

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

**Friday  
October 20, 2023  
10:00 a.m.**

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



**SoHum Health**



## Finance Committee

**Date:** Friday, October 20, 2023

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

**Location:** Sprowel Creek Campus

**Facilitator:** Governing Board President Corinne Stromstad

**Link:** <https://shchd.webex.com/shchd/j.php?MTID=mf0c8eee5f6428d309918dff907a74c83>

## Agenda

<b>Time*</b>	<b>Page</b>	<b>Item</b>
10:00 a.m.		A. Call to Order
10:01 a.m.		B. Public Comment (3-minute limit per person)
		See public comment instructions below
10:05 a.m.		C. Announcements
10:10 a.m.		D. Previous Meeting Minutes
		1. Minutes from Friday, September 22, 2023
		E. Discussion and Review
10:15 a.m.		1. Financials – Paul Eves
10:30 a.m.		2. September, 2023 Patient Financial Services and HRG Reports – Marie Brown
		F. Discussion Items to Report to the Board
		G. Next Meeting: Friday, November 17, 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: Monday, October 16, 2023*



## Finance Committee

**Date:** Friday, September 22, 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, Matt Rees (via WebEx) and Paul Eves

**Not Present:** None

**Also Present:** Karen Johnson, Board Clerk, Marie Brown, PFS Manager 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 August 25, 2023.

**Motion:** Kevin Church moved to approve the August 25, 2023 Finance minutes, as is.

**Second:** Corinne Stromstad

**Motion Carried**

- E. Discussion and Review

- 1. June, 2023 Financials – CFO Paul Eves
  - The Balance Sheet was not available this month due to problems with the conversions of Net Suite and EPIC.
  - Matt will work with the CEO of Ochin regarding withholding or retention of payments for non-performance due to many essential functions of EPIC are not working yet.

**Motion:** Matt Rees moved to approve the June, 2023 financials, as is.

**Second:** Kevin Church

**Motion Carried**

- 2. August, 2023 HRG Report – Marie Brown – No report was available from HRG this month, but she's hoping it'll be available in time for the regular Board meeting next



week (9/28/2023).

- F. Discussion Items to Report to the Board – The June, 2023 Financial Report will be submitted to the Governing Board for approval.
- G. Next Meeting: Friday, September 22, 2023.
- H. Adjourned at 10:23 a.m.

*Minutes by Karen Johnson*

## Southern Humboldt Community Healthcare District

September 2023 – Centriq & Epic Combined



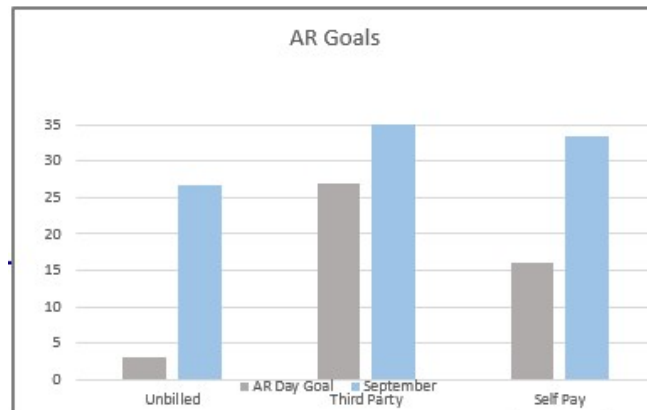
# SoHum Health

### Key Items

- ➔ Cash totaled \$535K, 55% of net revenue
- ➔ AR increased to 104.8 days
- ➔ Third Party aging increased \$83K, to 10.6%
- ➔ Unbilled AR decreased 0.2 days, ending at 26.8 days

### Detailed Initiatives & Obstacles

- **Overall AR:** SoHum went live in Epic at the beginning of July, 2023. The figures calculated include both the legacy system (Centriq) and Epic figures combined. The month of September closed with \$5.9M in gross AR or 104.8 days. Revenue came in \$40K higher than what was reported in August, ending at \$1M. Third Party AR saw an overall increase of 22.5 days, ending at 44.5 days in September. Unbilled AR decreased 0.2 days ending at 26.8 AR days. Cash collections came in low again for the second month in a row, coming in at \$536K or 55% of net revenue. HRG has a 30 minute HB (hospital billing) claims call with OCHIN/Epic every Tuesday and Thursday to discuss potential claims issues that HRG discovers and have recently added an additional call every Monday for PB (professional billing) claims related issues. These calls allow conversation and corrections to the build to ensure claims are going out clean to ensure quick processing and paid claims. With Epic still being quite new for SoHum, we still run into issues which causes delays in getting the claims out the door to the payers, causing a delay in cash and an increase in AR. The biggest obstacle we are facing, is due to the build in Epic for the SNF claims. CA state Medicaid (Medi-Cal) has very different billing guidelines so the build took an extended period of time to get correct. HRG/OCHIN would fix one issue with the build, and more issues would arise. With this being said, HRG has not been able to send out any SNF claims to the payers in the month of July nor August. The build itself for the SNF claims now look good, but the claims now appear to be rejecting once submitted to the payers electronically. HRG has printed and mailed these claims as of 9/25/23 to get these SNF claims out to the payers to prevent any further delay in cash. We anticipate to see reimbursement on these SNF claims in October—some are currently in process while others are set to pay. There was also a build issue with the swing bed claims. HRG was able to manually manipulate and correct the claims to get these out the door to prevent any further delay in cash and inflation in AR. We will not know if the build issue is now resolved until we see new swing bed claims drop for billing.
- **Self Pay:** Self Pay AR has gone up since the month of August, increasing 5 days ending August at 33.5 days. Self Pay collections came in at \$20K, which is \$2K less than what was collected in August. We still have not been able to send any files to collections. This has been ongoing 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 were some additional added layers of complexity due to SHCHD's current EHR conversion efforts, and we are working on sorting every detail out. Recently, in the month of September, a sample file was uploaded to CCOC with the newly added requirements and we expect our first bad debt turn to occur in October.
- **Third Party Aging:** September closed with \$428K in Third Party balances aged over 90 days, totaling 10.6%. Due to SoHum's EHR conversion, we are now in the wind down phase of Centriq—cleaning up all outstanding and aged balances. increasing roughly \$1K to 11.2%.



We just recently started seeing accounts age over 90 days in Epic. Medicare is sitting at \$29K aged over 90 days or 2.3%, this is an overall increase of just under \$500.00 from August. Medicaid increased by \$25K to 12.4% - the SNF claims for the month of July are still pending payment so once we see the reimbursement I anticipate this will decrease. Commercial is up \$56K to 20.8%. The workers compensation went up very slightly from the month of August, increasing roughly \$1K to 11.2%.

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

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**September 2023**

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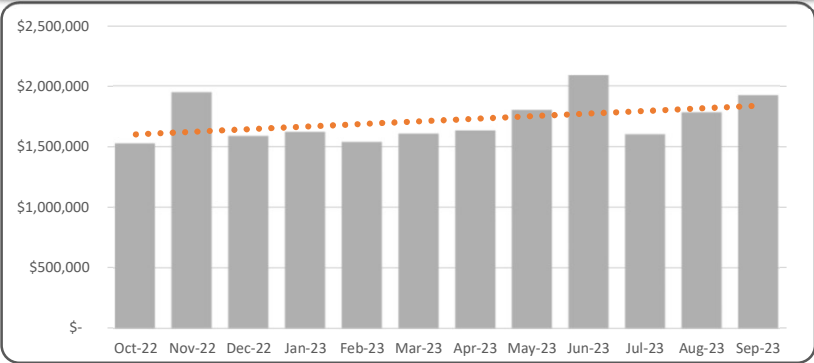
# FINANCE DASHBOARD

