



## Finance Committee

**Date:** Friday, January 19, 2024

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

**Location:** Sprowel Creek Campus

**Facilitator:** Governing Board President Corinne Stromstad

**Link:** <https://shchd.webex.com/shchd/j.php?MTID=mbffca2ac6f0f1aa6f616901343c8f2ba>

## 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, December 22, 2023
		E. Discussion and Review  1. Financials – Paul Eves
10:15 a.m.		
10:30 a.m.		2. December 2023 Patient Financial Services and HRG Reports – Marie Brown
		F. Discussion Items to Report to the Board
		G. Next Meeting: February 23, 2024
		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, January 15, 2024*



## Finance Committee

**Date:** Friday, December 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, and Matt Rees

**Not Present:** Paul Eaves

**Also Present:** Darrin Guerra, Administrative Assistant and Barbara Truitt

**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 November 17, 2023.

**Motion:** Corinne Stromstad moved to approve the November 17, 2023 Finance minutes.

**Second:** Kevin Church

**Motion Carried**

- E. Discussion and Review
  1. Financials – CEO Matt Rees
    - The December financials were not available this month due to problems with the conversions of Net Suite and EPIC.
    - Matt shared the frustration the other hospitals are facing with the conversion.
    - OCHIN will be sending another team to assist in early January
  2. December 2023 HRG Report – Marie Brown
    - Marie will report the discrepancies on the HRG graphs to the team for corrections.
- F. Discussion Items to Report to the Board – The December 2023 HRG Report will be submitted to the Governing Board for approval.
- G. Next Meeting: Friday, January 19, 2024.



H. Adjourned at 10:39 a.m.

*Minutes by Darrin Guerra*

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## Southern Humboldt Community Healthcare District

December 2023 – Centriq & Epic Combined



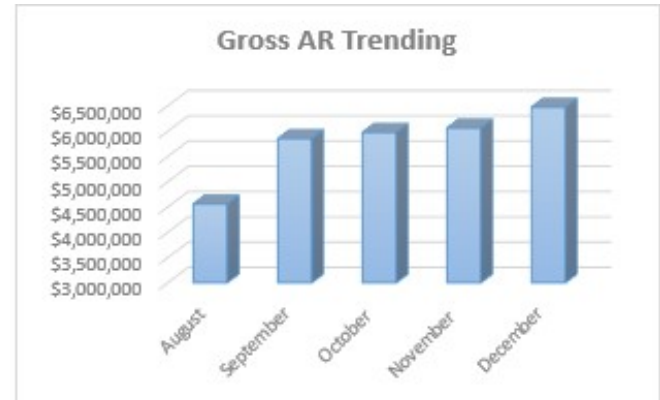
## SoHum Health

### Key Items

- ➔ Cash totaled \$1.2M, 129% of net revenue
- ➔ AR decreased to 90.7 days
- ➔ Third Party aging increased \$338K, to 31%
- ➔ Unbilled AR increased 4.2 days, ending at 25.1 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 December closed with \$6.5M in gross AR or 90.7 days. Revenue came in \$365K higher than what was reported in November ending at \$2.4M. Third Party AR saw a decrease of 4.8 days ending at 36.7 days. Unbilled AR increased 4.2 days ending at 25.1 AR days. Cash collections came in roughly \$257K higher than what was collected in November—coming in at \$1.2M or 129% of net revenue. HRG continues to have a 30 minute HB (hospital billing) claims call with OCHIN/Epic every Thursday to discuss potential claims issues that HRG discovers and continue to also have a PB (professional billing) claims related issues call every Thursday as well. 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. As of February 1, 2024, Medi-Cal and Partnership Healthplan (PHC) are moving away from the local state codes and moving to the national codes for the LTC billing only. They will no longer be accepting the state specific codes that Medi-Cal and PHC previously required. A ticket has been opened with OCHIN to get the Epic build corrected prior to the 2/1/24 effective date to prevent delays in cash collections and an increase in AR.
- **Self Pay:** Self Pay AR reduced 1.2 days since November. Self Pay collections came in at \$24K, which is \$23K less than what was collected in November. A bad debt file was sent over in November, however, a file was not sent in the month of December due to an AB1020 requirement that was not met. Per AB1020 requirements, the financial assistance application (FAA) is required to be sent with the final Goodbye Letter—the FAA was not set up to be sent with this final Goodbye Letter. This has since been corrected, and new Goodbye Letters with the FAA attached have been sent to patients who are eligible for bad debt. A significantly large bad debt file has been approved by SHCHD and will be sent turned over to collections in the month of January. We continue to work with COCC to ensure accounts can be transferred to Bad Debt via Epic timely.
- **Third Party Aging:** December closed with \$1.4M in Third Party balances aged over 90 days, totaling 31%. Due to SoHum's EHR conversion, we are now in the wind down phase of Centriq—cleaning up all outstanding and aged balances. HRG staff are focused on rebilling/working denials timely as well as working follow up based on age and dollar amount of the claim. We added an additional team member in November to assist in follow up and reducing the aged over 90. Medicare is sitting at \$341K aged over 90 days or 23.3%, this is an overall increase of \$90K from November. Medicaid increased by \$162K to 32.1%. Commercial is up \$131K to 40.4%, and Work Comp decreased \$45K to 34.1%



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

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

*Largest employee-owned revenue cycle management company in the nation.*



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



**SoHum** Health

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**December 2023**

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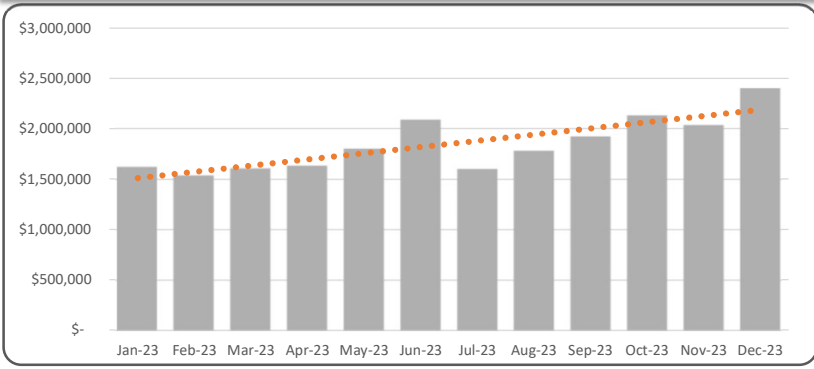
# FINANCE DASHBOARD

