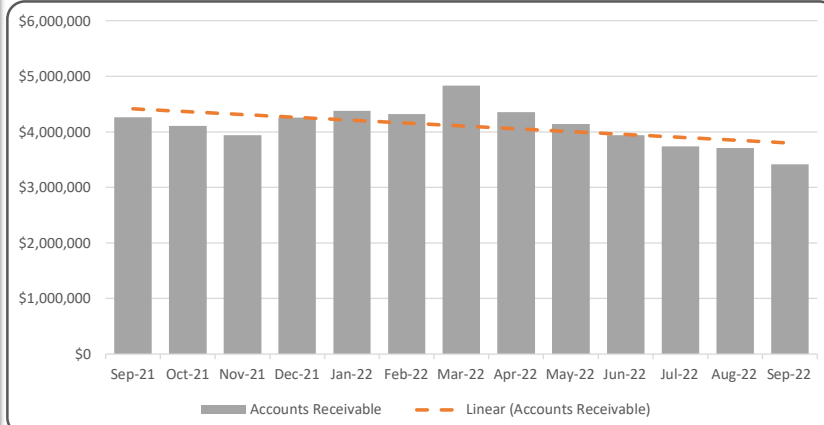
AR Days

PAYER	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	13 Month Average
MEDICARE	14.9	18.2	16.8	19.9	15.7	16.7	19.7	17.6	17.0	12.5	10.5	11.7	15.2	15.9
MEDICAID	25.8	18.9	22.9	23.2	23.2	17.4	22.6	19.1	15.0	18.7	19.1	18.6	18.9	20.3
COMMERCIAL	6.4	6.1	5.4	6.6	8.2	7.2	6.9	5.2	6.5	6.8	6.4	5.6	5.0	6.3
WORK COMP	0.8	0.6	0.6	0.8	0.6	0.6	0.9	1.0	0.9	0.6	0.8	0.6	0.4	0.7
SELF PAY	37.3	42.0	40.6	44.2	44.0	44.7	44.0	45.6	45.4	44.3	40.5	38.3	27.0	41.4
TOTAL DAYS	85.1	85.9	86.3	94.7	91.6	86.5	94.0	88.5	84.9	82.9	77.3	74.7	66.5	84.5



AR Balance

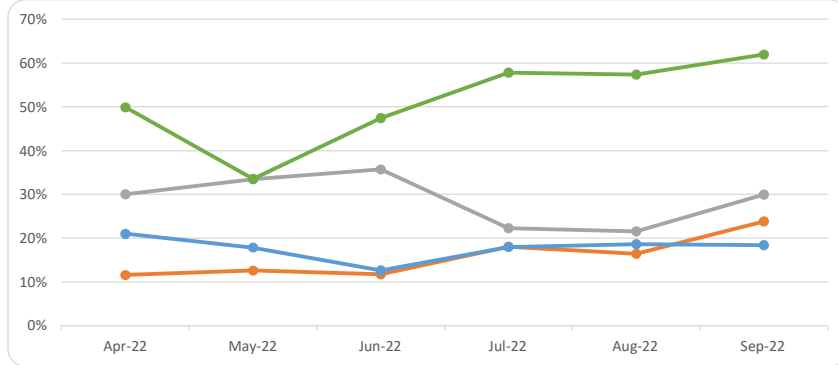
PAYER	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	13 Month Average
MEDICARE	\$ 744,813	\$ 871,052	\$ 765,280	\$ 895,860	\$ 748,436	\$ 834,221	\$ 1,011,373	\$ 864,590	\$ 828,105	\$ 593,780	\$ 507,839	\$ 582,895	\$ 783,406	\$ 771,665
MEDICAID	\$ 1,289,536	\$ 904,985	\$ 1,047,831	\$ 1,043,932	\$ 1,106,825	\$ 870,378	\$ 1,159,997	\$ 939,475	\$ 733,511	\$ 888,101	\$ 921,687	\$ 921,244	\$ 969,381	\$ 984,376
COMMERCIAL	\$ 318,247	\$ 290,697	\$ 245,343	\$ 297,214	\$ 390,942	\$ 357,842	\$ 352,803	\$ 255,074	\$ 319,138	\$ 321,984	\$ 311,717	\$ 275,712	\$ 258,102	\$ 307,294
WORK COMP	\$ 42,074	\$ 30,405	\$ 26,812	\$ 34,458	\$ 29,721	\$ 28,217	\$ 44,031	\$ 50,949	\$ 42,910	\$ 27,858	\$ 36,591	\$ 28,844	\$ 19,071	\$ 33,995
SELF PAY	\$ 1,866,174	\$ 2,006,398	\$ 1,855,738	\$ 1,987,106	\$ 2,103,148	\$ 2,232,314	\$ 2,264,662	\$ 2,240,554	\$ 2,216,895	\$ 2,105,043	\$ 1,959,428	\$ 1,899,559	\$ 1,388,640	\$ 2,009,666
TOTAL	\$ 4,260,844	\$ 4,103,537	\$ 3,941,004	\$ 4,258,570	\$ 4,379,072	\$ 4,322,972	\$ 4,832,867	\$ 4,350,642	\$ 4,140,558	\$ 3,936,767	\$ 3,737,262	\$ 3,708,255	\$ 3,418,601	\$ 4,106,996