	Target	April-23		May-23		June-23		July-23		August-23		September-23			
Revenue Cycle Performance	<b>REVENUE</b>														
	Net Revenue		\$955,848		\$965,364		\$1,050,498		\$836,941		\$969,043		\$1,008,581		
	Gross Revenue		\$1,632,497		\$1,801,881		\$2,088,494		\$1,600,297		\$1,781,158		\$1,922,299		
	<b>CASH</b>														
	Cash Collections as a % of Net Revenue	100%	62%		79%		99%		122%		63%		55%		
	Cash Collections		\$641,314		\$756,460		\$958,114		\$1,285,280		\$523,891		\$535,583		
	<b>ACCOUNTS RECEIVABLE</b>														
	Net AR		\$1,672,344		\$1,608,490		\$1,714,258		\$1,813,211		\$2,556,189		\$3,334,591		
	Gross AR		\$3,173,025		\$3,388,967		\$3,496,943		\$3,591,307		\$4,558,438		\$5,850,618		
	Unbilled	3	3.1		4.7		2.3		17.8		27.0		26.8		
	Third Party	27	34.1		34.7		32.8		16.6		22.0		44.5		
	Self Pay	16	22.0		22.5		22.5		25.8		28.5		33.5		
	Total Days in AR	46	59.1		61.8		57.6		60.2		77.5		104.8		
	Days in AR - Credit Balances	< 1	2.54		1.81		1.69		1.73		2.43		1.94		
	<b>UNBILLED</b>														
In-house	< 2 Days	0.2		0.0		0.0		0.5		1.0		0.6			
DNFB	< 1 Day	2.9		4.6		2.3		17.3		26.0		26.2			
Total Unbilled	<3 Days	3.1		4.7		2.3		17.8		27.0		26.8			
Third Party	<b>AGING (excluding credits)</b>														
	Medicare Aging > 90 Days	11%	6.0%	\$ 35,224	5.8%	\$ 34,050	5.5%	\$ 43,417	3.6%	\$ 22,718	2.9%	\$ 28,545	2.3%	\$ 28,992	
	Medicaid Aging > 90 Days	12%	14.1%	\$ 167,605	13.3%	\$ 164,444	17.0%	\$ 161,365	23.3%	\$ 239,865	15.7%	\$ 224,776	12.4%	\$ 249,962	
	Commercial Aging > 90 Days	20%	29.9%	\$ 83,589	19.0%	\$ 66,265	12.4%	\$ 50,228	19.4%	\$ 70,411	17.0%	\$ 81,080	20.8%	\$ 137,530	
	Work Comp Aging > 90 Days	35%	21.4%	\$ 7,490	21.4%	\$ 11,123	14.4%	\$ 7,790	5.6%	\$ 5,907	10.9%	\$ 10,958	11.2%	\$ 11,804	
	Total Third Party Aging > 90 Days	13%	14.0%	\$ 293,907	12.4%	\$ 275,883	12.0%	\$ 262,799	16.0%	\$ 338,901	11.6%	\$ 345,359	10.6%	\$ 428,288	
	<b>CLAIM SUBMISSION EFFICIENCY</b>														
	Claims Submission		1,526	\$ 2,074,118	1,585	\$ 2,207,031	1,765	\$ 2,264,169	1,052	\$ 1,167,844	1,320	\$ 1,454,165	1,079	\$ 1,867,928	
	Clean Claims	85%	85%		85%		83%		97%		87%		97%		
	Denial Percent	5%	5%		7%		5%		4%		9%		11%		
	Total Denial Rate	Count   Amt	157	\$ 92,321	137	\$ 139,801	143	\$ 104,704	139	\$ 90,479	111	\$ 105,119	108	\$ 159,615	
	Late Charges	Count   Amt	5	\$ 164	1	\$ 112	21	\$ 3,932	136	\$ 35,493	22	\$ 5,276	12	\$ 13,051	
	Communication Log Backlog		68	\$ 118,556	80	\$ 113,243	27	\$ 65,924	40	\$ 74,811	53	\$ 81,404	85	\$ 86,724	
	Self Pay	<b>INVENTORY &amp; QUALITY</b>													
		Total Inventory		2,303	\$ 1,178,370	2,461	\$ 1,232,411	2,584	\$ 1,367,447	2,752	\$ 1,539,006	2,767	\$ 1,678,055	2,772	\$ 1,871,417
New			253	\$ 77,689	352	\$ 144,470	341	\$ 156,924	313	\$ 126,039	70	\$ 19,995	31	\$ 11,604	
Resolved			230	\$ 21,314	165	\$ 41,652	251	\$ 84,051	181	\$ 44,947	140	\$ 18,863	123	\$ 16,210	
Aged >180 days from Assignment		< 25%	50.7%	\$ 597,037	52.9%	\$ 651,755	52.4%	\$ 716,215	48.9%	\$ 753,151	51.6%	\$ 866,361	48.7%	\$ 910,447	
Total Payment Plans over 120 days			\$27,150		\$4,065		\$8,031		\$4,714		\$8,825		\$7,827		
Average Speed to Answer		< 60 seconds	149		239		53		21		11		23		
<b>STATEMENTS &amp; LETTERS</b>															
Statements & Letters			463		849		803		232		749		763		
Charity Care Applications In Process			7	\$ 8,578	4	\$ 5,318	11	\$ 9,230	8	\$ 3,351	9	\$ 3,364	0	\$ -	
Inbound and Outbound Calls		In   Out	67	272	97	169	2	222	149	555	140	169	123	192	
<b>WRITE OFFS</b>															
Bad Debt as a % of Gross Revenue		< 2%	0.0%		0.0%		0.0%		0.0%		0.0%		0.0%		
Charity as a % of Gross Revenue		< 2%	0.1%		1.2%		0.5%		0.7%		0.2%		0.1%		

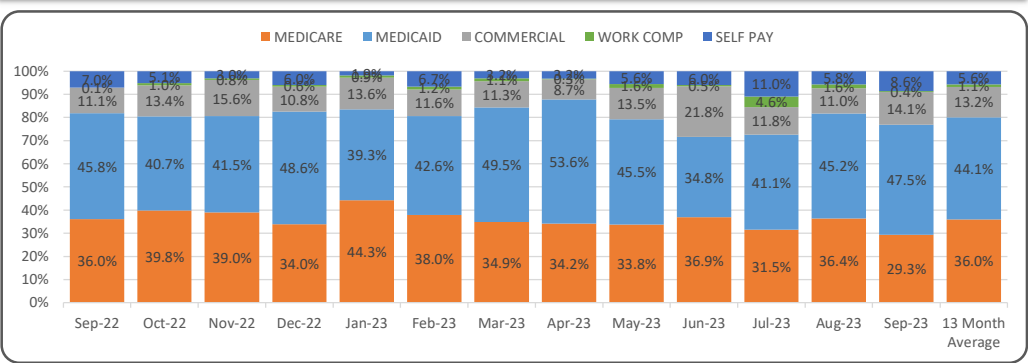
# GROSS REVENUE

PAYER	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	13 Month Average
MEDICARE	\$ 590,200	\$ 606,856	\$ 760,302	\$ 539,320	\$ 717,741	\$ 584,209	\$ 560,965	\$ 557,768	\$ 608,991	\$ 770,520	\$ 504,094	\$ 648,555	\$ 563,819	\$ 616,411
MEDICAID	\$ 749,538	\$ 620,393	\$ 808,367	\$ 770,467	\$ 636,332	\$ 654,199	\$ 794,626	\$ 874,406	\$ 819,312	\$ 726,128	\$ 658,441	\$ 805,092	\$ 913,825	\$ 756,240
COMMERCIAL	\$ 181,491	\$ 204,841	\$ 304,163	\$ 170,862	\$ 220,365	\$ 178,568	\$ 182,374	\$ 142,791	\$ 243,074	\$ 454,637	\$ 189,003	\$ 196,363	\$ 271,079	\$ 226,124
WORK COMP	\$ 1,698	\$ 14,805	\$ 15,345	\$ 9,587	\$ 15,137	\$ 17,996	\$ 18,086	\$ 5,119	\$ 29,663	\$ 10,915	\$ 73,141	\$ 28,402	\$ 8,619	\$ 19,116
SELF PAY	\$ 114,603	\$ 78,345	\$ 58,989	\$ 95,876	\$ 30,494	\$ 102,332	\$ 50,784	\$ 52,413	\$ 100,841	\$ 126,294	\$ 175,618	\$ 102,746	\$ 164,957	\$ 96,484
<b>TOTAL</b>	<b>\$ 1,637,530</b>	<b>\$ 1,525,240</b>	<b>\$ 1,947,165</b>	<b>\$ 1,586,113</b>	<b>\$ 1,620,070</b>	<b>\$ 1,537,305</b>	<b>\$ 1,606,835</b>	<b>\$ 1,632,497</b>	<b>\$ 1,801,881</b>	<b>\$ 2,088,494</b>	<b>\$ 1,600,297</b>	<b>\$ 1,781,158</b>	<b>\$ 1,922,299</b>	<b>\$ 1,714,376</b>
<b>AVERAGE DAILY REVENUE</b>	<b>\$ 51,418</b>	<b>\$ 51,582</b>	<b>\$ 56,153</b>	<b>\$ 54,984</b>	<b>\$ 56,015</b>	<b>\$ 52,705</b>	<b>\$ 52,936</b>	<b>\$ 53,670</b>	<b>\$ 54,796</b>	<b>\$ 60,691</b>	<b>\$ 59,681</b>	<b>\$ 58,817</b>	<b>\$ 55,829</b>	<b>\$ 55,329</b>