	Target	July-23	August-23	September-23	October-23	November-23	December-23								
<b>Revenue Cycle Performance</b>	<b>REVENUE</b>														
	Net Revenue		\$879,001	\$1,037,572	\$1,079,978	\$1,057,684	\$943,736	\$1,178,211							
	Gross Revenue		\$1,600,297	\$1,781,158	\$1,922,299	\$2,130,187	\$2,037,494	\$2,402,068							
	<b>CASH</b>														
	Cash Collections as a % of Net Revenue	100%	122%	60%	52%	105%	91%	129%							
	Cash Collections		\$1,285,280	\$523,891	\$535,583	\$1,131,808	\$958,049	\$1,214,685							
	<b>ACCOUNTS RECEIVABLE</b>														
	Net AR		\$1,813,211	\$2,556,189	\$3,334,591	\$3,318,523	\$3,071,787	\$3,409,568							
	Gross AR		\$3,591,307	\$4,558,438	\$5,850,618	\$5,974,477	\$6,060,571	\$6,475,740							
	Unbilled	3	17.8	27.0	26.8	21.7	20.9	25.1							
	Third Party	27	16.6	22.0	44.5	43.5	41.5	36.7							
	Self Pay	16	25.8	28.5	33.5	32.1	30.2	29.0							
	<b>Total Days in AR</b>	<b>46</b>	<b>60.2</b>	<b>77.5</b>	<b>104.8</b>	<b>97.3</b>	<b>92.6</b>	<b>90.7</b>							
	Days in AR - Credit Balances	< 1	1.73	2.43	1.94	1.75	1.78	2.19							
	<b>UNBILLED</b>														
	In-house	< 2 Days	0.5	1.0	0.6	0.9	1.7	0.7							
DNFB	< 1 Day	17.3	26.0	26.2	20.7	19.2	24.4								
<b>Total Unbilled</b>	<b>&lt;3 Days</b>	<b>17.8</b>	<b>27.0</b>	<b>26.8</b>	<b>21.7</b>	<b>20.9</b>	<b>25.1</b>								
<b>Third Party</b>	<b>AGING (excluding credits)</b>														
	Medicare Aging > 90 Days	11%	3.6%	\$ 22,718	2.9%	\$ 28,545	2.3%	\$ 28,992	12.6%	\$ 178,527	18.3%	\$ 251,559	23.3%	\$ 341,575	
	Medicaid Aging > 90 Days	12%	23.3%	\$ 239,865	15.7%	\$ 224,776	12.4%	\$ 249,962	23.9%	\$ 425,283	26.3%	\$ 494,426	32.1%	\$ 656,471	
	Commercial Aging > 90 Days	20%	19.4%	\$ 70,411	17.0%	\$ 81,080	20.8%	\$ 137,530	28.9%	\$ 215,261	32.1%	\$ 241,142	40.4%	\$ 372,247	
	Work Comp Aging > 90 Days	35%	5.6%	\$ 5,907	10.9%	\$ 10,958	11.2%	\$ 11,804	52.8%	\$ 72,081	47.7%	\$ 75,722	34.1%	\$ 30,991	
	<b>Total Third Party Aging &gt; 90 Days</b>	<b>13%</b>	<b>16.0%</b>	<b>\$ 338,901</b>	<b>11.6%</b>	<b>\$ 345,359</b>	<b>10.6%</b>	<b>\$ 428,288</b>	<b>21.9%</b>	<b>\$ 891,151</b>	<b>25.5%</b>	<b>\$ 1,062,849</b>	<b>31.0%</b>	<b>\$ 1,401,283</b>	
	<b>CLAIM SUBMISSION EFFICIENCY</b>														
	Claims Submission		1,052	\$ 1,167,844	1,320	\$ 1,454,165	1,079	\$ 1,867,928	2,100	\$ 2,411,329	1,674	\$ 2,241,921	1,560	\$ 2,184,032	
	Clean Claims	85%	97%		87%		97%		96%		98%		98%		
	Denial Percent	5%	4%		9%		11%		18%		8%		3%		
	Total Denial Rate	Count   Amt	139   \$ 90,479	111   \$ 105,119	108   \$ 159,615	210   \$ 344,840	215   \$ 185,849	142   \$ 62,881							
	Late Charges	Count   Amt	136   \$ 35,493	22   \$ 5,276	12   \$ 13,051	122   \$ 16,253	13   \$ 3,811	43   \$ 14,541							
	Communication Log Backlog		40   \$ 74,811	53   \$ 81,404	85   \$ 86,724	85   \$ 81,140	84   \$ 81,109	83   \$ 57,862							
	<b>Self Pay</b>	<b>INVENTORY &amp; QUALITY</b>													
		Total Inventory		2,752	\$ 1,539,006	2,767	\$ 1,678,055	2,772	\$ 1,871,417	2,708	\$ 1,973,313	2,527	\$ 1,975,406	2,524	\$ 2,068,907
		New		313	\$ 126,039	70	\$ 19,995	31	\$ 11,604	8	\$ 1,882	3	\$ 4,428	8	\$ 2,313
Resolved			181	\$ 44,947	140	\$ 18,863	123	\$ 16,210	161	\$ 22,561	139	\$ 15,241	66	\$ 7,528	
Aged >180 days from Assignment		< 25%	48.9%	\$ 753,151	51.6%	\$ 866,361	48.7%	\$ 910,447	49.0%	\$ 966,614	54.6%	\$ 1,079,326	58.4%	\$ 1,208,432	
Total Payment Plans over 120 days			\$4,714	\$8,825	\$7,827	\$19,957	\$21,990	\$21,317							
Average Speed to Answer		< 60 seconds	21	11	23	25	0	23							
<b>STATEMENTS &amp; LETTERS</b>															
Statements & Letters			232	749	763	374	594	172							
Charity Care Applications In Process			8	\$ 3,351	9	\$ 3,364	0	\$ -	5	\$ 5,842	0	\$ -	0	\$ -	
Inbound and Outbound Calls		In   Out	149   555	140   169	123   192	145   204	3   230	135   259							
<b>WRITE OFFS</b>															
Bad Debt as a % of Gross Revenue		< 2%	0.0%	\$ -	0.0%	\$ -	0.0%	\$ -	0.0%	\$ -	5.3%	\$ 108,610	0.0%	\$ -	
Charity as a % of Gross Revenue		< 2%	0.7%	\$ 10,549	0.2%	\$ 4,244	0.1%	\$ 1,705	0.2%	\$ 5,068	0.0%	\$ -	0.0%	\$ -	

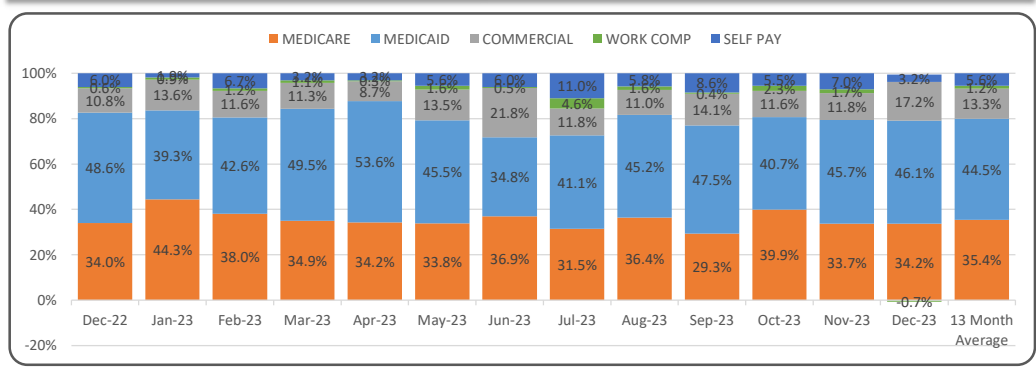
# GROSS REVENUE

PAYER	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	13 Month Average
MEDICARE	\$ 539,320	\$ 717,741	\$ 584,209	\$ 560,965	\$ 557,768	\$ 608,991	\$ 770,520	\$ 504,094	\$ 648,555	\$ 563,819	\$ 849,853	\$ 686,408	\$ 820,695	\$ 647,149
MEDICAID	\$ 770,467	\$ 636,332	\$ 654,199	\$ 794,626	\$ 874,406	\$ 819,312	\$ 726,128	\$ 658,441	\$ 805,092	\$ 913,825	\$ 867,885	\$ 930,946	\$ 1,108,246	\$ 812,301
COMMERCIAL	\$ 170,862	\$ 220,365	\$ 178,568	\$ 182,374	\$ 142,791	\$ 243,074	\$ 454,637	\$ 189,003	\$ 196,363	\$ 271,079	\$ 247,190	\$ 241,360	\$ 413,697	\$ 242,413
WORK COMP	\$ 9,587	\$ 15,137	\$ 17,996	\$ 18,086	\$ 5,119	\$ 29,663	\$ 10,915	\$ 73,141	\$ 28,402	\$ 8,619	\$ 48,010	\$ 35,245	\$ (17,130)	\$ 21,753
SELF PAY	\$ 95,876	\$ 30,494	\$ 102,332	\$ 50,784	\$ 52,413	\$ 100,841	\$ 126,294	\$ 175,618	\$ 102,746	\$ 164,957	\$ 117,250	\$ 143,534	\$ 76,560	\$ 103,054
<b>TOTAL</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>\$ 2,130,187</b>	<b>\$ 2,037,494</b>	<b>\$ 2,402,068</b>	<b>\$ 1,826,669</b>
<b>AVERAGE DAILY REVENUE</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>\$ 61,407</b>	<b>\$ 65,484</b>	<b>\$ 71,410</b>	<b>\$ 58,340</b>