# ACCOUNTS RECEIVABLE AGING

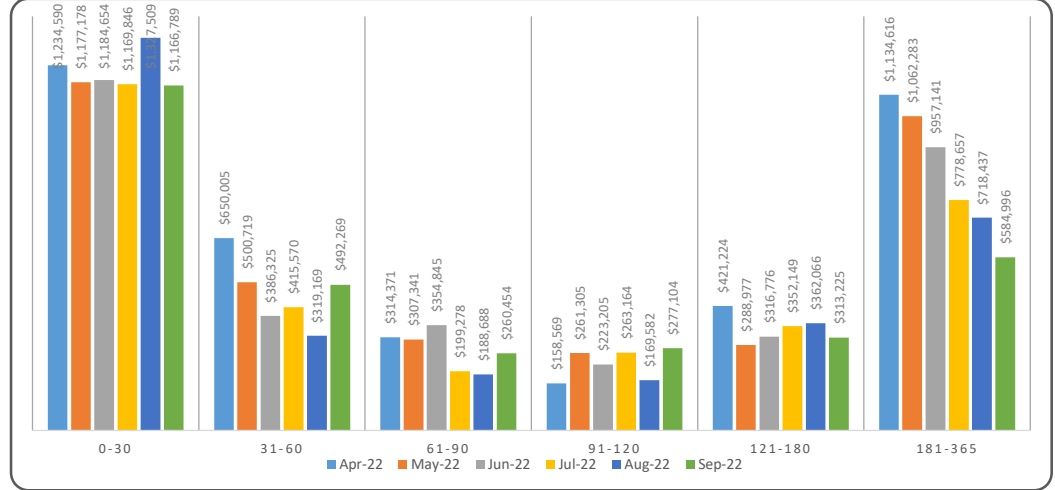
	0-30 Days		31-60 Days		61-90 Days		91-120 Days		121-180 Days		181-365 Days		366+ Days		Grand Totals	
	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$
<b>MEDICARE</b>																
Non-Credit	188	\$ 334,898	52	\$ 203,966	102	\$ 60,667	18	\$ 126,017	11	\$ 34,509	8	\$ 16,435	6	\$ 10,587	385	\$ 787,079
Credit	0	\$ -	1	\$ (20)	0	\$ -	0	\$ -	0	\$ -	0	\$ -	2	\$ (3,652)	3	\$ (3,672)
<b>TOTAL</b>	<b>188</b>	<b>\$ 334,898</b>	<b>53</b>	<b>\$ 203,946</b>	<b>102</b>	<b>\$ 60,667</b>	<b>18</b>	<b>\$ 126,017</b>	<b>11</b>	<b>\$ 34,509</b>	<b>8</b>	<b>\$ 16,435</b>	<b>8</b>	<b>\$ 6,935</b>	<b>388</b>	<b>\$ 783,406</b>
<b>MEDICAID</b>																
Non-Credit	279	\$ 607,340	99	\$ 122,567	92	\$ 62,617	73	\$ 24,058	59	\$ 90,753	36	\$ 40,337	24	\$ 23,226	662	\$ 970,899
Credit	1	\$ (25)	1	\$ (25)	1	\$ (224)	1	\$ (518)	0	\$ -	3	\$ (113)	9	\$ (613)	16	\$ (1,518)
<b>TOTAL</b>	<b>280</b>	<b>\$ 607,315</b>	<b>100</b>	<b>\$ 122,542</b>	<b>93</b>	<b>\$ 62,393</b>	<b>74</b>	<b>\$ 23,540</b>	<b>59</b>	<b>\$ 90,753</b>	<b>39</b>	<b>\$ 40,225</b>	<b>33</b>	<b>\$ 22,613</b>	<b>678</b>	<b>\$ 969,381</b>
<b>COMMERCIAL</b>																
Non-Credit	181	\$ 132,746	76	\$ 47,040	95	\$ 34,843	27	\$ 24,215	27	\$ 11,844	64	\$ 29,549	40	\$ 26,118	510	\$ 306,355
Credit	20	\$ (608)	22	\$ (620)	7	\$ (822)	5	\$ (1,169)	5	\$ (916)	36	\$ (7,533)	304	\$ (36,586)	399	\$ (48,253)
<b>TOTAL</b>	<b>201</b>	<b>\$ 132,138</b>	<b>98</b>	<b>\$ 46,420</b>	<b>102</b>	<b>\$ 34,021</b>	<b>32</b>	<b>\$ 23,046</b>	<b>32</b>	<b>\$ 10,928</b>	<b>100</b>	<b>\$ 22,016</b>	<b>344</b>	<b>\$ (10,467)</b>	<b>909</b>	<b>\$ 258,102</b>