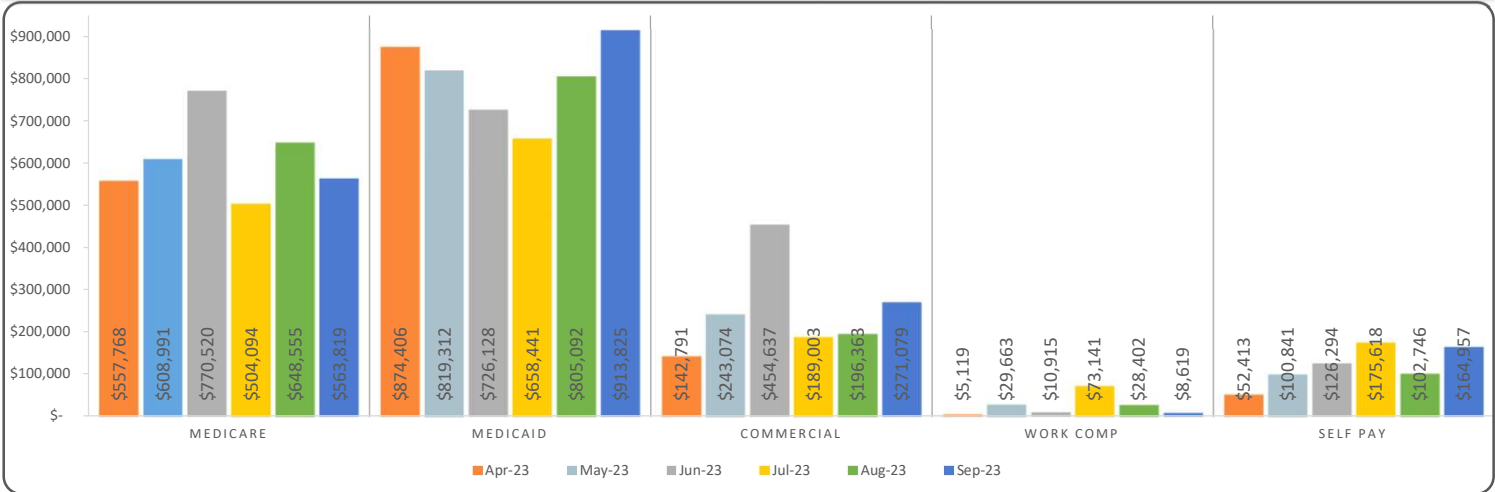
## Gross Revenue



## Payer Mix



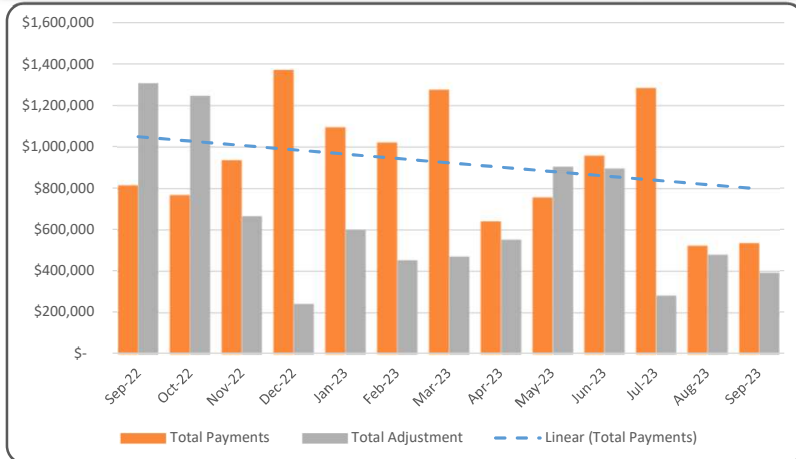
## Revenue Trending By Payer



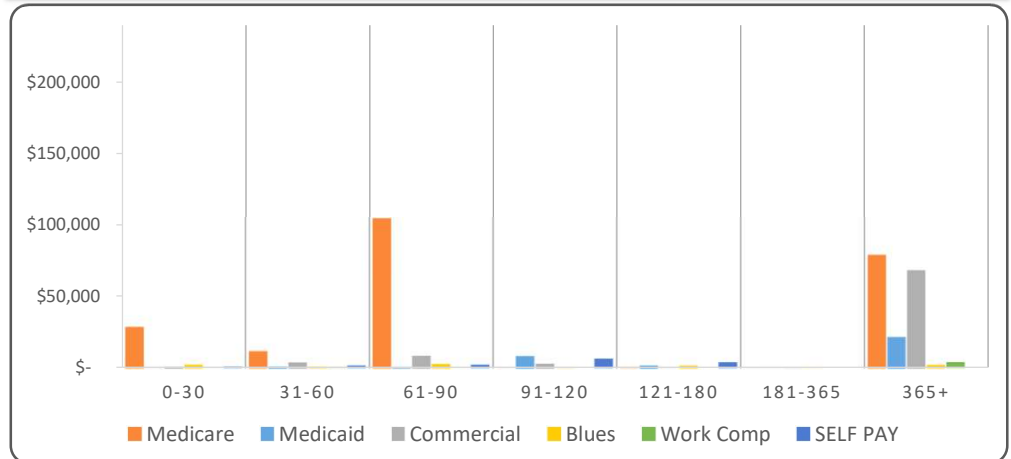
# CASH DETAIL

PAYER	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	13 Month Average
<b>MEDICARE</b>														
Payments	\$ 272,770	\$ 313,604	\$ 441,248	\$ 904,435	\$ 591,668	\$ 592,859	\$ 743,922	\$ 310,558	\$ 300,837	\$ 380,113	\$ 851,353	\$ 273,732	\$ 303,327	\$ 483,110
Adjustments	\$ 153,735	\$ 163,209	\$ 59,652	\$ (305,051)	\$ (87,776)	\$ (99,709)	\$ (134,234)	\$ 106,519	\$ 138,215	\$ 166,800	\$ (297,566)	\$ 14,075	\$ 40,065	\$ (6,313)
Collection %	64%	66%	88%	151%	117%	120%	122%	74%	69%	70%	154%	95%	88%	98%
<b>MEDICAID</b>														
Payments	\$ 319,979	\$ 247,066	\$ 308,165	\$ 264,924	\$ 314,806	\$ 255,109	\$ 277,640	\$ 193,806	\$ 300,483	\$ 275,555	\$ 192,283	\$ 90,923	\$ 92,296	\$ 241,003
Adjustments	\$ 456,542	\$ 502,029	\$ 451,692	\$ 433,745	\$ 547,064	\$ 449,945	\$ 461,105	\$ 361,576	\$ 609,604	\$ 571,141	\$ 466,985	\$ 399,800	\$ 295,314	\$ 462,042
Collection %	41%	33%	41%	38%	37%	36%	38%	35%	33%	33%	29%	19%	24%	33%
<b>COMMERCIAL</b>														
Payments	\$ 83,210	\$ 61,199	\$ 61,572	\$ 52,160	\$ 48,629	\$ 73,731	\$ 117,204	\$ 36,603	\$ 42,946	\$ 90,936	\$ 120,614	\$ 46,506	\$ 40,074	\$ 67,337
Adjustments	\$ 26,028	\$ 33,117	\$ 38,841	\$ 16,336	\$ 21,767	\$ 27,065	\$ 30,397	\$ 24,802	\$ 26,556	\$ 66,876	\$ 27,237	\$ 17,350	\$ 20,479	\$ 28,989
Collection %	76%	65%	61%	76%	69%	73%	79%	60%	62%	58%	82%	73%	66%	69%
<b>BLUES</b>														
Payments	\$ 75,087	\$ 95,374	\$ 76,431	\$ 116,673	\$ 92,264	\$ 63,385	\$ 96,727	\$ 54,673	\$ 79,624	\$ 162,086	\$ 89,306	\$ 55,087	\$ 76,601	\$ 87,178
Adjustments	\$ 40,371	\$ 41,878	\$ 42,420	\$ 44,446	\$ 44,703	\$ 43,122	\$ 51,765	\$ 30,285	\$ 68,579	\$ 62,281	\$ 55,589	\$ 28,987	\$ 29,422	\$ 44,911
Collection %	0%	0%	0%	0%	0%	0%	0%	0%	54%	72%	62%	66%	72%	65%
<b>WORK COMP</b>														
Payments	\$ 6,931	\$ 6,447	\$ 1,565	\$ 5,615	\$ 17,126	\$ 4,638	\$ 7,853	\$ 17,944	\$ 4,105	\$ 6,593	\$ 11,971	\$ 34,920	\$ 2,990	\$ 9,900
Adjustments	\$ 2,288	\$ 3,708	\$ 879	\$ 2,189	\$ 6,198	\$ 1,926	\$ 8,982	\$ 8,713	\$ 9,697	\$ 2,215	\$ 7,288	\$ 7,277	\$ 2,489	\$ 4,911
Collection %	75%	63%	64%	72%	73%	71%	47%	67%	30%	75%	62%	83%	55%	64%
<b>SELF PAY</b>														
Payments	\$ 57,009	\$ 43,947	\$ 48,022	\$ 29,312	\$ 30,943	\$ 31,426	\$ 33,213	\$ 27,729	\$ 28,466	\$ 42,832	\$ 19,754	\$ 22,724	\$ 20,294	\$ 33,513
Bad Debt Recoveries	\$ 288	\$ 21	\$ 44	\$ 694	\$ 44	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 84
Adjustments	\$ 43,691	\$ 30,031	\$ 14,039	\$ 13,402	\$ 6,237	\$ 17,897	\$ 30,789	\$ 21,095	\$ 31,837	\$ 17,525	\$ 14,103	\$ 9,683	\$ 5,797	\$ 19,702
Charity Care	\$ 72,800	\$ 54,563	\$ 36,963	\$ 33,516	\$ 63,113	\$ 14,747	\$ 23,556	\$ 973	\$ 21,551	\$ 9,633	\$ 10,549	\$ 4,244	\$ 1,705	\$ 26,763
Bad Debt	\$ 512,826	\$ 419,473	\$ 22,287	\$ 5,920	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 73,885
Total SP Adjustments	\$ 629,317	\$ 504,067	\$ 73,289	\$ 52,838	\$ 69,350	\$ 32,644	\$ 54,346	\$ 22,067	\$ 53,388	\$ 27,157	\$ 24,653	\$ 13,927	\$ 7,502	\$ 120,350
Collection %	8%	8%	40%	36%	31%	49%	38%	56%	35%	61%	44%	62%	73%	42%
<b>TOTAL</b>														
Total Payments	\$ 815,275	\$ 767,658	\$ 937,047	\$ 1,373,812	\$ 1,095,480	\$ 1,021,149	\$ 1,276,559	\$ 641,314	\$ 756,460	\$ 958,114	\$ 1,285,280	\$ 523,891	\$ 535,583	\$ 922,125
Total Adjustment	\$ 1,308,282	\$ 1,248,008	\$ 666,773	\$ 244,503	\$ 601,307	\$ 454,994	\$ 472,360	\$ 553,962	\$ 906,039	\$ 896,471	\$ 284,186	\$ 481,416	\$ 395,270	\$ 534,541
Total Collection %	38%	38%	58%	85%	65%	69%	73%	54%	46%	52%	82%	52%	58%	59%