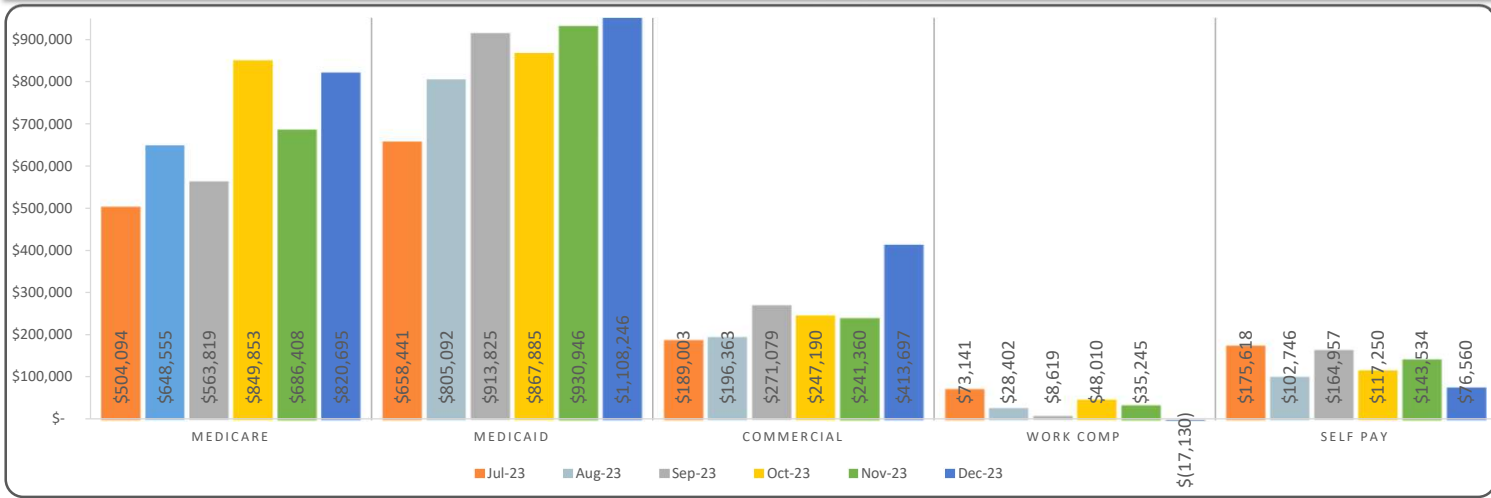
## Gross Revenue



## Payer Mix



## Revenue Trending By Payer

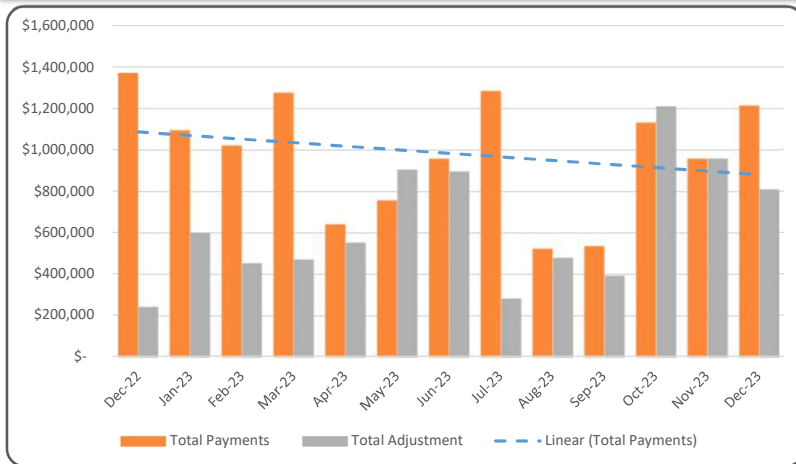




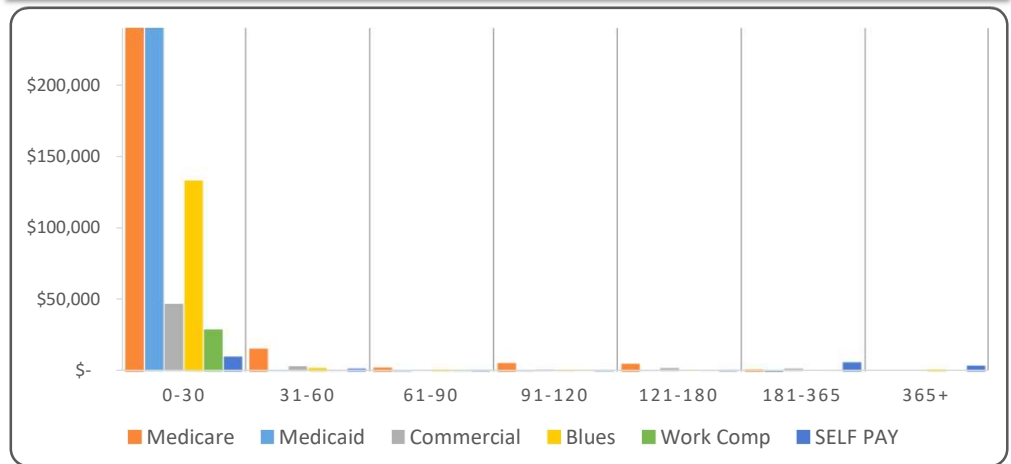
# CASH DETAIL

PAYER	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	13 Month Average
<b>MEDICARE</b>														
Payments	\$ 904,435	\$ 591,668	\$ 592,859	\$ 743,922	\$ 310,558	\$ 300,837	\$ 380,113	\$ 851,353	\$ 273,732	\$ 303,327	\$ 572,057	\$ 539,621	\$ 656,043	\$ 540,040
Adjustments	\$ (305,051)	\$ (87,776)	\$ (99,709)	\$ (134,234)	\$ 106,519	\$ 138,215	\$ 166,800	\$ (297,566)	\$ 14,075	\$ 40,065	\$ 133,024	\$ 129,515	\$ 2,826	\$ (14,869)
Collection %	151%	117%	120%	122%	74%	69%	70%	154%	95%	88%	81%	81%	100%	102%
<b>MEDICAID</b>														
Payments	\$ 264,924	\$ 314,806	\$ 255,109	\$ 277,640	\$ 193,806	\$ 300,483	\$ 275,555	\$ 192,283	\$ 90,923	\$ 92,296	\$ 313,889	\$ 229,010	\$ 310,938	\$ 239,359
Adjustments	\$ 433,745	\$ 547,064	\$ 449,945	\$ 461,105	\$ 361,576	\$ 609,604	\$ 571,141	\$ 466,985	\$ 399,800	\$ 295,314	\$ 971,132	\$ 641,672	\$ 700,680	\$ 531,520
Collection %	38%	37%	36%	38%	35%	33%	33%	29%	19%	24%	24%	26%	31%	31%
<b>COMMERCIAL</b>														
Payments	\$ 52,160	\$ 48,629	\$ 73,731	\$ 117,204	\$ 36,603	\$ 42,946	\$ 90,936	\$ 120,614	\$ 46,506	\$ 40,074	\$ 66,438	\$ 65,228	\$ 55,591	\$ 65,897
Adjustments	\$ 16,336	\$ 21,767	\$ 27,065	\$ 30,397	\$ 24,802	\$ 26,556	\$ 66,876	\$ 27,237	\$ 17,350	\$ 20,479	\$ 29,216	\$ 22,136	\$ 14,629	\$ 26,527
Collection %	76%	69%	73%	79%	60%	62%	58%	82%	73%	66%	69%	75%	79%	71%
<b>BLUES</b>														
Payments	\$ 116,673	\$ 92,264	\$ 63,385	\$ 96,727	\$ 54,673	\$ 79,624	\$ 162,086	\$ 89,306	\$ 55,087	\$ 76,601	\$ 120,414	\$ 68,971	\$ 137,865	\$ 93,360
Adjustments	\$ 44,446	\$ 44,703	\$ 43,122	\$ 51,765	\$ 30,285	\$ 68,579	\$ 62,281	\$ 55,589	\$ 28,987	\$ 29,422	\$ 43,963	\$ 37,046	\$ 59,992	\$ 46,168
Collection %	0%	0%	0%	0%	0%	0%	0%	0%	66%	72%	73%	65%	70%	69%
<b>WORK COMP</b>														
Payments	\$ 5,615	\$ 17,126	\$ 4,638	\$ 7,853	\$ 17,944	\$ 4,105	\$ 6,593	\$ 11,971	\$ 34,920	\$ 2,990	\$ 18,118	\$ 7,910	\$ 30,109	\$ 13,069
Adjustments	\$ 2,189	\$ 6,198	\$ 1,926	\$ 8,982	\$ 8,713	\$ 9,697	\$ 2,215	\$ 7,288	\$ 7,277	\$ 2,489	\$ 4,838	\$ 739	\$ 24,588	\$ 6,703
Collection %	72%	73%	71%	47%	67%	30%	75%	62%	83%	55%	79%	91%	55%	66%
<b>SELF PAY</b>														
Payments	\$ 29,312	\$ 30,943	\$ 31,426	\$ 33,213	\$ 27,729	\$ 28,466	\$ 42,832	\$ 19,754	\$ 22,724	\$ 20,294	\$ 40,894	\$ 47,308	\$ 24,138	\$ 30,695
Bad Debt Recoveries	\$ 694	\$ 44	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 57
Adjustments	\$ 13,402	\$ 6,237	\$ 17,897	\$ 30,789	\$ 21,095	\$ 31,837	\$ 17,525	\$ 14,103	\$ 9,683	\$ 5,797	\$ 23,642	\$ 19,912	\$ 7,961	\$ 16,914
Charity Care	\$ 33,516	\$ 63,113	\$ 14,747	\$ 23,556	\$ 973	\$ 21,551	\$ 9,633	\$ 10,549	\$ 4,244	\$ 1,705	\$ 5,068	\$ -	\$ -	\$ 14,512
Bad Debt	\$ 5,920	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 108,610	\$ -	\$ 8,810
Total SP Adjustments	\$ 52,838	\$ 69,350	\$ 32,644	\$ 54,346	\$ 22,067	\$ 53,388	\$ 27,157	\$ 24,653	\$ 13,927	\$ 7,502	\$ 28,710	\$ 128,522	\$ 7,961	\$ 40,236
Collection %	36%	31%	49%	38%	56%	35%	61%	44%	62%	73%	59%	27%	75%	50%
<b>TOTAL</b>														
Total Payments	\$ 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	\$ 1,131,808	\$ 958,049	\$ 1,214,685	\$ 982,476
Total Adjustment	\$ 244,503	\$ 601,307	\$ 454,994	\$ 472,360	\$ 553,962	\$ 906,039	\$ 896,471	\$ 284,186	\$ 481,416	\$ 395,270	\$ 1,210,884	\$ 959,630	\$ 810,676	\$ 596,049
Total Collection %	85%	65%	69%	73%	54%	46%	52%	82%	52%	58%	48%	50%	60%	61%