<b>WORK COMP</b>																
Non-Credit	4	\$ 865	8	\$ 5,989	6	\$ 1,101	7	\$ 1,102	7	\$ 10,251	5	\$ 1,061	2	\$ 535	39	\$ 20,904
Credit	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	3	\$ (419)	6	\$ (1,414)	9	\$ (1,833)
<b>TOTAL</b>	<b>4</b>	<b>\$ 865</b>	<b>8</b>	<b>\$ 5,989</b>	<b>6</b>	<b>\$ 1,101</b>	<b>7</b>	<b>\$ 1,102</b>	<b>7</b>	<b>\$ 10,251</b>	<b>8</b>	<b>\$ 641</b>	<b>8</b>	<b>\$ (878)</b>	<b>48</b>	<b>\$ 19,071</b>
<b>SELF PAY</b>																
Non-Credit	93	\$ 92,715	164	\$ 113,988	187	\$ 102,859	166	\$ 103,910	267	\$ 169,377	686	\$ 510,725	524	\$ 332,577	2087	\$ 1,426,151
Credit	14	\$ (1,143)	9	\$ (616)	9	\$ (586)	5	\$ (512)	23	\$ (2,593)	36	\$ (5,047)	242	\$ (27,014)	338	\$ (37,511)
<b>TOTAL</b>	<b>107</b>	<b>\$ 91,572</b>	<b>173</b>	<b>\$ 113,372</b>	<b>196</b>	<b>\$ 102,273</b>	<b>171</b>	<b>\$ 103,398</b>	<b>290</b>	<b>\$ 166,784</b>	<b>722</b>	<b>\$ 505,679</b>	<b>766</b>	<b>\$ 305,562</b>	<b>2425</b>	<b>\$ 1,388,640</b>
<b>ACCOUNTS RECEIVABLE</b>																
Non-Credit	745	\$ 1,168,564	399	\$ 493,551	482	\$ 262,087	291	\$ 279,303	371	\$ 316,733	799	\$ 598,107	596	\$ 393,044	3683	\$ 3,511,388
Credit	35	\$ (1,775)	33	\$ (1,281)	17	\$ (1,632)	11	\$ (2,199)	28	\$ (3,509)	78	\$ (13,111)	563	\$ (69,279)	765	\$ (92,786)
<b>GRAND TOTAL</b>	<b>780</b>	<b>\$ 1,166,789</b>	<b>432</b>	<b>\$ 492,269</b>	<b>499</b>	<b>\$ 260,454</b>	<b>302</b>	<b>\$ 277,104</b>	<b>399</b>	<b>\$ 313,225</b>	<b>877</b>	<b>\$ 584,996</b>	<b>1159</b>	<b>\$ 323,765</b>	<b>4448</b>	<b>\$ 3,418,602</b>

