

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

**Friday
June 23, 2023
10:00 a.m.**

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



SoHum Health



Finance Committee

Date: Friday, June 23, 2023

Time: 10:00 a.m.

Location: Sprowel Creek Campus, Room 106

Facilitator: Governing Board President Corinne Stromstad

Link: <https://shchd.webex.com/shchd/j.php?MTID=mf99501c838417fe8e97a72dbcfada22f>

Agenda - Revised

| 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. | 1-2 | D. Previous Meeting Minutes |
| | | 1. Minutes from Friday, May 19, 2023 |
| | | E. Discussion and Review |
| 10:15 a.m. | | 1. April, 2023 Financials – Paul Eves |
| 10:30 a.m. | 3-15 | 2. May, 2023 Patient Financial Services and HRG Reports – Marie Brown and Remy Quinn |
| | | F. Discussion Items to Report to the Board |
| | | G. Next Meeting: Friday, July 21, 2023 |
| | | 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.

IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT, if you require special accommodations to participate in a District meeting, please contact the District Clerk at 707-923-3921, ext. 1303 at least 48 hours prior to the meeting." **Times are estimated*

**Times are estimated/Posted: Saturday, June 17, 2023*



Finance Committee

Date: Friday, May 19, 2023

Time: 10:00 a.m.

Location: Sprowel Creek Campus Rm 105 and via Webex

Facilitator: Governing Board President Corinne Stromstad

Minutes

Finance Committee Present: Corinne Stromstad, Kevin Church, and Matt Rees

Not Present: Paul Eves

Also Present: Marie Brown, PFS Manager, Karen Johnson, Board Clerk, and Darrin Guerra, Administrative Assistant

By Webex: Kent Scown, COO

A. Call to Order – Corinne Stromstad called the meeting to order at 10:01 a.m.

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

C. Announcements - none

D. Previous Meeting Minutes – Minutes from April 21, 2023.

Motion: Matt Rees moved to approve the April 21, 2023 Finance minutes.

Second: Kevin Church

Motion Carried

E. Discussion and Review

1. March, 2023 Financials –CEO Matt Rees– see report

Motion: Matt Rees made a motion to pass March, 2023 Financial Statements, with the correction mentioned above, and recommend they go to the Board.

Second: Kevin Church

Motion carried

2. March, 2023 Patient Financial Services and HRG Reports – Marie Brown - see report

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

Ophthalmology Services – An offer was made to purchase optical services and buy equipment. Some equipment has a shared lease between the 2 practices in Fortuna. The Ophthalmologist has agreed to stay on for a few years, so we made an offer. We would like



to send to the Board for approval the purchase of the services and equipment, as related Alan French, O.D.

G. Next Meeting: Friday, June 23, 2023.

H. Adjourned at 10:30 a.m.

Minutes by Karen Johnson

Southern Humboldt Community Healthcare District

May 2023

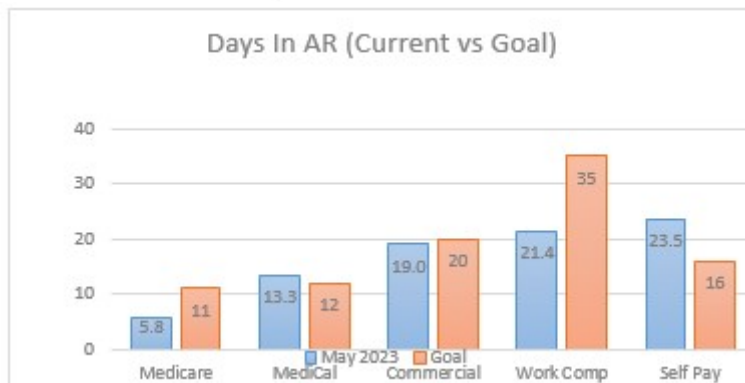


SoHum Health

Key Items

- ➔ Cash totaled \$756K, 83% of net revenue
- ➔ AR increased 216K to 64.5 days
- ➔ Third Party aging decreased \$18K, to 12.4%
- ➔ Unbilled AR increased 1.7 days, ending at 4.9 days

Detailed Initiatives & Obstacles



- **Overall AR:** The month of May closed with \$3.4M in gross AR or 64.5 days. This is an overall increase of 4.1 days from April. Revenue came in \$169K higher than what was reported in April, ending at \$1.8M. Third Party AR saw an overall increase of 1.4 days, ending at 36.2 days. Unbilled AR increased 1.7 days ending at 4.9 AR days. We continue to discuss unbilled AR in the bi-weekly conference calls between SHCHD and HRG and will continue to keep this on our radar in the coming months. Cash collections came in higher than what was seen in April, coming in at \$756M or 83% of net revenue. In April, there were multiple claims pending for approved authorization/TAR's. A few authorization/TAR's were approved in the month of May, however, the majority of the reimbursement for these will be seen in June. Although, some authorization/TAR issues were resolved, there is still \$55K in swing bed claims pending for an approved TAR from Medi-Cal. SHCHD has been working diligently to do all they can to get these TAR's approved by the payer, however, they have been unsuccessful at this time. The delay in coding and the accounts pending authorization/TAR's negatively impacts cash collections along with overall AR. With the current AR goals that are in place, we are now 18.5 days from hitting our overall AR target of 46 days.
- **Self Pay:** Self Pay AR increased by of 1.1 AR days to 23.5, ending 7.5 days away from the set goal of 16 AR days. Self Pay collections came in at \$28K, which is the same as what was collected in April. We have not been able to send any files to collections since December 2022. Arcadia Recovery Bureau, notified us at the beginning/middle of January that they are no longer able to collect within the state of California and have relinquished their capabilities to work with SHCHD. With that being said, SHCHD met with multiple agencies, later signing a contract with CCOC at the end of March. We are currently working with COCC to build an agency report and Goodbye letter meeting the AB1020 requirements. There are some additional added layers of complexity due to SHCHD's current EHR conversion efforts, and we are working on sorting every detail out. We continue to work with CCOC and SHCHD to do all we can to ensure this bad debt obstacle does not create too severe of a setback in the self pay AR.
- **Third Party Aging:** May closed with \$276K in Third Party balances aged over 90 days, totaling 12.4%. This is a decrease of 1.6% from April. Medicare decreased by \$174.00, decreasing 0.2% to 5.8%. Medicaid aging decreased by \$3K, down to 13.3%. Commercial aging decreased by \$17K and ended April at 19.0%. Workers Compensation increased by \$4K, and stayed the same at 21.4%. Third Party aging is now within our goal of 13%.

Industry Updates

COVID-19 Public Health Emergency Ending in May

On February 9, the Department of Health and Human Services (HHS) announced the Public Health Emergency (PHE) for COVID-19 will end on May, 11, 2023.

During the PHE, CMS has used a combination of emergency authority waivers, regulations, enforcement discretion, and sub-regulatory guidance to ensure easier access to care during the PHE for health care providers and their beneficiaries.

Some of the flexibilities that were created during the pandemic were recently expanded by the Consolidated Appropriations Act, 2023. Others, while critical during our initial responses to COVID-19, are no longer needed.

CMS has made further updates to the CMS Emergencies Page with useful information for providers – specifically around major

Patient Financial Services (PFS) | Health Information Management (HIM) | Revenue Cycle Integrity (RCI)

Finance Committee, June 23, 2023
Largest employee-owned revenue cycle management company in the nation.



Industry Updates

COVID-19 Public Health Emergency Ending in May

telehealth and individual waivers – that were initiated during the Public Health Emergency (PHE). For a full listing of COVID-19 Public Health Emergency (PHE) waivers and flexibilities, please visit [CMS.gov/coronavirus-waivers](https://www.cms.gov/coronavirus-waivers).

The Department of Health and Human Services (HHS) has released a COVID-19 Transition Roadmap to help explain changes to waivers. In the coming weeks, CMS will be hosting stakeholder calls and office hours to provide additional information. Please continue to visit the CMS Emergencies Page for continuous updates regarding PHE sunset guidance as information becomes available to the public.

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

Sydni Thomas | Revenue Cycle Supervisor

Healthcare Resource Group

Office 509-703-4920 | sythomas@hrgpros.com

**Southern Humboldt Community
Healthcare District
MONTH END FINANCE REPORT**



SoHum Health

May 2023

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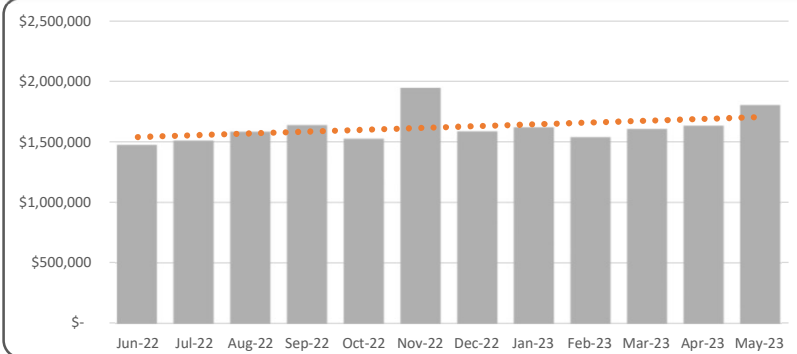
FINANCE DASHBOARD