## Cash & Adjustment Trending

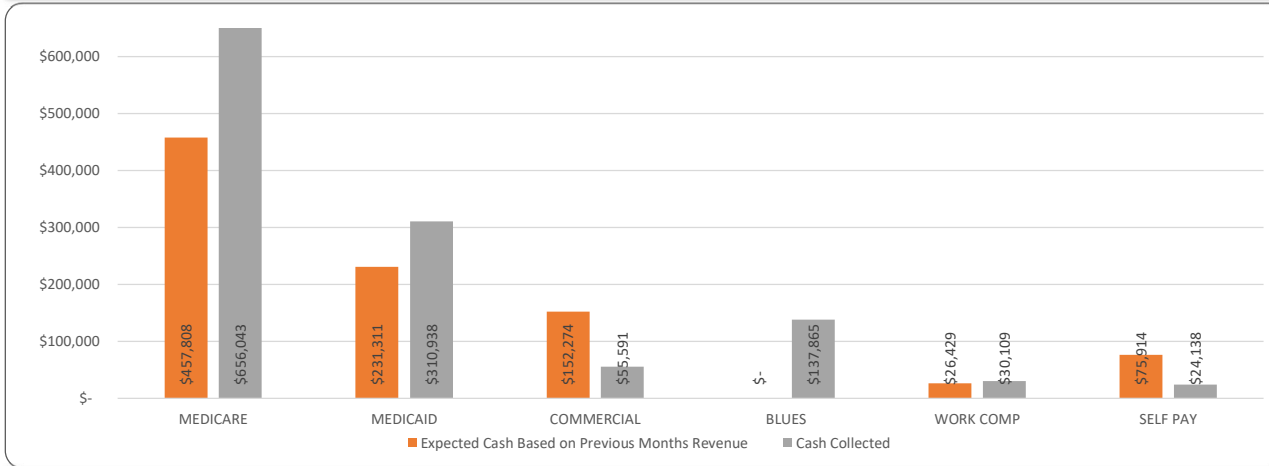


## Cash Collections by Discharge Date

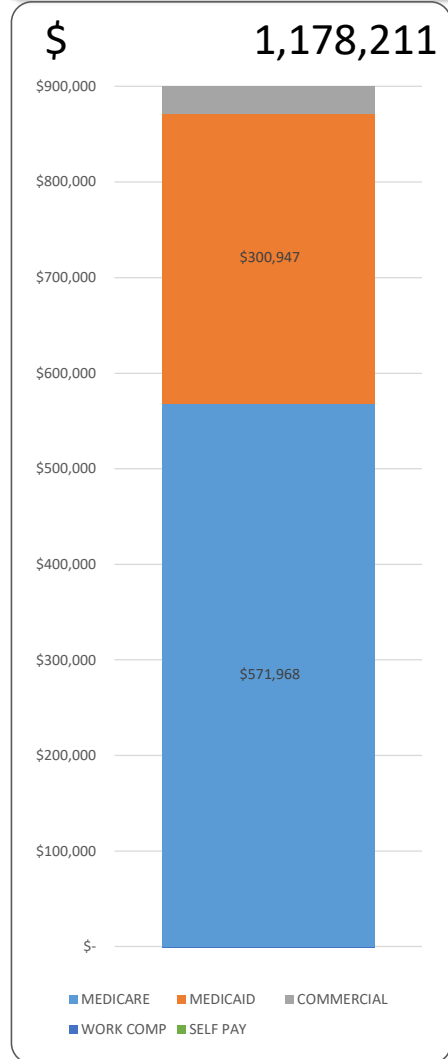


# CASH FORECASTING

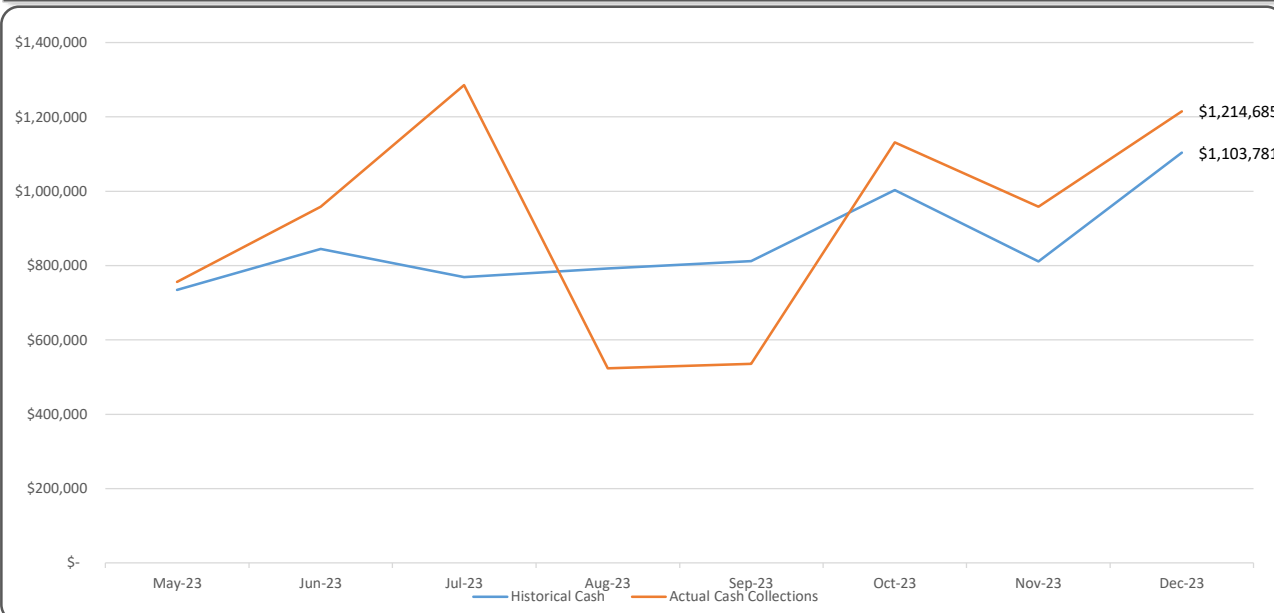
Expected Last Month vs Cash Collected (Based on Previous Months Revenue)



Cash Expected Next Month (Based on this Months Revenue)



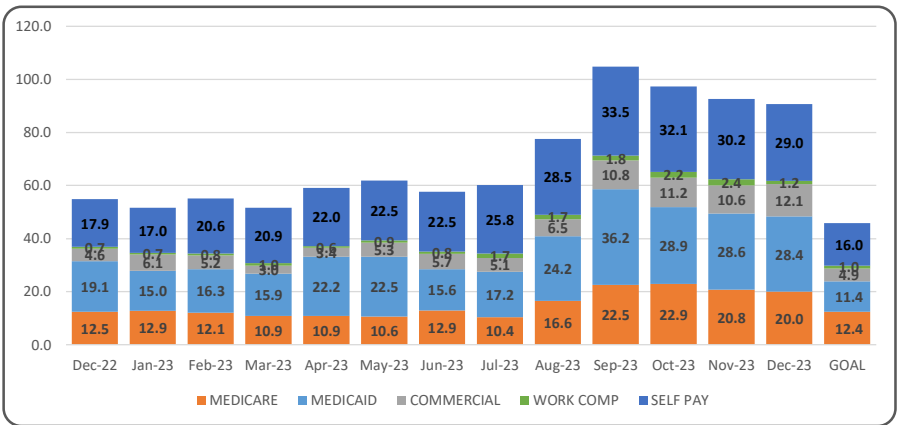
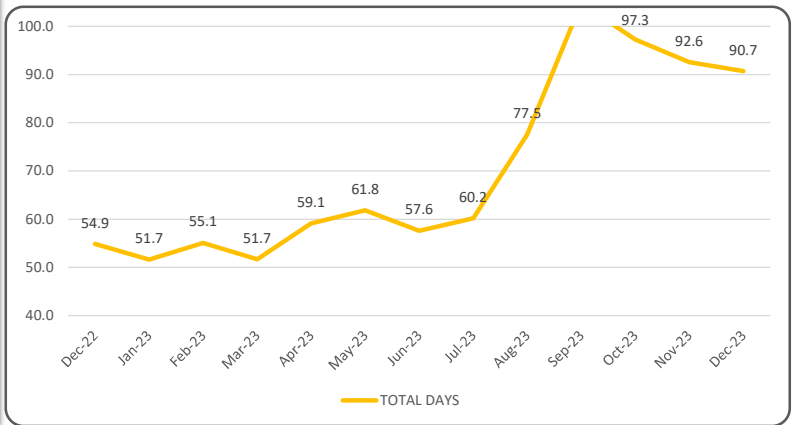
Actual Cash Based on Historical Collections