## Cash & Adjustment Trending

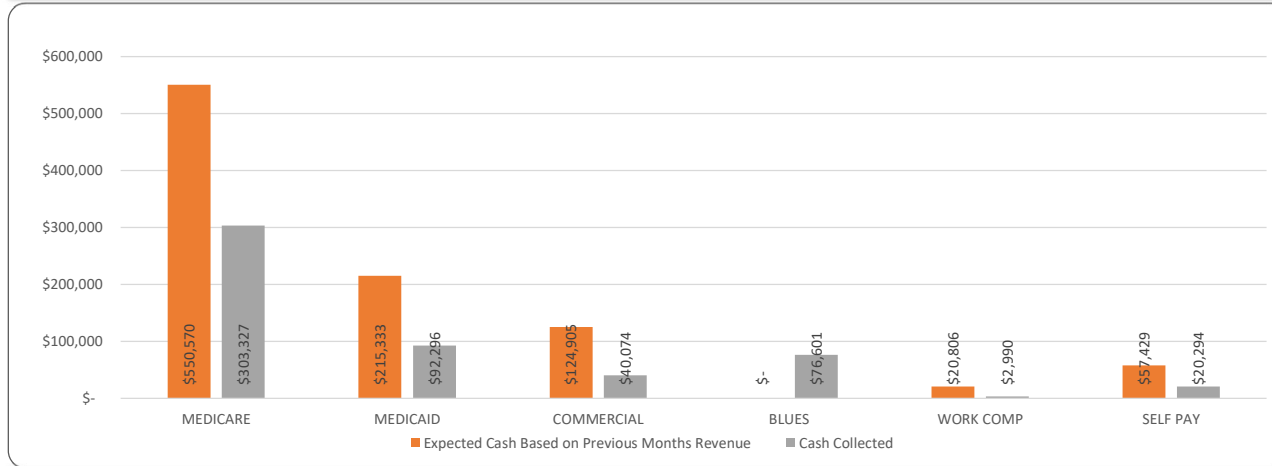


## Cash Collections by Discharge Date

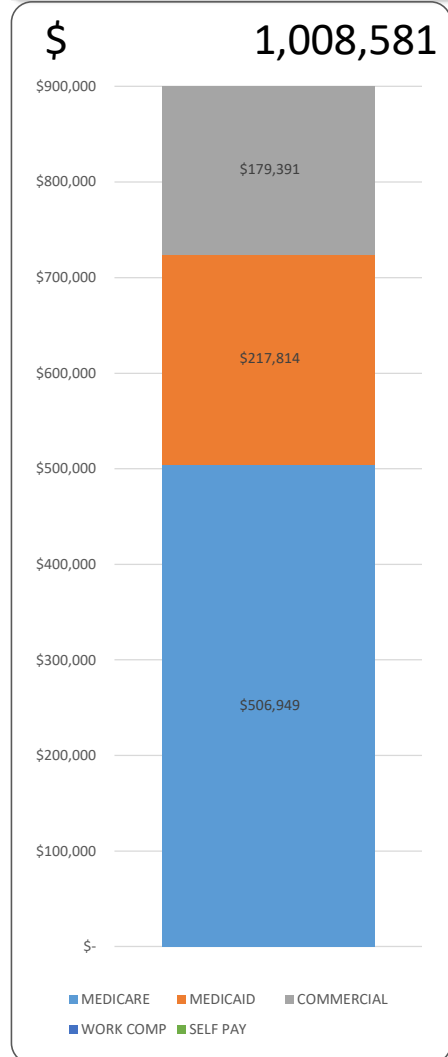


# CASH FORECASTING

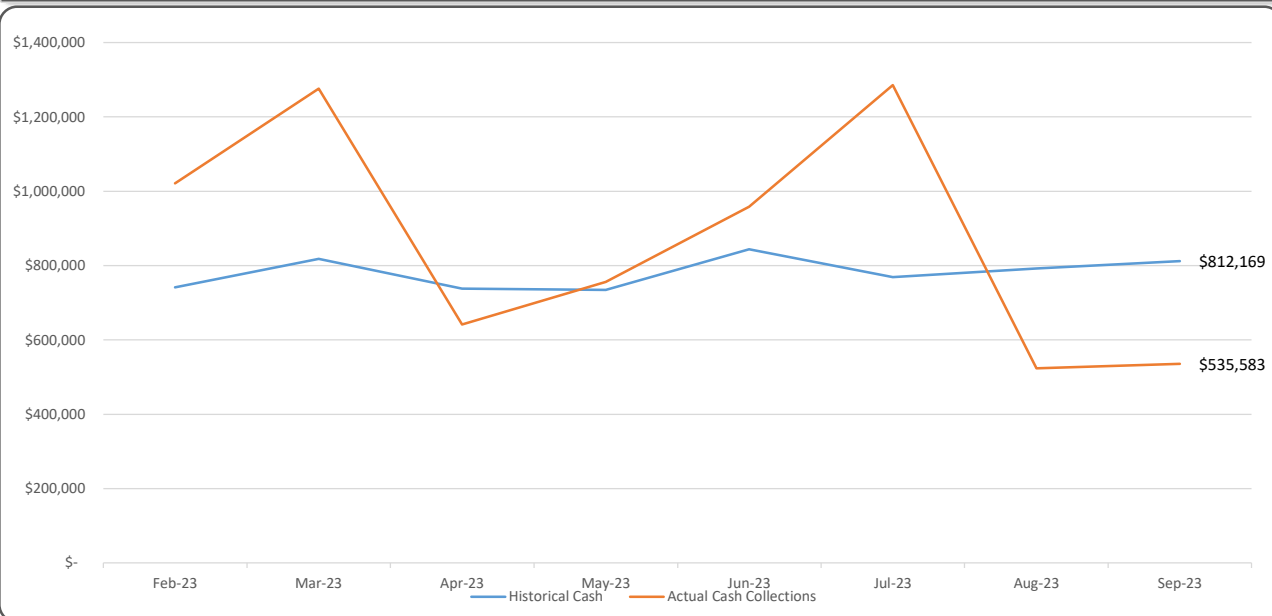
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month (Based on this Months Revenue)



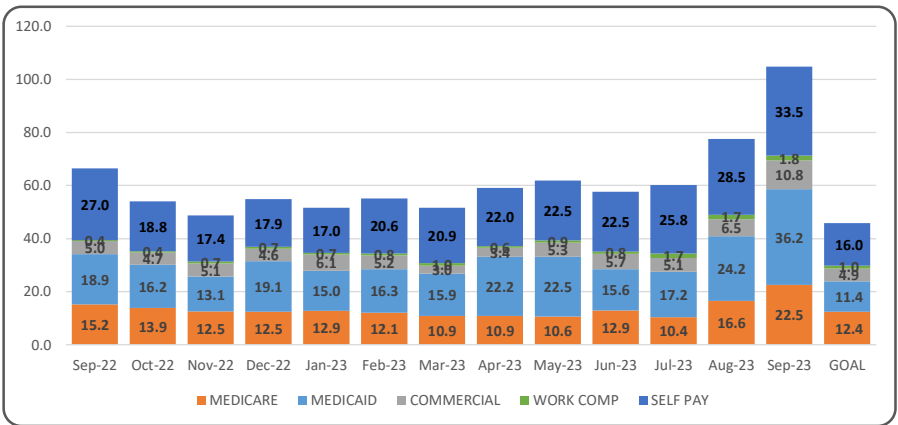
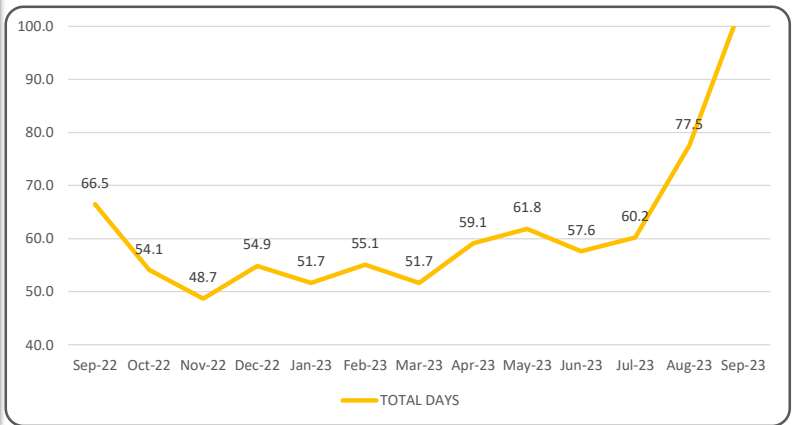
Actual Cash Based on Historical Collections



# ACCOUNTS RECEIVABLE

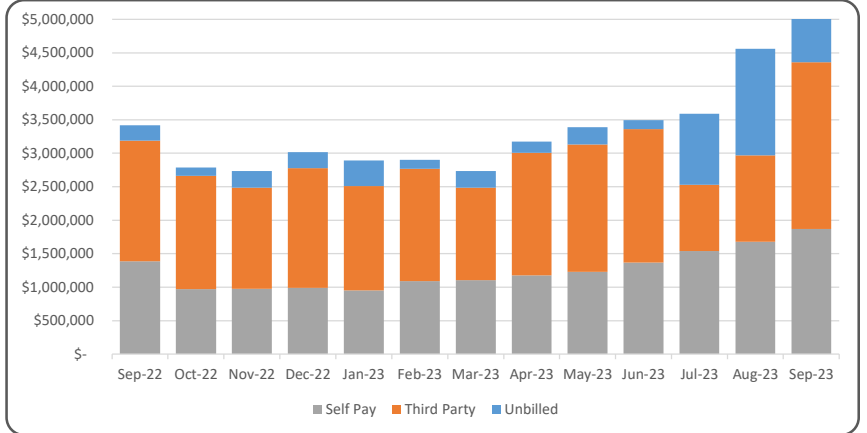
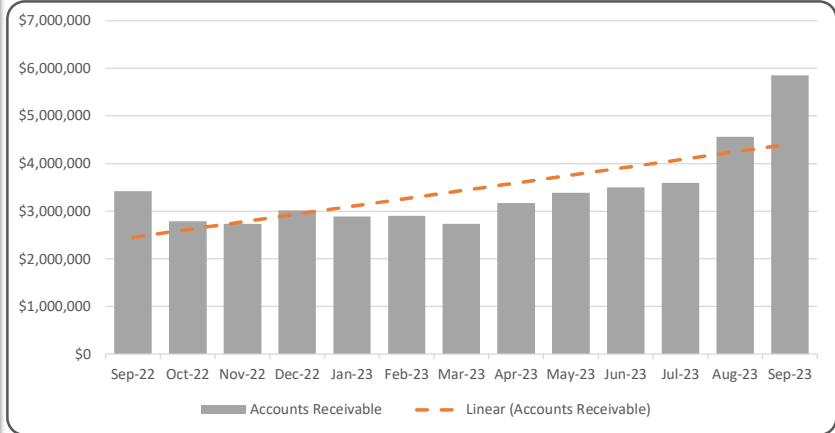
AR Days