| Revenue Cycle Performance | | Target | December-22 | | January-23 | | February-23 | | March-23 | | April-23 | | May-23 | | | | | | | |
|--------------------------------------|--|-------------|-------------|-------------|------------|-------------|-------------|-------------|----------|-------------|-----------|-------------|-----------|-------------|-------|-----------|-----------|-------|-----------|-----------|
| | REVENUE | | | | | | | | | | | | | | | | | | | |
| | Net Revenue | | | \$888,473 | | \$1,137,069 | | \$1,067,051 | | \$982,852 | | \$906,723 | | \$922,261 | | | | | | |
| | Gross Revenue | | | \$1,586,113 | | \$1,620,070 | | \$1,537,305 | | \$1,606,835 | | \$1,632,497 | | \$1,801,881 | | | | | | |
| | CASH | | | | | | | | | | | | | | | | | | | |
| | Cash Collections as a % of Net Revenue | 100% | | 141% | | 123% | | 90% | | 120% | | 65% | | 83% | | | | | | |
| | Cash Collections | | | \$1,373,812 | | \$1,095,480 | | \$1,021,149 | | \$1,276,559 | | \$641,314 | | \$756,460 | | | | | | |
| | ACCOUNTS RECEIVABLE | | | | | | | | | | | | | | | | | | | |
| | Net AR | | | \$1,433,557 | | \$1,632,047 | | \$1,660,729 | | \$1,480,763 | | \$1,672,344 | | \$1,608,490 | | | | | | |
| | Gross AR | | | \$3,016,738 | | \$2,893,400 | | \$2,903,063 | | \$2,736,001 | | \$3,173,025 | | \$3,388,967 | | | | | | |
| Third Party | Unbilled | 3 | | 4.3 | | 6.8 | | 2.6 | | 4.7 | | 3.2 | | 4.9 | | | | | | |
| | Third Party | 27 | | 32.6 | | 27.9 | | 31.9 | | 26.1 | | 34.8 | | 36.2 | | | | | | |
| | Self Pay | 16 | | 17.9 | | 17.0 | | 20.6 | | 20.9 | | 22.4 | | 23.5 | | | | | | |
| | Total Days in AR | 46 | | 54.9 | | 51.7 | | 55.1 | | 51.7 | | 60.4 | | 64.5 | | | | | | |
| | Days in AR - Credit Balances | < 1 | | 1.78 | | 1.80 | | 1.98 | | 2.75 | | 2.60 | | 1.88 | | | | | | |
| | UNBILLED | | | | | | | | | | | | | | | | | | | |
| | In-house | < 2 Days | | 0.3 | | 0.2 | | 0.4 | | 0.3 | | 0.2 | | 0.0 | | | | | | |
| | DNFB | < 1 Day | | 4.1 | | 6.6 | | 2.2 | | 4.4 | | 2.9 | | 4.8 | | | | | | |
| | Total Unbilled | <3 Days | | 4.3 | | 6.8 | | 2.6 | | 4.7 | | 3.2 | | 4.9 | | | | | | |
| | | | | | | | | | | | | | | | | | | | | |
| | Target | December-22 | | January-23 | | February-23 | | March-23 | | April-23 | | May-23 | | | | | | | | |
| AGING (excluding credits) | | | | | | | | | | | | | | | | | | | | |
| Medicare Aging > 90 Days | 11% | 4.9% | \$ | 34,121 | 4.1% | \$ | 29,966 | 3.8% | \$ | 24,185 | 4.3% | \$ | 25,253 | 6.0% | \$ | 35,224 | 5.8% | \$ | 34,050 | |
| Medicaid Aging > 90 Days | 12% | 20.0% | \$ | 210,268 | 21.5% | \$ | 181,351 | 19.0% | \$ | 163,026 | 20.1% | \$ | 169,221 | 14.1% | \$ | 167,605 | 13.3% | \$ | 164,444 | |
| Commercial Aging > 90 Days | 20% | 17.6% | \$ | 54,079 | 19.5% | \$ | 76,719 | 27.6% | \$ | 91,467 | 31.3% | \$ | 79,558 | 29.9% | \$ | 83,589 | 19.0% | \$ | 66,265 | |
| Work Comp Aging > 90 Days | 35% | 32.9% | \$ | 13,486 | 39.3% | \$ | 16,409 | 22.4% | \$ | 9,812 | 19.7% | \$ | 11,437 | 21.4% | \$ | 7,490 | 21.4% | \$ | 11,123 | |
| Total Third Party Aging > 90 Days | 13% | 14.9% | \$ | 311,954 | 15.2% | \$ | 304,445 | 15.3% | \$ | 288,490 | 16.4% | \$ | 285,468 | 14.0% | \$ | 293,907 | 12.4% | \$ | 275,883 | |
| CLAIM SUBMISSION EFFICIENCY | | | | | | | | | | | | | | | | | | | | |
| Claims Submission | | | 1,847 | \$ | 2,232,303 | 1,682 | \$ | 2,135,776 | 1,494 | \$ | 1,941,893 | 1,483 | \$ | 1,988,632 | 1,526 | \$ | 2,074,118 | 1,585 | \$ | 2,207,031 |
| Clean Claims | 85% | | 77% | | | 79% | | | 85% | | | 82% | | | 85% | | | | | |
| Denial Percent | 5% | | 5% | | | 5% | | | 4% | | | 5% | | | 5% | | | 7% | | |
| Total Denial Rate | Count Amt | 156 | \$ | 108,174 | 162 | \$ | 112,276 | 166 | \$ | 87,041 | 150 | \$ | 94,322 | 157 | \$ | 92,321 | 137 | \$ | 139,801 | |
| Late Charges | Count Amt | 49 | \$ | 438 | 11 | \$ | 380 | 20 | \$ | 878 | 26 | \$ | 4,337 | 5 | \$ | 164 | 1 | \$ | 112 | |
| Communication Log Backlog | | 49 | \$ | 85,257 | 59 | \$ | 111,814 | 41 | \$ | 47,301 | 31 | \$ | 64,318 | 68 | \$ | 118,556 | 80 | \$ | 113,243 | |
| | | | | | | | | | | | | | | | | | | | | |
| | Target | December-22 | | January-23 | | February-23 | | March-23 | | April-23 | | May-23 | | | | | | | | |
| INVENTORY & QUALITY | | | | | | | | | | | | | | | | | | | | |
| Total Inventory | | 2,136 | \$ | 986,852 | 2,139 | \$ | 951,571 | 2,191 | \$ | 1,088,045 | 2,260 | \$ | 1,104,091 | 2,303 | \$ | 1,178,370 | 2,461 | \$ | 1,232,411 | |
| New | | 321 | \$ | 124,494 | 304 | \$ | 103,514 | 219 | \$ | 97,114 | 371 | \$ | 119,082 | 253 | \$ | 77,689 | 352 | \$ | 144,470 | |
| Resolved | | 253 | \$ | 91,261 | 206 | \$ | 37,835 | 250 | \$ | 82,453 | 281 | \$ | 54,473 | 230 | \$ | 21,314 | 165 | \$ | 41,652 | |
| Aged >180 days from Assignment | < 25% | 35.4% | \$ | 348,985 | 41.5% | \$ | 395,331 | 41.3% | \$ | 449,618 | 48.3% | \$ | 532,779 | 50.7% | \$ | 597,037 | 52.9% | \$ | 651,755 | |
| Total Payment Plans over 120 days | | \$21,273 | | | \$26,015 | | | \$30,611 | | | \$26,650 | | | \$27,150 | | | \$4,065 | | | |
| Average Speed to Answer | < 60 seconds | 211 | | | 215 | | | 145 | | | 229 | | | 149 | | | 239 | | | |
| STATEMENTS & LETTERS | | | | | | | | | | | | | | | | | | | | |
| Statements & Letters | | 648 | | | 676 | | | 615 | | | 562 | | | 463 | | | 849 | | | |
| Charity Care Applications In Process | | 0 | \$ | - | 9 | \$ | 402 | 1 | \$ | 391 | 18 | \$ | 9,208 | 7 | \$ | 8,578 | 4 | \$ | 5,318 | |
| Inbound and Outbound Calls | In Out | 24 | 120 | | 156 | 304 | | 105 | 92 | | 139 | 185 | | 67 | 272 | | 97 | 169 | | |
| WRITE OFFS | | | | | | | | | | | | | | | | | | | | |
| Bad Debt as a % of Gross Revenue | < 2% | 0.4% | \$ | 5,920 | 0.0% | \$ | - | 0.0% | \$ | - | 0.0% | \$ | - | 0.0% | \$ | - | 0.0% | \$ | - | |
| Charity as a % of Gross Revenue | < 2% | 2.1% | \$ | 33,516 | 3.9% | \$ | 63,113 | 1.0% | \$ | 14,747 | 1.5% | \$ | 23,556 | 0.1% | \$ | 973 | 1.2% | \$ | 21,551 | |

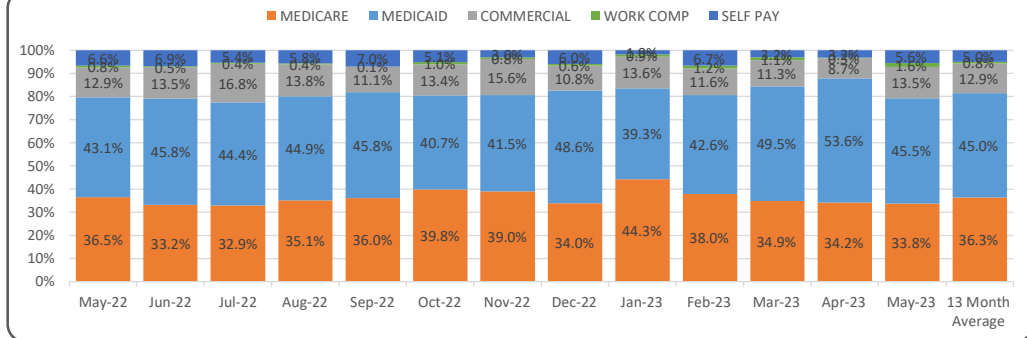
GROSS REVENUE

| PAYER | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | 13 Month Average |
|------------------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|
| MEDICARE | \$ 535,226 | \$ 490,275 | \$ 497,277 | \$ 555,868 | \$ 590,200 | \$ 606,856 | \$ 760,302 | \$ 539,320 | \$ 717,741 | \$ 584,209 | \$ 560,965 | \$ 557,768 | \$ 608,991 | \$ 585,000 |
| MEDICAID | \$ 631,339 | \$ 676,074 | \$ 670,704 | \$ 710,829 | \$ 749,538 | \$ 620,393 | \$ 808,367 | \$ 770,467 | \$ 636,332 | \$ 654,199 | \$ 794,626 | \$ 874,406 | \$ 819,312 | \$ 724,353 |
| COMMERCIAL | \$ 188,623 | \$ 199,337 | \$ 254,416 | \$ 218,738 | \$ 181,491 | \$ 204,841 | \$ 304,163 | \$ 170,862 | \$ 220,365 | \$ 178,568 | \$ 182,374 | \$ 142,791 | \$ 243,074 | \$ 206,896 |
| WORK COMP | \$ 12,311 | \$ 6,889 | \$ 6,454 | \$ 6,147 | \$ 1,698 | \$ 14,805 | \$ 15,345 | \$ 9,587 | \$ 15,137 | \$ 17,996 | \$ 18,086 | \$ 5,119 | \$ 29,663 | \$ 12,249 |
| SELF PAY | \$ 97,212 | \$ 101,982 | \$ 81,299 | \$ 91,154 | \$ 114,603 | \$ 78,345 | \$ 58,989 | \$ 95,876 | \$ 30,494 | \$ 102,332 | \$ 50,784 | \$ 52,413 | \$ 100,841 | \$ 81,256 |
| TOTAL | \$ 1,464,711 | \$ 1,474,557 | \$ 1,510,151 | \$ 1,582,735 | \$ 1,637,530 | \$ 1,525,240 | \$ 1,947,165 | \$ 1,586,113 | \$ 1,620,070 | \$ 1,537,305 | \$ 1,606,835 | \$ 1,632,497 | \$ 1,801,881 | \$ 1,609,753 |
| AVERAGE DAILY REVENUE | \$ 48,784 | \$ 47,510 | \$ 48,363 | \$ 49,646 | \$ 51,418 | \$ 51,582 | \$ 56,153 | \$ 54,984 | \$ 56,015 | \$ 52,705 | \$ 52,936 | \$ 52,491 | \$ 52,513 | \$ 51,931 |