# ACCOUNTS RECEIVABLE

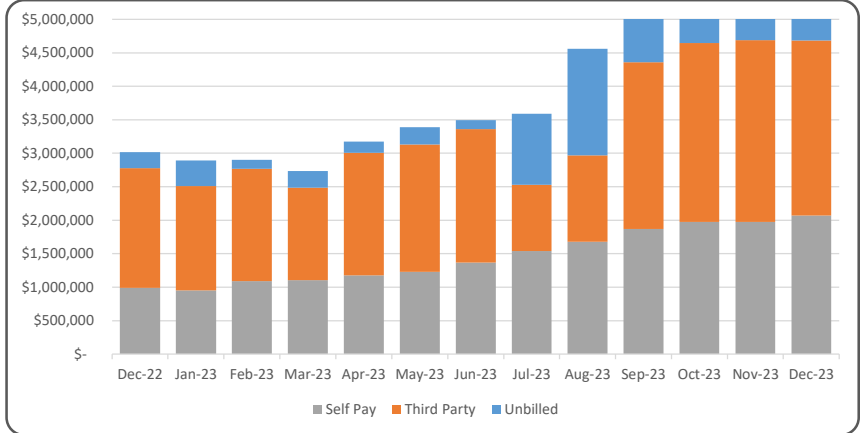
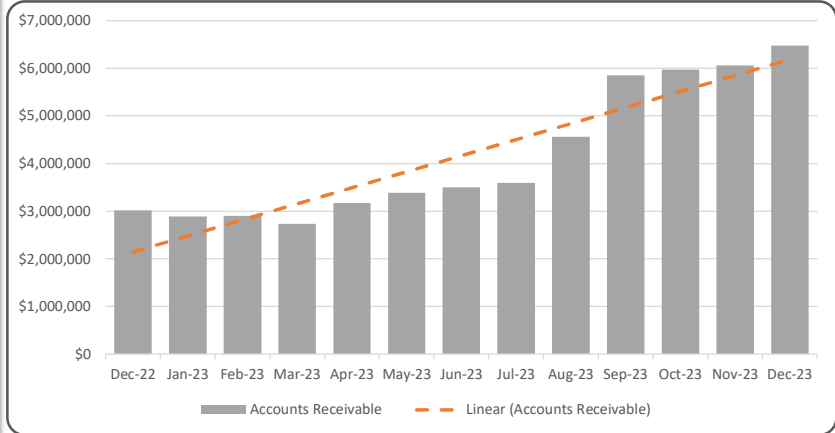
AR Days

PAYER	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	13 Month Average
MEDICARE	12.5	12.9	12.1	10.9	10.9	10.6	12.9	10.4	16.6	22.5	22.9	20.8	20.0	15.1
MEDICAID	19.1	15.0	16.3	15.9	22.2	22.5	15.6	17.2	24.2	36.2	28.9	28.6	28.4	22.3
COMMERCIAL	4.6	6.1	5.2	3.0	3.4	5.3	5.7	5.1	6.5	10.8	11.2	10.6	12.1	6.9
WORK COMP	0.7	0.7	0.8	1.0	0.6	0.9	0.8	1.7	1.7	1.8	2.2	2.4	1.2	1.3
SELF PAY	17.9	17.0	20.6	20.9	22.0	22.5	22.5	25.8	28.5	33.5	32.1	30.2	29.0	24.8
<b>TOTAL DAYS</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>97.3</b>	<b>92.6</b>	<b>90.7</b>	<b>70.4</b>



AR Balance

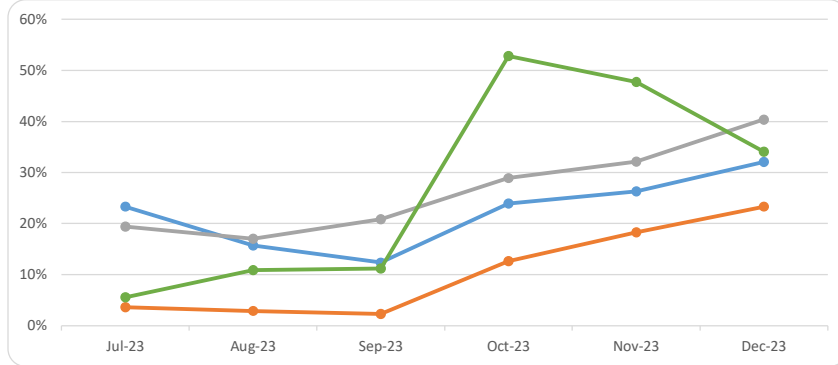
PAYER	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	13 Month Average
MEDICARE	\$ 685,997	\$ 721,466	\$ 640,281	\$ 577,661	\$ 586,779	\$ 583,176	\$ 783,065	\$ 619,122	\$ 977,025	\$ 1,257,444	\$ 1,408,379	\$ 1,364,196	\$ 1,430,057	\$ 894,973
MEDICAID	\$ 1,050,271	\$ 840,983	\$ 858,761	\$ 841,757	\$ 1,191,120	\$ 1,231,780	\$ 946,990	\$ 1,024,807	\$ 1,425,127	\$ 2,019,041	\$ 1,774,925	\$ 1,873,656	\$ 2,027,427	\$ 1,315,896
COMMERCIAL	\$ 254,521	\$ 340,591	\$ 275,168	\$ 157,304	\$ 184,884	\$ 292,678	\$ 348,563	\$ 306,012	\$ 380,817	\$ 600,808	\$ 684,736	\$ 692,018	\$ 861,736	\$ 413,834
WORK COMP	\$ 39,097	\$ 38,788	\$ 40,808	\$ 55,187	\$ 31,871	\$ 48,923	\$ 50,878	\$ 102,360	\$ 97,414	\$ 101,908	\$ 133,125	\$ 155,295	\$ 87,612	\$ 75,636
SELF PAY	\$ 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	\$ 1,973,313	\$ 1,975,406	\$ 2,068,907	\$ 1,462,684
<b>TOTAL</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>\$ 5,974,477</b>	<b>\$ 6,060,571</b>	<b>\$ 6,475,740</b>	<b>\$ 4,163,022</b>



# ACCOUNTS RECEIVABLE AGING

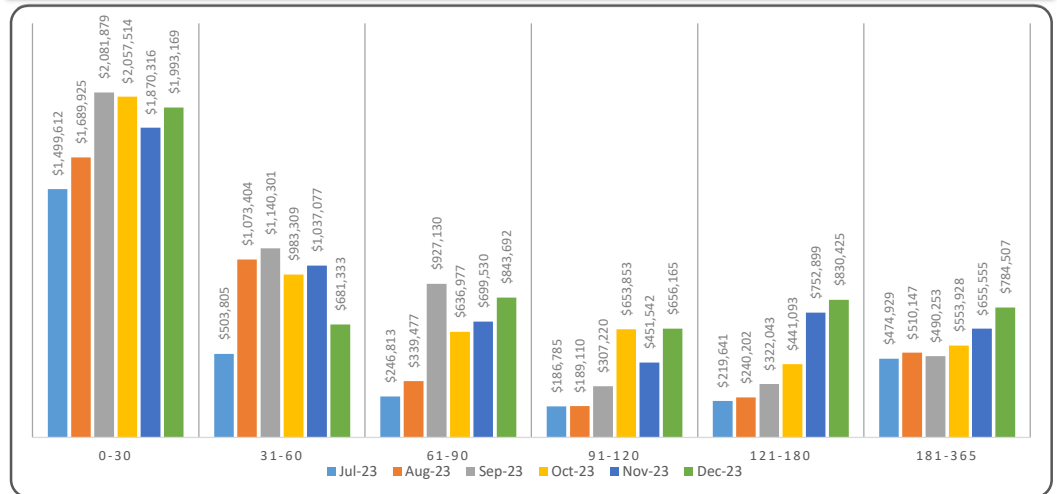
	0-30 Days		31-60 Days		61-90 Days		91-120 Days		121-180 Days		181-365 Days		366+ Days		Grand Totals	
	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$	# Acts	\$
<b>MEDICARE</b>																
Non-Credit	239	\$ 666,335	87	\$ 207,640	80	\$ 249,612	40	\$ 112,570	72	\$ 183,548	27	\$ 41,731	10	\$ 3,727	555	\$ 1,465,162
Credit	0	\$ -	37	\$ (22,753)	5	\$ (7,320)	18	\$ (48)	8	\$ (79)	2	\$ (124)	8	\$ (4,781)	78	\$ (35,105)
<b>TOTAL</b>	<b>239</b>	<b>\$ 666,335</b>	<b>124</b>	<b>\$ 184,886</b>	<b>85</b>	<b>\$ 242,292</b>	<b>58</b>	<b>\$ 112,521</b>	<b>80</b>	<b>\$ 183,468</b>	<b>29</b>	<b>\$ 41,608</b>	<b>18</b>	<b>\$ (1,054)</b>	<b>633</b>	<b>\$ 1,430,057</b>
<b>MEDICAID</b>																
Non-Credit	219	\$ 899,651	94	\$ 290,480	58	\$ 199,562	76	\$ 229,177	116	\$ 210,581	104	\$ 163,912	67	\$ 52,801	734	\$ 2,046,164
Credit	0	\$ -	0	\$ -	2	\$ (2,568)	2	\$ (2,760)	4	\$ (11,124)	1	\$ (337)	13	\$ (1,949)	22	\$ (18,738)
<b>TOTAL</b>	<b>219</b>	<b>\$ 899,651</b>	<b>94</b>	<b>\$ 290,480</b>	<b>60</b>	<b>\$ 196,995</b>	<b>78</b>	<b>\$ 226,417</b>	<b>120</b>	<b>\$ 199,457</b>	<b>105</b>	<b>\$ 163,575</b>	<b>80</b>	<b>\$ 50,851</b>	<b>756</b>	<b>\$ 2,027,427</b>
<b>COMMERCIAL</b>																
Non-Credit	119	\$ 275,673	72	\$ 101,839	62	\$ 172,272	65	\$ 116,769	88	\$ 142,280	140	\$ 82,383	77	\$ 30,815	623	\$ 922,030
Credit	0	\$ -	3	\$ (405)	2	\$ (384)	0	\$ -	1	\$ (24)	29	\$ (5,722)	339	\$ (53,759)	374	\$ (60,294)
<b>TOTAL</b>	<b>119</b>	<b>\$ 275,673</b>	<b>75</b>	<b>\$ 101,434</b>	<b>64</b>	<b>\$ 171,888</b>	<b>65</b>	<b>\$ 116,769</b>	<b>89</b>	<b>\$ 142,256</b>	<b>169</b>	<b>\$ 76,661</b>	<b>416</b>	<b>\$ (22,944)</b>	<b>997</b>	<b>\$ 861,736</b>
<b>WORK COMP</b>																
Non-Credit	3	\$ 13,655	2	\$ 3,046	4	\$ 43,296	1	\$ 2,443	6	\$ 15,639	14	\$ 10,640	10	\$ 2,269	40	\$ 90,988
Credit	0	\$ -	0	\$ -	0	\$ -	0	\$ -	0	\$ -	1	\$ (127)	15	\$ (3,248)	16	\$ (3,376)
<b>TOTAL</b>	<b>3</b>	<b>\$ 13,655</b>	<b>2</b>	<b>\$ 3,046</b>	<b>4</b>	<b>\$ 43,296</b>	<b>1</b>	<b>\$ 2,443</b>	<b>6</b>	<b>\$ 15,639</b>	<b>15</b>	<b>\$ 10,512</b>	<b>25</b>	<b>\$ (979)</b>	<b>56</b>	<b>\$ 87,612</b>
<b>SELF PAY</b>																
Non-Credit	49	\$ 138,064	81	\$ 101,625	89	\$ 190,444	79	\$ 199,238	192	\$ 289,814	690	\$ 499,293	1038	\$ 689,190	2218	\$ 2,107,668
Credit	2	\$ (208)	3	\$ (140)	1	\$ (1,223)	1	\$ (1,223)	2	\$ (208)	44	\$ (7,142)	253	\$ (28,616)	306	\$ (38,760)
<b>TOTAL</b>	<b>51</b>	<b>\$ 137,856</b>	<b>84</b>	<b>\$ 101,485</b>	<b>90</b>	<b>\$ 189,221</b>	<b>80</b>	<b>\$ 198,015</b>	<b>194</b>	<b>\$ 289,605</b>	<b>734</b>	<b>\$ 492,151</b>	<b>1291</b>	<b>\$ 660,574</b>	<b>2524</b>	<b>\$ 2,068,907</b>
<b>ACCOUNTS RECEIVABLE</b>																
Non-Credit	629	\$ 1,993,378	336	\$ 704,630	293	\$ 855,187	261	\$ 660,196	474	\$ 841,861	975	\$ 797,959	1202	\$ 778,801	4170	\$ 6,632,012
Credit	2	\$ (208)	43	\$ (23,298)	10	\$ (11,495)	21	\$ (4,031)	15	\$ (11,436)	77	\$ (13,452)	628	\$ (92,353)	796	\$ (156,273)
<b>GRAND TOTAL</b>	<b>631</b>	<b>\$ 1,993,169</b>	<b>379</b>	<b>\$ 681,333</b>	<b>303</b>	<b>\$ 843,692</b>	<b>282</b>	<b>\$ 656,165</b>	<b>489</b>	<b>\$ 830,425</b>	<b>1052</b>	<b>\$ 784,507</b>	<b>1830</b>	<b>\$ 686,448</b>	<b>4966</b>	<b>\$ 6,475,740</b>