## Aged Over 90 Days Trending (excluding Credits)



	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
Medicare	11.6%	12.6%	11.8%	18.0%	16.5%	23.8%
Medicaid	21.0%	17.9%	12.7%	18.0%	18.6%	18.4%
Commercial	30.0%	33.5%	35.7%	22.3%	21.5%	29.9%
Work Comp	49.9%	33.5%	47.4%	57.8%	57.4%	61.9%

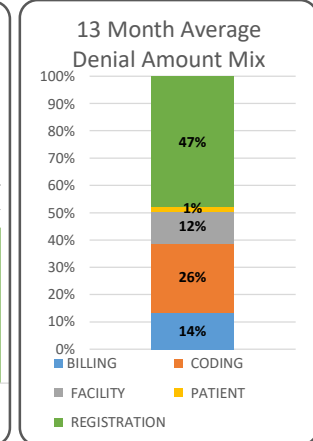
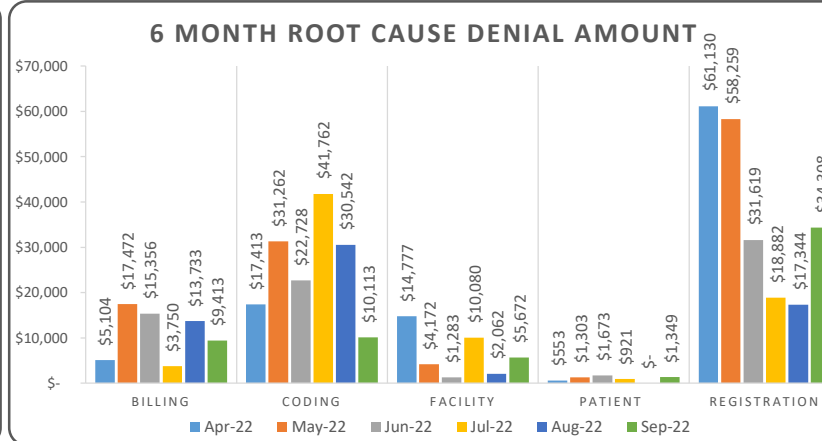
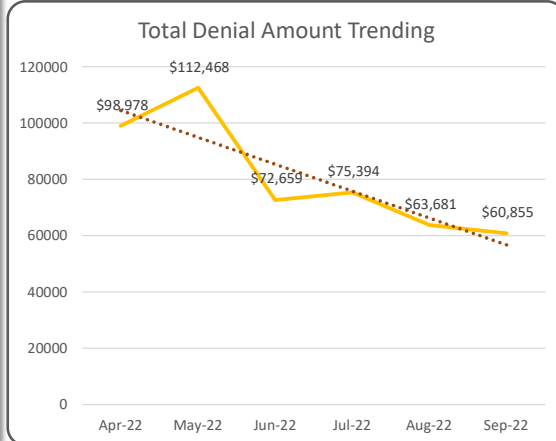
## 6 Month Aging



# DENIAL MANAGEMENT

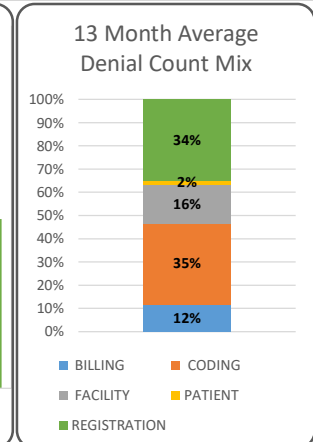
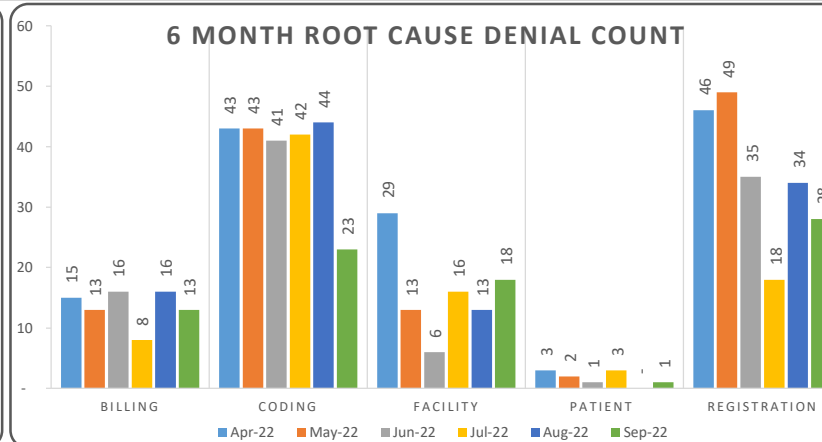
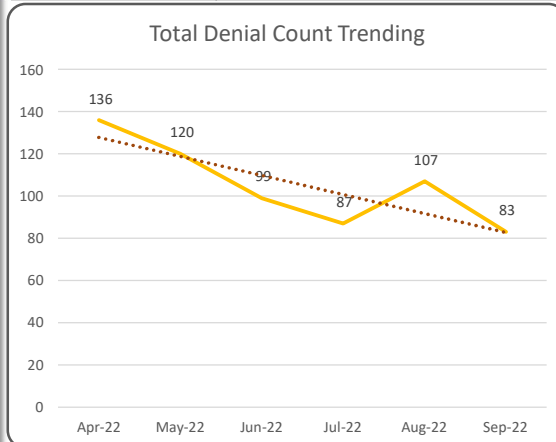
Denial Amount