PAYER	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	13 Month Average
MEDICARE	15.2	13.9	12.5	12.5	12.9	12.1	10.9	10.9	10.6	12.9	10.4	16.6	22.5	13.4
MEDICAID	18.9	16.2	13.1	19.1	15.0	16.3	15.9	22.2	22.5	15.6	17.2	24.2	36.2	19.4
COMMERCIAL	5.0	4.7	5.1	4.6	6.1	5.2	3.0	3.4	5.3	5.7	5.1	6.5	10.8	5.4
WORK COMP	0.4	0.4	0.7	0.7	0.7	0.8	1.0	0.6	0.9	0.8	1.7	1.7	1.8	0.9
SELF PAY	27.0	18.8	17.4	17.9	17.0	20.6	20.9	22.0	22.5	22.5	25.8	28.5	33.5	22.6
<b>TOTAL DAYS</b>	<b>66.5</b>	<b>54.1</b>	<b>48.7</b>	<b>54.9</b>	<b>51.7</b>	<b>55.1</b>	<b>51.7</b>	<b>59.1</b>	<b>61.8</b>	<b>57.6</b>	<b>60.2</b>	<b>77.5</b>	<b>104.8</b>	<b>61.8</b>



AR Balance

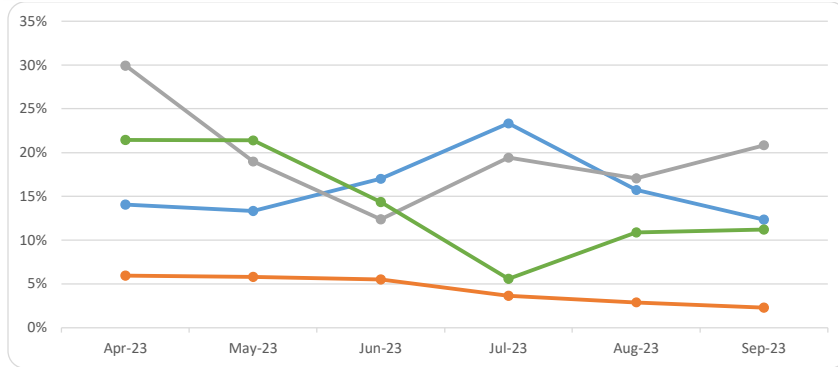
PAYER	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	13 Month Average
MEDICARE	\$ 783,406	\$ 715,189	\$ 702,322	\$ 685,997	\$ 721,466	\$ 640,281	\$ 577,661	\$ 586,779	\$ 583,176	\$ 783,065	\$ 619,122	\$ 977,025	\$ 1,257,444	\$ 740,995
MEDICAID	\$ 969,381	\$ 837,689	\$ 737,438	\$ 1,050,271	\$ 840,983	\$ 858,761	\$ 841,757	\$ 1,191,120	\$ 1,231,780	\$ 946,990	\$ 1,024,807	\$ 1,425,127	\$ 2,019,041	\$ 1,075,011
COMMERCIAL	\$ 258,102	\$ 244,212	\$ 284,569	\$ 254,521	\$ 340,591	\$ 275,168	\$ 157,304	\$ 184,884	\$ 292,678	\$ 348,563	\$ 306,012	\$ 380,817	\$ 600,808	\$ 302,171
WORK COMP	\$ 19,071	\$ 23,134	\$ 37,379	\$ 39,097	\$ 38,788	\$ 40,808	\$ 55,187	\$ 31,871	\$ 48,923	\$ 50,878	\$ 102,360	\$ 97,414	\$ 101,908	\$ 52,832
SELF PAY	\$ 1,388,640	\$ 970,309	\$ 974,408	\$ 986,852	\$ 951,571	\$ 1,088,045	\$ 1,104,091	\$ 1,178,370	\$ 1,232,411	\$ 1,367,447	\$ 1,539,006	\$ 1,678,055	\$ 1,871,417	\$ 1,256,202
<b>TOTAL</b>	<b>\$ 3,418,601</b>	<b>\$ 2,790,532</b>	<b>\$ 2,736,117</b>	<b>\$ 3,016,738</b>	<b>\$ 2,893,400</b>	<b>\$ 2,903,063</b>	<b>\$ 2,736,001</b>	<b>\$ 3,173,025</b>	<b>\$ 3,388,967</b>	<b>\$ 3,496,943</b>	<b>\$ 3,591,307</b>	<b>\$ 4,558,438</b>	<b>\$ 5,850,618</b>	<b>\$ 3,427,211</b>



# ACCOUNTS RECEIVABLE AGING

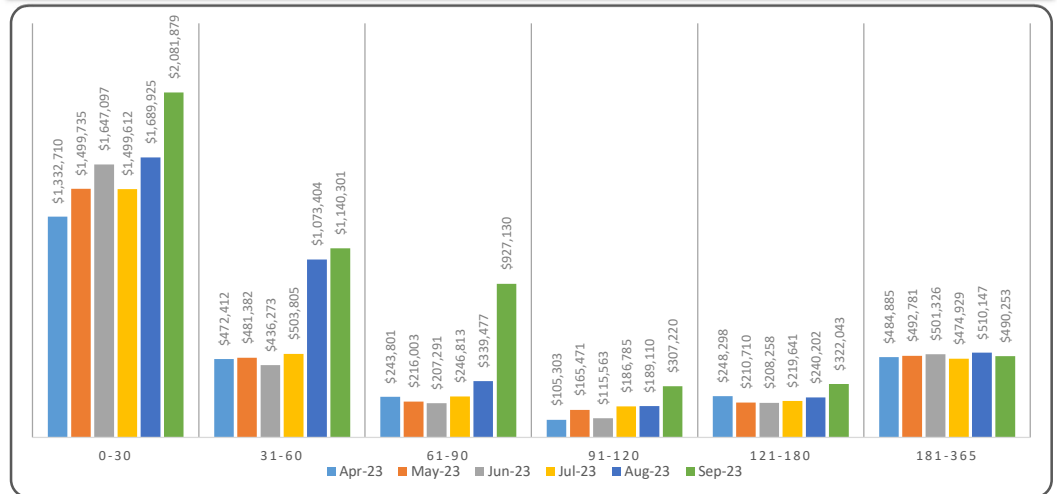
	0-30 Days		31-60 Days		61-90 Days		91-120 Days		121-180 Days		181-365 Days		366+ Days		Grand Totals	
	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$
<b>MEDICARE</b>																
Non-Credit	290	\$ 610,400	165	\$ 368,444	94	\$ 255,151	10	\$ 8,015	14	\$ 10,790	9	\$ 7,102	4	\$ 3,086	586	\$ 1,262,987
Credit	0	\$ -	0	\$ -	2	\$ (283)	1	\$ (122)	0	\$ -	2	\$ (421)	7	\$ (4,717)	12	\$ (5,543)
<b>TOTAL</b>	<b>290</b>	<b>\$ 610,400</b>	<b>165</b>	<b>\$ 368,444</b>	<b>96</b>	<b>\$ 254,869</b>	<b>11</b>	<b>\$ 7,892</b>	<b>14</b>	<b>\$ 10,790</b>	<b>11</b>	<b>\$ 6,680</b>	<b>11</b>	<b>\$ (1,630)</b>	<b>598</b>	<b>\$ 1,257,444</b>
<b>MEDICAID</b>																
Non-Credit	264	\$ 990,950	160	\$ 443,362	127	\$ 338,608	40	\$ 61,494	37	\$ 97,477	73	\$ 62,654	41	\$ 28,337	742	\$ 2,022,882
Credit	0	\$ -	0	\$ -	0	\$ -	2	\$ (315)	3	\$ (775)	1	\$ (40)	14	\$ (2,711)	20	\$ (3,841)
<b>TOTAL</b>	<b>264</b>	<b>\$ 990,950</b>	<b>160</b>	<b>\$ 443,362</b>	<b>127</b>	<b>\$ 338,608</b>	<b>42</b>	<b>\$ 61,179</b>	<b>40</b>	<b>\$ 96,702</b>	<b>74</b>	<b>\$ 62,614</b>	<b>55</b>	<b>\$ 25,626</b>	<b>762</b>	<b>\$ 2,019,041</b>
<b>COMMERCIAL</b>																
Non-Credit	128	\$ 270,527	109	\$ 167,232	64	\$ 85,057	77	\$ 59,664	44	\$ 16,001	44	\$ 34,458	58	\$ 27,406	524	\$ 660,346
Credit	0	\$ -	0	\$ -	4	\$ (1,560)	5	\$ (1,126)	7	\$ (1,281)	28	\$ (4,203)	319	\$ (51,369)	363	\$ (59,538)
<b>TOTAL</b>	<b>128</b>	<b>\$ 270,527</b>	<b>109</b>	<b>\$ 167,232</b>	<b>68</b>	<b>\$ 83,497</b>	<b>82</b>	<b>\$ 58,538</b>	<b>51</b>	<b>\$ 14,720</b>	<b>72</b>	<b>\$ 30,256</b>	<b>377</b>	<b>\$ (23,962)</b>	<b>887</b>	<b>\$ 600,808</b>
<b>WORK COMP</b>																
Non-Credit	5	\$ 10,394	7	\$ 21,937	5	\$ 61,149	2	\$ 1,402	8	\$ 7,418	7	\$ 1,992	7	\$ 992	41	\$ 105,283
Credit	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	2	\$ (632)	14	\$ (2,744)	16	\$ (3,376)
<b>TOTAL</b>	<b>5</b>	<b>\$ 10,394</b>	<b>7</b>	<b>\$ 21,937</b>	<b>5</b>	<b>\$ 61,149</b>	<b>2</b>	<b>\$ 1,402</b>	<b>8</b>	<b>\$ 7,418</b>	<b>9</b>	<b>\$ 1,360</b>	<b>21</b>	<b>\$ (1,752)</b>	<b>57</b>	<b>\$ 101,908</b>
<b>SELF PAY</b>																
Non-Credit	93	\$ 200,141	99	\$ 139,806	140	\$ 188,945	277	\$ 178,488	373	\$ 193,606	592	\$ 395,906	896	\$ 610,443	2470	\$ 1,907,335
Credit	4	\$ (532)	3	\$ (480)	1	\$ 63	5	\$ (279)	13	\$ (1,194)	40	\$ (6,563)	236	\$ (26,933)	302	\$ (35,919)
<b>TOTAL</b>	<b>97</b>	<b>\$ 199,609</b>	<b>102</b>	<b>\$ 139,326</b>	<b>141</b>	<b>\$ 189,008</b>	<b>282</b>	<b>\$ 178,209</b>	<b>386</b>	<b>\$ 192,412</b>	<b>632</b>	<b>\$ 389,343</b>	<b>1132</b>	<b>\$ 583,510</b>	<b>2772</b>	<b>\$ 1,871,417</b>
<b>ACCOUNTS RECEIVABLE</b>																
Non-Credit	780	\$ 2,082,411	540	\$ 1,140,781	430	\$ 928,910	406	\$ 309,063	476	\$ 325,292	725	\$ 502,112	1006	\$ 670,264	4363	\$ 5,958,834
Credit	4	\$ (532)	3	\$ (480)	7	\$ (1,780)	13	\$ (1,843)	23	\$ (3,249)	73	\$ (11,859)	590	\$ (88,473)	713	\$ (108,216)
<b>GRAND TOTAL</b>	<b>784</b>	<b>\$ 2,081,879</b>	<b>543</b>	<b>\$ 1,140,301</b>	<b>437</b>	<b>\$ 927,130</b>	<b>419</b>	<b>\$ 307,220</b>	<b>499</b>	<b>\$ 322,043</b>	<b>798</b>	<b>\$ 490,253</b>	<b>1596</b>	<b>\$ 581,791</b>	<b>5076</b>	<b>\$ 5,850,618</b>