## Aged Over 90 Days Trending (excluding Credits)



	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
Medicare	3.6%	2.9%	2.3%	12.6%	18.3%	23.3%
Medicaid	23.3%	15.7%	12.4%	23.9%	26.3%	32.1%
Commercial	19.4%	17.0%	20.8%	28.9%	32.1%	40.4%
Work Comp	5.6%	10.9%	11.2%	52.8%	47.7%	34.1%

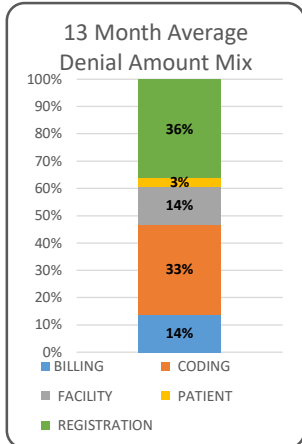
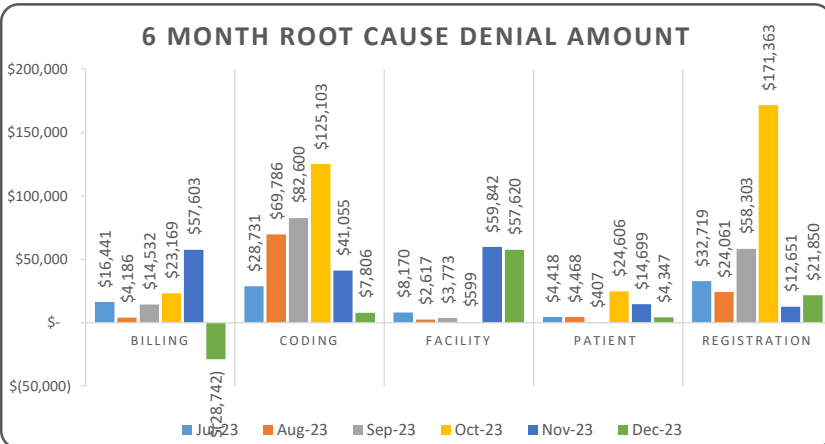
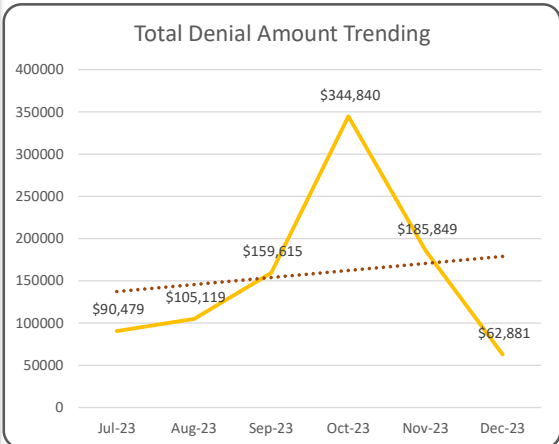
## 6 Month Aging



# DENIAL MANAGEMENT

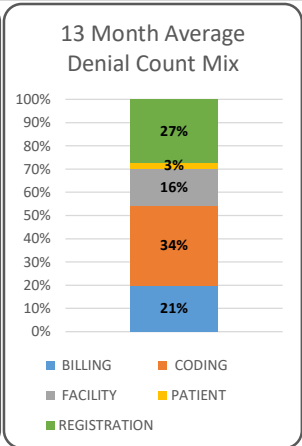
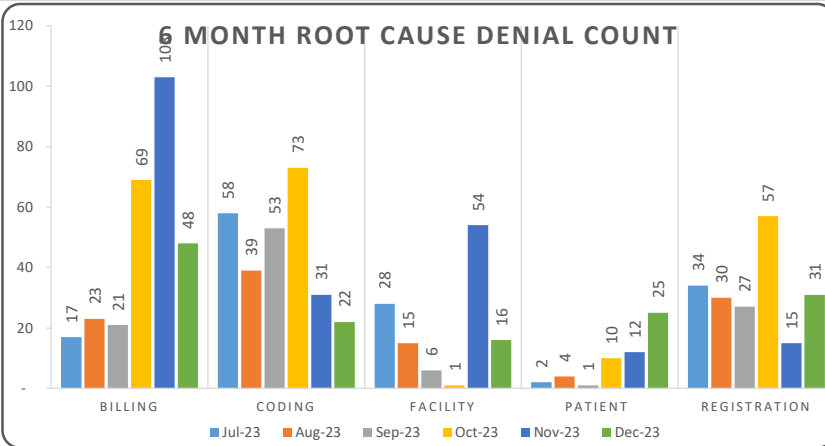
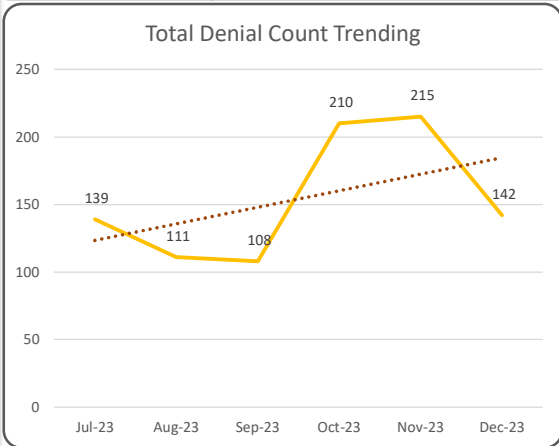
Denial Amount