AMOUNT	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	13 Month Average
BILLING	\$ 117	\$ 2,474	\$ 10,145	\$ 1,101	\$ 25,646	\$ 23,601	\$ 8,260	\$ 5,104	\$ 17,472	\$ 15,356	\$ 3,750	\$ 13,733	\$ 9,413	\$ 10,475
CODING	\$ 21,686	\$ 21,682	\$ 15,242	\$ 8,452	\$ 14,335	\$ 11,494	\$ 9,388	\$ 17,413	\$ 31,262	\$ 22,728	\$ 41,762	\$ 30,542	\$ 10,113	\$ 19,700
FACILITY	\$ 14,765	\$ 25,690	\$ 14,464	\$ 1,136	\$ 6,063	\$ 10,921	\$ 6,806	\$ 14,777	\$ 4,172	\$ 1,283	\$ 10,080	\$ 2,062	\$ 5,672	\$ 9,069
PATIENT	\$ -	\$ -	\$ -	\$ 427	\$ 2,818	\$ 5,884	\$ -	\$ 553	\$ 1,303	\$ 1,673	\$ 921	\$ -	\$ 1,349	\$ 1,148
REGISTRATION	\$ 37,299	\$ 16,405	\$ 25,601	\$ 53,474	\$ 65,613	\$ 26,347	\$ 25,983	\$ 61,130	\$ 58,259	\$ 31,619	\$ 18,882	\$ 17,344	\$ 34,308	\$ 36,328
TOTAL	\$ 73,865	\$ 66,251	\$ 65,452	\$ 64,589	\$ 114,475	\$ 78,246	\$ 50,437	\$ 98,978	\$ 112,468	\$ 72,659	\$ 75,394	\$ 63,681	\$ 60,855	\$ 76,719



Denial Count

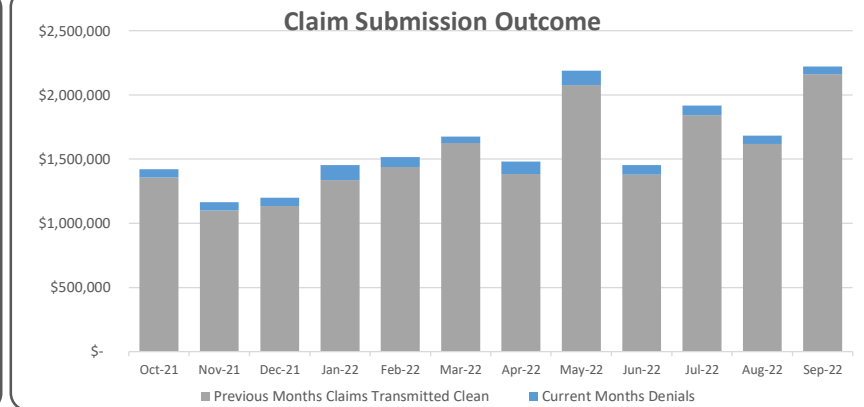
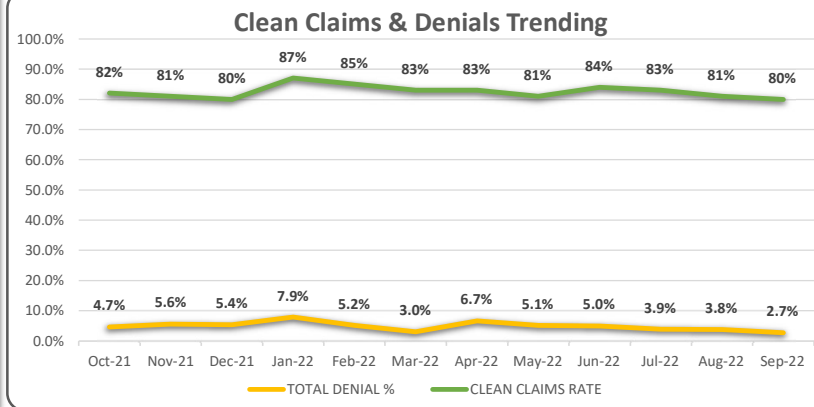
COUNT	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	13 Month Average
BILLING	1	11	13	7	18	11	11	15	13	16	8	16	13	12
CODING	22	31	28	22	31	28	28	43	43	41	42	44	23	33
FACILITY	21	15	12	5	20	16	17	29	13	6	16	13	18	15
PATIENT	-	-	-	1	9	6	-	3	2	1	3	-	1	2
REGISTRATION	49	24	37	26	28	24	23	46	49	35	18	34	28	32
TOTAL	93	81	90	61	106	85	79	136	120	99	87	107	83	94



# CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

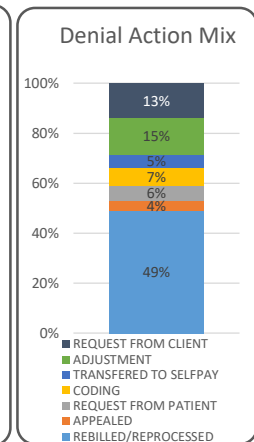
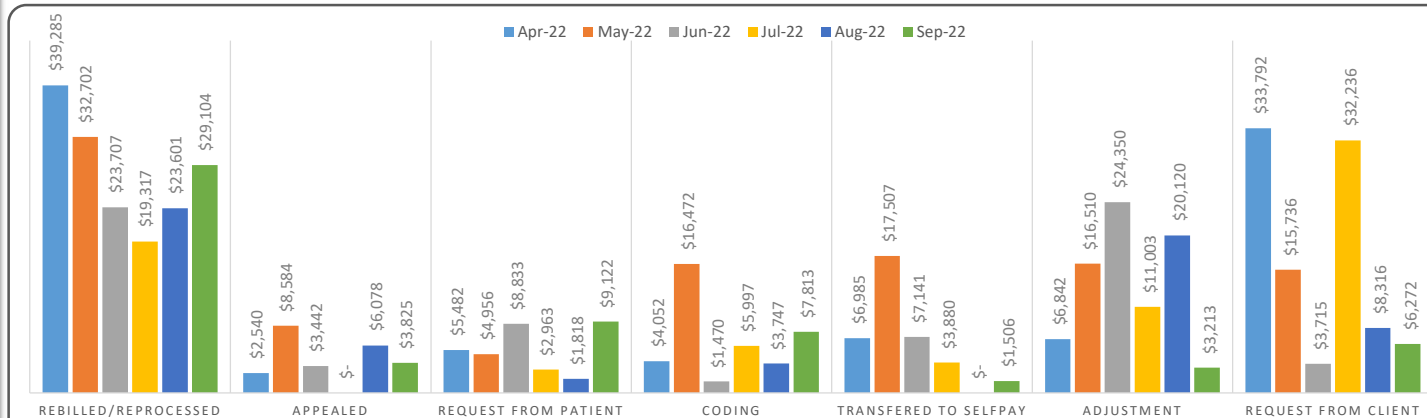
Denial & Clean Claim Trending

	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	13 Month Average
<b>DENIAL AMOUNT</b>	\$ 73,865	\$ 66,251	\$ 65,452	\$ 64,589	\$ 114,475	\$ 78,246	\$ 50,437	\$ 98,978	\$ 112,468	\$ 72,659	\$ 75,394	\$ 63,681	\$ 60,855	\$ 76,719
<b>PREVIOUS MONTH'S TRANSMITTED CLAIMS</b>	\$ 1,543,681	\$ 1,421,703	\$ 1,164,069	\$ 1,198,525	\$ 1,451,836	\$ 1,516,636	\$ 1,676,470	\$ 1,481,392	\$ 2,189,220	\$ 1,451,713	\$ 1,918,330	\$ 1,682,882	\$ 2,222,145	\$ 1,609,123
<b>TOTAL DENIAL %</b>	4.8%	4.7%	5.6%	5.4%	7.9%	5.2%	3.0%	6.7%	5.1%	5.0%	3.9%	3.8%	2.7%	4.9%
<b>CLEAN CLAIMS RATE</b>	85%	82%	81%	80%	87%	85%	83%	83%	81%	84%	83%	81%	80%	83%



Action Taken on Denials

DENIAL ACTION	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	13 Month Average
<b>REBILLED/REPROCESSED</b>	\$ 51,694	\$ 38,681	\$ 35,679	\$ 52,815	\$ 75,335	\$ 47,694	\$ 22,109	\$ 39,285	\$ 32,702	\$ 23,707	\$ 19,317	\$ 23,601	\$ 29,104	\$ 37,825
<b>APPEALED</b>	\$ 330	\$ 388	\$ 937	\$ 2,706	\$ 7,000	\$ 33	\$ 4,633	\$ 2,540	\$ 8,584	\$ 3,442	\$ -	\$ 6,078	\$ 3,825	\$ 3,115
<b>REQUEST FROM PATIENT</b>	\$ 267	\$ 8,508	\$ -	\$ 939	\$ 3,802	\$ 14,761	\$ -	\$ 5,482	\$ 4,956	\$ 8,833	\$ 2,963	\$ 1,818	\$ 9,122	\$ 4,727
<b>CODING</b>	\$ 13,297	\$ 3,478	\$ 4,435	\$ 109	\$ 2,332	\$ 3,148	\$ 2,615	\$ 4,052	\$ 16,472	\$ 1,470	\$ 5,997	\$ 3,747	\$ 7,813	\$ 5,305
<b>TRANSFERRED TO SELFPAY</b>	\$ 2,706	\$ 2,064	\$ 2,757	\$ 509	\$ 3,184	\$ 1,775	\$ 2,978	\$ 6,985	\$ 17,507	\$ 7,141	\$ 3,880	\$ -	\$ 1,506	\$ 4,076
<b>ADJUSTMENT</b>	\$ 3,538	\$ 7,752	\$ 13,772	\$ 6,476	\$ 10,909	\$ 9,913	\$ 14,337	\$ 6,842	\$ 16,510	\$ 24,350	\$ 11,003	\$ 20,120	\$ 3,213	\$ 11,441
<b>REQUEST FROM CLIENT</b>	\$ 2,034	\$ 5,379	\$ 7,873	\$ 1,034	\$ 12,220	\$ 922	\$ 3,765	\$ 33,792	\$ 15,736	\$ 3,715	\$ 32,236	\$ 8,316	\$ 6,272	\$ 10,253
<b>TOTAL</b>	\$ 73,865	\$ 66,251	\$ 65,452	\$ 64,589	\$ 114,782	\$ 78,246	\$ 50,437	\$ 98,978	\$ 112,468	\$ 72,659	\$ 75,394	\$ 63,681	\$ 60,855	\$ 76,743