## Aged Over 90 Days Trending (excluding Credits)



	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
Medicare	6.0%	5.8%	5.5%	3.6%	2.9%	2.3%
Medicaid	14.1%	13.3%	17.0%	23.3%	15.7%	12.4%
Commercial	29.9%	19.0%	12.4%	19.4%	17.0%	20.8%
Work Comp	21.4%	21.4%	14.4%	5.6%	10.9%	11.2%

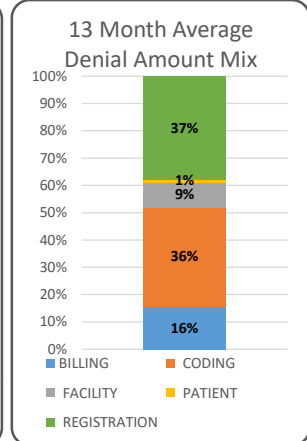
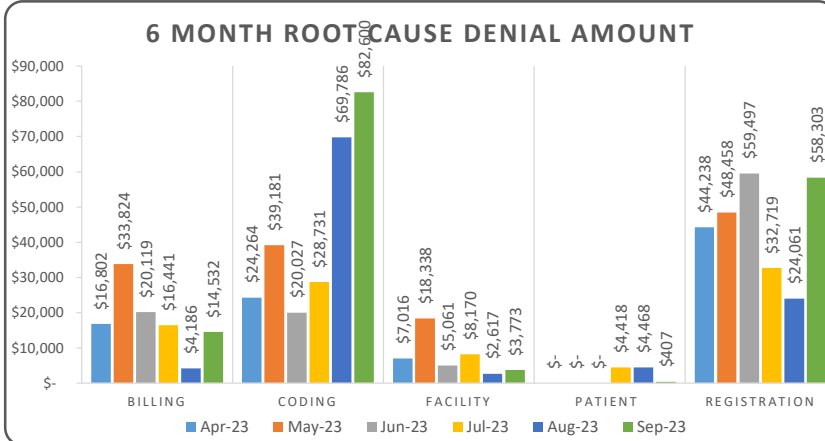
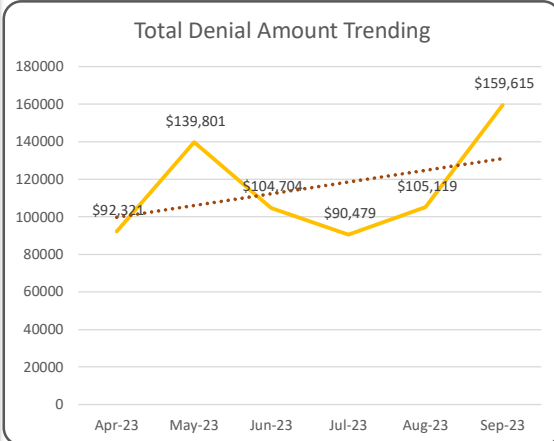
## 6 Month Aging



# DENIAL MANAGEMENT

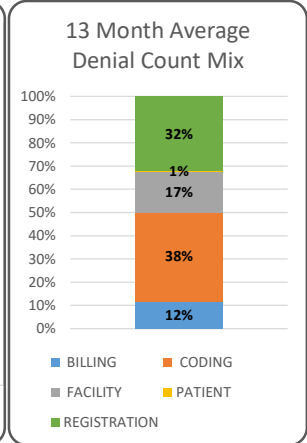
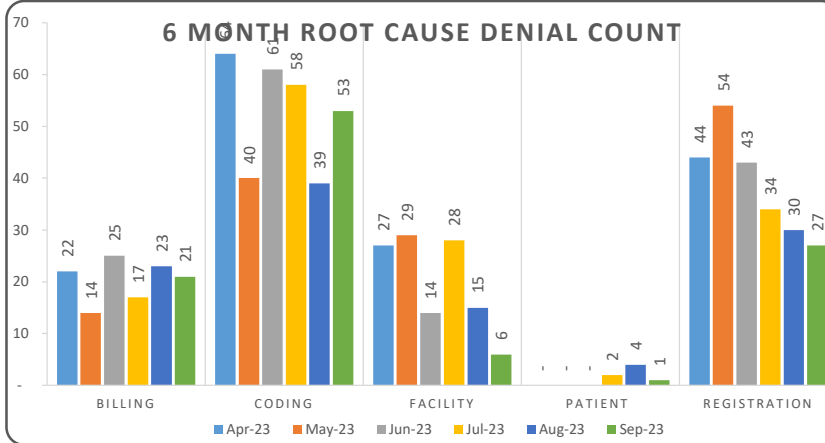
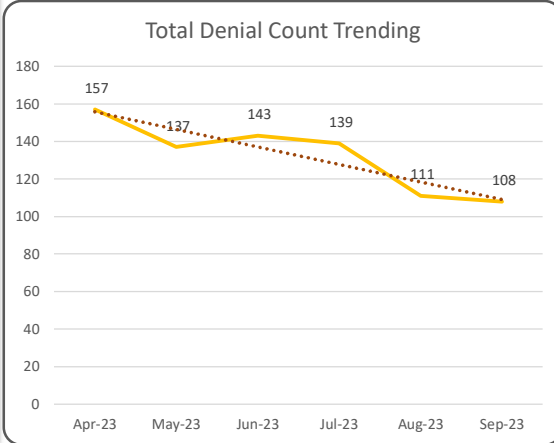
Denial Amount

AMOUNT	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	13 Month Average
BILLING	\$ 9,413	\$ 16,338	\$ 17,355	\$ 37,445	\$ 14,934	\$ 15,559	\$ 11,555	\$ 16,802	\$ 33,824	\$ 20,119	\$ 16,441	\$ 4,186	\$ 14,532	\$ 17,577
CODING	\$ 10,113	\$ 38,291	\$ 74,734	\$ 14,065	\$ 29,838	\$ 30,929	\$ 44,001	\$ 24,264	\$ 39,181	\$ 20,027	\$ 28,731	\$ 69,786	\$ 82,600	\$ 38,966
FACILITY	\$ 5,672	\$ 7,861	\$ 4,175	\$ 15,113	\$ 27,920	\$ 17,826	\$ 8,818	\$ 7,016	\$ 18,338	\$ 5,061	\$ 8,170	\$ 2,617	\$ 3,773	\$ 10,181
PATIENT	\$ 1,349	\$ 416	\$ 2,047	\$ -	\$ 180	\$ 35	\$ -	\$ -	\$ -	\$ -	\$ 4,418	\$ 4,468	\$ 407	\$ 1,025
REGISTRATION	\$ 34,308	\$ 54,543	\$ 35,218	\$ 41,552	\$ 39,405	\$ 22,693	\$ 29,947	\$ 44,238	\$ 48,458	\$ 59,497	\$ 32,719	\$ 24,061	\$ 58,303	\$ 40,380
<b>TOTAL</b>	<b>\$ 60,855</b>	<b>\$ 117,448</b>	<b>\$ 133,529</b>	<b>\$ 108,174</b>	<b>\$ 112,276</b>	<b>\$ 87,041</b>	<b>\$ 94,322</b>	<b>\$ 92,321</b>	<b>\$ 139,801</b>	<b>\$ 104,704</b>	<b>\$ 90,479</b>	<b>\$ 105,119</b>	<b>\$ 159,615</b>	<b>\$ 108,129</b>