AMOUNT	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	13 Month Average
<b>BILLING</b>	\$ 37,445	\$ 14,934	\$ 15,559	\$ 11,555	\$ 16,802	\$ 33,824	\$ 20,119	\$ 16,441	\$ 4,186	\$ 14,532	\$ 23,169	\$ 57,603	\$ (28,742)	\$ 18,264
<b>CODING</b>	\$ 14,065	\$ 29,838	\$ 30,929	\$ 44,001	\$ 24,264	\$ 39,181	\$ 20,027	\$ 28,731	\$ 69,786	\$ 82,600	\$ 125,103	\$ 41,055	\$ 7,806	\$ 42,876
<b>FACILITY</b>	\$ 15,113	\$ 27,920	\$ 17,826	\$ 8,818	\$ 7,016	\$ 18,338	\$ 5,061	\$ 8,170	\$ 2,617	\$ 3,773	\$ 599	\$ 59,842	\$ 57,620	\$ 17,901
<b>PATIENT</b>	\$ -	\$ 180	\$ 35	\$ -	\$ -	\$ -	\$ -	\$ 4,418	\$ 4,468	\$ 407	\$ 24,606	\$ 14,699	\$ 4,347	\$ 4,089
<b>REGISTRATION</b>	\$ 41,552	\$ 39,405	\$ 22,693	\$ 29,947	\$ 44,238	\$ 48,458	\$ 59,497	\$ 32,719	\$ 24,061	\$ 58,303	\$ 171,363	\$ 12,651	\$ 21,850	\$ 46,672
<b>TOTAL</b>	\$ 108,174	\$ 112,276	\$ 87,041	\$ 94,322	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,119	\$ 159,615	\$ 344,840	\$ 185,849	\$ 62,881	\$ 129,802



Denial Count

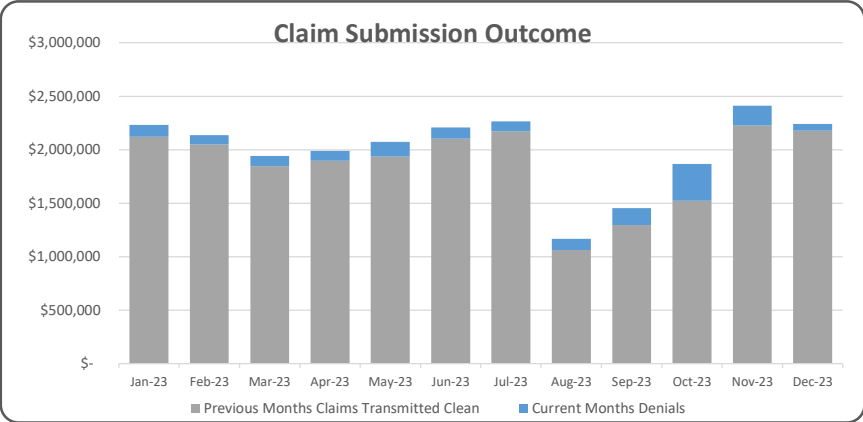
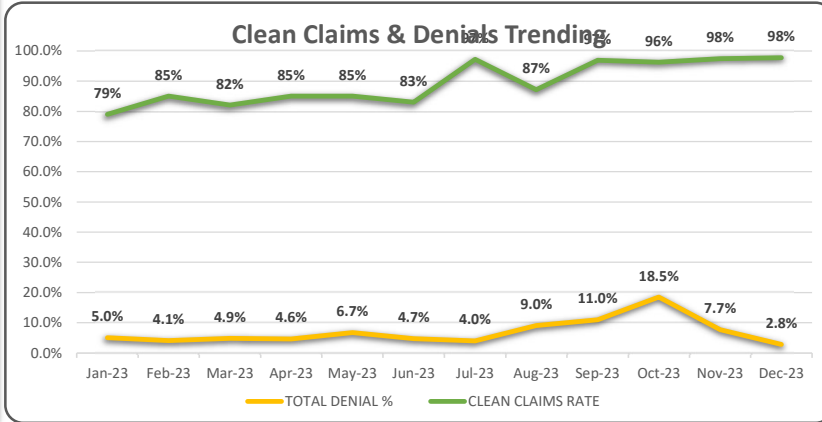
COUNT	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	13 Month Average
<b>BILLING</b>	26	9	16	17	22	14	25	17	23	21	69	103	48	32
<b>CODING</b>	56	52	64	63	64	40	61	58	39	53	73	31	22	52
<b>FACILITY</b>	17	43	41	30	27	29	14	28	15	6	1	54	16	25
<b>PATIENT</b>	-	1	1	-	-	-	-	2	4	1	10	12	25	4
<b>REGISTRATION</b>	57	57	44	40	44	54	43	34	30	27	57	15	31	41
<b>TOTAL</b>	156	162	166	150	157	137	143	139	111	108	210	215	142	154



# CLAIM SUBMIT EFFICIENCY & DENIAL RESOLUTION

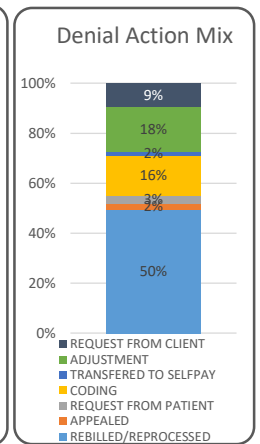
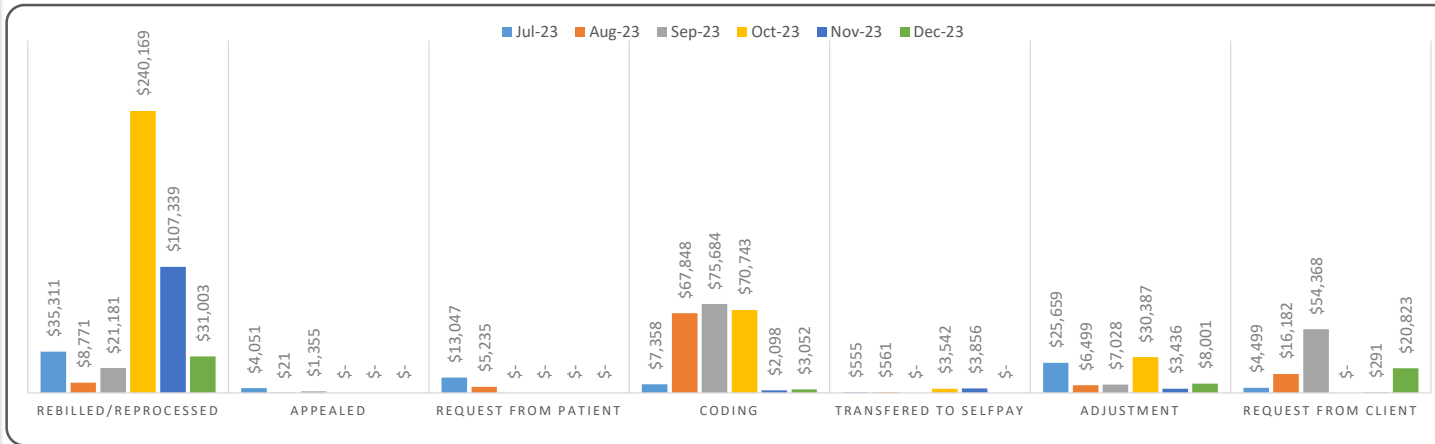
Denial & Clean Claim Trending

	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	13 Month Average
<b>DENIAL AMOUNT</b>	\$ 108,174	\$ 112,276	\$ 87,041	\$ 94,322	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,119	\$ 159,615	\$ 344,840	\$ 185,849	\$ 62,881	\$ 129,802
<b>PREVIOUS MONTH'S TRANSMITTED CLAIMS</b>	\$ 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	\$ 1,867,928	\$ 2,411,329	\$ 2,241,921	\$ 1,999,994
<b>TOTAL DENIAL %</b>	5.4%	5.0%	4.1%	4.9%	4.6%	6.7%	4.7%	4.0%	9.0%	11.0%	18.5%	7.7%	2.8%	6.8%
<b>CLEAN CLAIMS RATE</b>	77%	79%	85%	82%	85%	85%	83%	97%	87%	97%	96%	98%	98%	88%