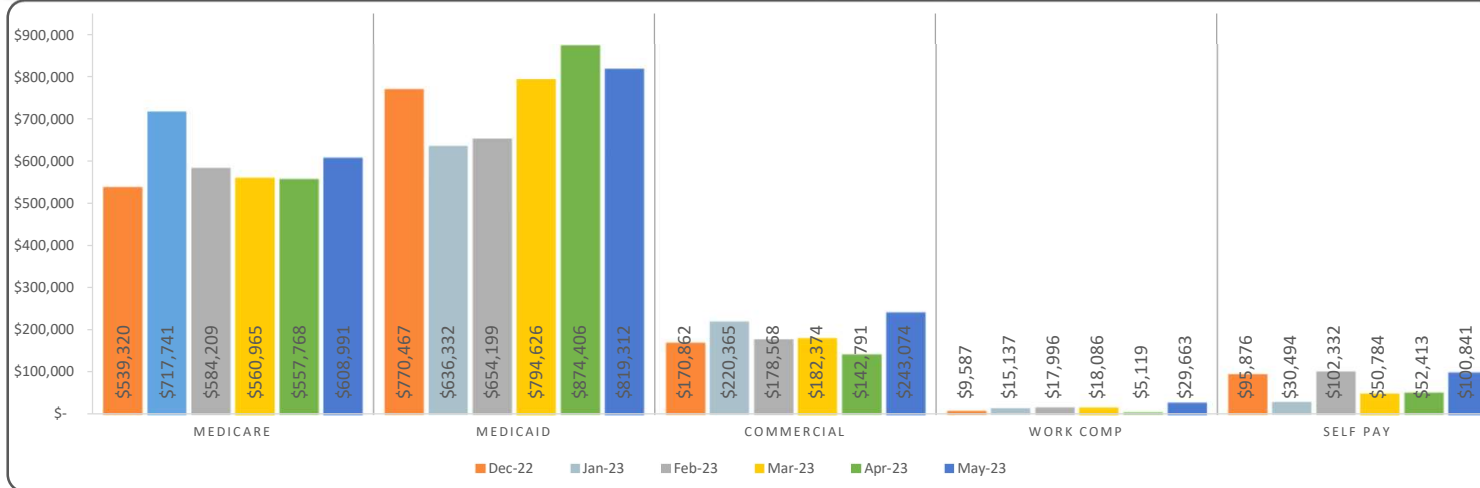
Gross Revenue



Payer Mix



Revenue Trending By Payer



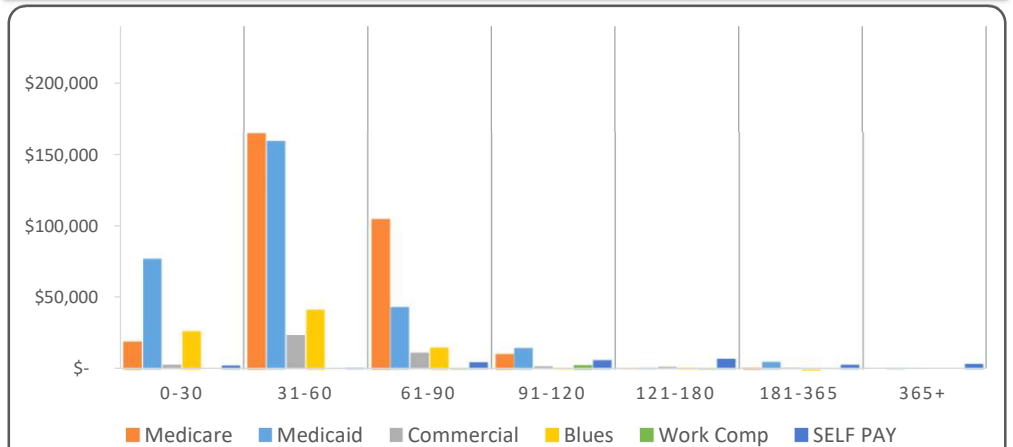
CASH DETAIL

| PAYER | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | 13 Month Average |
|----------------------|--------------|--------------|------------|--------------|--------------|--------------|------------|--------------|--------------|--------------|--------------|------------|------------|------------------|
| MEDICARE | | | | | | | | | | | | | | |
| Payments | \$ 653,772 | \$ 743,061 | \$ 450,340 | \$ 268,672 | \$ 272,770 | \$ 313,604 | \$ 441,248 | \$ 904,435 | \$ 591,668 | \$ 592,859 | \$ 743,922 | \$ 310,558 | \$ 300,837 | \$ 506,750 |
| Adjustments | \$ (48,202) | \$ (155,707) | \$ 20,576 | \$ 186,886 | \$ 153,735 | \$ 163,209 | \$ 59,652 | \$ (305,051) | \$ (87,776) | \$ (99,709) | \$ (134,234) | \$ 106,519 | \$ 138,215 | \$ (145) |
| Collection % | 108% | 127% | 96% | 59% | 64% | 66% | 88% | 151% | 117% | 120% | 122% | 74% | 69% | 97% |
| MEDICAID | | | | | | | | | | | | | | |
| Payments | \$ 306,596 | \$ 243,359 | \$ 137,465 | \$ 623,479 | \$ 319,979 | \$ 247,066 | \$ 308,165 | \$ 264,924 | \$ 314,806 | \$ 255,109 | \$ 277,640 | \$ 193,806 | \$ 300,483 | \$ 291,760 |
| Adjustments | \$ 471,305 | \$ 476,678 | \$ 288,197 | \$ 355,444 | \$ 456,542 | \$ 502,029 | \$ 451,692 | \$ 433,745 | \$ 547,064 | \$ 449,945 | \$ 461,105 | \$ 361,576 | \$ 609,604 | \$ 451,148 |
| Collection % | 39% | 34% | 32% | 64% | 41% | 33% | 41% | 38% | 37% | 36% | 38% | 35% | 33% | 38% |
| COMMERCIAL | | | | | | | | | | | | | | |
| Payments | \$ 35,661 | \$ 49,987 | \$ 78,377 | \$ 90,192 | \$ 83,210 | \$ 61,199 | \$ 61,572 | \$ 52,160 | \$ 48,629 | \$ 73,731 | \$ 117,204 | \$ 36,603 | \$ 42,946 | \$ 63,959 |
| Adjustments | \$ 19,183 | \$ 15,330 | \$ 67,108 | \$ 37,478 | \$ 26,028 | \$ 33,117 | \$ 38,841 | \$ 16,336 | \$ 21,767 | \$ 27,065 | \$ 30,397 | \$ 24,802 | \$ 26,556 | \$ 29,539 |
| Collection % | 65% | 77% | 54% | 71% | 76% | 65% | 61% | 76% | 69% | 73% | 79% | 60% | 62% | 68% |
| BLUES | | | | | | | | | | | | | | |
| Payments | \$ 86,067 | \$ 125,891 | \$ 74,430 | \$ 127,658 | \$ 75,087 | \$ 95,374 | \$ 76,431 | \$ 116,673 | \$ 92,264 | \$ 63,385 | \$ 96,727 | \$ 54,673 | \$ 79,624 | \$ 89,560 |
| Adjustments | \$ 42,946 | \$ 57,868 | \$ 40,415 | \$ 54,789 | \$ 40,371 | \$ 41,878 | \$ 42,420 | \$ 44,446 | \$ 44,703 | \$ 43,122 | \$ 51,765 | \$ 30,285 | \$ 68,579 | \$ 46,430 |
| Collection % | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 0% | 67% | 60% | 65% | 64% | 54% | 62% |
| WORK COMP | | | | | | | | | | | | | | |
| Payments | \$ 9,756 | \$ 7,723 | \$ 6,841 | \$ 6,504 | \$ 6,931 | \$ 6,447 | \$ 1,565 | \$ 5,615 | \$ 17,126 | \$ 4,638 | \$ 7,853 | \$ 17,944 | \$ 4,105 | \$ 7,927 |
| Adjustments | \$ 4,651 | \$ 5,630 | \$ 2,719 | \$ 4,325 | \$ 2,288 | \$ 3,708 | \$ 879 | \$ 2,189 | \$ 6,198 | \$ 1,926 | \$ 8,982 | \$ 8,713 | \$ 9,697 | \$ 4,762 |
| Collection % | 68% | 58% | 72% | 60% | 75% | 63% | 64% | 72% | 73% | 71% | 47% | 67% | 30% | 63% |
| SELF PAY | | | | | | | | | | | | | | |
| Payments | \$ 45,773 | \$ 47,380 | \$ 38,993 | \$ 65,640 | \$ 57,009 | \$ 43,947 | \$ 48,022 | \$ 29,312 | \$ 30,943 | \$ 31,426 | \$ 33,213 | \$ 27,729 | \$ 28,466 | \$ 40,604 |
| Bad Debt Recoveries | \$ 144 | \$ 179 | \$ 57 | \$ 44 | \$ 288 | \$ 21 | \$ 44 | \$ 694 | \$ 44 | \$ - | \$ - | \$ - | \$ - | \$ 116 |
| Adjustments | \$ 18,153 | \$ 26,050 | \$ 160,625 | \$ 50,805 | \$ 43,691 | \$ 30,031 | \$ 14,039 | \$ 13,402 | \$ 6,237 | \$ 17,897 | \$ 30,789 | \$ 21,095 | \$ 31,837 | \$ 35,742 |
| Charity Care | \$ 45,909 | \$ 199,419 | \$ 53,600 | \$ 81,379 | \$ 72,800 | \$ 54,563 | \$ 36,963 | \$ 33,516 | \$ 63,113 | \$ 14,747 | \$ 23,556 | \$ 973 | \$ 21,551 | \$ 54,007 |
| Bad Debt | \$ 27,754 | \$ 21,026 | \$ 11,557 | \$ 21,643 | \$ 512,826 | \$ 419,473 | \$ 22,287 | \$ 5,920 | \$ - | \$ - | \$ - | \$ - | \$ - | \$ 80,191 |
| Total SP Adjustments | \$ 91,816 | \$ 246,494 | \$ 225,781 | \$ 153,827 | \$ 629,317 | \$ 504,067 | \$ 73,289 | \$ 52,838 | \$ 69,350 | \$ 32,644 | \$ 54,346 | \$ 22,067 | \$ 53,388 | \$ 169,940 |
| Collection % | 33% | 16% | 15% | 30% | 8% | 8% | 40% | 36% | 31% | 49% | 38% | 56% | 35% | 30% |
| TOTAL | | | | | | | | | | | | | | |
| Total Payments | \$ 1,137,769 | \$ 1,217,580 | \$ 786,503 | \$ 1,182,187 | \$ 815,275 | \$ 767,658 | \$ 937,047 | \$ 1,373,812 | \$ 1,095,480 | \$ 1,021,149 | \$ 1,276,559 | \$ 641,314 | \$ 756,460 | \$ 1,000,676 |
| Total Adjustment | \$ 581,700 | \$ 646,293 | \$ 644,797 | \$ 792,749 | \$ 1,308,282 | \$ 1,248,008 | \$ 666,773 | \$ 244,503 | \$ 601,307 | \$ 454,994 | \$ 472,360 | \$ 553,962 | \$ 906,039 | \$ 531,734 |
| Total Collection % | 66% | 65% | 55% | 60% | 38% | 38% | 58% | 85% | 65% | 69% | 73% | 54% | 46% | 59% |