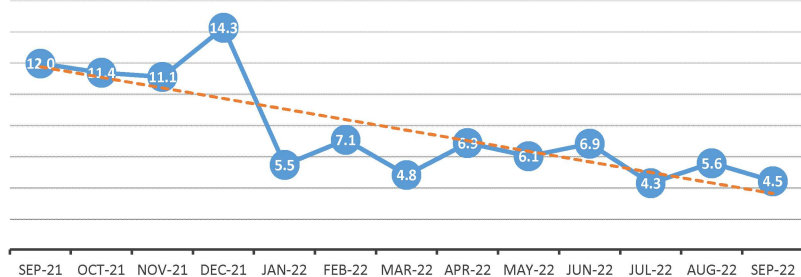


# UNBILLED & INVENTORY

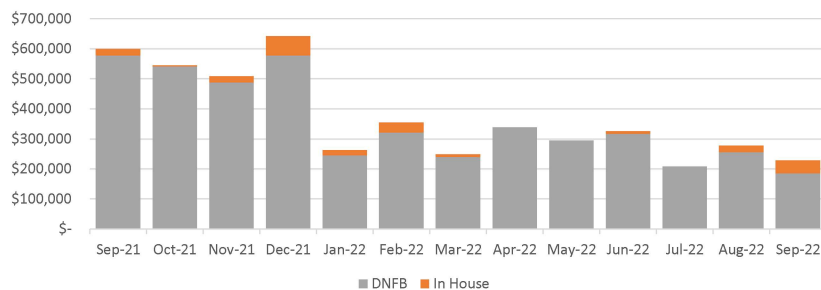
Unbilled

	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	13 Month Average
<b>In House</b>	\$ 22,170	\$ 3,706	\$ 20,857	\$ 64,355	\$ 17,753	\$ 34,167	\$ 10,466	\$ -	\$ -	\$ 9,182	\$ -	\$ 22,251	\$ 43,554	\$ 19,112
<b>DNFB</b>	\$ 577,639	\$ 541,096	\$ 487,338	\$ 577,901	\$ 245,224	\$ 320,765	\$ 238,954	\$ 338,650	\$ 295,441	\$ 316,709	\$ 208,502	\$ 255,911	\$ 185,499	\$ 353,048
<b>Total Unbilled</b>	\$ 599,809	\$ 544,802	\$ 508,195	\$ 642,256	\$ 262,978	\$ 354,932	\$ 249,420	\$ 338,650	\$ 295,441	\$ 325,891	\$ 208,502	\$ 278,162	\$ 229,053	\$ 372,161
<b>Unbilled Days</b>	12.0	11.4	11.1	14.3	5.5	7.1	4.8	6.9	6.1	6.9	4.3	5.6	4.5	7.7