Denial Count

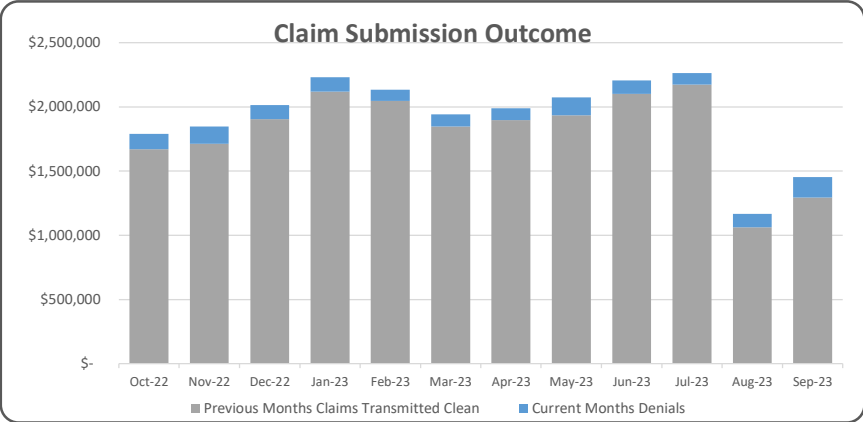
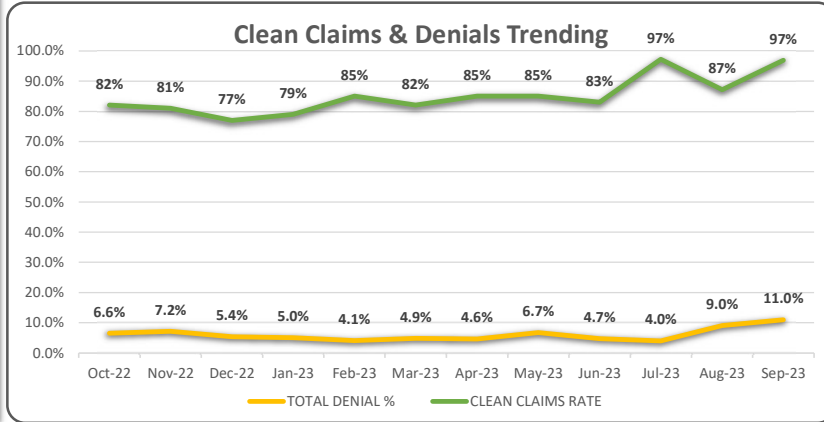
COUNT	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	13 Month Average
BILLING	13	15	13	26	9	16	17	22	14	25	17	23	21	18
CODING	23	61	76	56	52	64	63	64	40	61	58	39	53	55
FACILITY	18	37	19	17	43	41	30	27	29	14	28	15	6	25
PATIENT	1	1	3	-	1	1	-	-	-	-	2	4	1	1
REGISTRATION	28	75	57	57	57	44	40	44	54	43	34	30	27	45
<b>TOTAL</b>	<b>83</b>	<b>189</b>	<b>168</b>	<b>156</b>	<b>162</b>	<b>166</b>	<b>150</b>	<b>157</b>	<b>137</b>	<b>143</b>	<b>139</b>	<b>111</b>	<b>108</b>	<b>144</b>



# CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

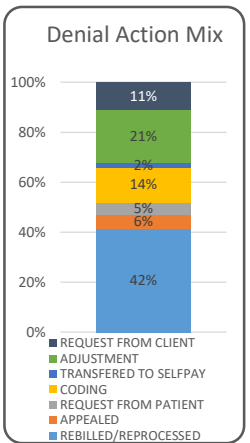
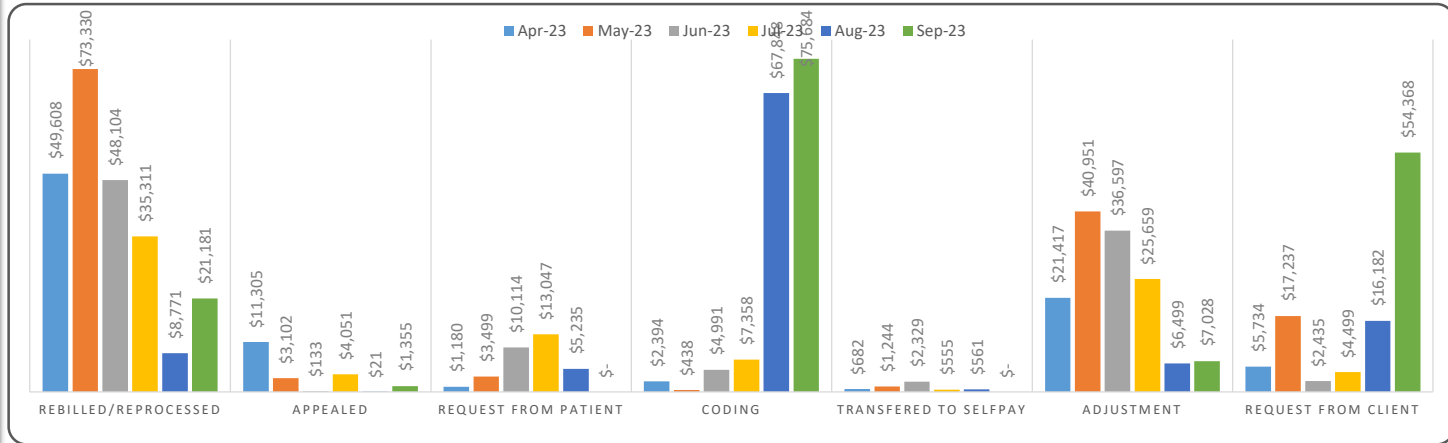
Denial & Clean Claim Trending

	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	13 Month Average
<b>DENIAL AMOUNT</b>	\$ 60,855	\$ 117,448	\$ 133,529	\$ 108,174	\$ 112,276	\$ 87,041	\$ 94,322	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,119	\$ 159,615	\$ 108,129
<b>PREVIOUS MONTH'S TRANSMITTED CLAIMS</b>	\$ 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	\$ 2,207,031	\$ 2,264,169	\$ 1,167,844	\$ 1,454,165	\$ 1,949,079
<b>TOTAL DENIAL %</b>	2.7%	6.6%	7.2%	5.4%	5.0%	4.1%	4.9%	4.6%	6.7%	4.7%	4.0%	9.0%	11.0%	5.8%
<b>CLEAN CLAIMS RATE</b>	80%	82%	81%	77%	79%	85%	82%	85%	85%	83%	97%	87%	97%	85%



Action Taken on Denials

DENIAL ACTION	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	13 Month Average
<b>REBILLED/REPROCESSED</b>	\$ 29,104	\$ 40,727	\$ 92,434	\$ 65,189	\$ 37,987	\$ 33,295	\$ 55,495	\$ 49,608	\$ 73,330	\$ 48,104	\$ 35,311	\$ 8,771	\$ 21,181	\$ 45,426
<b>APPEALED</b>	\$ 3,825	\$ 26,106	\$ 10,035	\$ 11,926	\$ 2,121	\$ 2,973	\$ 2,164	\$ 11,305	\$ 3,102	\$ 133	\$ 4,051	\$ 21	\$ 1,355	\$ 6,086
<b>REQUEST FROM PATIENT</b>	\$ 9,122	\$ 4,642	\$ 157	\$ 3,128	\$ 12,289	\$ 2,001	\$ 1,293	\$ 1,180	\$ 3,499	\$ 10,114	\$ 13,047	\$ 5,235	\$ -	\$ 5,055
<b>CODING</b>	\$ 7,813	\$ 4,695	\$ 2,726	\$ 2,836	\$ 13,654	\$ 4,149	\$ 2,209	\$ 2,394	\$ 438	\$ 4,991	\$ 7,358	\$ 67,848	\$ 75,684	\$ 15,138
<b>TRANSFERRED TO SELFPAY</b>	\$ 1,506	\$ 1,092	\$ 3,120	\$ 4,163	\$ 2,355	\$ 5,688	\$ 2,222	\$ 682	\$ 1,244	\$ 2,329	\$ 555	\$ 561	\$ -	\$ 1,963
<b>ADJUSTMENT</b>	\$ 3,213	\$ 34,311	\$ 14,251	\$ 12,458	\$ 35,153	\$ 30,601	\$ 28,772	\$ 21,417	\$ 40,951	\$ 36,597	\$ 25,659	\$ 6,499	\$ 7,028	\$ 22,839
<b>REQUEST FROM CLIENT</b>	\$ 6,272	\$ 5,874	\$ 10,805	\$ 8,474	\$ 8,718	\$ 8,334	\$ 2,166	\$ 5,734	\$ 17,237	\$ 2,435	\$ 4,499	\$ 16,182	\$ 54,368	\$ 11,623
<b>TOTAL</b>	\$ 60,855	\$ 117,448	\$ 133,529	\$ 108,174	\$ 112,277	\$ 87,041	\$ 94,322	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,116	\$ 159,615	\$ 108,129