Cash & Adjustment Trending

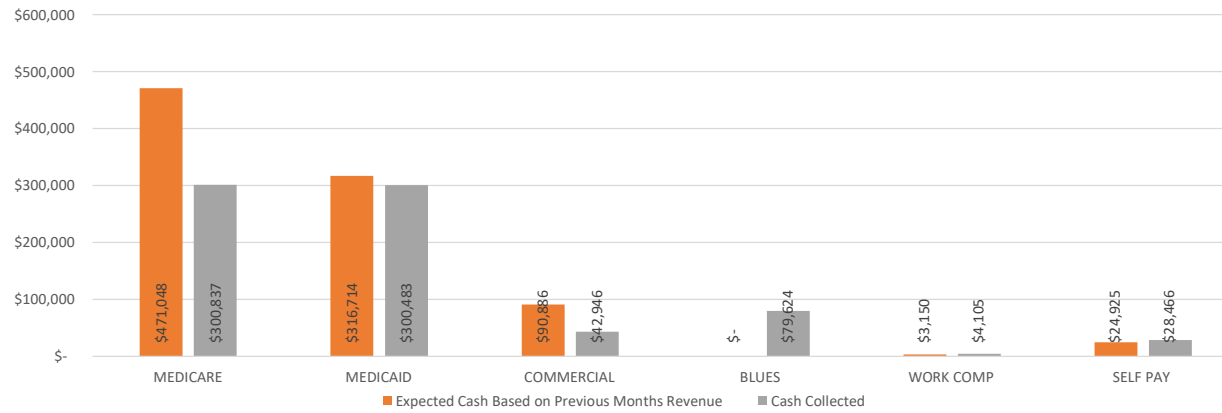


Cash Collections by Discharge Date

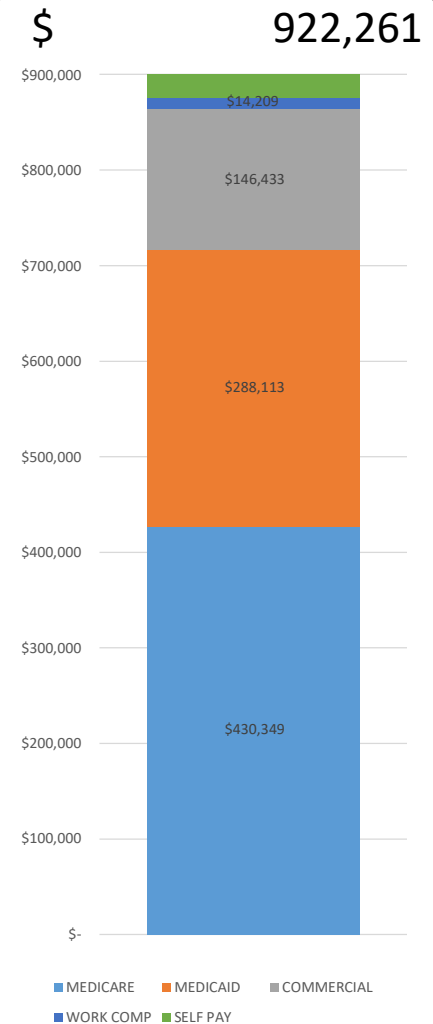


CASH FORECASTING

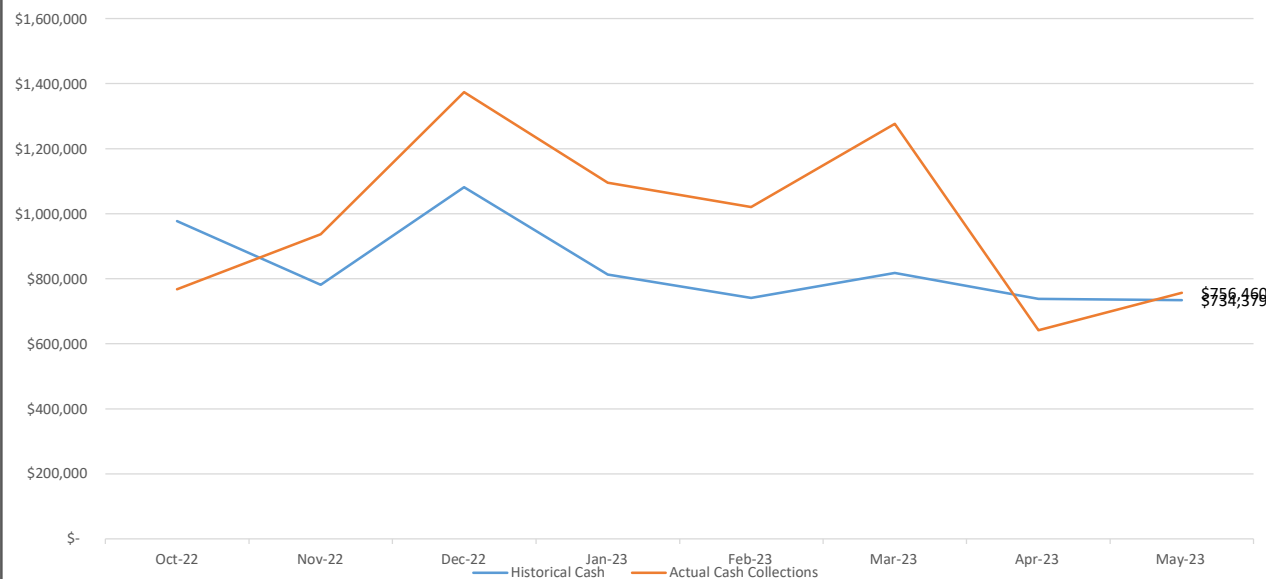
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month
(Based on this Months Revenue)



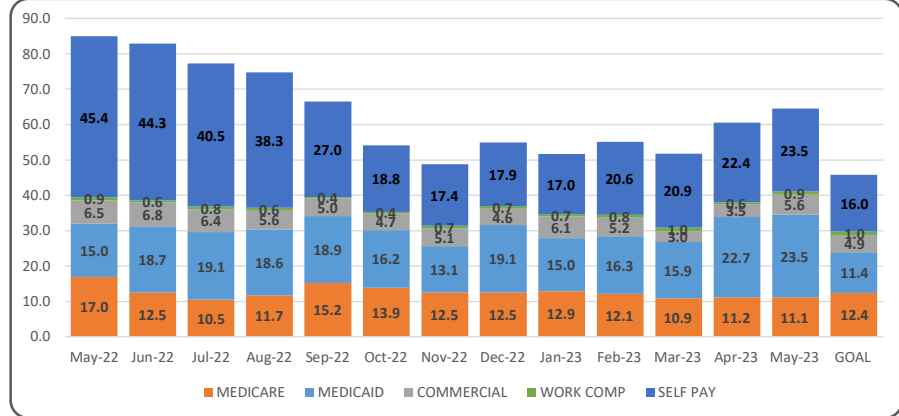
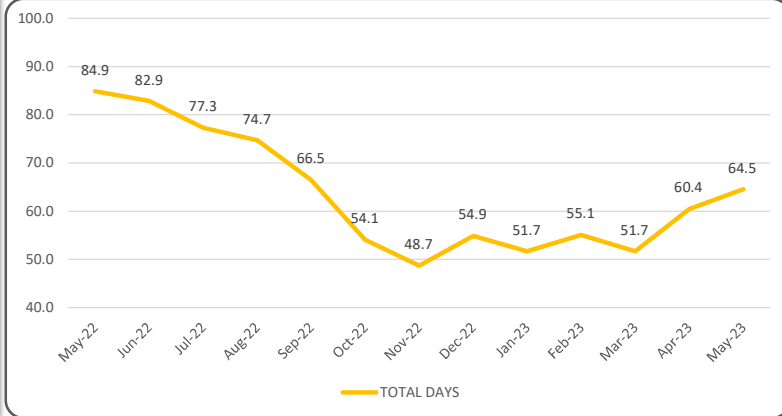
Actual Cash Based on Historical Collections



ACCOUNTS RECEIVABLE

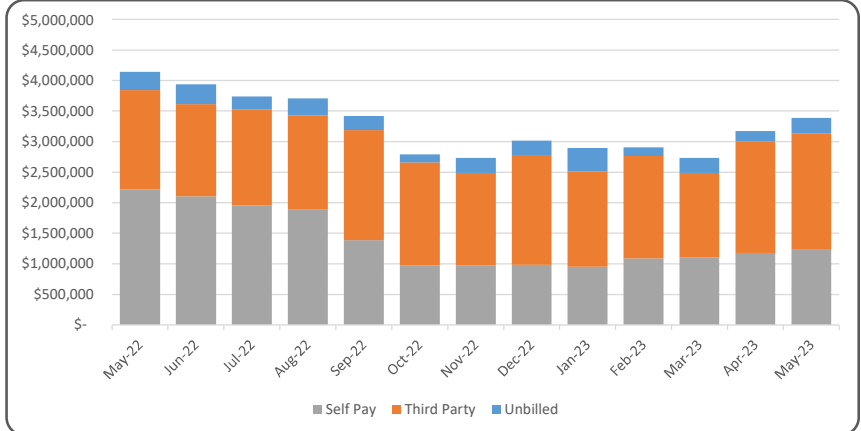
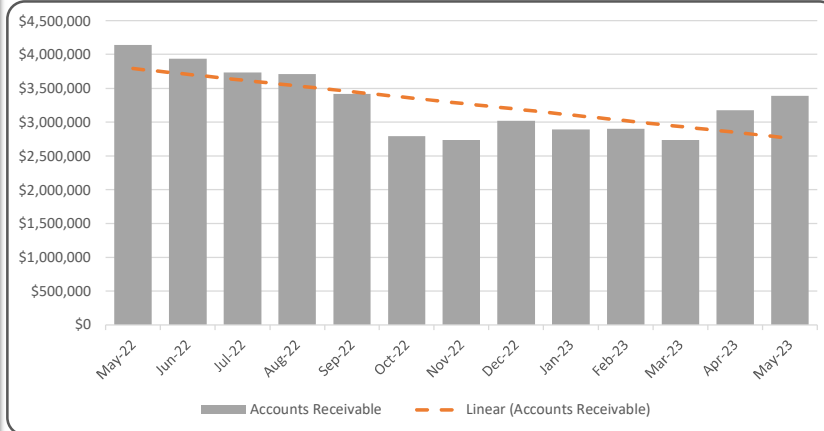
AR Days

| PAYER | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | 13 Month Average |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------------|
| MEDICARE | 17.0 | 12.5 | 10.5 | 11.7 | 15.2 | 13.9 | 12.5 | 12.5 | 12.9 | 12.1 | 10.9 | 11.2 | 11.1 | 12.6 |
| MEDICAID | 15.0 | 18.7 | 19.1 | 18.6 | 18.9 | 16.2 | 13.1 | 19.1 | 15.0 | 16.3 | 15.9 | 22.7 | 23.5 | 17.8 |
| COMMERCIAL | 6.5 | 6.8 | 6.4 | 5.6 | 5.0 | 4.7 | 5.1 | 4.6 | 6.1 | 5.2 | 3.0 | 3.5 | 5.6 | 5.2 |
| WORK COMP | 0.9 | 0.6 | 0.8 | 0.6 | 0.4 | 0.4 | 0.7 | 0.7 | 0.7 | 0.8 | 1.0 | 0.6 | 0.9 | 0.7 |
| SELF PAY | 45.4 | 44.3 | 40.5 | 38.3 | 27.0 | 18.8 | 17.4 | 17.9 | 17.0 | 20.6 | 20.9 | 22.4 | 23.5 | 27.2 |
| TOTAL DAYS | 84.9 | 82.9 | 77.3 | 74.7 | 66.5 | 54.1 | 48.7 | 54.9 | 51.7 | 55.1 | 51.7 | 60.4 | 64.5 | 63.6 |