Total Unbilled Days



Unbilled Dollars

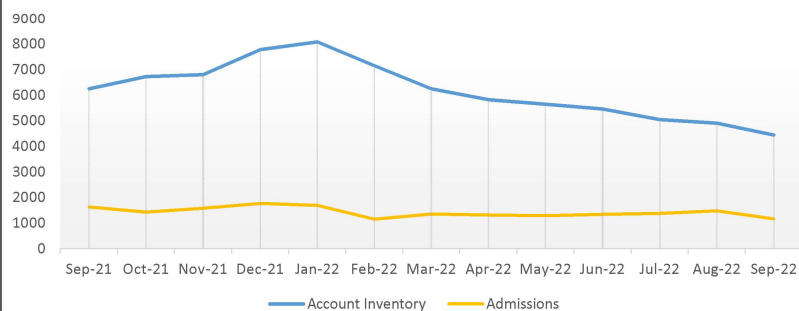


Admissions & Account Inventory

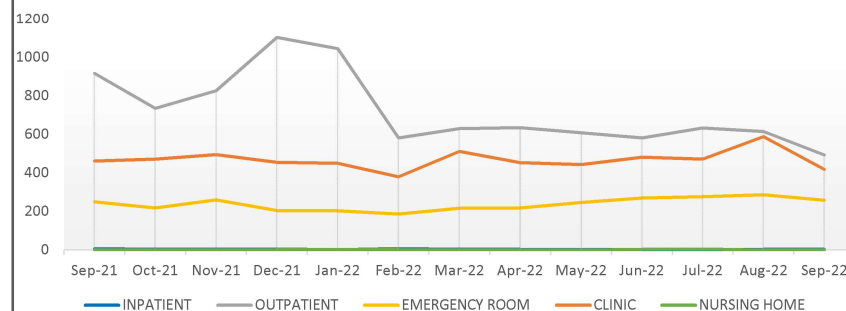
ADMISSIONS	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	13 Month Average
<b>INPATIENT</b>	6	3	2	5	1	7	4	2	1	3	1	2	3	3
<b>SWINGBED</b>	3	5	2	3	1	4	5	5	1	1	1	2	2	3
<b>OUTPATIENT</b>	916	733	826	1,102	1,043	581	630	634	607	582	633	615	492	723
<b>EMERGENCY ROOM</b>	250	218	260	205	202	186	217	218	246	270	276	287	259	238
<b>CLINIC</b>	461	471	495	454	449	380	510	453	442	482	472	588	418	467
<b>NURSING HOME</b>	0	0	0	1	1	1	0	1	0	2	4	0	0	1
<b>TOTAL</b>	1,636	1,430	1,585	1,770	1,697	1,159	1,366	1,313	1,297	1,340	1,387	1,494	1,174	1434

ACCOUNT INVENTORY	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	13 Month Average
<b>MEDICARE</b>	657	886	869	1,543	1,294	662	578	556	561	468	362	394	388	709
<b>MEDICAID</b>	832	779	862	911	1,073	799	1,010	714	726	731	656	700	678	805
<b>COMMERCIAL</b>	1,117	1,111	1,119	1,193	1,339	1,214	1,046	964	938	1,020	997	904	909	1067
<b>WORK COMP</b>	100	89	83	80	81	82	95	95	85	71	70	57	48	80
<b>SELF PAY</b>	3,545	3,862	3,872	4,058	4,293	4,408	3,527	3,505	3,344	3,173	2,957	2,855	2,425	3525
<b>TOTAL</b>	6251	6727	6805	7785	8080	7165	6256	5834	5654	5463	5042	4910	4448	6186

Account Inventory & Admissions



Admissions by Service Type



# Southern Humboldt Community Healthcare District

## Executive Dashboard

	TARGET	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22
Days in AR	66.0	85.9	86.3	94.7	91.6	86.5	94.0	88.5	84.9	82.9	77.3	74.7	66.5
Gross AR		4,103,537	3,941,004	4,258,570	4,379,072	4,322,972	4,832,867	4,350,642	4,140,558	3,936,767	3,737,262	3,708,255	3,418,601
Gross Revenue		1,379,368	1,250,010	1,508,417	1,639,879	1,350,122	1,639,234	1,384,159	1,464,711	1,474,557	1,510,151	1,582,735	1,637,530
Cash Collections		847,125	845,077	729,186	727,607	859,954	770,454	1,024,101	1,137,769	1,217,580	786,503	1,182,187	815,275
Adjustments		461,817	511,680	547,667	531,378	591,522	626,184	443,517	581,700	646,293	644,797	792,749	1,308,282
Collection %		64.7%	62.3%	57.1%	57.8%	59.2%	55.2%	69.8%	66.2%	65.3%	55.0%	59.9%	38.4%
Late Charges	1%	0.0%	2.2%	1.4%	0.3%	1.2%	0.0%	2.6%	0.6%	0.1%	1.6%	0.6%	1.1%
Bad Debt	3%	0.5%	12.7%	2.1%	0.0%	0.0%	2.2%	0.0%	1.9%	1.4%	0.8%	1.4%	31.3%
Charity Care	3%	0.2%	8.6%	0.4%	0.5%	0.2%	5.6%	6.3%	3.1%	13.5%	3.5%	5.1%	4.4%
Third Party Aged over 90	14%	20.5%	23.3%	22.8%	22.1%	19.8%	18.5%	19.3%	18.9%	17.5%	19.7%	19.1%	22.6%
Self Pay Aged 180 (from assignment)	25%	33.1%	22.7%	20.0%	20.9%	72.2%	71.7%	71.6%	63.4%	60.2%	59.4%	62.5%	47.1%