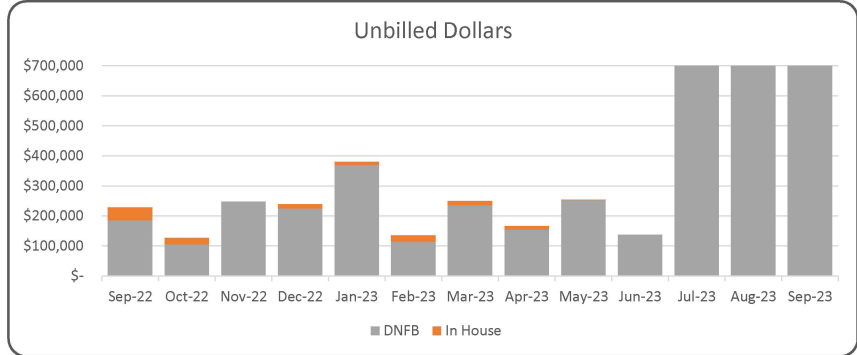
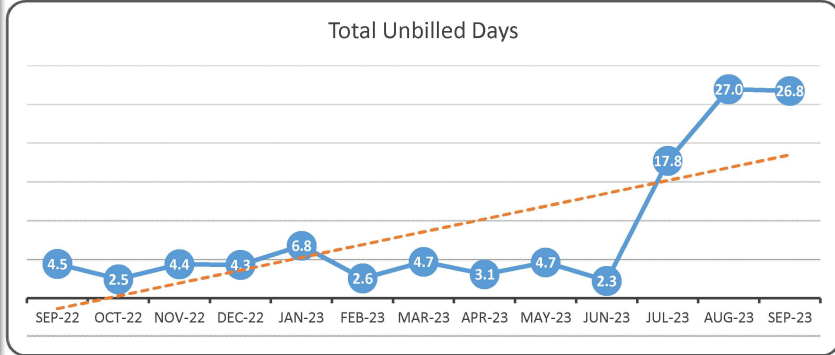




# UNBILLED & INVENTORY

Unbilled

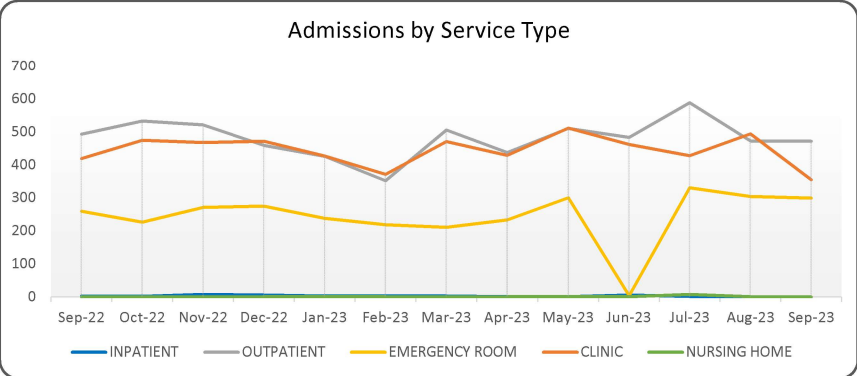
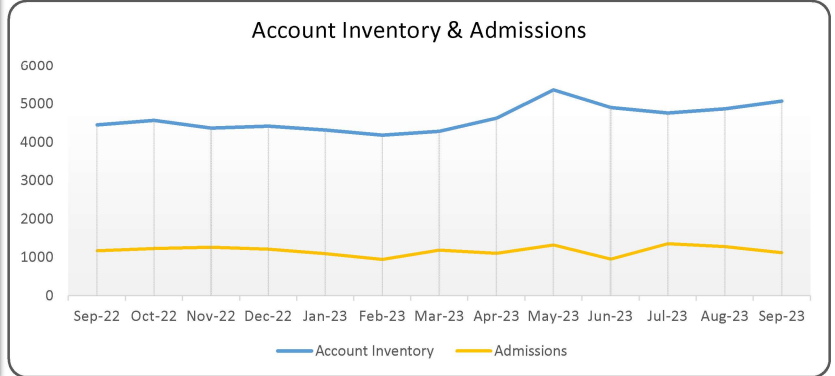
	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	13 Month Average
In House	\$ 43,554	\$ 22,609	\$ -	\$ 13,804	\$ 11,990	\$ 21,812	\$ 15,908	\$ 13,120	\$ 2,240	\$ -	\$ 27,926	\$ 59,290	\$ 34,128	\$ 20,491
DNFB	\$ 185,499	\$ 104,807	\$ 248,431	\$ 224,970	\$ 368,997	\$ 114,332	\$ 234,498	\$ 153,558	\$ 252,579	\$ 137,865	\$ 1,032,055	\$ 1,528,438	\$ 1,460,193	\$ 465,094
<b>Total Unbilled</b>	<b>\$ 229,053</b>	<b>\$ 127,416</b>	<b>\$ 248,431</b>	<b>\$ 238,775</b>	<b>\$ 380,987</b>	<b>\$ 136,143</b>	<b>\$ 250,407</b>	<b>\$ 166,678</b>	<b>\$ 254,819</b>	<b>\$ 137,865</b>	<b>\$ 1,059,981</b>	<b>\$ 1,587,728</b>	<b>\$ 1,494,321</b>	<b>\$ 485,585</b>
Unbilled Days	4.5	2.5	4.4	4.3	6.8	2.6	4.7	3.1	4.7	2.3	17.8	27.0	26.8	8.6



Admissions & Account Inventory

ADMISSIONS	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	13 Month Average
INPATIENT	3	2	8	5	3	4	3	1	1	6	2	1	0	3
SWINGBED	2	4	5	4	2	4	4	4	0	1	2	7	1	3
OUTPATIENT	492	532	520	458	425	352	505	437	510	482	588	472	471	480
EMERGENCY ROOM	259	226	271	275	238	219	211	233	300	4	330	304	299	244
CLINIC	418	474	467	471	426	371	470	428	511	462	427	494	354	444
NURSING HOME	0	1	0	1	2	1	0	1	1	1	8	1	0	1
<b>TOTAL</b>	<b>1,174</b>	<b>1,239</b>	<b>1,271</b>	<b>1,214</b>	<b>1,096</b>	<b>951</b>	<b>1,193</b>	<b>1,104</b>	<b>1,323</b>	<b>956</b>	<b>1,357</b>	<b>1,279</b>	<b>1,125</b>	<b>1176</b>

ACCOUNT INVENTORY	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	13 Month Average
MEDICARE	388	687	498	453	497	417	438	494	547	485	387	519	598	493
MEDICAID	678	804	750	840	739	692	645	855	794	748	682	688	762	744
COMMERCIAL	909	1,006	957	912	871	814	857	903	914	997	862	838	887	902
WORK COMP	48	60	78	73	73	72	91	77	87	89	75	59	57	72
SELF PAY	2,425	2,016	2,088	2,136	2,139	2,191	2,260	2,303	2,461	2,584	2,752	2,767	2,772	2376
<b>TOTAL</b>	<b>4448</b>	<b>4573</b>	<b>4371</b>	<b>4414</b>	<b>4319</b>	<b>4186</b>	<b>4291</b>	<b>4632</b>	<b>5363</b>	<b>4903</b>	<b>4758</b>	<b>4871</b>	<b>5076</b>	<b>4631</b>



# Southern Humboldt Community Healthcare District Executive Dashboard

	TARGET	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23
<b>Days in AR</b>	<b>45.8</b>	<b>54.1</b>	<b>48.7</b>	<b>54.9</b>	<b>51.7</b>	<b>55.1</b>	<b>51.7</b>	<b>59.1</b>	<b>61.8</b>	<b>57.6</b>	<b>60.2</b>	<b>77.5</b>	<b>104.8</b>
Gross AR		2,790,532	2,736,117	3,016,738	2,893,400	2,903,063	2,736,001	3,173,025	3,388,967	3,496,943	3,591,307	4,558,438	5,850,618
Gross Revenue		1,525,240	1,947,165	1,586,113	1,620,070	1,537,305	1,606,835	1,632,497	1,801,881	2,088,494	1,600,297	1,781,158	1,922,299
Cash Collections		767,658	937,047	1,373,812	1,095,480	1,021,149	1,276,559	641,314	756,460	958,114	1,285,280	523,891	535,583
Adjustments		1,248,008	666,773	244,503	601,307	454,994	472,360	553,962	906,039	896,471	284,186	481,416	395,270
Collection %		38.1%	58.4%	84.9%	64.6%	69.2%	73.0%	53.7%	45.5%	51.7%	81.9%	52.1%	57.5%
Late Charges	<b>1%</b>	0.0%	0.0%	0.0%	0.0%	0.1%	0.3%	0.0%	0.0%	0.2%	2.2%	0.3%	0.7%
Bad Debt	<b>3%</b>	27.5%	1.1%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Charity Care	<b>3%</b>	3.6%	1.9%	2.1%	3.9%	1.0%	1.5%	0.1%	1.2%	0.5%	0.7%	0.2%	0.1%
Third Party Aged over 90	<b>13%</b>	<b>25.9%</b>	<b>14.1%</b>	<b>14.9%</b>	<b>15.2%</b>	<b>15.3%</b>	<b>16.4%</b>	<b>14.0%</b>	<b>12.4%</b>	<b>12.0%</b>	<b>16.0%</b>	<b>11.6%</b>	<b>10.6%</b>
Self Pay Aged 180 (from assignment)	<b>25%</b>	<b>23.7%</b>	<b>28.6%</b>	<b>35.4%</b>	<b>41.5%</b>	<b>41.3%</b>	<b>48.3%</b>	<b>50.7%</b>	<b>52.9%</b>	<b>52.4%</b>	<b>48.9%</b>	<b>51.6%</b>	<b>48.7%</b>