AR Balance

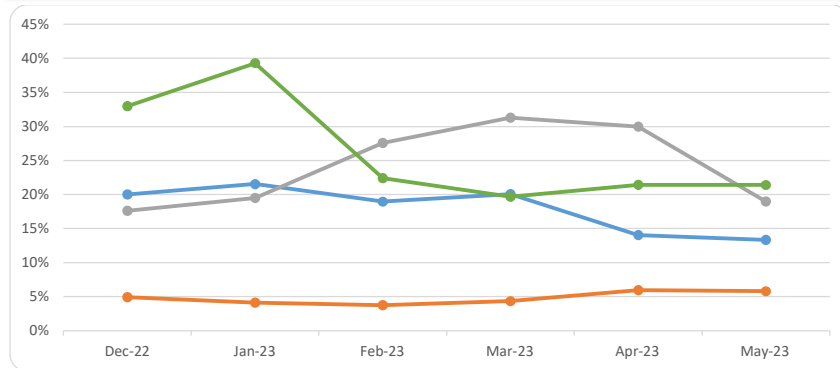
| PAYER | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | 13 Month Average |
|------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|
| MEDICARE | \$ 828,105 | \$ 593,780 | \$ 507,839 | \$ 582,895 | \$ 783,406 | \$ 715,189 | \$ 702,322 | \$ 685,997 | \$ 721,466 | \$ 640,281 | \$ 577,661 | \$ 586,779 | \$ 583,176 | \$ 654,531 |
| MEDICAID | \$ 733,511 | \$ 888,101 | \$ 921,687 | \$ 921,244 | \$ 969,381 | \$ 837,689 | \$ 737,438 | \$ 1,050,271 | \$ 840,983 | \$ 858,761 | \$ 841,757 | \$ 1,191,120 | \$ 1,231,780 | \$ 924,902 |
| COMMERCIAL | \$ 319,138 | \$ 321,984 | \$ 311,717 | \$ 275,712 | \$ 258,102 | \$ 244,212 | \$ 284,569 | \$ 254,521 | \$ 340,591 | \$ 275,168 | \$ 157,304 | \$ 184,884 | \$ 292,678 | \$ 270,814 |
| WORK COMP | \$ 42,910 | \$ 27,858 | \$ 36,591 | \$ 28,844 | \$ 19,071 | \$ 23,134 | \$ 37,379 | \$ 39,097 | \$ 38,788 | \$ 40,808 | \$ 55,187 | \$ 31,871 | \$ 48,923 | \$ 36,189 |
| SELF PAY | \$ 2,216,895 | \$ 2,105,043 | \$ 1,959,428 | \$ 1,899,559 | \$ 1,388,640 | \$ 970,309 | \$ 974,408 | \$ 986,852 | \$ 951,571 | \$ 1,088,045 | \$ 1,104,091 | \$ 1,178,370 | \$ 1,232,411 | \$ 1,388,894 |
| TOTAL | \$ 4,140,558 | \$ 3,936,767 | \$ 3,737,262 | \$ 3,708,255 | \$ 3,418,601 | \$ 2,790,532 | \$ 2,736,117 | \$ 3,016,738 | \$ 2,893,400 | \$ 2,903,063 | \$ 2,736,001 | \$ 3,173,025 | \$ 3,388,967 | \$ 3,275,330 |



ACCOUNTS RECEIVABLE AGING

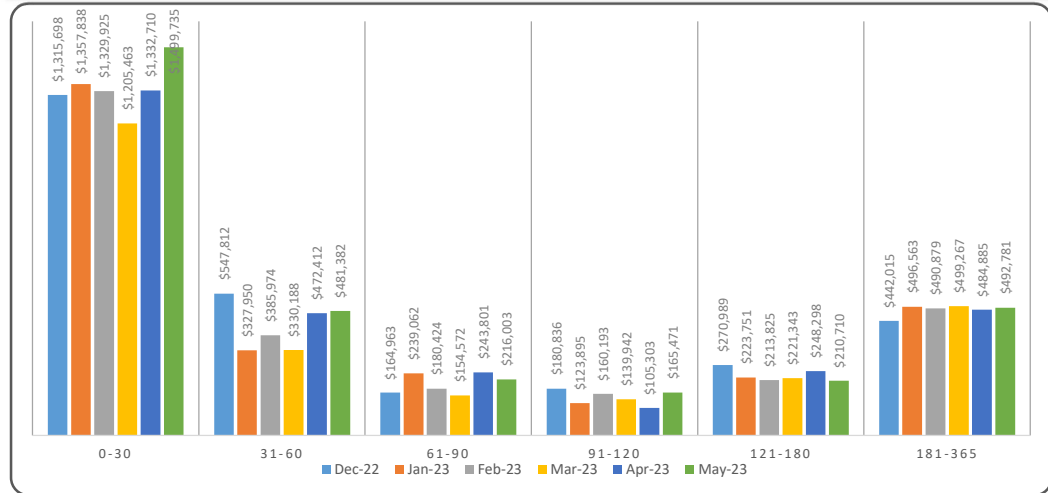
| | 0-30 Days | | 31-60 Days | | 61-90 Days | | 91-120 Days | | 121-180 Days | | 181-365 Days | | 366+ Days | | Grand Totals | |
|----------------------------|-------------|---------------------|------------|-------------------|------------|-------------------|-------------|-------------------|--------------|-------------------|--------------|-------------------|-------------|--------------------|--------------|---------------------|
| | # Acts | \$ | # Acts | \$ | # Acts | \$ | # Acts | \$ | # Acts | \$ | # Acts | \$ | # Acts | \$ | # Acts | \$ |
| MEDICARE | | | | | | | | | | | | | | | | |
| Non-Credit | 409 | \$ 494,770 | 82 | \$ 45,284 | 17 | \$ 12,691 | 8 | \$ 461 | 16 | \$ 25,594 | 6 | \$ 4,442 | 6 | \$ 3,552 | 544 | \$ 586,795 |
| Credit | 0 | \$ - | 0 | \$ - | 0 | \$ - | 0 | \$ - | 0 | \$ - | 2 | \$ (68) | 1 | \$ (3,551) | 3 | \$ (3,620) |
| TOTAL | 409 | \$ 494,770 | 82 | \$ 45,284 | 17 | \$ 12,691 | 8 | \$ 461 | 16 | \$ 25,594 | 8 | \$ 4,373 | 7 | \$ 1 | 547 | \$ 583,176 |
| MEDICAID | | | | | | | | | | | | | | | | |
| Non-Credit | 345 | \$ 620,349 | 148 | \$ 327,904 | 103 | \$ 120,703 | 40 | \$ 32,021 | 45 | \$ 35,176 | 67 | \$ 70,466 | 30 | \$ 26,781 | 778 | \$ 1,233,400 |
| Credit | 0 | \$ - | 0 | \$ - | 1 | \$ (152) | 0 | \$ - | 1 | \$ (40) | 5 | \$ (951) | 9 | \$ (477) | 16 | \$ (1,620) |
| TOTAL | 345 | \$ 620,349 | 148 | \$ 327,904 | 104 | \$ 120,550 | 40 | \$ 32,021 | 46 | \$ 35,136 | 72 | \$ 69,515 | 39 | \$ 26,304 | 794 | \$ 1,231,780 |
| COMMERCIAL | | | | | | | | | | | | | | | | |
| Non-Credit | 310 | \$ 246,189 | 103 | \$ 26,851 | 35 | \$ 9,849 | 12 | \$ 7,532 | 19 | \$ 7,754 | 45 | \$ 20,519 | 36 | \$ 30,460 | 560 | \$ 349,154 |
| Credit | 5 | \$ (245) | 5 | \$ (294) | 3 | \$ (256) | 5 | \$ (1,541) | 13 | \$ (2,720) | 20 | \$ (3,456) | 303 | \$ (47,964) | 354 | \$ (56,476) |
| TOTAL | 315 | \$ 245,944 | 108 | \$ 26,557 | 38 | \$ 9,592 | 17 | \$ 5,991 | 32 | \$ 5,034 | 65 | \$ 17,063 | 339 | \$ (17,503) | 914 | \$ 292,678 |
| WORK COMP | | | | | | | | | | | | | | | | |
| Non-Credit | 22 | \$ 29,436 | 14 | \$ 5,062 | 12 | \$ 6,365 | 7 | \$ 4,909 | 5 | \$ 3,643 | 10 | \$ 2,269 | 4 | \$ 302 | 74 | \$ 51,987 |
| Credit | 0 | \$ - | 0 | \$ - | 0 | \$ - | 0 | \$ - | 1 | \$ (127) | 1 | \$ (504) | 11 | \$ (2,432) | 13 | \$ (3,064) |
| TOTAL | 22 | \$ 29,436 | 14 | \$ 5,062 | 12 | \$ 6,365 | 7 | \$ 4,909 | 6 | \$ 3,516 | 11 | \$ 1,765 | 15 | \$ (2,130) | 87 | \$ 48,923 |
| SELF PAY | | | | | | | | | | | | | | | | |
| Non-Credit | 137 | \$ 110,721 | 233 | \$ 76,579 | 234 | \$ 66,914 | 170 | \$ 122,374 | 223 | \$ 146,464 | 668 | \$ 403,412 | 525 | \$ 340,098 | 2190 | \$ 1,266,563 |
| Credit | 9 | \$ (1,486) | 2 | \$ (4) | 3 | \$ (110) | 4 | \$ (285) | 13 | \$ (5,035) | 30 | \$ (3,348) | 210 | \$ (23,885) | 271 | \$ (34,152) |
| TOTAL | 146 | \$ 109,236 | 235 | \$ 76,575 | 237 | \$ 66,804 | 174 | \$ 122,089 | 236 | \$ 141,430 | 698 | \$ 400,064 | 735 | \$ 316,213 | 2461 | \$ 1,232,411 |
| ACCOUNTS RECEIVABLE | | | | | | | | | | | | | | | | |
| Non-Credit | 1783 | \$ 1,501,466 | 580 | \$ 481,680 | 401 | \$ 216,522 | 237 | \$ 167,297 | 308 | \$ 218,632 | 796 | \$ 501,109 | 601 | \$ 401,194 | 4706 | \$ 3,487,900 |
| Credit | 14 | \$ (1,731) | 7 | \$ (298) | 7 | \$ (519) | 9 | \$ (1,826) | 28 | \$ (7,922) | 58 | \$ (8,328) | 534 | \$ (78,309) | 657 | \$ (98,933) |
| GRAND TOTAL | 1797 | \$ 1,499,735 | 587 | \$ 481,382 | 408 | \$ 216,003 | 246 | \$ 165,471 | 336 | \$ 210,710 | 854 | \$ 492,781 | 1135 | \$ 322,885 | 5363 | \$ 3,388,967 |