Action Taken on Denials

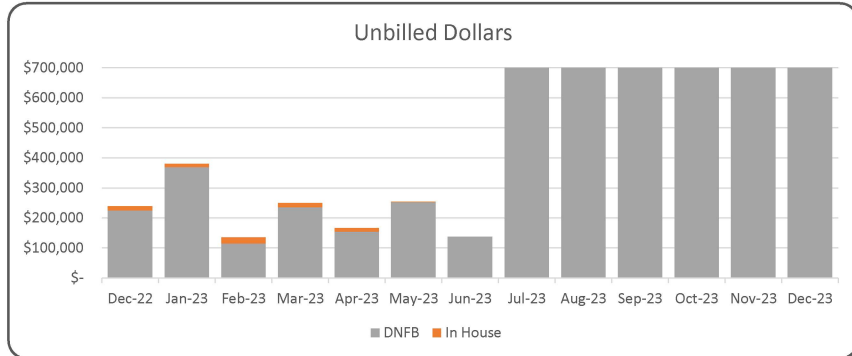
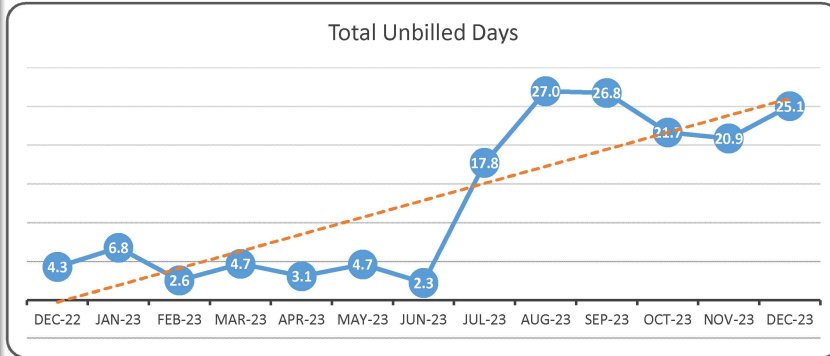
DENIAL ACTION	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	13 Month Average
<b>REBILLED/REPROCESSED</b>	\$ 65,189	\$ 37,987	\$ 33,295	\$ 55,495	\$ 49,608	\$ 73,330	\$ 48,104	\$ 35,311	\$ 8,771	\$ 21,181	\$ 240,169	\$ 107,339	\$ 31,003	\$ 62,060
<b>APPEALED</b>	\$ 11,926	\$ 2,121	\$ 2,973	\$ 2,164	\$ 11,305	\$ 3,102	\$ 133	\$ 4,051	\$ 21	\$ 1,355	\$ -	\$ -	\$ -	\$ 3,012
<b>REQUEST FROM PATIENT</b>	\$ 3,128	\$ 12,289	\$ 2,001	\$ 1,293	\$ 1,180	\$ 3,499	\$ 10,114	\$ 13,047	\$ 5,235	\$ -	\$ -	\$ -	\$ -	\$ 3,984
<b>CODING</b>	\$ 2,836	\$ 13,654	\$ 4,149	\$ 2,209	\$ 2,394	\$ 438	\$ 4,991	\$ 7,358	\$ 67,848	\$ 75,684	\$ 70,743	\$ 2,098	\$ 3,052	\$ 19,804
<b>TRANSFERRED TO SELFPAY</b>	\$ 4,163	\$ 2,355	\$ 5,688	\$ 2,222	\$ 682	\$ 1,244	\$ 2,329	\$ 555	\$ 561	\$ -	\$ 3,542	\$ 3,856	\$ -	\$ 2,092
<b>ADJUSTMENT</b>	\$ 12,458	\$ 35,153	\$ 30,601	\$ 28,772	\$ 21,417	\$ 40,951	\$ 36,597	\$ 25,659	\$ 6,499	\$ 7,028	\$ 30,387	\$ 3,436	\$ 8,001	\$ 22,074
<b>REQUEST FROM CLIENT</b>	\$ 8,474	\$ 8,718	\$ 8,334	\$ 2,166	\$ 5,734	\$ 17,237	\$ 2,435	\$ 4,499	\$ 16,182	\$ 54,368	\$ -	\$ 291	\$ 20,823	\$ 11,482
<b>TOTAL</b>	\$ 108,174	\$ 112,277	\$ 87,041	\$ 94,322	\$ 92,321	\$ 139,801	\$ 104,704	\$ 90,479	\$ 105,116	\$ 159,615	\$ 344,842	\$ 117,020	\$ 62,880	\$ 124,507



# UNBILLED & INVENTORY

Unbilled

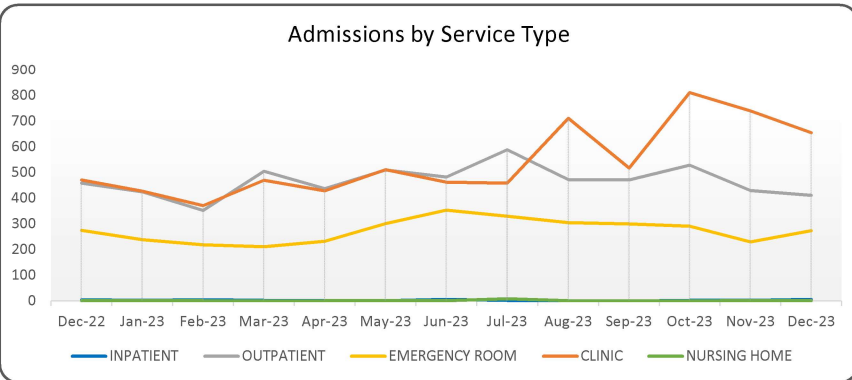
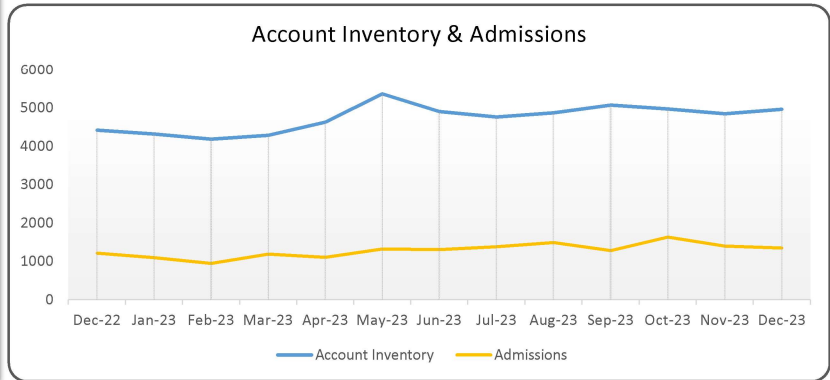
	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	13 Month Average
In House	\$ 13,804	\$ 11,990	\$ 21,812	\$ 15,908	\$ 13,120	\$ 2,240	\$ -	\$ 27,926	\$ 59,290	\$ 34,128	\$ 58,121	\$ 108,806	\$ 49,158	\$ 32,023
DNFB	\$ 224,970	\$ 368,997	\$ 114,332	\$ 234,498	\$ 153,558	\$ 252,579	\$ 137,865	\$ 1,032,055	\$ 1,528,438	\$ 1,460,193	\$ 1,272,278	\$ 1,259,714	\$ 1,740,429	\$ 752,301
<b>Total Unbilled</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>\$ 1,330,399</b>	<b>\$ 1,368,520</b>	<b>\$ 1,789,587</b>	<b>\$ 784,324</b>
Unbilled Days	4.3	6.8	2.6	4.7	3.1	4.7	2.3	17.8	27.0	26.8	21.7	20.9	25.1	12.9



Admissions & Account Inventory

ADMISSIONS	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	13 Month Average
INPATIENT	5	3	4	3	1	1	6	2	1	0	3	2	6	3
SWINGBED	4	2	4	4	4	0	4	2	7	1	4	1	5	3
OUTPATIENT	458	425	352	505	437	510	482	588	472	471	528	430	411	467
EMERGENCY ROOM	275	238	219	211	233	300	353	330	304	299	291	229	274	274
CLINIC	471	426	371	470	428	511	462	458	710	517	810	739	655	541
NURSING HOME	1	2	1	0	1	1	1	8	1	0	0	2	1	1
<b>TOTAL</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>1,308</b>	<b>1,388</b>	<b>1,495</b>	<b>1,288</b>	<b>1,636</b>	<b>1,403</b>	<b>1,352</b>	<b>1289</b>

ACCOUNT INVENTORY	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	13 Month Average
MEDICARE	453	497	417	438	494	547	485	387	519	598	579	556	633	508
MEDICAID	840	739	692	645	855	794	748	682	688	762	732	759	756	746
COMMERCIAL	912	871	814	857	903	914	997	862	838	887	897	942	997	899
WORK COMP	73	73	72	91	77	87	89	75	59	57	55	61	56	71
SELF PAY	2,136	2,139	2,191	2,260	2,303	2,461	2,584	2,752	2,767	2,772	2,708	2,527	2,524	2471
<b>TOTAL</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>4971</b>	<b>4845</b>	<b>4966</b>	<b>4738</b>



# Southern Humboldt Community Healthcare District Executive Dashboard

	TARGET	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23
<b>Days in AR</b>	<b>45.8</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>97.3</b>	<b>92.6</b>	<b>90.7</b>
Gross AR		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	5,974,477	6,060,571	6,475,740
Gross Revenue		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	2,130,187	2,037,494	2,402,068
Cash Collections		1,095,480	1,021,149	1,276,559	641,314	756,460	958,114	1,285,280	523,891	535,583	1,131,808	958,049	1,214,685
Adjustments		601,307	454,994	472,360	553,962	906,039	896,471	284,186	481,416	395,270	1,210,884	959,630	810,676
Collection %		64.6%	69.2%	73.0%	53.7%	45.5%	51.7%	81.9%	52.1%	57.5%	48.3%	50.0%	60.0%
Late Charges	<b>1%</b>	0.0%	0.1%	0.3%	0.0%	0.0%	0.2%	2.2%	0.3%	0.7%	0.8%	0.2%	0.6%
Bad Debt	<b>3%</b>	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%
Charity Care	<b>3%</b>	3.9%	1.0%	1.5%	0.1%	1.2%	0.5%	0.7%	0.2%	0.1%	0.2%	0.0%	0.0%
Third Party Aged over 90	<b>13%</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>	<b>21.9%</b>	<b>25.5%</b>	<b>31.0%</b>
Self Pay Aged 180 (from assignment)	<b>25%</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>	<b>49.0%</b>	<b>54.6%</b>	<b>58.4%</b>