Aged Over 90 Days Trending (excluding Credits)



| | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 |
|------------|--------|--------|--------|--------|--------|--------|
| Medicare | 4.9% | 4.1% | 3.8% | 4.3% | 6.0% | 5.8% |
| Medicaid | 20.0% | 21.5% | 19.0% | 20.1% | 14.1% | 13.3% |
| Commercial | 17.6% | 19.5% | 27.6% | 31.3% | 29.9% | 19.0% |
| Work Comp | 32.9% | 39.3% | 22.4% | 19.7% | 21.4% | 21.4% |

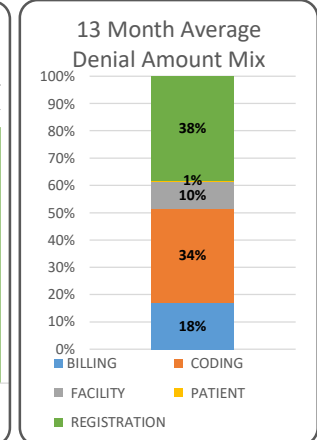
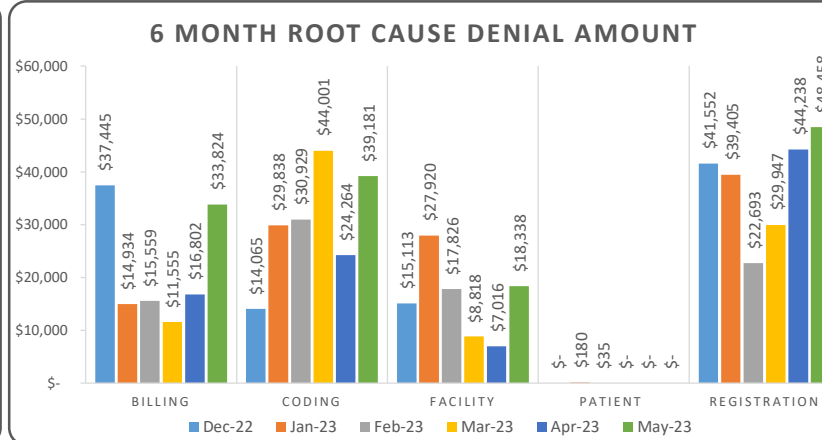
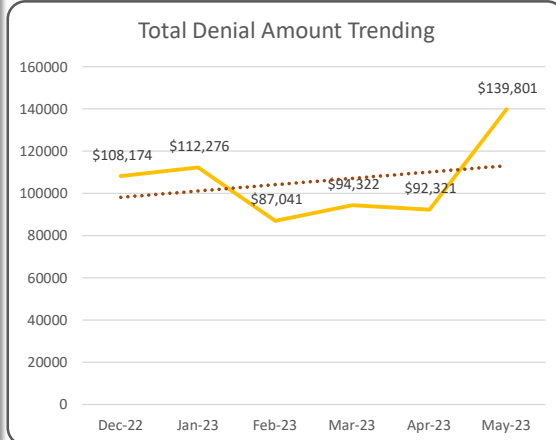
6 Month Aging



DENIAL MANAGEMENT

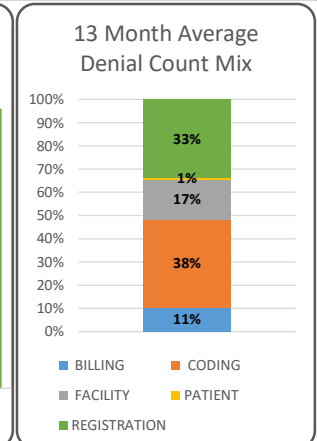
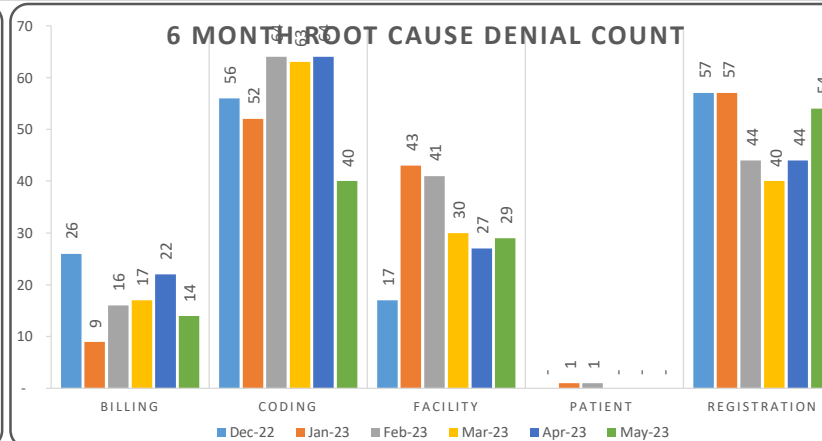
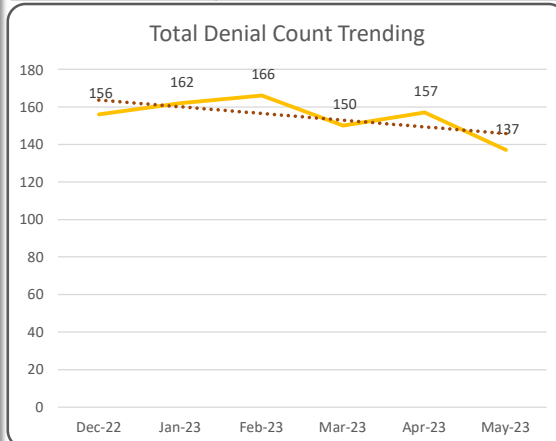
Denial Amount

| AMOUNT | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | 13 Month Average |
|--------------|-------------------|------------------|------------------|------------------|------------------|-------------------|-------------------|-------------------|-------------------|------------------|------------------|------------------|-------------------|------------------|
| BILLING | \$ 17,472 | \$ 15,356 | \$ 3,750 | \$ 13,733 | \$ 9,413 | \$ 16,338 | \$ 17,355 | \$ 37,445 | \$ 14,934 | \$ 15,559 | \$ 11,555 | \$ 16,802 | \$ 33,824 | \$ 17,195 |
| CODING | \$ 31,262 | \$ 22,728 | \$ 41,762 | \$ 30,542 | \$ 10,113 | \$ 38,291 | \$ 74,734 | \$ 14,065 | \$ 29,838 | \$ 30,929 | \$ 44,001 | \$ 24,264 | \$ 39,181 | \$ 33,208 |
| FACILITY | \$ 4,172 | \$ 1,283 | \$ 10,080 | \$ 2,062 | \$ 5,672 | \$ 7,861 | \$ 4,175 | \$ 15,113 | \$ 27,920 | \$ 17,826 | \$ 8,818 | \$ 7,016 | \$ 18,338 | \$ 10,026 |
| PATIENT | \$ 1,303 | \$ 1,673 | \$ 921 | \$ - | \$ 1,349 | \$ 416 | \$ 2,047 | \$ - | \$ 180 | \$ 35 | \$ - | \$ - | \$ - | \$ 610 |
| REGISTRATION | \$ 58,259 | \$ 31,619 | \$ 18,882 | \$ 17,344 | \$ 34,308 | \$ 54,543 | \$ 35,218 | \$ 41,552 | \$ 39,405 | \$ 22,693 | \$ 29,947 | \$ 44,238 | \$ 48,458 | \$ 36,651 |
| TOTAL | \$ 112,468 | \$ 72,659 | \$ 75,394 | \$ 63,681 | \$ 60,855 | \$ 117,448 | \$ 133,529 | \$ 108,174 | \$ 112,276 | \$ 87,041 | \$ 94,322 | \$ 92,321 | \$ 139,801 | \$ 97,690 |



Denial Count

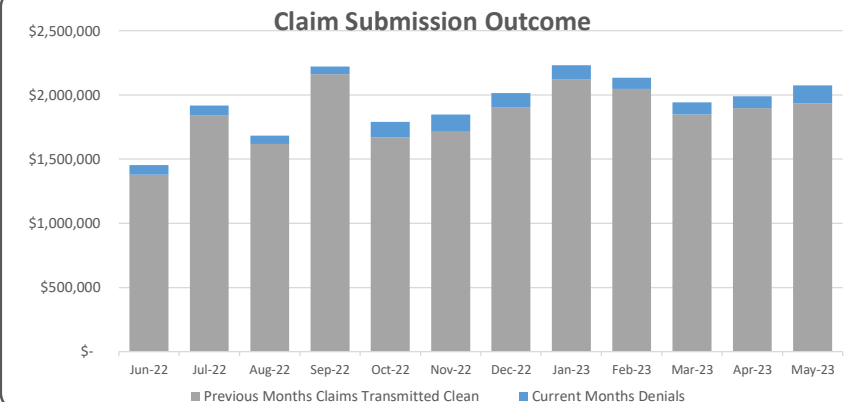
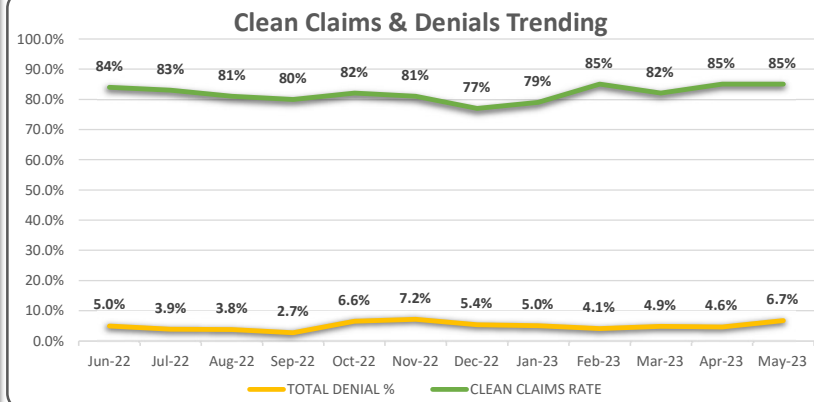
| COUNT | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | 13 Month Average |
|--------------|------------|-----------|-----------|------------|-----------|------------|------------|------------|------------|------------|------------|------------|------------|------------------|
| BILLING | 13 | 16 | 8 | 16 | 13 | 15 | 13 | 26 | 9 | 16 | 17 | 22 | 14 | 15 |
| CODING | 43 | 41 | 42 | 44 | 23 | 61 | 76 | 56 | 52 | 64 | 63 | 64 | 40 | 51 |
| FACILITY | 13 | 6 | 16 | 13 | 18 | 37 | 19 | 17 | 43 | 41 | 30 | 27 | 29 | 24 |
| PATIENT | 2 | 1 | 3 | - | 1 | 1 | 3 | - | 1 | 1 | - | - | - | 1 |
| REGISTRATION | 49 | 35 | 18 | 34 | 28 | 75 | 57 | 57 | 57 | 44 | 40 | 44 | 54 | 46 |
| TOTAL | 120 | 99 | 87 | 107 | 83 | 189 | 168 | 156 | 162 | 166 | 150 | 157 | 137 | 137 |



CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

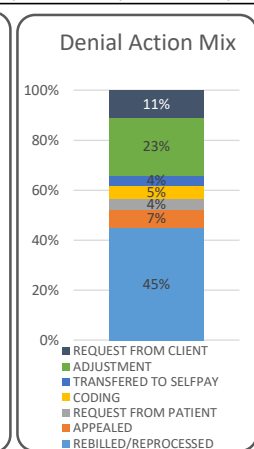
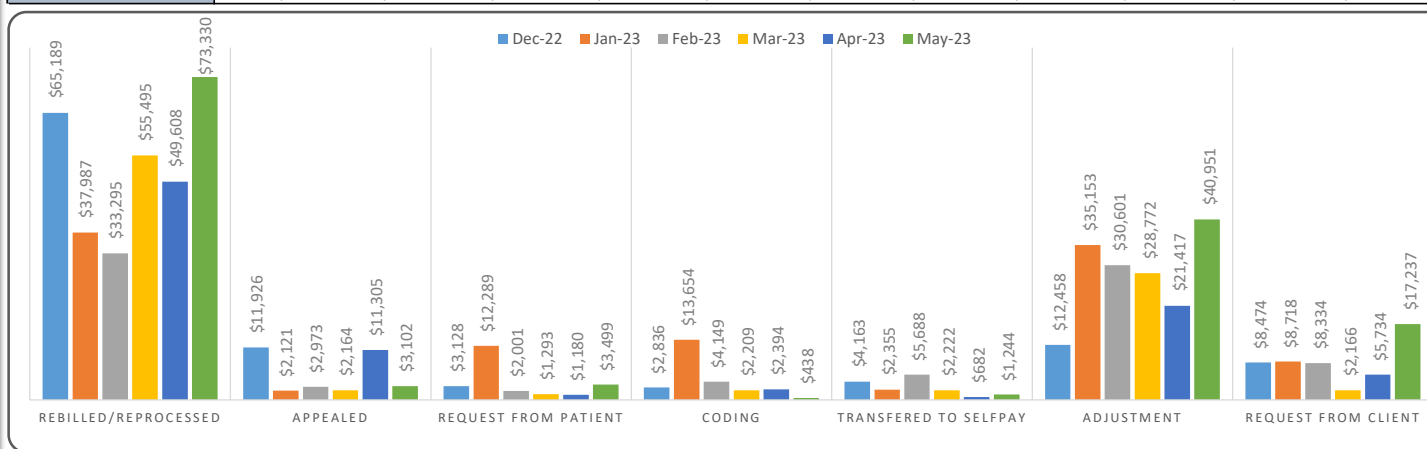
Denial & Clean Claim Trending

| | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | 13 Month Average |
|--|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|------------------|
| DENIAL AMOUNT | \$ 112,468 | \$ 72,659 | \$ 75,394 | \$ 63,681 | \$ 60,855 | \$ 117,448 | \$ 133,529 | \$ 108,174 | \$ 112,276 | \$ 87,041 | \$ 94,322 | \$ 92,321 | \$ 139,801 | \$ 97,690 |
| PREVIOUS MONTH'S TRANSMITTED CLAIMS | \$ 2,189,220 | \$ 1,451,713 | \$ 1,918,330 | \$ 1,682,882 | \$ 2,222,145 | \$ 1,789,190 | \$ 1,847,952 | \$ 2,012,812 | \$ 2,232,303 | \$ 2,135,776 | \$ 1,941,893 | \$ 1,988,632 | \$ 2,074,118 | \$ 1,960,536 |
| TOTAL DENIAL % | 5.1% | 5.0% | 3.9% | 3.8% | 2.7% | 6.6% | 7.2% | 5.4% | 5.0% | 4.1% | 4.9% | 4.6% | 6.7% | 5.0% |
| CLEAN CLAIMS RATE | 81% | 84% | 83% | 81% | 80% | 82% | 81% | 77% | 79% | 85% | 82% | 85% | 85% | 82% |



Action Taken on Denials

| DENIAL ACTION | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | 13 Month Average |
|-------------------------------|------------|-----------|-----------|-----------|-----------|------------|------------|------------|------------|-----------|-----------|-----------|------------|------------------|
| REBILLED/REPROCESSED | \$ 32,702 | \$ 23,707 | \$ 19,317 | \$ 23,601 | \$ 29,104 | \$ 40,727 | \$ 92,434 | \$ 65,189 | \$ 37,987 | \$ 33,295 | \$ 55,495 | \$ 49,608 | \$ 73,330 | \$ 44,346 |
| APPEALED | \$ 8,584 | \$ 3,442 | \$ - | \$ 6,078 | \$ 3,825 | \$ 26,106 | \$ 10,035 | \$ 11,926 | \$ 2,121 | \$ 2,973 | \$ 2,164 | \$ 11,305 | \$ 3,102 | \$ 7,051 |
| REQUEST FROM PATIENT | \$ 4,956 | \$ 8,833 | \$ 2,963 | \$ 1,818 | \$ 9,122 | \$ 4,642 | \$ 157 | \$ 3,128 | \$ 12,289 | \$ 2,001 | \$ 1,293 | \$ 1,180 | \$ 3,499 | \$ 4,299 |
| CODING | \$ 16,472 | \$ 1,470 | \$ 5,997 | \$ 3,747 | \$ 7,813 | \$ 4,695 | \$ 2,726 | \$ 2,836 | \$ 13,654 | \$ 4,149 | \$ 2,209 | \$ 2,394 | \$ 438 | \$ 5,277 |
| TRANSFERRED TO SELFPAY | \$ 17,507 | \$ 7,141 | \$ 3,880 | \$ - | \$ 1,506 | \$ 1,092 | \$ 3,120 | \$ 4,163 | \$ 2,355 | \$ 5,688 | \$ 2,222 | \$ 682 | \$ 1,244 | \$ 3,892 |
| ADJUSTMENT | \$ 16,510 | \$ 24,350 | \$ 11,003 | \$ 20,120 | \$ 3,213 | \$ 34,311 | \$ 14,251 | \$ 12,458 | \$ 35,153 | \$ 30,601 | \$ 28,772 | \$ 21,417 | \$ 40,951 | \$ 22,547 |
| REQUEST FROM CLIENT | \$ 15,736 | \$ 3,715 | \$ 32,236 | \$ 8,316 | \$ 6,272 | \$ 5,874 | \$ 10,805 | \$ 8,474 | \$ 8,718 | \$ 8,334 | \$ 2,166 | \$ 5,734 | \$ 17,237 | \$ 10,278 |
| TOTAL | \$ 112,468 | \$ 72,659 | \$ 75,394 | \$ 63,681 | \$ 60,855 | \$ 117,448 | \$ 133,529 | \$ 108,174 | \$ 112,277 | \$ 87,041 | \$ 94,322 | \$ 92,321 | \$ 139,801 | \$ 97,690 |

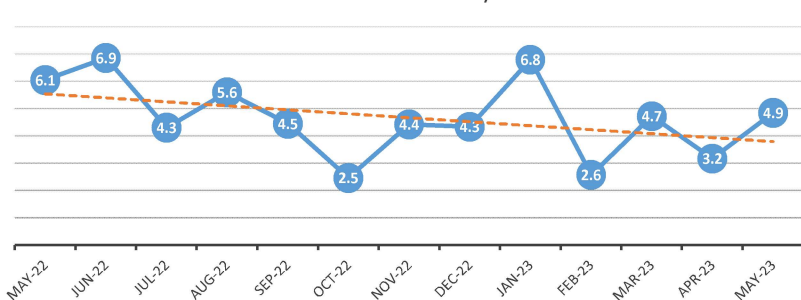


UNBILLED & INVENTORY

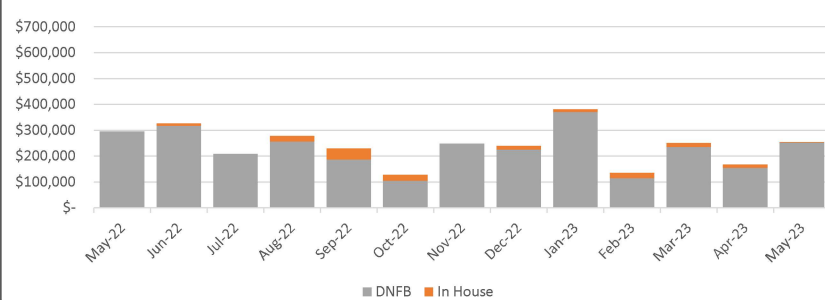
Unbilled

| | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | 13 Month Average |
|-----------------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------|------------------|
| In House | \$ - | \$ 9,182 | \$ - | \$ 22,251 | \$ 43,554 | \$ 22,609 | \$ - | \$ 13,804 | \$ 11,990 | \$ 21,812 | \$ 15,908 | \$ 13,120 | \$ 2,240 | \$ 13,575 |
| DNFB | \$ 295,441 | \$ 316,709 | \$ 208,502 | \$ 255,911 | \$ 185,499 | \$ 104,807 | \$ 248,431 | \$ 224,970 | \$ 368,997 | \$ 114,332 | \$ 234,498 | \$ 153,558 | \$ 252,579 | \$ 228,018 |
| Total Unbilled | \$ 295,441 | \$ 325,891 | \$ 208,502 | \$ 278,162 | \$ 229,053 | \$ 127,416 | \$ 248,431 | \$ 238,775 | \$ 380,987 | \$ 136,143 | \$ 250,407 | \$ 166,678 | \$ 254,819 | \$ 241,593 |
| Unbilled Days | 6.1 | 6.9 | 4.3 | 5.6 | 4.5 | 2.5 | 4.4 | 4.3 | 6.8 | 2.6 | 4.7 | 3.2 | 4.9 | 4.7 |

Total Unbilled Days



Unbilled Dollars

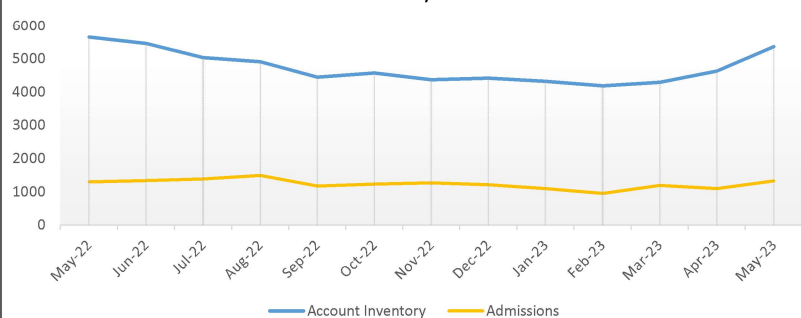


Admissions & Account Inventory

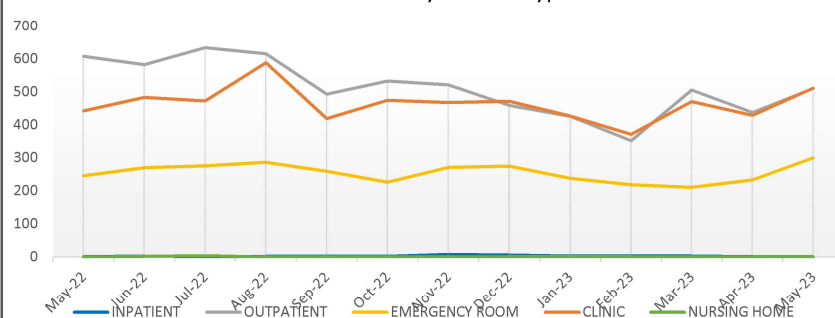
| ADMISSIONS | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | 13 Month Average |
|-----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------------|
| INPATIENT | 1 | 3 | 1 | 2 | 3 | 2 | 8 | 5 | 3 | 4 | 3 | 1 | 1 | 3 |
| SWINGBED | 1 | 1 | 1 | 2 | 2 | 4 | 5 | 4 | 2 | 4 | 4 | 4 | 0 | 3 |
| OUTPATIENT | 607 | 582 | 633 | 615 | 492 | 532 | 520 | 458 | 425 | 352 | 505 | 437 | 510 | 513 |
| EMERGENCY ROOM | 246 | 270 | 276 | 287 | 259 | 226 | 271 | 275 | 238 | 219 | 211 | 233 | 300 | 255 |
| CLINIC | 442 | 482 | 472 | 588 | 418 | 474 | 467 | 471 | 426 | 371 | 470 | 428 | 511 | 463 |
| NURSING HOME | 0 | 2 | 4 | 0 | 0 | 1 | 0 | 1 | 2 | 1 | 0 | 1 | 1 | 1 |
| TOTAL | 1,297 | 1,340 | 1,387 | 1,494 | 1,174 | 1,239 | 1,271 | 1,214 | 1,096 | 951 | 1,193 | 1,104 | 1,323 | 1237 |

| ACCOUNT INVENTORY | May-22 | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 | 13 Month Average |
|-------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|------------------|
| MEDICARE | 561 | 468 | 362 | 394 | 388 | 687 | 498 | 453 | 497 | 417 | 438 | 494 | 547 | 477 |
| MEDICAID | 726 | 731 | 656 | 700 | 678 | 804 | 750 | 840 | 739 | 692 | 645 | 855 | 794 | 739 |
| COMMERCIAL | 938 | 1,020 | 997 | 904 | 909 | 1,006 | 957 | 912 | 871 | 814 | 857 | 903 | 914 | 923 |
| WORK COMP | 85 | 71 | 70 | 57 | 48 | 60 | 78 | 73 | 73 | 72 | 91 | 77 | 87 | 72 |
| SELF PAY | 3,344 | 3,173 | 2,957 | 2,855 | 2,425 | 2,016 | 2,088 | 2,136 | 2,139 | 2,191 | 2,260 | 2,303 | 2,461 | 2488 |
| TOTAL | 5654 | 5463 | 5042 | 4910 | 4448 | 4573 | 4371 | 4414 | 4319 | 4186 | 4291 | 4632 | 5363 | 4744 |

Account Inventory & Admissions



Admissions by Service Type

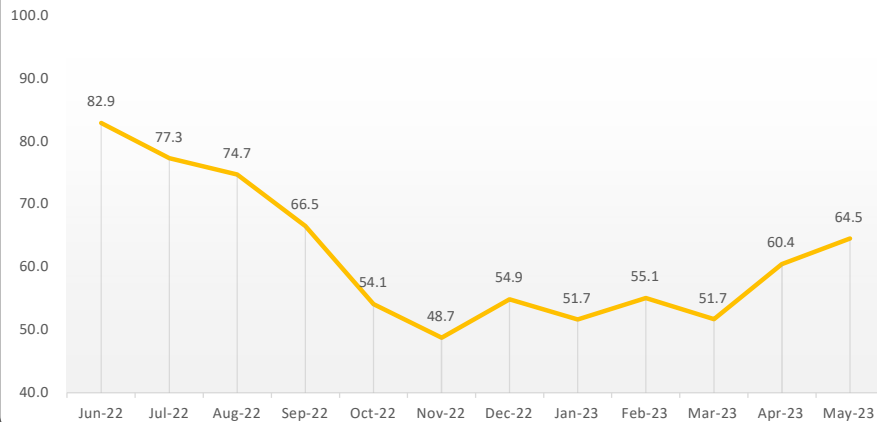


Southern Humboldt Community Healthcare District

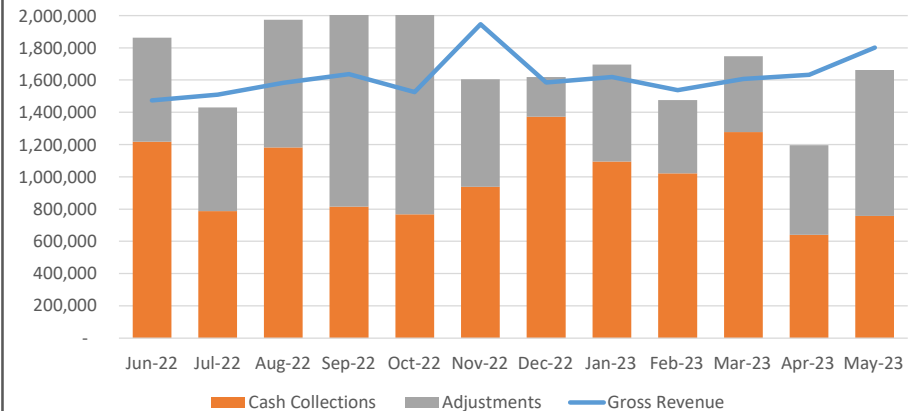
Executive Dashboard

| | TARGET | Jun-22 | Jul-22 | Aug-22 | Sep-22 | Oct-22 | Nov-22 | Dec-22 | Jan-23 | Feb-23 | Mar-23 | Apr-23 | May-23 |
|-------------------------------------|--------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|
| Days in AR | 45.8 | 82.9 | 77.3 | 74.7 | 66.5 | 54.1 | 48.7 | 54.9 | 51.7 | 55.1 | 51.7 | 60.4 | 64.5 |
| Gross AR | | 3,936,767 | 3,737,262 | 3,708,255 | 3,418,601 | 2,790,532 | 2,736,117 | 3,016,738 | 2,893,400 | 2,903,063 | 2,736,001 | 3,173,025 | 3,388,967 |
| Gross Revenue | | 1,474,557 | 1,510,151 | 1,582,735 | 1,637,530 | 1,525,240 | 1,947,165 | 1,586,113 | 1,620,070 | 1,537,305 | 1,606,835 | 1,632,497 | 1,801,881 |
| Cash Collections | | 1,217,580 | 786,503 | 1,182,187 | 815,275 | 767,658 | 937,047 | 1,373,812 | 1,095,480 | 1,021,149 | 1,276,559 | 641,314 | 756,460 |
| Adjustments | | 646,293 | 644,797 | 792,749 | 1,308,282 | 1,248,008 | 666,773 | 244,503 | 601,307 | 454,994 | 472,360 | 553,962 | 906,039 |
| Collection % | | 65.3% | 55.0% | 59.9% | 38.4% | 38.1% | 58.4% | 84.9% | 64.6% | 69.2% | 73.0% | 53.7% | 45.5% |
| Late Charges | 1% | 0.1% | 1.6% | 0.6% | 1.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.1% | 0.3% | 0.0% | 0.0% |
| Bad Debt | 3% | 1.4% | 0.8% | 1.4% | 31.3% | 27.5% | 1.1% | 0.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Charity Care | 3% | 13.5% | 3.5% | 5.1% | 4.4% | 3.6% | 1.9% | 2.1% | 3.9% | 1.0% | 1.5% | 0.1% | 1.2% |
| Third Party Aged over 90 | 13% | 17.5% | 19.7% | 19.1% | 22.6% | 25.9% | 14.1% | 14.9% | 15.2% | 15.3% | 16.4% | 14.0% | 12.4% |
| Self Pay Aged 180 (from assignment) | 25% | 60.2% | 59.4% | 62.5% | 47.1% | 23.7% | 28.6% | 35.4% | 41.5% | 41.3% | 48.3% | 50.7% | 52.9% |

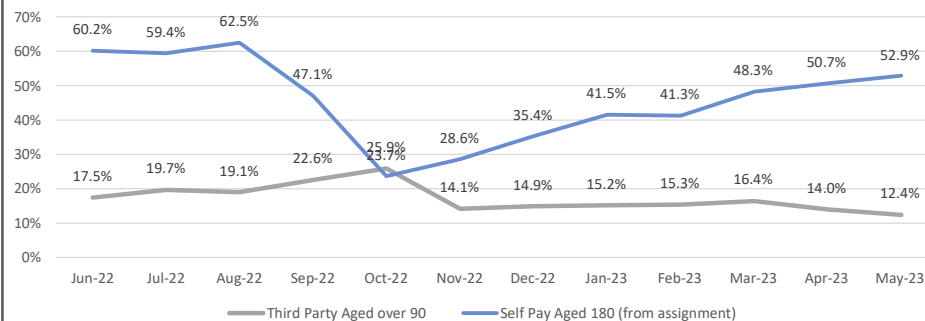
Days in AR



Cash & Adjustments vs Gross Revenue



Third Party & Self Pay Aging



13 Month Average Payer Mix

